

ANNUAL REPORT 2011-2012

INTERMÓN OXFAM

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Editorial

On the side of the most vulnerable (GRI 1.1)

Dear Friends,

On the 1st July I joined Intermón Oxfam as the new Executive Director and this is the first Annual Report of Activities I will be presenting to you. Although I worked for Intermón Oxfam for thirteen years, I have been working for the last six in a different organisation, from where I followed with great affection the evolution of Intermón Oxfam, yet still from the outside. Since I returned, I have been checking out the progress and commitment of everyone on the team in their continuing fight against poverty and injustice, in the midst of this devastating crisis. It is exciting, a complete privilege, to lead this organisation and, therefore, to present to you what we have done throughout 2011-12.

I urge you to immerse yourselves in this report. In it you will find information about how we work, the principles which guide us and the challenges that confront us. And, above all, you will be able to feel closer to what we have achieved, the changes we have brought about, the organisations of the South we have worked with, you and the team together. Without your financial support, without your participation and, above all, without your encouragement, we would not be able to achieve anything. Thank you.

In the period of time covered by this Annual Report we have responded to a number of large-scale humanitarian emergencies with their associated human suffering. The one that occurred in the Horn of Africa was devastating and made great demands on Oxfam members. Your financial support, more than €8.5m, allowed us to supply food and water to thousands of people, to save lives. This emergency reinforced what we already knew, that preparation and an early response to the first signs of a catastrophe are fundamental. In this way, we anticipated the food crisis in the Sahel and, despite its great size and complexity, our reaction reached the people before their situation became desperate. This demonstrates the importance of our being able to count on your support when emergencies catch the attention of the mass media, but even more so when this interest does not exist and the only ones who are there to help the people who are, literally, suffering day by day, are the humanitarian and development organisations. In 2011, we also launched the GROW campaign, which was intended to raise awareness and mobilise the public to change an unfair food system that condemns 1,000 million people to hunger when plenty of food is produced to feed the whole world. Here, in Latin America and in Africa, we, together with hundreds of local organisations, are raising the alarm about this problem, putting forward proposals and exerting pressure to find a solution.

We have done all this in the middle of a terrible economic crisis in Spain, a crisis which is having a big impact on an increasing number of people in our country. Because of our experience in the fight against poverty and inequality, we are particularly sensitive to this situation and we are strengthening our links and alliances with social organisations that also defend people's dignity and basic rights, wherever they are.

We cannot tolerate the fact that the same people as always are paying the cost of the crisis. Nevertheless, the Spanish government is cutting social expenditure and destroying development cooperation, pushing to the wall those people who have the least, just when they need it most. This is the scenario in which development cooperation is the most heavily cut of all, reaching the point where it could disappear completely. The solidarity shown by the Spanish public on so many occasions in humanitarian crises and cooperation programs is still there. However, many public

administrations have cut their cooperation to zero, even reaching the point of defaulting on payments for programs already in progress.

The effects of these cuts on our work and that of many other NGOs are significant; this year we have to postpone projects and reduce our response capacity. Cancelling public cooperation carries a high price which is measured in human lives; justifying it by playing off the poor from 'here' with the poor from 'there' (using the argument that the poor from 'here' should take priority) is unfair and cruel. Our commitment and demand is that, in a crisis, 'rescuing' the poorest should be a priority, no matter whether they live in the North or in the South.

At a time like this when institutions are falling into disrepute, we are convinced more than ever of the need to be transparent and demonstrate accountability in an appropriate manner, both to our supporters and to the people we must support, the women and men suffering from poverty and injustice. As well as the audits we undergo, Intermón Oxfam has signed up to a number of codes of conduct and monitoring systems, such as the Accountability Charter for International NGOs. Throughout this report, you will find various references to these working principles and to the actions based on them.

We closed the 2011-12 financial year with a loss of €108,573, due in large part to the setting aside of funds to cover non-payment by a number of public administrations. We continue to seek ways to reduce costs in an attempt to maintain at maximum levels our work in developing countries, and continue to make careful progress in the gradual recovery of our financial sustainability, trying to ensure that this affects our programs as little as possible, whilst still guaranteeing Intermón Oxfam's future.

There are big challenges ahead. Now, more than ever, tackling poverty and injustice demands a combination of experience and expertise, of passion and commitment. I can confirm that we have all these in great measure. A capacity that, when added to the enthusiasm and confidence that you give in your collaboration with Intermón Oxfam, allows thousands of men and women in many countries in the world to look forward to the future with hope.

Thank you once again for your support.

José María Vera
Executive Director Intermón Oxfam

Box. INGO ACCOUNTABILITY CHARTER

Oxfam supports the increasing calls for greater accountability from NGOs to donors, governments, partners and communities. Because of this, Oxfam is a founding member of the International NGO (INGO) Accountability Charter, a self-regulatory response by twenty four of the largest global INGOs covering environment, gender, human rights, consumers and development. The Charter represents an ongoing process to set up common standards of conduct for INGOs and to create mechanisms to report, monitor and evaluate compliance with those standards. At Intermón Oxfam this is the third year that we are reporting our activities in accordance with what is stated in the Charter. This reporting framework has provided us a useful tool for identifying areas where policies and processes can be improved to make sure we are reaching as many people as possible with the resources we have.

<<For information on the INGO Accountability Charter please visit the website:
www.ingoaccountabilitycharter.org

Annex 1 on page 51 details where you can find the INGO Accountability Charter requirements throughout this report.

CHAPTER 0. OUR IMPACT AND WHERE WE WORK (GRI 2.8)

HIGHLIGHTS

- <We help change the lives of 5.4 million people in 24 countries.
- <We support 97 fair trade production groups in 34 countries.
- <We launched GROW, a global campaign to ask for a fair food system.
- <2.8 million people assisted in the Horn of Africa and 500,000 in the Sahel.
- <8.5 million euros raised for the Horn of Africa.
- <17,588 people ask for the application of the Robin Hood tax.

PEOPLE BENEFITED

Economic justice	26%	1,428,265 PEOPLE HAVE GOTTEN MORE DECENT WAGES AND BETTER LIVING CONDITIONS
Essential services	3%	684,523 PEOPLE HAVE BENEFITED FROM IMPROVEMENTS IN THE ACCESS TO WATER AND EDUCATION
Humanitarian action	41%	2,783,164 PEOPLE IN AN EMERGENCY SITUATION HAVE GOTTEN FOOD, WATER AND SANITATION
Women's rights	11%	267,124 WOMEN (WITH THE SUPPORT OF SOME MEN) HAVE MADE DECISIONS ON THEIR LIVES AND THEY LIVE WITHOUT VIOLENCE
Active citizenship and responsible governance	19%	207,061 PEOPLE HAVE GOTTEN THEIR VOICES HEARD IN ORDER TO DEMAND FAIR POLICIES

THANKS TO ...

<<OUR TEAM

- 76 programs
- 198 local organisations
- 338 hired members in Spain
- 953 hired members in the countries
- 1.796 volunteers

<<<OUR SUPPORTERS

- 234.165 members and donors
- 1.376 companies

49 public Spanish and international institutions

218.258 fair trade consumers

78.057 activists

13.445 students and 81 teachers

WHERE WE WORK (GRI 2.5)

ALL THE OXFAM AFFILIATES (*)= 92 countries

(*) The Oxfam affiliates are: Intermón Oxfam (España), Oxfam América (EEUU), Oxfam Australia, Oxfam Belgium, Oxfam Canada, Oxfam France, Oxfam Germany, Oxfam Great Britain, Oxfam Hong Kong, Oxfam India, Oxfam Ireland, Oxfam Italia, Oxfam Japan, Oxfam Mexico, Oxfam New Zealand, Oxfam Novib (the Netherlands) and Oxfam-Québec.

INTERMÓN OXFAM=41 countries

	COUNTRY	No. Economic Justice programs	No. Essential Services programs	No. Humanitarian Action programs	No. Women's rights programs	No. Active citizenship and responsible governance programs	No. of fair trade organisations
AFRICA	Burkina Faso	3	1	1			1
	Burundi	1			1		
	Ivory Coast			1			1
	Chad	2		3	1	1	
	Ghana						2
	Ethiopia	2	1	1			1
	Kenya						1
	Morocco				2		1
	Mauricio						1
	Mauritania	1		1		1	
	Mozambique	1	1	3			1
	South Africa						6
	South Sudan	1	1	2			
	Tanzania	1				1	1
	Uganda						1
AMERICA	Bolivia	1				1	6

	Brazil			1		2
	Colombia			1	2	
	Costa Rica					5
	Cuba	1		1	1	1
	Chile					3
	Ecuador	1	1	1		6
	Guatemala	1		1	1	4
	Haití	2	3			
	Honduras					1
	Mexico					3
	Nicaragua	1	3	1	1	4
	Paraguay	2	2			1
	Peru	1		1		8
	Dominican Republic	1	1	1	1	2
ASIA	Bangladesh					3
	China		1			
	Philippines					4
	India	1				11
	Indonesia					3
	Laos					1
	Nepal					3
	Palestinian Territories		1			1
	Sri Lanka					5
	Thailand					2
	Vietnam					1
REGIONAL	West America and Maghreb	1			1	
L	Central America, Mexico and the Caribbean	1			1	
	South America	1		1		

CHAPTER 1

ABOUT US (GRI 2.1) (GRI 2.2)

Intermón Oxfam is a non-governmental development organisation (NGDO) which focuses its activities on the provision of an integrated response to the challenge posed by poverty and injustice, through four areas of work: development cooperation; humanitarian action; fair trade and social mobilisation; campaigns and education for global citizenship.

Our mission

Intermón Oxfam are people who fight with and for underprivileged populations as part of a broad global movement, with the aim of eradicating injustice and poverty so that all human beings may fully exercise their rights and enjoy a decent life.

We tackle the root causes of poverty and injustice, we contribute to improve the conditions in which millions of people live in, and we support their initiatives, both locally and globally, to change any policies, practices and beliefs which preserve injustice.

We are Oxfam

We are an independent organisation affiliated to Oxfam, an international confederation consisting of 17 organisations with whom we share objectives and a common approach to human rights. We work together in 92 countries to build a future without poverty.

To achieve changes which guarantee people's basic rights, we work directly with the people and the communities of the South. In turn, we seek to influence those in power (governments, national and international institutions, and companies) to ensure their decisions improve the conditions and livelihoods of these communities.

Our 5 values:

The women and men who make up Intermón Oxfam share these values, which identify us as active members of the organisation and help us move forward to achieve our proposed mission and build the world we all aspire to.

- **Justice**
- **Human Dignity**
- **Solidarity**
- **Commitment**
- **Consistency**

Our 5 change goals:

We tackle the causes and consequences of poverty and injustice, and react before them by focusing our work around 5 change goals:

ECONOMIC JUSTICE: We are promoting the access of men and women to income levels which allow them to have a healthy diet and a decent life.

ESSENTIAL SERVICES: We are working to give everyone the right to have affordable and accessible education, water, sanitation, and health services.

HUMANITARIAN ACTION: We are endeavouring to protect and assist people affected by natural disasters or conflicts, before, during and after such catastrophes.

WOMEN'S RIGHTS: We are fighting for women to have control of their own lives - economically, politically and socially.

ACTIVE CITIZENSHIP AND RESPONSIBLE GOVERNANCE: We are building a global citizenship movement capable of demanding justice from governments and companies, and for the free exercise of citizens' rights.

<<To find out more, check our [Strategic Plan 2007-2017: Demanding justice](#) (in Spanish)

LISTENING TO OUR STAKEHOLDERS

At Intermón Oxfam, we are committed to engaging with all the stakeholders affected by our work: the population benefitting from our programs; our partners and allies in the countries of the South; our team (both paid and voluntary); our members, donors and supporters; the organisations we work with in the North through coalitions and alliances; governments; the private sector; academic institutions; and the wider public. We are convinced that the engagement and feedback of all these stakeholders inform our work and help us bolster our efforts towards greater impact and efficiency. (GRI 2.7) (GRI 4.14)

Involving local communities

We work side by side with women and men of the South who live in poverty or whose rights are being denied, because we are convinced that they themselves are the agents of their own development. Our attention is focused on women, rural populations without access to basic rights, victims of humanitarian crises, marginalised groups and local organisations who work with and for these groups.

We involve the population from the very beginning, at the program design stage, which ensures we take into account their point of view and their capacity to act. We also encourage their participation throughout the lifetime of the programs, so that they may be involved and thereby guarantee their continuity and sustainability. And, finally, when we assess the actions we have carried out, we value the feedback we receive from the

target communities, which often informs our decision to modify or discontinue a program. (NGO1, SO1)

In order to achieve all these objectives we use participative methodologies, which allow us to take into account the opinions of women and other groups sensitive to marginalisation for other reasons, such as age or ethnicity. (NGO4)

Between October 2010 and February 2011, we carried out a survey using 13 focus groups made up of 152 beneficiaries from six countries, in order to ascertain their opinion of our work. Among other things, we were asked to make it possible for the women and men we work for and collaborate with to have more influence on some of the decisions we make, as well as having a system for them to communicate queries and criticisms to us. In response, we have been pushing for the creation of feedback systems for beneficiaries, for example in our Active Citizenship for Women and Young People in Nicaragua program. The creation of these systems helps us get to know better the people our work is aimed at, and to improve our transparency and accountability with them. (NGO2)

Working with local partners

In order to put an end to the injustices suffered by millions of people across the world, we need to form alliances with others. In developing countries, we work with all kinds of local organisations, such as peasant cooperatives, women's associations, NGOs, craft unions and universities. In 2011-12, we collaborated with 189 organisations. (GRI 2.8)

These organisations know better than anyone else the problems that affect them and have been fighting for years to solve them. We welcome this diversity and collaborate with each of them in different ways: through long-term associations or one-off alliances, with or without links to funding. At the selection stage, we identify common objectives and look for ways to make sure that our combined efforts will help us promote positive change in the most vulnerable and excluded populations. (GRI 4.15)

These relationships are not always easy and we sometimes make mistakes, but our intention is to learn from these mistakes in order to evolve and improve. Since we are aware of the power imbalances which may arise, we have established 6 partnership principles (which you can download from <http://www.oxfam.org/en/about/what/partnership-principles> in English) in order to guarantee that our relationship is based on mutual development and the achievement of greater impact. In the same way, we have provided our partners with guidelines to help them when we decide to get involved in a campaign together. (NGO5)

The local partners participate actively in the monitoring, evaluation and learning processes of the programs. For example, in 2011-12 in Mozambique, we developed a baseline study of our Education, Gender and Women's Rights program with our partner organisations, which was a useful starting point and will also serve as a reference point for the future. Their active participation in designing the methodology to follow, in the gathering of information and in the analysis of material obtained has been a great opportunity, both for them and for us, to learn and to strengthen our capacity. (NGO3)

In addition, we also have relationships with fair trade producer groups (97 during this fiscal year). These relationships are governed by our purchasing policy (approved in 2010), in which our priority is to collaborate with those producer groups who are better able to convert our purchases into opportunities for sustainable livelihoods. In this regard, we were able to buy 1,712,000 Euros worth of goods from these 97 groups in the last fiscal year. In addition, since 2008, we have been developing diagnostic tools to identify opportunities for certain groups to implement improvement plans, with financial support from a number of companies. In January 2012 for example, we visited Prokritee, a producer group in Bangladesh, with the support of Securitas, and we worked together to draw up a plan to strengthen their marketing capacity, mainly in Europe (customer relations plan, attendance at trade fairs, etc.). **(GRI 2.8) (GRI 4.15)**

Working in alliances (NGO6)

We seek to achieve a positive and lasting impact on poverty and we believe that this objective can only be achieved through the collective efforts of the many stakeholders in what we call a global movement for change. As part of this movement, we promote the creation of alliances and joint work with other organisations.

As members of Oxfam International, we work in close collaboration with the other 16 members of the confederation. In addition, we are part of a number of alliances. We are founder-members of the Spanish Coordination for Non-Governmental Development Organisations (CONGDE) and we participate in the umbrella organisations for NGOs in the 17 autonomous communities of Spain. We belong to EURODAD (European Network on Debt and Development), FECEMD (Spanish Federation of Electronic Commerce and Direct Marketing) and FETS (Ethical and Supportive Financing).

In the area of humanitarian action, we are members of the Sphere Project Board of Directors, which regulates the minimum standards of humanitarian disaster relief, and members of ECHO (European Community Humanitarian Office), with whom we have signed the FPA (Framework Partnership Agreement), which defines the roles and responsibilities of implementing humanitarian operations financed by this organisation.

In the area of fair trade, we are part of the State Coordination for Fair Trade, the European Fair Trade Association (EFTA) and the World Fair Trade Organisation (WFTO). In addition, we have been members of the Fair Trade Labelling Organisation (FLO) since its inception.

Moreover, we have been an advisory body of the United Nations Economic and Social Council since 1995.

To date, the commitments made are as follows: the Code of Conduct for the International Red Cross and the Red Crescent Movement and NGOs in Disaster Relief; the Oxfam International Humanitarian Contract; the Sphere Project's Humanitarian Charter; the Accountability Charter for International NGOs, which all Oxfam members have signed; the CONGDE Code of Conduct for NGOs (includes criteria regarding communications and advertising) and the CONGDE transparency tool for NGOs; the Principles of the World Fair Trade Organisation; and the Code of Conduct for the Development of Fundraising in Spain. **(PR6)**

Engaging with governments and international bodies

Being part of the Oxfam confederation allows us to have a dialogue with governments and key multilateral institutions like the United Nations, the Food and Agricultural Organisation, the World Bank, the International Monetary Fund, the G20 and the European Union, and to be present during their discussion forums. In this way, we can exert pressure at a global level to ensure that decisions made at an international level translate into concrete policies that improve the lives of those people who find themselves in situations of poverty and injustice throughout the world.

Connecting with our supporters (GRI 2.8)

We communicate with our members, donors, activists and supporters through different media:

- www.IntermonOxfam.org (in Spanish or Catalan): Our main external communication tool. We had 1,424,023 visits in the last fiscal year.
- [IO Magazine](#): we send it by post three times a year to all our members and donors. It can also be consulted in Spanish or Catalan on our web.
- Electronic bulletins: one aimed at our members, another at activists, and a third at fair trade consumers.
- Phone calls to 902 330 331 and emails to info@IntermonOxfam.org. Our customer service team, which consists of 14 people (10 of whom work from the Integralia Foundation), responded within 48 hours to the 37,000 calls and 78,000 emails we received in the last fiscal year.
- Social networks. Since May 2011 we give this area a strong boost. We now have more than 20,000 fans on Facebook and more than 11,000 followers on Twitter, with a growth of 1,000 users each month.

Listening to our team (GRI 4.4)

Internal communication is an important aspect of our organisation. We have tools and channels at our disposal which we use to interact with both paid staff and volunteers, in Spain as well as in the countries of the South where we work.

We promote the development among team members of a feeling of belonging, of sharing the mission, vision and values of our organisation, by giving our team the tools they need to achieve our organisational objectives.

We have an intranet with accurate documentation which includes information on how the institution works and what the various teams are doing. In addition, three monthly bulletins are produced: for the team working in the offices in Spain; for the volunteers in Spain; and in three languages (English, French and Spanish) for in-country personnel. Our digital bulletins were finalists in the IV Awards for Best Practice in Internal Communication, organised by the Internal Communication and Corporate Identity Observatory. **(GRI 2.10)**

We organise meetings with the Board of Directors and distribute their news and communiqués to the various teams. We also have an internal email address 'The Board

of Directors responds', where the team can send their opinions and suggestions directly and receive replies.

In our adapting to digital tools, we have started using the open version of the internal social network, Yammer, where we share ideas, experience and knowledge, and which allows us to stay in daily contact with our regional office and committee teams throughout Spain as well as those members scattered around the world.

CHAPTER 2 – WHAT WE HAVE DONE

ECONOMIC JUSTICE

Facing a global crisis with devastating effects on the countries of the South, we have concentrated our efforts on promoting income generation and food security for farming families. Similarly, we have been working to protect their right to produce food, given the practice of land grabbing for biofuel production. This was complemented by the launch of the GROW campaign, which helped us and hundreds of local organisations to demand greater investment in small-scale agriculture and a greater role in the debate about access to land.

A CONTEXT MARKED BY...SCARCITY.

If current trends continue, we will see a 50% increase in the demand for food, 30% for water and 50% for energy in the next 20 years. The growing demand and competition for scarce resources is mostly the result of an unequal distribution of resources: Almost 900 million people in the world are hungry, not because they do not produce food, but because their resources are controlled by a minority.

1,428,265 BENEFICIARIES IN 18 COUNTRIES (Bolivia, Burkina Faso, Burundi, Chad, Cuba, Dominican Republic, Ecuador, Ethiopia, Guatemala, Haiti, India, Mauritania, Mozambique, Nicaragua, Paraguay, Peru, South Sudan and Tanzania). **(GRI 2.8)**

GUATEMALA

More public investment in agriculture

In Guatemala, we launched the GROW campaign in collaboration with the national 'Vamos al Grano' (Let's Get to the Point) campaign, to demand the democratisation of access to land, an increase in public investment in small-scale agriculture, and to create a movement in favor of food justice. Thanks to actions such as sending 3,000 online letters to members of parliament, we succeeded in getting the new government to triple the agricultural budget: from 631 million quetzals in 2011 to almost 1,800 million in 2012 (almost 180 million Euros).

In addition, we joined the 20 Guatemalan organisations that signed up to the GROW campaign in numerous actions, such as meetings with politicians to ensure the addition of rural development in election programs or to support women's right to land ownership. **(NGO6)**

In the Polochic Valley, we supported 800 farming families who had been forcefully dispossessed of their lands by a sugar cane company in March 2011. In this case, we collaborated on a tour of Spain, Brussels, London and Geneva by two farming representatives to condemn the violation of human rights. **(NGO5)**

LISTEN TO THE FARMING LEADERS' TESTIMONY HERE (in Spanish):

www.IntermonOxfam.org/es/multimedia/video/guatemala-3-lideresas-por-derecho-alimentacion

UGANDA

No losing sleep over coffee

We continue to work on strengthening the capacity and quality of life of 6,869 fair trade coffee producers – 28% more than in 2010 – in southwest Uganda. All of them work with the Ankole Coffee Producers Cooperatives Union (ACPCU), a group of fifteen cooperatives (5 of which joined in 2011 and 2012) and of whose Robusta coffee we are now the main buyer. ACPCU began certifying as organic almost all of its production in June 2010.

Thanks to the higher and more stable prices we pay for this coffee, the technical training and the access to credit at rates five times lower than those of local lenders, we have helped members of ACPCU to achieve higher incomes and to become less vulnerable to market fluctuations. This reality has allowed 91% of fair trade farmers to invest in their own farms, compared to 42% of producers who sold through conventional markets in 2011-2012. The number of families who live in brick houses instead of adobe has also increased – doubled – as has the number of families who are able to finance their children's education (98% in primary schools and 71% in secondary schools, compared to 71% and 60% of producers who are not members of the cooperatives).

In addition, we saw women's empowerment grow in the ACPCU cooperatives in 2011 and 2012: six of these are now managed by women, double the number for 2010. What is even better is that all of this continuing support has been given solely with the funding received from sales of fair trade coffee in Spain. This proves it to be a real formula for sustainable development. (NGO1)

WATCH THIS VIDEO (partly in English, Spanish subtitles):

www.IntermonOxfam.org/es/multimedia/video/cafe-que-no-quita-sueno

BOLIVIA

AMANDA FERREIRA: 'Now we have land and know how to use it as a community'

'I didn't know I had so many rights, finding out about them has changed my life as well as my people's', reminisces Amanda Ferreira, a woman who went from serving her bosses to being a Guarani leader in El Chaco, eastern Bolivia. We have supported the work of indigenous and farming communities and of local organisations in the area as well as in the Amazonian north of the country, so that more than 13,400 men and 12,600 women have been able to recover their property and land production in the 2011-12 fiscal year. (NGO1)

Since we started our program in 2007, we have supported the legal regularisation of 2.9 million hectares of land. In El Chaco, Amanda's region, 4,413 Guarani families in 239 communities now have legal titles to their land and, together with the CIPCA Cordillera organisation, we continue to support them so that they can maximise their profits from it. According to a recent evaluation, people who participate in our program generate incomes five times higher than any other rural farming activity in the country. In addition, we promote the revitalisation of already existing initiatives in the region, such as irrigation systems, which has been replicated by a number of local government administrations in other communities, and so multiplying its impact. Another achievement is our collaboration to reduce emigration, even getting some Guarani families who had migrated to urban centres to return. (SO1)

'Now we have land and we know how to use it. The good thing is that we do it as a community', Amanda concludes. This farming leader is one more example of how women have become empowered in the past few years. They now lead initiatives such as the production of peanuts and occupy decision-making posts in communities, and social and political organisations. (NGO4)

BOX 1

GROW CAMPAIGN

WE CAN GROW MORE FOOD, MORE FAIRLY AND MORE SUSTAINABLY

According to our study '*Growing a Better Future*', enough food is grown in the world for everyone. However, there are almost 900 million people going hungry. On 1st June 2011, in order to contribute to the creation of a global movement willing to fix the dysfunctional food system, all of the Oxfam affiliates launched the GROW campaign in more than 45 countries, with the support of hundreds of grassroots organisations, small-scale agricultural producers, rural women's organisations, experts and research centres.

Since then, we have allied with civil society organisations in countries such as Peru and the Dominican Republic, to demand higher and more effective investment levels in favor of farming family agriculture. Together with civil society in Burkina Faso and Chad, we have pressured governments to prevent and respond adequately to the food crises which have afflicted the Sahel region. We have also contributed to making the voices of farming organisations in Guatemala better heard in their condemnation of a number of land grabs which negatively affect their food security (an issue we condemned in another of our campaign studies: '*Land and Power*'). Our role in these countries differs according to the context - we act as advisors, contribute analyses and data from our research, create dialogue to build new alliances, etc. (NGO5, NGO6).

With our advocacy work in Spain, we have contributed so that the fight against hunger and in favor of food security remains a priority for the new Government. At the same time, we have contributed to the recognition by Spanish society of the causes of hunger and we have shared proposals on how all of us can do something to change the situation. We have taken the GROW campaign to more than 28 cities, with innovative tools such as the creation of a kit of resources which offers different ways of spreading information about the campaign through cinema, music and sport. It has also been the central theme of our educational proposal '*Connecting Worlds*' and our educational material called Global Express, aimed at secondary school students.

On the global stage, our demands at the international forums of the G20 and Rio+20 have put on the table the fact that it is imperative for us all to renovate the current food system. The interview we had in May with the executive director of the Food and Agricultural Organisation, José Graziano da Silva, gave us the opportunity to influence this agency to work in new areas, such as food security and climate change.

CHAPTER 2 – WHAT WE HAVE DONE

ESSENTIAL SERVICES

As a result of the cut-backs that health and education are suffering worldwide, we have been forced to strengthen our work with local partners in order to influence governments to guarantee these fundamental rights, which are key for development. At the same time, we continue to promote pilot actions which some governments are adopting and replicating.

A CONTEXT MARKED BY... INEQUALITY.

Global inequality is increasing not only in relation to income, but also in relation to gender, race, culture, power, status, employment and access to social services. Unequal societies are more vulnerable to economic and other shocks, as well as the impacts of increasing scarcity, volatility and climate change.

684,523 BENEFICIARIES IN 4 COUNTRIES (Burkina Faso, Ethiopia, Mozambique, South Sudan)

ETHIOPIA

Water giving life to women and communities

In Ethiopia, we have prioritised action in essential services since 2004. In the previous fiscal year, we participated in a joint effort with fifteen local organisations and government entities with our WASH program (Water, Sanitation and Hygiene). The Ethiopian Government has been involved in designing the projects (identifying the most vulnerable communities) and in implementing them (mobilising the communities to participate actively). Local alliances have allowed us to maximise our impact and to become a reference point in WASH issues within the country, as well as leading this field within Oxfam. **(NGO6), (SO1)**

In 2012, we opened the fifth stage of the program, which has given 115,916 people (49% of them women) access to drinking water over the years. In the 2011-2012 fiscal year, 9,796 men and 8,764 women benefitted from the various WASH actions. The main achievements include our support to water committees that self-manage these services: so water infrastructures have a life beyond the program phase and communities adopt an active role in their implementation. **(NGO1)**

In addition to improving the population's health, we have realised that women and girls now need less time to collect water (once averaging 2-4 hours, now about 20 minutes), and they can invest this time in participating or leading water committees, cultivating the land or attending school. **(SO1)**

MOZAMBIQUE

VERONICA PAULINO: “I trained to be a good Chemistry teacher”

At 30 years old, Veronica Paulino belongs to the minority of Mozambicans who have a university education, seeing as illiteracy reaches 67.3% of women. Veronica was working as teacher but “felt like I still didn’t have a good level”, and began taking a distance learning bachelors course for teachers (diploma in Spain). “After four years of study and work, I graduated in Chemistry. I am now a teacher in the last years of secondary school”, she states proudly.

Veronica has benefitted from our education program in Mozambique to get more and better trained teachers, more girls who finish school, and less gender violence in the classrooms in the provinces of Niassa and Cabo Delgado. Better training means more employment opportunities for women, more empowerment and more presence in leadership positions. **(SO1)**

In the previous fiscal year we benefitted 5,663 people directly. In the districts of Palma and Nangade, in Cabo Delgado, the number of female students who have completed the first year of secondary school has increased by 50%. Regarding prevention of gender violence, we have supported outreach actions between local authorities and human rights activists, and legal aid with the association of Mozambican women in legal careers (AMMCJ). In Cabo Delgado, formally reported gender violence cases have increased from 12% to 21%. **(NGO4)**

CHAPTER 2 - WHAT WE HAVE DONE

HUMANITARIAN ACTION

In the last fiscal year, we answered the challenge of looking after the thousands of families affected by the two food crises in Sub-Saharan Africa. In July 2011, we intervened in the famine in the Horn of Africa and at the end of the year we did the same in the Sahel region, with water, sanitation and food security programs. In addition, we pressured governments and international agencies so as to avoid a repetition of the food crises. Everything we learned in the Horn of Africa allowed us to act in time in the Sahel and in doing so we avoided thousands of deaths.

A CONTEXT MARKED BY... VOLATILITY.

In the last decade, developing countries have suffered multiple and simultaneous crises and conflicts. Food price increases, natural disasters caused by climate change, the accelerated growth of cities and greater competition for natural resources leave poor communities at risk, reducing their capacity to progress.

2,783,164 BENEFICIARIES IN 14 COUNTRIES (Burkina Faso, Chad, China, Dominican Republic, Ecuador, Ethiopia, Haiti, Ivory Coast, Mauritania, Mozambique, Nicaragua, Palestinian Territories, Paraguay, South Sudan)

HORN OF AFRICA

THE WORST DROUGHT IN THE LAST 60 YEARS

In 2011, the Horn of Africa suffered one of the worst humanitarian crises of the 21st century, with 13.3 million people affected in Ethiopia, Kenya and Somalia. The drought triggered bad harvests, the death of farm animals and an increase in food prices, factors particularly damaging in an already poor region, with defective policies and with countries such as Somalia in a conflict situation.

Oxfam began its intervention at the beginning of 2011 and from July onwards we widened our response with programs for drinking water, short term access to food and support for subsistence methods in the long term. We look for ways to ensure that vulnerable communities can restart their lives after the crisis and respond more effectively to future disasters. Having programs already running in the region was a great help to us, especially in Ethiopia, but also in Somalia, where we operate through local partners since the government has vetoed action by international NGOs. **(NGO1)**

Between July 2011 and July 2012, we looked after 2.8 million people (21% of all the affected). Among these were the 155,000 Somali children treated with our nutrition program, one of the biggest in the country, up until March 2012. Also included are the cash beneficiaries in Kenya: 155,000 people in Wajir (25% of the province) and 5,000 families in Turkana. For the work in this first year we invested 61.9 million Euros of the 84.4 million Euros we raised across all the Oxfam affiliates (8,5 contributed by Intermón Oxfam).

LINK TO ACCOUNTABILITY REPORT (in Spanish or Catalan):

www.IntermonOxfam.org/es/accion-humanitaria/noticia/informe-un-ano-de-emergencia-de-cuerno-de-africa

SAHEL

A DEADLY CRISIS

More than 18.5 million people are facing a serious food crisis in the Sahel region, in west and central Africa. The drought and its consequences have been aggravated by conflicts, such as the military coup in Mali in March 2012, which resulted in more than 320,000 people having to flee their homes.

In the Sahel, we have responded better and faster to the first signs of alarm – as did donors and governments – thanks to what had been learned from previous emergency in the Horn of Africa. Since November 2011, we have been collaborating with local organisations in Burkina Faso, Chad and Mauritania on programs of cash-transfer and cash-for-work, or to distribute food and seeds for agriculture. We have also extended access to drinking water, sanitation and hygiene to stop the spread of disease amongst the local population and refugees in camps, to avoid making the crisis worse.

Between the end of 2011 and July 2012, 514,170 people benefited from our work, 290,000 beneficiaries in Burkina Faso, 140,000 in Chad and 84,170 in Mauritania.

THE JOURNALIST BRU ROVIRA TELLS YOU ABOUT IT IN THIS VIDEO (in Spanish):

www.IntermonOxfam.org/es/multimedia/video/soberania-de-pobres

BOX 1 WITH A SHORT TESTIMONY (NGO1)

Oxfam makes cash transfers to the most vulnerable families, especially those headed by women, so that they may buy food, seeds or other basic needs. In this way, we not only stimulate the local market but also give people dignity, because they themselves decide how to spend the money.

‘With the money the organisation gave me, I have been able to buy food for the whole family’

Houley Abdoulaye Ba, **beneficiary of the cash program in Mauritania**

BOX 2

NEVER AGAIN:

INFLUENCING TO END EXTREME HUNGER

Our emergency response always includes political advocacy and awareness actions to achieve deeper and longer-lasting changes. On this occasion, we influenced the Spanish Government, the governments in the crisis regions, and the international community to urge them to address the underlying causes that make millions of people vulnerable to hunger.

Worth noting is our signing of the ‘*Declaration to end extreme hunger*’ in September 2011 and the launch, in collaboration with Save the Children, of the mobilisation campaign ‘*Never again, let’s put an end to extreme hunger*’, already supported by more than 6,500 people. In January 2012, we published a report called ‘*A dangerous delay*’ with that same NGO, in which we denounced that a late and insufficient response in the Horn of Africa had led to the deaths of between 50,000 and 100,000 people. Many

donors then announced more flexible funding systems and the European Union quickly reacted to reduce the impact of the crisis in the Sahel. (NGO6)

On the Spanish political stage, we have been collaborating to ensure the fight against hunger continues to be a priority for the Ministry of Foreign Affairs, with special mention of the Horn of Africa and the Sahel. In addition, all the groups in Congress approved a motion on how to respond to food crises. Following calls from the United Nations, Spain has increased its funding in the Horn of Africa (30% of the annual HA budget) and in the Sahel (3.4 million Euros). (NGO5)

DOWNLOAD THE REPORT HERE (in Spanish):

www.IntermonOxfam.org/es/documentos/18/01/12/un-retraso-peligroso-precio-de-respuesta-tardia-alertas-tempranas-durante-sequia

HAITI

ESLINE BELCOMBE: 'We have created a committee to manage water in the camp'

Esline Belcombe lives with 20,000 other people in the big Corail camp, which has taken in the families affected by the earthquake which struck Haiti in January 2010. This young woman of 25 years old is chair at one of the committees that buys, stores and sells drinking water to the Corail residents. With the income from these sales they maintain and repair the water tank, but they have plans to extend this activity to 'paying a company to come and remove rubbish from the camp' or, even, 'creating our own refuse-collecting company, giving work to unemployed youths'.

Esline got involved with the committee after receiving our training to manage water and sanitation facilities, one of the many WASH actions (water, sanitation and hygiene) we promoted with our partners in country in 2011 and which has benefited more than 50,000 people in 113 camps. 'This is our community. A person from outside would not have the same interest we do in managing these things', concluded Esline Belcombe. (NGO1, SO1)

In 2011, we gradually reduced our activity in the camps (except for two) and focused on long-term initiatives in poor urban districts and rural areas. We have installed more permanent WASH facilities there and have given support to small businesses so that Haitians can have a new beginning. At the same time, we collaborated with Haitian organisations to strengthen civil society and demand the government's involvement in the reconstruction of the country. (NGO6)

MORE INFORMATION IN THIS VIDEO (Spanish subtitles):

www.IntermonOxfam.org/es/multimedia/video/haiti-dos-anos-despues-del-terremoto

BOX 3

REAL TIME EVALUATIONS

EARLIER AND MORE EFFECTIVE INTERVENTIONS

We have developed systems for monitoring, evaluation and learning (MEL) and real time evaluations (RTE) in the Horn of Africa and the Sahel, which have given us the ability to evaluate the effectiveness of our response and to draw up recommendations for improvements.

During the crisis in the Horn of Africa in July 2011, we applied the minimum standards and obligatory compliance in MEL, which we had helped to create within the Oxfam

framework in 2010. Among other things, we carried out a real time evaluation of Oxfam's work in the region, 8-12 weeks after starting it. In the evaluation, we used seven benchmarks (created in the minimum standards) and compared them to what actually happened in the field. For example, the first benchmark measures whether the quality and magnitude of the response is appropriate for this crisis.

This learning helped us act in the Sahel crisis and strengthen our impact in the most critical areas. We were the lead for MEL actions there for Oxfam as a whole, with innovative contributions, such as using, for the first time, common and comparable indicators for all the organisations and countries in the region. In this way, we were able to quantify the beneficiaries with the same methodology and, therefore, determine why we were able to reach more people in some places than in others. **(NGO3)**

In addition, we refined the system so that the beneficiary population could express its opinions and complaints on the action taken and so that we could integrate these into the improvement measures. **(NGO2)**

CHAPTER 2 – WHAT WE HAVE DONE

WOMEN'S RIGHTS

In 2011-2012, our work with women has been focused on achieving transforming leaderships: women capable of demanding their rights and organising themselves, with whom we are sure it will be easier to build a better world. Another subject where we have focused our attention is the fight against violence carried out against women and girls.

A CONTEXT MARKED BY... GENDER INJUSTICE.

The face of poverty continues to be that of women. 70% of people who live in poverty are women and girls. 2/3 of illiterate adults are women. They do 60% of the work in the world and produce 50% of the food, but they only make 10% of the income and own 1% of property worldwide. One out of three women has suffered gender violence in her life. They only hold 19% of parliamentary positions.

267,124 BENEFICIARIES IN 11 COUNTRIES (Brazil, Burundi, Colombia, Cuba, Chad, Dominican Republic, Ecuador, Guatemala, Morocco, Nicaragua and Perú)

BRAZIL, COLOMBIA, ECUADOR AND PERU

“Populares y diversas” women build new citizenships

Because of their diversity, young and adult women from urban and rural areas, from different ethnicities and sexual orientations, share situations of inequality in Brazil, Colombia, Ecuador and Peru. All of them belong to one of the 19 local organisations which, since October 2010, have participated in our program to train and empower women from these four countries in building new citizenships. They debate and create proposals there, on how to exercise political power, organise themselves to demand their rights, or promote public policies which eliminate violence against them. (NGO4, NGO6)

In the previous fiscal year, we promoted their political training through four national schools and one regional school where 20 women from the grass roots take university-level courses on the political participation of women. We also added an investigation on the experience of 'populares' (as people from the grass roots call themselves) and diverse women with positions of power.

Furthermore, we have designed a shared web platform, where the 19 organisations provide and manage their information since the beginning of 2012. The internal structure of the program is also innovative since it combines four national committees and one regional committee, made up by a leader from each of the countries. The committees have been used as places to present problems and solutions in order to decide on their own policies and actions, but also as areas to manage conflicts and evaluate actions taken. (NGO2)

NICARAGUA

Active citizenship of women and youths

We launched a program in Nicaragua in October 2011 whose goal is for women and youths to strengthen their capacity of organisation and public action in order to lead in

changes for the inclusion of their demands in public policies, so that they can live life free of any kind of violence. It is the first time that we, the whole of Oxfam, have worked with youths as a priority, with a special emphasis on young women. In a country where 70% of the population is under 34 years of age, it is key to involve young people as agents of change. With this group we have developed an awareness process about women's rights by means of training cycles, radio and television communication campaigns, theatre, contests, and meetings between young and adult women.

In the first six months of activity, we have benefitted 3,863 people (2,879 women and 984 men), more than 30% of the 12,000 which we want to reach during the five years of the program. Furthermore, we have already made some achievements, seeing as seven proposals from women and youths who participate in the program have been included in the municipal budgets of Matagalpa and San Isidro, such as the creation of the Women's Office or the increase in scholarships for youths.

In keeping with the goal of building an active and inclusive citizenship, we have involved the beneficiary population and 25 local partner organisations (NGOs, social movements and networks of women and youths, both national and communal) in building the program. We have detected and analysed the needs and the right response strategies together. In this area, we have begun applying a system for monitoring, evaluation and learning, consisting of seven partner organisations and a delegation of each Oxfam affiliate in the country (Oxfam Belgium, Oxfam Canada, Oxfam Great Britain, as well as Intermón Oxfam). (NGO1, NGO3)

CHAPTER 2 – WHAT WE HAVE DONE

ACTIVE CITIZENSHIP AND RESPONSIBLE GOVERNANCE

The drastic reduction in aid for developing countries is jeopardising the success achieved over the last ten years. This is why it is essential we continue to contribute to the creation of an active global citizenship which, among other things, can react against anti-crisis measures involving cutbacks in social contributions, including official development aid (ODA), and which can demand from governments new ways of putting an end to poverty and injustice, such as taking measures against tax evasion, creating fairer tax systems and implementing a tax on financial transactions. Intermón Oxfam seeks to encourage and contribute to these citizen initiatives by using its campaign instruments and international presence to channel and promote strong messages in key decision-making processes (G-20, OECD, etc.).

A CONTEXT MARKED BY... NEW POWER DYNAMICS

The growth of emerging economies, especially the BRICSAM countries, with their increasing weight in the G-20 forums, presents an opportunity to build a more global debate on wealth distribution and the fight against inequality. At the same time, citizen movements such as the Arab Spring and 15M are multiplying and bringing in alternative ways of communication based on social networks and new technologies, while demanding that governments and the private sector act more responsibly, more effectively and with more transparency, and that they guarantee the basic rights of citizens.

207,061 BENEFICIARIES IN 9 COUNTRIES (Bolivia, Chad, Colombia, Cuba, Dominican Republic, Guatemala, Mauritania, Nicaragua, and Tanzania)

BUILDING CITIZENSHIP

ACTIVE, CRITICAL AND GLOBAL

We are strengthening social movements to give them more capacity in making their voices heard by the authorities and in demanding fairer policies. We would like, in this way, to contribute to the building of an active global citizenship in all the countries where we work, including Spain.

The work undertaken in the area of empowerment and citizen participation with civil society in 2011-12 in the countries of West Africa should be highlighted. For example in Mauritania, we have encouraged the empowerment of the most vulnerable populations (with special attention to women in the most excluded black-African communities) so that they are aware of their civil and political rights and can claim them to demand that any development policies and strategies the government might implement take their needs and priorities into account (food security being a crucial issue in the Sahel region). An essential first step so that these same excluded populations can then participate in local and national decision-making processes and demand more transparent, more democratic and fairer management of public funds.

In Spain, we have continued our work in schools with the involvement of a network of 81 teachers, with whom we intend to encourage an educational model to create

responsible, supportive and critical citizens willing to transform unfair conditions here and across the world. Some of the initiatives fostered by students from 20 countries participating in last year's 'Connecting Worlds' (whose learning has been made available on the educational social network www.classforchange.org) can be seen as specific examples of the transformational capacity of our work in the classroom. To stimulate the relationship between teachers for global citizenship, we have improved the exchange forums on our website, Kaidara, and encouraged their participation in the fifth seminar 'Educating for Global Citizenship' which took place in July 2012.

Contextual changes (economic crisis, new citizen movements such as 15M and new technologies) are forcing us to rethink our campaign model to ensure our supporters are not just passive recipients of our initiatives but are protagonists of change, both in their own areas and on the global stage where we act. With this goal in mind, we organised a meeting for activists (May 2012) and developed areas to give our activists more opportunity for participation and empowerment, so they can spread information on our campaigns in the way they feel is most appropriate in their field. In this regard, we would like to highlight the performance at Retiro Park organised by the group of volunteers at the Madrid regional office to raise people's awareness of land-grabbing in the countries of the South, one of the sub-themes of the GROW campaign. (NGO5) (NGO1)

TAXES TO END POVERTY

PROMOTING FAIR TAX SYSTEMS

The international financial crisis has meant a reduction in ODA contributions to developing countries and has also made it more difficult for these countries to access international credit and receive resources to fund development policies. At Intermón Oxfam we have begun to explore other ways of funding which will generate sufficient resources, are sustainable and predictable, and mean less dependence on international aid in the future. In our research '*Owning Development: Taxation to Fight Poverty*', we calculated that, if we implemented a fairer and more progressive tax system, up to 60% of what is needed to achieve the Millennium Development Goals could be raised.

The construction of fair and progressive tax systems also gives us the capacity to contribute to the reduction of inequality, which has soared this year to reach the highest levels in 25 years. Paraguay, for example, is one of the main food producers of the world but is also one of the poorest and most unequal countries. Ninety-five per cent of the land is in the hands of big agricultural export companies which, on the other hand, do not contribute even 1% of the annual budget. In our report this year '*Taxation in Paraguay: Marginalisation of small-scale farming*', we analyse the lack of redistribution in this system and, together with social organisations in the country, provide ideas for fairer options.

But we also need to put an end to the loss of resources arising from the existence of tax havens which undermine the capacity of governments to implement their own development policies. Tax evasion and avoidance generate illegal flows of money up to 10 times greater than international aid, mainly due to the abusive practices of transnational companies. Transparency and an international framework of tax cooperation are key to achieve this. To this end, we work with international agencies such as the G20 and the OECD to encourage the reinforcement of mechanisms for the effective exchange of tax information. One of this year's biggest achievements has been

ensuring that the EU began a process of reform of the accounting and transparency directives, which will force extractive, oil, gas and mining companies to increase transparency in their financial reports, by providing the information country by country, or even project by project. We at Intermón Oxfam have done our bit, raising the awareness of Spanish companies of the need to improve their tax responsibility. This is the case with Repsol, for example, which has initiated an attitude change by beginning to provide a breakdown of taxes paid in some of the countries where it operates.

INVESTING IN SHARED DEVELOPMENT

AGAINST CUTBACKS IN OFFICIAL DEVELOPMENT AID

In the last fiscal year, we worked on and provided proposals to all the political parties to ensure that the change of government in 2011 did not modify the high level of commitment to the fight against poverty that Spain has shown in the last decade. We also continued to collaborate with other social organisations to condemn the successive cuts in social policies and, especially, those in cooperation. (NGO6)

Included in this framework is the publication in March 2012 of the report '*The reality of aid 2011*', a key tool to condemn the cuts in official development aid (ODA). Using this data, we have demanded that the government commit itself to increase the impact of the Spanish contribution; that it focus on priority countries and on the most vital sectors; and that it get much more involved in people's lives (in other words, food, health and education). We have also demanded that they reduce funding of activities using credits which the most impoverished countries then have to pay back with interest (in 2011, half the money aimed at fighting hunger was given in the form of credits). (NGO5)

LINK (Spanish subtitles):

<http://www.intermonoxfam.org/es/informate/publicaciones/estudios/realidad-de-ayuda>

ROBIN HOOD TAX

AN ALTERNATIVE WAY TO FUND DEVELOPMENT

National and international mobilisation has paid off. Half a million people across the world – 17,588 in Spain – have signed up in support of the implementation by political leaders of a tax of only 0.05% on international transactions and the allocation of the money collected to development. This tax, the so-called Robin Hood Tax, would allow tackling poverty, inequality and climate change without putting public expenditure at risk.

Among our innovative awareness actions, we organised a meeting with 30 bloggers and social media leaders to explain this tax campaign to them. When they spread the message on their respective platforms, we became one of them most commented topic on Twitter on the 28th March 2011. In addition to connecting with the public and getting numerous mentions in the Spanish press, the campaign has allowed us to involve broad social sectors and build a more pluralistic alliance of organisations: from neighbourhood associations to environmental NGOs. (NGO6)

However, the most impressive achievement has been on the political stage. As Oxfam, we have contributed to nine European countries backing up the implementation of this tax on financial transactions (TFT). In June 2012, thanks to the advocacy work and political pressure exerted by Germany and France, the European Commission took the

historic step of proposing the Robin Hood Tax as a European Union funding source.
(NGO5)

LINK (in Spanish): www.IntermonOxfam.org/es/multimedia/video/pedimos-elena-salgado-que-apoye-tasa-robin-hood

CHAPTER 3: OUR SUPPORTERS

We want to thank the 234,165 financial collaborators, 218,258 fair trade consumers, 78,057 activists, 1,376 companies, as well as all the public bodies, financial entities, and private institutions and foundations who are with us in the fight against poverty and who contribute to change the reality of many people. (GRI 2.8)

3.1. FINANCIAL COLLABORATORS (GRI 2.8)

In the last fiscal year, we had the support of 186,544 members. Their periodic contribution is very valuable in allowing more people to have access to a decent life every day. 45% of our members have been doing so for more than 8 years, which shows a high level of loyalty in a particularly difficult time in Spain.

Moreover, 47,621 people made a prompt donation, whether to the most urgent emergencies or to Intermón Oxfam's work in general. We would especially like to highlight the solidarity of the Spanish citizens who, when facing the famine that plagued the Horn of Africa, allowed us to collect six million Euros in the middle of an economic crisis. A contribution which was used to assist 2.8 million people. Likewise, we have received various bequests and inheritances, both from people who were members and donors as well as others who met us through our members. (GRI 4.15)

On the other hand, we have received the support of 1,376 companies to contribute to our development programs, respond to humanitarian emergencies or to sponsor our activities. Of these companies, 205 are small or medium-sized companies that collaborate through our Transform Program. All of them have signed and accepted the social responsibility criteria established by the organization. Furthermore, our work was made possible by 45 educational centres, 19 foundations and more than 150 associations.

Likewise, more than 16 international public institutions contributed to finance our programs in the countries of the South, of which it is worth mentioning various organisations of the EU (ECHO, FED, DEVCO, European Commission-Research and Innovation), United Nations agencies (UNICEF, UNHCR and PAM) and foreign cooperation agencies (CIDA, SIDA, AUSAid, GiZ), in many cases thanks to the support of other Oxfam affiliates (especially Oxfam America, Oxfam Australia, Oxfam Canada, Oxfam Germany, Oxfam Great Britain, Oxfam Hong Kong, Oxfam Ireland, Oxfam Novib, Oxfam Quebec and Oxfam Solidarité). We were also able to finance our work in cooperation and education for development thanks to the support of public Spanish bodies which continue collaborating despite the cuts, such as the Spanish Agency for International Cooperation for Development (AECID), the Ministry of Foreign Affairs and the Ministry of Labour, 12 autonomous governments, 6 regional councils and 13 city councils, as well as the Government of Andorra.

295 teams signed up for the second edition of the Intermón Oxfam Trailwalker, a solidarity and sporting challenge which gathered more than 3,000 people, among them 400 volunteers. The average financial contribution was 2,204 Euros per team (far surpassing the 1,500 Euros necessary to sign up). The final result was a total collection

of 770,606 Euros (which means a 63% increase with respect to the first edition) which we have designated to our programs around the world. More than 300 companies contributed to the success of this second edition in different ways, such as sponsors, company teams, donors, among others. This September the Spanish Association of Fundraising Professionals awarded us the prize for the Best Fundraising Event 2011 for the first edition of the Intermón Oxfam Trailwalker. (GRI 2.10)

Lastly, hundreds of people have purchased *Oxfam Unwrapped*, which translated into a total donation of 218,991 Euros, which helped us to continue working against poverty and injustice, 60% of which were in weddings, baptisms and communions. 450 couples gave one of the 28 items in our catalogue as gifts at their weddings: www.IntermonOxfam.org/algomasqueunregalo (in Spanish).

Likewise, 37 solidarity initiatives were organised on behalf of Intermón Oxfam. We hope that many more will be organised in the upcoming year thanks to the online portal we have created, which gives everyone the possibility of creating one's own solidarity initiative in a very easy way: www.IntermonOxfam.org/iniciativas (in Spanish or Catalan).

AGE OF OUR MEMBERS

<18	0.1%
18-35	22.5%
36-50	36.7%
51-65	24.3%
>65	16.4%

ORIGIN OF OUR MEMBERS

Community of Madrid	16.5%
Castile and León	3.5%
Castile-La Mancha	2.3%
Catalonia	31.9%
Aragon	2.6%
Chartered Community of Navarra	1.1%
La Rioja	0.4%
Basque Country	4.9%
Principality of Asturias	1.3%
Galicia	4.4%
Cantabria	0.9%
Valencian Community	8.0%
Balearic Islands	2.5%
Region of Murcia	3.1%
Andalusia	13.3%
Canary Islands	2.0%
Extremadura	1.2%

3.2. ACTIVISTS (GRI 2.8)

We continue to have the support of many people. In total, 78,057 people have signed up to the various campaigns we carry out. Among them, the campaign that received the most support was *Don't make the same people pay*, with 17,588 signatures. With Robin Hood as leader, it proposed a fairer alternative to fight against the economic crisis through the application of a tax on international financial transactions.

Among our activists, it is worth highlighting the work of 383 volunteers spread out in our regional offices and committees, who help us broadcast our messages in a near location and thus mobilise the public.

We are certain that young people have to be the driving force for change in our world. Last year we had the support of 5 university groups who organised activities in order to make known and reflect on the campaigns we carry out in this field.

DaleLaVueltaAlMundo, Intermón Oxfam's youth website, was also a space for sharing, reflection and debate which managed to create a network of 5,000 activists who gave their opinions, participated and took our campaigns to the streets and into their circles of influence. After 4 years it has finished its long journey full of good memories. Even though the web has reached its end, at Intermón Oxfam we continue to create spaces such as www.soyactivista.org (in Spanish) where all people, but especially young people, can express themselves, give their opinions, share and debate.

Among our activists, we can also find all those who participate in our education work to build global citizenship. Such is the case of the 81 educators who work in networking and share experiences and educational resources on the Kaidara website. Another example is the 13,445 students from 381 centres from 20 countries who in the past school term worked on the GROW campaign in the framework of our Connecting Worlds proposal, which combines activity in the classroom with online collaborative work and meetings in person (six took place in Spain in 2011-12).

CAMPAIGNS THEY HAVE JOINED

Robin Hood Tax	79%
GROW	20%
EU Presidency / Millennium Development Goals	1%

COMMITMENT METHOD

Electronic signature	28%
Signature by post	7%
Signature sheet	65%

AGE OF THE ACTIVISTS

<18	1%
18-35	21%

36-50	21%
51-65	11%
>65	5%
Age unknown	41%

ORIGIN

Autonomous Comm.	Number of Collaborators (%)
Andalusia	4.2
Aragon	1.7
Canary Islands	0.7
Cantabria	0.4
Castile and León	1.4
Castile-La Mancha	0.9
Catalonia	11.3
Chartered Community of Navarra	0.8
Ceuta	0.005
Community of Madrid	6.4
Valencian Community	3.9
Extremadura	0.4
Galicia	1.9
Balearic Islands	0.6
La Rioja	0.4
Melilla	0.01
Basque Country	2
Principality of Asturias	0.6
Region of Murcia	0.9
Foreign	0.2
Without Address	61.3
Overall total	78,057

3.3. FAIR TRADE CONSUMERS (GRI 2.8)

During the 2011-2012 fiscal year, some 220,000 people bought fair trade products from Intermón Oxfam, 78,930 of them from our 38 outlets or from our online store; and the rest, basically in supermarkets and other fair trade outlets. There were also 110 companies and 19 public bodies who were committed to fair trade, whether it was giving out Christmas gift baskets to their employees, shareholders or clients; providing crafting details to their providers; or putting fair trade coffee in their dispensers.

62% of our sales are in food products and 31% are handcrafted items, all of them made by farming and artisan families who, thanks to fair trade, have a decent income and

promote education and health projects for their communities. Our clients have also chosen our Natyr cosmetic products or our offer of responsible consumer products.

THE TOP 3 ITEMS SOLD

RANGE OF IO COFFEES [PHOTO 12610 OR 12611](#)

UNREFINED BIO SUGAR FROM PARAGUAY [PHOTO 12623](#)

SCARVES FROM INDIA [PHOTO 17654](#)

THE TOP 3 PRODUCTION GROUPS

UGANDA: ACPCU (coffee)

PARAGUAY: MANDUVIRA (sugar)

SRI LANKA: BIO FOODS (tea)

NEW

Madre Tierra Coffee

Madre Tierra combines the aroma of Arabica coffee with the hope of hundreds of rural women. Originating from their small farms, it funds more rural women's access to land ownership (which is normally under the name of men) and, above all, raises awareness in men and women to end the unfair cultural practice of having land only be inherited by men or, even worse, having women's land pass on to men when they marry.

Veraluna Fair Trade Clothing

We enter the world of fashion with the new clothing brand **Veraluna Fair Trade**, designed in collaboration with the Spanish firm Hoss Intropia and manufactured by two textile production groups in India, Creative Handicrafts and The Rajlakshmi. Moreover, the cotton used is also fair trade and organically grown.

CHAPTER 4: INSIDE OUR ORGANISATION (GRI 2.3) (GRI 2.6) (GRI 2.8)

We are a private, independent, non-profit foundation, governed by a board of trustees, with headquarters in Spain and country offices in 17 countries in Africa and Latin America. Our team is made up of 3,087 people, of which 58% are volunteers. We hire local staff in the countries, 838 of them this fiscal year. We share commitments and obligations, but above all, the dream of being part of a global movement that wants to end poverty and injustice.

4.1. OUR ORGANISATION (GRI 2.4)

IN SPAIN...

We are located in 49 cities in Spain and Andorra, organised by a corporate headquarters located in Barcelona, 7 regional offices (in A Coruña, Barcelona, Bilbao, Madrid, Seville, Valencia and Zaragoza) and 42 committees. We also have 38 fair trade outlets throughout Spain. (GRI 2.4) All of this makes us an organisation that is close to the people. A proximity that gives us strength, creates confidence and allows us to go far.

In Spain, we promote mobilisation, awareness and education actions which contribute to our objective of building an active, critical and transformational citizenship, conscious of the fact that it belongs to a global, interconnected world where its actions in the North have direct consequences in the South. From here, and along with our country offices which are very close to the reality affecting them, we also specify the strategic lines of our activity in cooperation and humanitarian action. Likewise, Spain is a good base to look for resources to support our work as well as to denounce injustice and influence national and international organisations and the private sector in order to get them to act responsibly. The accuracy to carry out this awareness and advocacy task is given to us by our investigation team whose studies endorse our proposals.

MAP OF SPAIN

...AND IN THE WORLD

Within the Oxfam confederation, working in 92 countries, we have offices in 17 countries. We are in Latin America, specifically in Bolivia, Colombia, Dominican Republic, Ecuador, Guatemala, Haiti, Nicaragua, Paraguay and Peru. We are also in Morocco and in the following countries in Sub-Saharan Africa: Burkina Faso, Burundi, Chad, Ethiopia, Mauritania, Mozambique and South Sudan.

In the countries, we promote the development of the skills in local organisations to guarantee the implementation of our campaign actions and programs and we intervene, if necessary, directly in the field. Additionally, we contribute to the creation of alliances to allow different local actors to achieve changes in people's lives and we ensure the existence of funding in order to guarantee their consolidation in the long term.

<<You will find our addresses on page 46.

4.2. LEADING OUR ORGANISATION (GRI 4.1) (GRI 4.2) (GRI 4.3)

The people who make up the Board of Trustees and the Board of Directors are in charge of leading the strategy that allows us to reach our goals in the long term. They are at the forefront of the management of our organisation so that both staff as well as volunteers may have the guidelines and assistance necessary to promote the social change we seek.

4.2.1. THE BOARD OF TRUSTEES (GRI 4.1) (GRI 4.2) (NGO7)

The Board of Trustees is made up of 11 professionals, one of whom holds the position of president, all of them linked to the worlds of academia, business and solidarity. Members work in a personal capacity and they carry out their tasks completely voluntarily, driven by their commitment to the goals of Intermón Oxfam. They are selected for a period of four years (with the option to be re-elected) and they are in charge of looking after strategy, the destination and control of resources, and the identity of the organisation. They do all of this through two committees: the finance and audit committee, in charge of supervising the annual budget and the profit and loss account, and the appointments committee, which supervises the selection of people in senior positions. It is also their responsibility to appoint the person who holds the position of Executive Director. Their function is not of an executive nature.

The Board of Trustees meets with General Management four times a year. Special meetings can be called whenever it is deemed necessary.

MEMBERS OF THE BOARD OF TRUSTEES

As of 30th September, 2012.

President: Xavier Torra

Businessman from the electrical equipment sector, linked to development cooperation and awareness projects.

Since October 2008.

Secretary: Oriol Tuñí, SJ

Professor and dean of the Faculty of Theology of Barcelona.

Since February 2003.

Treasurer: Ramon Casals

Certified accountant with experience in auditing social organisations.

Since October 2006.

Members:

Luis Marteles, SJ

Coordinator of a social program for minors in Alicante.

Since July 2002.

Fernando Motas, SJ

Teacher and collaborator for organisations from areas of social exclusion.
Since February 2003.

Esther Colmenarejo
Collaborator of a training association for troubled youths in Madrid.
Since April 2003.

José María Tomás (Member).
Practicing judge. Chairman of the Foundation for Justice.
Since October 2004.

Bartomeu Amat (Member).
Member of the Terrassa City Council Solidarity Committee (Barcelona).
Since April 2006.

Cipriano Díaz, SJ
Chairman of the INCOLA network for the intervention with migrants, in Valladolid.
Since December 2008.

Cristina Manzanedo
Expert in legal matters. She works on issues concerning immigration law.
Since December 2008.

Ignasi Carreras
Director of the Social Innovation Institute of ESADE.
Since May 2011.

4.2.2. THE BOARD OF DIRECTORS (GRI 2.3)

The Board of Directors is the executive body of Intermón Oxfam. It consists of the Executive Director and the people in charge of the eight departments that make up our organisation: International Cooperation; Studies and Campaigns; Fair Trade; Regional; Administration, Finances and Information Systems; Communications and Marketing; Human Resources; and Social Responsibility.

MEMBERS OF THE BOARD OF DIRECTORS

As of 30th September, 2012

- José María Vera, Executive Director
- Jaime Atienza, Director of Studies and Campaigns
- Santi Bolívar, Regional Director
- Xavier Palau, Director of International Cooperation
- Marc Pintor, Director of Administration, Finances and Information Systems
- Laura Sáenz, Director of Human Resources
- Rafael Sanchís, Director of Communications and Marketing and of Fair Trade
- Ana Sentís, Director of Social Responsibility

4.3. OUR TEAM

Our staff and volunteers are our most important asset in fighting against poverty and injustice. Therefore, we strive to invest in our people so that they can develop their full potential and contribute in a unique way to our objective of a more fair world.

4.3.1. THE STAFF (GRI 2.8) (LA1) (EC7)

Our staff consists of 1,291 people, 338 of which are located in Spain (250 at our central headquarters) and 953 people in the countries where we work, of which 715 people have been hired from time to time in order to respond to humanitarian emergencies such as the one in the Horn of Africa or the Sahel. We are looking for responsible, talented, versatile professionals with initiative who can demonstrate a good commitment to the mission and values of Intermón Oxfam, to work with us in the organisation.

In accordance with our principles and values, we always make an effort to hire local staff, with a few exceptions: when we are unable to find anyone with the necessary technical profile in the country, when it is preferable for the post to be held by a foreigner for security reasons, or when due to the context of the country, our position requires it in terms of political representation. (EC7) In the 2011-12 fiscal year, 115 out of the 953 people who work in the field are foreign expatriates (as they are known in our sector's lingo).

In the 2011-12 fiscal year, 4 people with disabilities were working in the organisation.

TYPE OF CONTRACT (LA1)

Fixed		447	35%
	In Spain	320	
	In field	127	
Temporary		844	65%
	In Spain	133	
	In field	711	

Full-time	1241	96%
Part-time	50	4%

LOCATION

Spain (does not include 14 members who travel through all the regions)	338
Central America	136
South America	54
West Africa and the Maghreb	444
Central and East Africa	305

AGE OF THE STAFF

<30	268	21%
30-50	912	71%
>50	111	8%

AGE OF THE BOARD OF TRUSTEES

<30	0	0%
30-50	1	9%
>50	10	91%

4.3.2. THE VOLUNTEERS (LA1) (GRI 4.15)

58% of our team is made up of volunteers who are committed to our mission and values, have a sense of solidarity and responsibility, are motivated by social action and are ready to change the world. In 2011-12, 1,796 people collaborate in an altruistic way with Intermón Oxfam, 96% of which work in the regional offices, committees and fair trade outlets we have throughout Spain. From there, they offer their experience and dedication to spread the word about our work (through lectures, exhibitions, street events...); they keep in contact with the administrations, the NGOs and local media; they organise actions to raise funds; and they get fair trade closer to all corners of the territory. Their reflections and opinions add value to our activity and how we operate.

Their addition to the different teams always goes hand in hand with the execution of a specific activity. Once integrated, they are trained so that they can carry out their work and contribute to our mission.

Our volunteers dedicate an average of 8 hours per week (according to government regulations, they cannot do more than 15 hours) and they are a clear example of the responsible citizenship that we help to build.

Moreover, 2,497 volunteers work from time to time, most of them promoting the work in citizenship and fair trade.

ACTIVITIES

Administrative/management	230
Campaigns/awareness/education for citizenship	383
Fundraising	45
Fair trade outlets	1,065
Communication	45
Investigations/studies	8
Translations	2
Development programs	4
Others	14

AGE

<30	301	17%
30-50	645	36%

>50	850	47%
-----	-----	-----

4.4. OUR COMMITMENTS

We want to comply with the same standards that we demand of governments and businesses. For that reason, we are responsible socially, occupationally and environmentally.

4.4.1. RESPONSIBILITIES AND OBLIGATIONS

At Intermón Oxfam, we are regulated by an Organisational Social Responsibility Policy which reflects our commitment to efficiency, rigour, control and optimisation in the management of our resources, following social responsibility criteria with respect to the impact our activity has on environmental, social and occupational matters. At the same time, the Board of Trustees obeys a Good Governance Code which determines the basic rules of its organisation, its operation and the regulations for its members' conduct. **(GRI 4.1) (GRI 4.3)**

We also have a Code of Conduct, which must be signed by everyone on the team, and which establishes the general criteria for behaviour. It also provides guidelines to resolve possible conflicts and to evaluate the impact that inadequate behaviour may have on our organisation.

During the 2011-12 fiscal year, we created a Policy against Corruption and Fraud in order to raise awareness within our team and also in our local partners. Via periodic training, in the next fiscal year, guidelines will be provided in order to avoid possible cases and to facilitate their detection, investigation and response. **(SO3)**

Additionally, all the members of the Board of Trustees, the management team and other people with a considerable scope of decision-making capacity linked to providers and/or local social organisations have signed a Protocol for the Management of Conflicts of Interest, in order to ensure that the decisions made are objective and impartial, and that the interest of the organisation always prevails over personal interests.

The creation of an Ombudsman was approved in March 2011, a neutral figure that defends the rights of our main interest groups and manages conflicts that cannot be managed through the usual procedures. However, we are still establishing its position. **(GRI 4.4)**

>> You can check out all these documents here (in Spanish or Catalan):
<http://www.intermonoxfam.org/es/quienes-somos/cuentas-claras>

4.4.2. PROGRESS TOWARDS EQUALITY (LA13, GRI 2.8)

Our values are based on equal opportunities between men and women, both in the North and the South. Therefore, these values are an integral part of our organisational

culture, and we have implemented our activities, both internal and external, based on them.

During the last fiscal year, we approved an Equality Plan in order to promote changes and improvements with regards to gender equality. It has a duration of four years, with an expected revision after the first two years. In compliance with this, we have defined and implemented a Protocol for Sexual and Gender-based Harassment, linked to our Code of Conduct. In March 2012, we extended paternity leave by five working days at the expense of the institution.

Likewise, we carried out awareness and training actions in order for the team to get to know our work and commitment to gender matters, and we had a Style Guide which includes recommendations for using non-sexist language in all of our texts.

BOARD OF TRUSTEES

	Women	Men
Board of Trustees	2	9

MANAGEMENT TEAMS

	Women	Men
Board of Directors	2	6
Management Team	18	11

STAFF

	Women	Men
In Spain	224	77
In country	188	650
Expatriates	40	75

VOLUNTEERS

	Women	Men
In Spain	1392	404

4.4.3. COMMITTED TO TRAINING

At Intermón Oxfam, we look at training as a strategic tool that contributes to achieving the objectives of the organisation and the development of people. Its goal is to accompany the changes we carry out, increase the level of competence in our team, contribute to the transmission of our values and encourage the development of internal talent. For that reason, it is directed at all the people who make up the institution regardless of their position, location or type of collaboration (thus it includes volunteers).

Every two years, our entire staff carries out an evaluation of their performance highlighting the training needs of each person, with revisions every six months with their direct manager. In the 2011-12 fiscal year, 324 people (62% of the staff, not counting humanitarian staff) created a training and development plan adapted to their needs

which fed off of group or individual training actions, carried out by internal or external professionals, and which has begun being implemented in the year 2012. During 2011, training remained frozen due to the application of downsizing which affected 63 people. Only two group training actions were carried out: one in the technical field (providing e-learning training actions) and one in the management field (management of cultural change) to go along with the changes that the organisation was making. (LA10) (LA12).

Recently, we began a process of innovation both for training tools as well as methodologies and formats. This has translated into the launching of an e-learning platform (which allows for greater autonomy and flexibility in schedules and which facilitates the training of our most far away and dispersed groups); new training programs adapted to the needs of the various groups; and a new long-term approach to the development of the people within the organisation.

4.4.4. WE ARE GREEN (EN16, EN18)

We do evaluations twice a year in order to assess the emissions of greenhouse gases, both direct and indirect, caused by our activity in Spain (including our regional offices, committees and fair trade outlets). We calculated our carbon footprint in the 2010-11 fiscal year and in 11-12 we are working to reduce it, although we won't know if we have reached that goal until the following year.

To that end, we have designated a person to be in charge of controlling this matter and periodically informing the Board of Directors. Moreover, through our internal bulletin, we have broadcasted our guide of good environmental practices to the entire team in the form of advice that can be easily used.

Conscious of the fact that about 95% of our emissions are due to the trips we make to the field, we are trying to reduce their number and impact, although a high percentage of them are essential to fulfil our mission. We encourage teleconferences or Skype over meeting in person as much as possible.

On the other hand, we have gotten our electricity consumption to be 100% renewable and we are progressively substituting conventional lamps for energy saving lamps. More than 80% of our communication materials are made with recycled paper, except our mailing to the public (one of our challenges for the future). Moreover, we have totally eliminated PVC as a print medium.

CHAPTER 5: ECONOMIC REPORT

5.1. OUR FIGURES, IN DETAIL

The fiscal year 2011-12 has in large part been marked by non-payment by a number of public administrations, especially autonomous communities and local government, which has obliged us to set aside 2 million euros to cover expenditure incurred on programs which these administrations had previously approved. This extra contribution from our own resources has meant that we have had to cancel other activities, but we have to be prudent because the cutbacks in cooperation will continue and so will non-payment.

In the context of the current crisis, we need to be cautious so we can maintain our levels of mission activity. The Spanish public continues to support us and to show solidarity in emergencies such as the one in the Horn of Africa, as demonstrated by the amount of private donations, which came to more than 6 million euros (between July 2011 and July 2012). In spite of everything, the contributions from companies and foundations and, especially, from public bodies, both from central government and also from autonomous communities, provincial councils and local authorities, are decreasing.

In Intermón Oxfam, we are diversifying our income sources to compensate for this situation and have been successful in obtaining more support from cooperation agencies in other countries and from international bodies such as the European Union and the various United Nations agencies. Similarly, we continue to work on reducing internal costs (such as the temporary 10% reduction in the working day of our workforce in Spain), with the prime objective of preserving our work in developing countries as much as possible.

Finally, it is worth pointing out that, following the negative balance at the end of the last year, which was marked by the crisis and a process of internal restructuring, we continue to make great efforts to recover our financial sustainability and to ensure the viability of the organisation, with the objective of continuing to provide help to millions of people across the world.

FISCAL YEAR 2011-2012¹

INCOME	77,596,159
Private income	51,814,532
Members and donors	39,582,382
Inheritance and legacies	1,008,700
Fair trade sales and publishing	5,954,168
Contributions from other Oxfam affiliates	4,426,729
Other income	842,553
Public income	25,781,627
Multilateral organisations	1,644,455
European Union	7,957,535
Spanish Government	7,932,456

¹ The fiscal year 11-12 comprises a period from the 1st of April 2011 to the 31st of March 2012.

Autonomous and local administrations	8,165,242
Andorra Government	81,938
EXPENSES	77,704,732
Intervention programs	64,235,418
Development programs	28,146,807
Humanitarian action	22,555,523
Education and awareness campaigns	7,760,614
Fair trade and publishing	5,772,473
Administration and funding	11,410,622
Provision for non-payment	2,058,692
RESULT	-108,573

How we obtain our income (NGO8)

Private income	67%
Public income	33%

PRIVATE INCOME

Members and donors	76%
Inheritance and legacies	2%
Fair trade sales and publishing	11%
Contributions from other Oxfam	9%
Other income	2%

PUBLIC INCOME

Multilateral organisations	6%
European Union	31%
Spanish Government	31%
Autonomous and local administrations	32%

TOP 5 PUBLIC LARGEST DONORS

European Comission. Cooperation EuropeAid Office.	9,324,134.15
Gobierno Vasco Vicecon. de Vivienda y Asuntos Sociales	1,844,148.93
Junta de Andalucía Agencia Andaluza	1,284,839.65
Generalitat Valenciana. Dir. Gral. Cooperació al Desenvolupament	924,449.64
Gobierno de Navarra Dpto de Bienestar, Deporte y Juventud	857,317.23

TOP 5 PRIVATE LARGEST DONORS

Oxfam Great Britain	2,758,211.98
Oxfam Novib	2,103,499.32
Fundación "La Caixa"	805,389.55

Oxfam Canada	505,700.86
Oxfam Quebec	448,687.23
Oxfam Hong Kong	296,406.17

How we distribute our funds

Intervention programs	85%
Administration and funding	15%

BY COURSES OF ACTION

Development programs	44%
Humanitarian action	35%
Education and awareness campaigns	12%
Fair trade and publishing	9%

BY CHANGE GOALS

Economic justice	25%
Essential services	3%
Humanitarian action	41%
Women's rights	11%
Active citizenship and responsible governance	19%

BY CONTINENTS AND CHANGE GOALS

	África	America	Asia
Economic justice	28%	28%	100%
Essential services	6%	0%	0%
Humanitarian action	54%	41%	0%
Women's rights	5%	18%	0%
Active citizenship and responsible governance	6%	13%	0%

BY COUNTRIES – TOP 10

CHAD	7,400,088
HAITI	6,796,614
SOUTH SUDAN	4,067,843
ETHIOPIA	3,361,128
MOZAMBIQUE	3,195,944
BURKINA FASO	2,238,352
NICARAGUA	2,087,321
COLOMBIA	1,487,407
MAURITANIA	1,396,816
BOLIVIA	1,317,582

5.2. GUARANTEES OF TRANSPARENCY AND GOOD PRACTICES

At Intermón Oxfam, we want to be transparent about our policies, our interventions and our budgets. Therefore, we submit ourselves to different control tools and endorse codes that require us to work effectively and efficiently to reach our goal, offer transparent accounting and make the greatest impact so that all people may fully exercise their rights and enjoy a decent life.

Our work is subjected to regular controls. To begin with, as a foundation with headquarters in Barcelona, we render accounts before the **Foundation Protectorate of the Generalitat de Catalunya**. Moreover, we submit ourselves to a yearly external audit, conducted by **Alcain y Riba Auditores** (available on our website soon).

In addition, as recipients of public funds, we are subject to the grants law and the control of the national and international public administrations that grant aid. Therefore, for example, we have undergone audits by the **European Union** as well as by the **AECI (Spanish Agency for International Development Cooperation)**. Likewise, the main private donors, such as the large savings banks, periodically request the rendering of accounts and, in some cases, request to directly investigate the projects.

In addition to all this, there is our activity analysis, which is conducted by **Fundación Lealtad** every two years and can be consulted at **www.fundacionlealtad.org**.

BOX

INTERNAL PROCESSES OF FINANCIAL CONTROL (NGO7)

The budget is drawn up on an annual basis in accordance with the priorities established in our multiannual plan. The Board of Directors submits its proposal, which is then revised by the Economic and Audit Commission of the Board of Trustees and approved by the Board. We analyse economic and financial information constantly and monitor and evaluate the correct use of resources, whilst at the same time taking the necessary corrective measures. In addition, more than four years ago we brought in an internal audit function, with the objective of evaluating and improving the efficiency of risk management processes, control and governance, and which is accountable to the Board of Trustees.

Apart from these measures, we have drawn up a policy for the delegation of authority establishing the responsibilities of the Board of Trustees, in accordance with the law of foundations and the Intermón Oxfam articles of association, together with the responsibilities that the Board of Trustees may delegate to others, with the limits and levels of responsibility demanded by the accountability processes.

Furthermore, we maintain a set of policies governing the authorisation of expenditure, including authorisation limits for procuring goods and services, as well as policies on allowance expenses. These policies apply to all jurisdictions where we operate, and are made available to all staff through our intranet. We also have a risk management policy, which allows us to predict and quantify risks that can have an influence on the attainment of objectives or the implementation of activities, and which establishes how we should act in each case.

In addition, we have since 2011 established a reserves policy (both book and cash reserves) that establishes a framework for action, together with indicators and limits which should ensure the balance, solvency and viability of the asset and financial structure, and the treasury structure and liquid assets.

Finally, Intermón Oxfam has taken into account the Oxfam Financial Standards which provide minimum standards to ensure adequate internal processes of financial controls. Compliance and improvement of these standards is monitored through a system of peer reviews.

CONTACT US (GRI 2.3) (GRI 2.4)

902 330 331

IntermonOxfam.org

IN SPAIN

HEADQUARTERS

BARCELONA

Executive Director: José María Vera

Roger de Llúria, 15 – 08010

REGIONAL OFFICES

A CORUÑA

Director: Maika Beltrán

Sta. Catalina, 16-20, 1º, locales B-C - 15003

BARCELONA

Director: Francesc Mateu

Roger de Llúria, 15 - 08010

BILBAO

Director: Nerea Basterra

Alameda de Urquijo, 11, 5º C - 48008

MADRID

Director: Gloria Bigné

Alberto Aguilera, 15 - 28015

SARAGOSSA

Director: Lorena Fernández

Pedro Mº Ric, 13, 2º dcha. – 50008

SEVILLE

Director: Valentín Vilanova

Méndez Núñez, 1, 1º, oficina 6 - 41001

VALENCIA

Director: Fernando Contreras

Marqués de Dos Aguas, 5 - 46002

OUTLETS AND COMMITTEES

ANDALUCIA

Granada. Cruz, 44

Huelva. Béjar, 7

Jerez de la Frontera. Armas, 9

Málaga. Nosquera, 2

Seville. Muñoz Olivé, 5

ARAGON

Saragossa. León XIII, 24

ASTURIAS

Oviedo. Río San Pedro, 11

BALEARIC ISLANDS

Palma de Mallorca. Victoria, 4

BASQUE COUNTRY

Bilbao. Alameda de Urquijo, 11

Donostia-San Sebastián. San Francisco, 22
CANTABRIA
Santander. Santa Lucía, 33
CASTILE-LA MANCHA
Guadalajara. Plaza Capitán Boixareu Rivera, 68
Toledo. Plaza Amador de los Ríos, 4
CASTILE-LEÓN
Burgos. Almirante Antonio Valdés y Bazán, 1
León. Cervantes, 12
Salamanca. Ancha, 6
Valladolid. Colmenares, 1
CATALONIA
Badalona. Sant Miquel, 53 bajos
Barcelona. Roger de Llúria, 15; Gran de Gracia, 156
Girona. Plaça del Vi, 4
Lleida. Comptes d'Urgell, 1
Sabadell. Sant Pere, 51
Tarragona. Sant Francesc, 6 bajos
Terrassa. Pg. Comte D'Egara, 2-4
Vilanova i la Geltrú. Plaça Cotxes, 3
GALICIA
A Coruña. Estrecha de San Andrés, 12
Vigo. Triunfo, 4
LA RIOJA
Logroño. Calvo Sotelo, 24, bajos
MADRID
Madrid. Alberto Aguilera, 15; Goya, 68
MURCIA
Murcia. Echegaray, 4
NAVARRRE
Pamplona. Paulino Caballero, 25
VALENCIAN COMMUNITY
Alicante. Segura, 13
Castellón. Enmedio, 97
Elche. Salvador, 22
Gandía. Torreta, 10
Valencia. Marqués de Dos Aguas,

COMMITTEES

ANDORRA. Andorra la Vella. Ciutat de Valls, 27, 1º 2ª
Cáceres. Ronda del Carmen, 35, bajo H, puerta H3
Cádiz. San Francisco, 13, entlo. dcha.
Córdoba. Cruz Conde, 10, 2º 6º
Cuenca. Plaza Edificio del Mercado, 3º, despacho 12
Getafe. Galería Comercial Getafe II, local 65 B
Gijón. Francisco Martínez Marina, 2
Las Palmas de Gran Canarias. Centro Loyola. Doctor Chil, 15
Mataró. Casal de l'Aliança Mataronina. Bonaire, 25
Reus. Pubill Oriol, 25
Sant Cugat. Orient, 31
Santiago de Compostela. Rua do Horreo, 37, local 5

Vitoria-Gasteiz. New location to be confirmed

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Burkina Faso

Director: Omer Kaboré
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UAGADUGÚ 10
Tel.: +226 50362023

Colombia

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