

Note on accountability report, reviewed in March 2011

Organisation: Oxfam Canada
Reporting period: 1 April 2009 – 31 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

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: **4**

“1.1 Strategy and Analysis/ Statement from the most senior decision-maker of the organization.”

Comment: Missing statement on performance with respect to goals/ objectives; missing information on the author of this statement.

“2.7 Organizational Profile/ Target audience and affected stakeholders.”

Comment: Missing information on the organisation’s stakeholders (2.7).

“2.8 Organizational Profile/ Scale of the reporting organization.”

Comment: Missing information on scope/ scale of activities.

“3.5 Report Parameters/ Process for defining report content.”

Comment: Missing information on the process for defining report content.

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 the Secretariat has comments 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 processes for including stakeholders in all stages of programmes; information on how decisions taken are communicated to stakeholders; and on how feedback 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 how complaints are assessed; and on mechanisms for determining actions to respond.

“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 adjustments to policy and programmes as a result of monitoring/ evaluation/ learning; and on how these have been communicated.

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

Comment: Missing detailed information on how the organisation arrives at advocacy positions and on the process for corrective adjustment of these positions. Missing information on corrective actions taken; on where public awareness and advocacy positions are published; and on the process of exiting a campaign.

“NGO6: Processes to take into account and coordinate with the activities of other actors.”

Comment: Missing more detailed information on processes to promote learning from the work of other actors; and on processes to identify opportunities for partnerships with others and processes to take into account and coordinate with activities of others.

“NGO7: Resource allocation.”

Comment: Missing more detailed information on the processes to track the use of resources; and on the standards in place for this tracking system.

“EC7: Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.”

Comment: Missing information on whether the organisation has a global policy/ common practice for granting preference to local residents; and missing clarifying information on the proportion of senior management of operation from the local community.

“EN16: Total direct and indirect greenhouse gas emissions by weight.”

Comment: Missing information on standards used for calculation and on how the total emissions are divided into direct and indirect emissions.

“EN18: Initiatives to reduce greenhouse gas emissions and reductions achieved.”

Comment: Missing information on the reductions achieved in tonnes CO₂.

“LA1: Total workforce, including volunteers, by type, contract, and region.”

Comment: Missing information on staff over-sees per contract type and on volunteers per working frequency.

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

Comment: The organisation indicates that the data on average hours of training is not currently gathered and therefore this information cannot be provided.

“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 composition of the senior management team.

“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: The organisation indicates that it does not have such programmes but “respects the autonomy” of their partner organisations. Missing information on programmes in place for assessing impacts prior to entering a partnership.

“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 how often the organisation reviews its compliance with the standards mentioned; on whether the organisation sells product of the kind mentioned; and on number of complaints submitted towards the organisation and actions taken.