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

<table>
<thead>
<tr>
<th>Profile (recommended 28)</th>
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<tbody>
<tr>
<td>Number of Profile components the organisation reports on in total: <strong>28</strong></td>
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<tr>
<td>Number of the recommended Profile components the organisation reports on: <strong>28</strong></td>
<td></td>
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<tr>
<td>Number of additional Profile components the organisation reports on: <strong>none</strong></td>
<td></td>
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<tr>
<td>Number of Profile components commented on: <strong>5</strong></td>
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“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 in total: 18
Number of the 18 recommended indicators the organisation reports on: 18
Number of additional indicators the organisation reports on: none
Number of indicators commented on: 14

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