

31<sup>st</sup> January, 2014

Dear members of the independent review panel,

CBM International is grateful to you and INGO Accountability Charter for its feedback and inputs on our 2012 GRI report. We are encouraged by the Panel's recognition of our work and we appreciate the Panel's input and suggestions for further improvements. Over the last years, the Panel's feedback has always helped us to take stake, review our work and develop the CBM way of doing business.

Also this year, the Independent Panel's feedback gives good advice for further organizational development of CBM International as well as for further improvement of our accountability report. The Panel's feedback has been discussed within the Executive Management and, as recommended, we will have a stronger emphasis on evidence on the functioning of quality assurance tools. CBM is committed to implementing a fully functioning complaints handling mechanism. We acknowledge the panel's feedback on balancing quality and speed of change in the organizational development of a global organization such as CBM and will reconsider business plans and time lines.

It is however due to the nature of the INGO reporting cycle, that the implementation of recommendations can be demonstrated in the following year 2014 (as we have received the feedback on 20. December 2013). Editorial feedback will of course be implemented already with the GRI report 2013.

We thank you once again for your feedback and through the GRI reporting process CBM shall embed the principles of good governance and accountability in all that we do.

With kind regards,

Markus Hesse

Vice President Finance & Strategy

CBM International

Our Core Values:

**Christian \* Inclusion \* Professional \* Integrity \* International \* Communication**

CBMeV is listed in the register of associations as CBM Christoffel-Blindenmission Christian Blind Mission e.V.

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