Note on accountability report, reviewed in March 2011

Organisation: CIVICUS: World Alliance for Citizen Participation
Reporting period: April 2009 – March 2010

Reporting framework used
☒   GRI Reporting Framework
☐   Interim Reporting Framework

On the GRI Reporting Framework
What GRI reporting level did the organisation report on?
☐   A
☐   B
☒   C

Did the Secretariat contact the organisation for further information before forwarding the report to the panel?
☒   Yes
☐   No
Comment: The Secretariat pointed out to the organisation that the text in the report was rather hard to read. The organisation submitted a new version of the report upon this request.

COMMENTS ON THE INFORMATION PROVIDED IN THE REPORT

Profile (recommended 28)
Number of Profile components the organisation reports on in total: **28**
Number of the recommended Profile components the organisation reports on: **28**
Number of additional Profile components the organisation reports on: **none**
Number of Profile components commented on: **5**

"1.1 Strategy and Analysis/ Statement from the most senior decision-maker of the organization."
Comment: Missing information on performance with respect to goals/ objectives/ standards/ targets.

"2.8 Organizational Profile/ Scale of the reporting organization."
Comment: Missing information on scope/ scale of activities.

" 3.2 Report Parameters/ Date of most recent previous report (if any)."
Comment: Information regarding date for most recent previous report is not correct.

"4.14 and 4.15 Governance, Commitments and Engagement/ List of stakeholder groups engaged by the organization and basis for identification and selection of stakeholders with whom to engage."
Comment: The organisation indicates that it does not have a complete list of stakeholders but is taking action to develop a strategy to complete one.

Indicators (recommended 18)
Number of indicators the organisation reports on <u>in total</u>: **18**
Number of the 18 <u>recommended</u> indicators the organisation reports on: **18**
Number of <u>additional</u> indicators the organisation reports on: **none**
Number of indicators <u>commented</u> on: **14**

"NGO1: Involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programs."

<u>Comment</u>: *Missing more detailed information on the processes for involvement of stakeholders in all parts of policies and programs, how this is communicated; and on how feedback from stakeholders has reshaped policies/ procedures.*

"NGO2: Mechanisms for feedback and complaints in relation to programs and policies and for determining actions to take in response to breaches of policies."

<u>Comment</u>: *Missing information on mechanisms for assessing complaints and for determining what actions are required in response to complaints.*

"NGO3: Systems for program monitoring, evaluation and learning (including measuring program effectiveness and impact), resulting changes to programs, and how they are communicated".

<u>Comment</u>: *Missing information on how the mechanisms in place are communicated; on adjustments made as a result of these mechanisms; and on how this has been communicated. The organisation indicates that it will be able to see the effects of its newly introduced framework during 2011.*

"NGO4: Measures to integrate gender and diversity into program design, implementation, and the monitoring, evaluation, and learning cycle."

<u>Comment</u>: *Missing information on policies/ norms/ standards in place related to diversity; on tools for diversity analysis; and on actions taken to achieve diversity goals. The organisation indicates that further diversity issues, other than gender, have not been in focus.*

"NGO5: Processes to formulate, communicate, implement and change advocacy positions and public awareness campaigns."

<u>Comment</u>: *Missing information on the current process for arriving at advocacy positions; on the process for corrective adjustment of advocacy positions; on corrective actions taken; on where public awareness and advocacy positions are published; and on the process for exiting a campaign.*

"EN16: Total direct and indirect greenhouse gas emissions by weight."
<u>Comment</u>: *The organisation indicates that it does not collect this data and therefore cannot report on this.*

"EN18: Initiatives to reduce greenhouse gas emissions and reductions achieved."
<u>Comment</u>: *The organisation indicates that it just started working on this and therefore is not yet in a position to report on reductions.*

"LA1: Total workforce, including volunteers, by type, contract, and region."
<u>Comment</u>: *Missing information on contract type and full-/part-time status for employees; and on full-/part-time status for volunteers. The organisation indicates that it does not collect data for employees broken down by region.*

"LA10: Average hours of training per year per employee by employee category."

Comment: *Missing information on average hours of training per year per employee. The organisation indicates that no formal training and development programme existed during the reporting period.*

"LA12: Percentage of employees receiving regular performance and career development reviews."

Comment: *Missing information on the percentage of employees receiving a formal performance appraisal.*

"LA13: Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity."

Comment: *Missing information on the total number of employees in each employee category; and on the percentage of employees and individuals in governance bodies broken down in minority groups/ age. The organisation indicates that it does only gather data for gender.*

"SO1: Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting."

Comment: *Missing information on programmes in place to define how data is collected and community members selected for the programmes; on the number of operations to which the mechanisms apply; on whether the mechanisms have been effective; and on how feedback has led to further community engagement.*

"SO3: Percentage of employees trained in organization's anti-corruption policies and procedures."

Comment: *Missing information on the percentage of employees who have received anti-corruption training. The organisation indicates that it does not have an anti-corruption policy.*

"PR6: Programs for adherence to laws, standards, and voluntary codes related to ethical fundraising and marketing communications, including advertising, promotion, and sponsorship."

Comment: *Missing information on the number of complaints submitted against the organisation. The organisation indicates that it does not adhere to any standards or voluntary codes related to this.*