

1st Review Round 2012 Note on Accountability Report

Organisation: Oxfam International
Reporting period: 1 April 2010- 31 March 2011

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: -

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: **0**

Profile	Comments
Strategy and Analysis	
1.1*	<i>Comment from previous report: Missing information on strategic priorities; on broader trends; key events/ achievements/failures during the reporting period; on views on performance with respect to goals/objectives; and an outlook on the organisation's main future challenges.</i> <u>Comments from this report:</u> Fully addressed
Organisational Profile	
2.1*	Fully addressed
2.2*	Fully addressed
2.3*	Partly addressed The report does not include information on field offices.
2.4*	Fully addressed
2.5*	Fully addressed
2.6*	Fully addressed
2.7*	Fully addressed
2.8*	<i>Comments from previous report: Missing information on scope/scale of activities. The Member's response to this feedback was that they see this as an "area of improvement" and will "set about developing systems to gather this kind of information centrally".</i> <u>Comments from this report:</u> Partially addressed The organisation indicates that it does not collect data on the number of supporters it has, but that it is in the process of developing systems to collect this kind of information.

2.9*	Fully addressed
2.10*	Fully addressed
Report Parameters	
3.1*	Fully addressed
3.2*	Fully addressed
3.3*	Fully addressed
3.4*	Fully addressed
3.5*	Fully addressed
3.6*	Fully addressed
3.7*	Fully addressed
3.8*	Fully addressed
3.10*	Fully addressed
3.11*	Fully addressed
3.12*	Fully addressed It would be useful if in the GRI Content index in annex 2 there were some hyperlinks to the pages where the information can be found and an explanation as to which sections are included with which indicators.
Governance, Commitments, and Engagement	
4.1*	Fully addressed
4.2*	Fully addressed
4.3*	Fully addressed.
4.4*	Partially addressed The report provides information on how the staff can provide recommendations to the International management team, but not to the Board which is the highest governance body. The report does not include information on issues raised via these mechanisms.
4.14*	Fully addressed
4.15*	Fully addressed

*: Recommended Profile components.

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: **0**

Indicators	Comments
Program Effectiveness	
NGO1*	<i>Comment from previous report: Missing information on how feedback from stakeholders has reshaped policies/ procedures.</i> <u>Comments from this report:</u> Fully addressed
NGO2*	<i>Comment from previous report: Missing information on mechanisms for determining what actions are required in response to complaints. The Member's response to this feedback was that they see this as an "area of improvement" and are "committed to making our complaints procedure more accessible and will undertake a review of our current systems".</i> <u>Comments from this report:</u> Partially addressed More information is provided in this report than the previous one. However, it does not provide information on the mechanisms for determining what actions to

	take in response to breaches of policies.
NGO3*	<p><u>Comments from previous report:</u> Good practice. Missing information on adjustments made as a result of the mechanisms in place; and on how these have been communicated.</p> <p>The Member's response to this feedback was that their "Measures of Success criteria include mechanisms that will allow us to report favourably on this issue in future" and that their staff are now "required to indicate a plan for improvement with a clear timeframe for implementation".</p> <p><u>Comments from this report:</u> Partially addressed More information is provided in this report than the previous one. However, it does not provide information on how adjustments are communicated internally and externally.</p>
NGO4*	<p><u>Comments from previous report:</u> Missing information on policies/ tools related to all types of diversity (ethnicity, age etc.).</p> <p>The Member's response was that they are "currently reviewing our social accountability efforts, and diversity will be one consideration in the process of identifying future actions".</p> <p><u>Comments from this report:</u> Fully addressed</p>
NGO5*	<p><u>Comments from previous report:</u> Good practice.</p> <p><u>Comments from this report:</u> Fully addressed</p>
NGO6*	<p><u>Comments from previous report:</u> Good practice.</p> <p><u>Comments from this report:</u> Fully addressed</p>
Economic	
NGO7*	Fully addressed
NGO8*	Fully addressed.
EC7*	<p><u>Comments from previous report:</u> The organisation indicates that it has no policy with regards to this.</p> <p>The Member's comment to this feedback was that they will "put in place a diversity policy to strengthen our practices".</p> <p><u>Comments from this report:</u> Partially addressed More information is provided in this report than the previous one. However, it does not provide information on the proportion of senior management hired from the local community.</p>
Environmental	
EN16*	<p><u>Comments from previous report:</u> Missing information on emissions divided in direct and indirect emissions. The organisation indicates that this data is only available for parts of the offices and reports accordingly.</p> <p>The Member's response to this feedback was that "At the time this report was produced, we were not measuring gas usage for heating, but have since started recording this information"</p> <p><u>Comments from this report:</u> Fully addressed</p>
EN18*	Fully addressed

Labour	
LA1*	<p><u>Comments from previous report:</u> Missing information on contract status for employees; and on type of contract for volunteers.</p> <p>Comments from this report: Fully addressed</p>
LA10*	<p>Partially addressed</p> <p>The average training hours are broken down by employee grade level and not per employee/volunteer.</p>
LA12*	Fully addressed
LA13*	Fully addressed
Society	
SO1*	<p><u>Comments from previous report:</u> Missing more detailed information on how the mechanisms in place work; missing information 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.</p> <p>The Member's response to this feedback was that "Under the Single Management Structure project, Oxfam has recently developed guidance for our Affiliates on how to enter and exit from development programmes responsibly. Going forward we will monitor and review adherence to these guidelines. This learning, in addition to feedback from the communities where we work, will be used to inform our strategies going forward".</p> <p><u>Comments from this report:</u> Partially addressed</p> <p>More information is provided in this report than the previous one. However, the report does not include very detailed information on formal processes.</p>
SO3*	<p>Partially addressed</p> <p>The organisation indicates that the Secretariat staff is required to understand the anti-corruption policy but it does not provide information regarding anti-corruption training.</p>
Product Responsibility	
PR6*	<p><u>Comments from previous report:</u> The organisation indicates that it does not collect data on the number of complaints or breaches of standards and therefore cannot report on this.</p> <p>The Member's response to this feedback was that "We consider this to be an area for improvement, and will set about developing a formal system for the collection of this type of information."</p> <p><u>Comments from this report:</u> Partially addressed</p> <p>The report only indicates the codes / standards the national entities follow, however it does not include information on the frequency with which they review compliance with these codes/standards, or the number of complaints received for breaches of standards. It is understood that the International Secretariat is not directly involved with fundraising in the same way as the organisation's national entities.</p>

*: Recommended indicators

Organisation's commitments for the future

- **NGO1:** "At the end of 2011 we will begin a review of our Strategic Plan: Demanding Justice 2007-2012 and the development of a new Strategic Plan. As part of this process, we plan to conduct a series of consultative forums with our key stakeholders."