

09 January 2014

Independent Review Panel
INGO Accountability Charter
c/o International Civil Society Centre
Agricolastraße 26
10555 Berlin
Germany

Dear Members of the Independent Review Panel,

Thank you for your letter of 20 December 2013 providing us with your feedback on our annual INGO Accountability Charter report for 2012. We were pleased with your comments and particularly happy that you felt we had followed up well on your previous feedback. We are committed to improving our reporting each year and value the Panel's support in this. It is in this spirit that I write to you now in response to your specific feedback.

The Panel is correct in noting that the complaints handling mechanisms reported in the 2012 report could be improved. This is something that we agree with and also recorded in the report. In response, we have used 2013 to develop a revised Complaints Handling Policy, supplemented by Complaints Handling Procedures, which it is hoped will allow us to handle complaints in a more effective manner. Useful support to this process was provided by the Charter's peer advice group on complaints handling. Full information will be included in our 2013 Charter report.

We have also noted the Panel's comments regarding the length of our report and inclusion of the Charter logo on our website. We recognise that the report is long and will endeavour to make the report more concise in 2013 whilst balancing the requirements of GRI reporting, the Panel, the Charter and the end users of the report. We will also explore options for adding the Charter logo to our website, which is currently undergoing re-development. We hope to incorporate the Charter logo, top line information on the Charter and Sightsavers commitments to it and a link to the Charter website on our Partners page which will be published during 2014.

Finally, I wanted to respond to the comments of the Panel regarding donations from Merck and Co. Inc. The Panel has noted that Sightsavers has a high dependency on a single donor, given the proportion of reported income represented by Merck. This is not correct. The income shown is a donation of Mectizan® drugs incorporated at their valuation (so called gifts in kind) for which there is an equal and opposite expenditure figure. In common with all governments and INGOs implementing onchocerciasis treatment programmes, the cessation of these drug donations would impact the

sustainability of these specific programmes but would have no impact on the sustainability of Sightsavers as a whole. In response to this risk, we note that Merck has made a commitment to provide the drugs for as long as they are required (and however much is required) and have already honoured this commitment for the last 25 years.

Yours faithfully

A handwritten signature in black ink, appearing to read 'CHarper', written in a cursive style.

Caroline Harper
CEO, Sightsavers