



SOCIAL RESPONSIBILITY REPORT 2011



TABLE OF CONTENTS

1	LETTER FROM THE EXECUTIVE COMMITTEE	5
2	SOCIAL RESPONSIBILITY AT INTERVIDA	6
3	INTERVIDA: PRIMARY ACTIVITIES	8
4	STRUCTURE, PRINCIPLES AND OBJECTIVES	11
4.1	Governance	
4.2	Principles: Intervida's philosophy	
4.3	Objectives: Strategic Framework	
4.4	Advocacy: promotion and defense of children's and adolescents' rights	
4.5	Accountability: sustainability goals	
5	INTERVIDA IN SOCIETY: OUR COMMITMENT	16
5.1	Our stakeholders	
5.2	Development stakeholders	
5.3	Collaborators	
5.4	Participation and networking	
5.5	Suppliers	
6	INTERNATIONAL DEVELOPMENT	25
6.1	Development strategies: children as a priority	
6.2	Project planning, monitoring and evaluation	
6.3	Gender approach	
6.4	Work with local organizations	
7	OUR TEAM	29
7.1	Employment stability	
7.2	Professional categories and gender	
7.3	Age	
7.4	Employment conditions	
7.5	Occupational safety and risk prevention	
7.6	Training	
7.7	Volunteering	
7.8	Internal stakeholders	
8	ECONOMIC	37
8.1	Financial information	
8.2	Economic and financial control	
8.3	Quality Management System	

9	ENVIRONMENTAL	43
9.1	Environmental aims and initiatives	
9.2	Water withdrawal and energy consumption	
9.3	Paper consumption	
9.4	Mobility and transport	
9.5	Our carbon footprint	
9.6	Waste disposal	
10	ANNEX I. MORE ABOUT INTERVIDA	53
11	ANNEX II. ABOUT THE REPORT	57
12	ANNEX III. GRI CONTENT INDEX – GRI GUIDE	59



1. LETTER FROM THE EXECUTIVE COMMITTEE

During the three-year period covered by this report (2009-2011), Intervida has faced important challenges.

Over the course of 2009, Intervida carried out an internal process to draft its 2012-2014 Strategic Plan¹, which defines the institution's philosophy and the strategic guidelines and objectives which currently guide our action. In accordance with the foundational mission, this plan reaffirms our commitment to working with diligence, coherence and efficacy in favor of the most vulnerable populations, especially children and adolescents.

We want to live in a world in which children are happy, free from all forms of violence and able to develop to their full potential. As such, the defense of children's rights is the main pillar of our work, which focuses on access to quality education and health care. At the same time, all of our actions seek to uphold gender equality and honor our duty to protect.

Drawing on the Strategic Plan as a common framework of reference, each of the countries designs plans which act as a roadmap for the annual planning of projects in their respective intervention areas.

The implementation of the Strategic Plan has entailed the internal reorganization of the institution, resulting in greater coordination and cohesion. The International Development Division is at the core of Intervida, building bridges between headquarters and the Spanish delegations and the realities of our countries of intervention. This has facilitated more coordinated efforts between the different work areas: Communication, Awareness and Education for Development, Volunteering, Institutional Relations, etc.

Intervida has taken clear steps towards greater transparency. Our pursuit of accountability at all levels is manifested, among other things, in the consolidation of an internal control system which guarantees the traceability of the economic resources obtained from our different funding sources.

Likewise, in 2011 Intervida adopted the principles set forth by the INGO Accountability Charter², network within which we currently hold provisional membership, accepting the responsibility to annually present a report based on the international standards established in the Global Reporting Initiative's NGO Sector Supplement³. This methodology will reinforce our internal processes to fulfill our commitment to economic and social accountability while helping us improve our dialog with collaborators, beneficiaries and society as a whole.

The current economic crisis demands that we pay close attention to the sustainability of the organization and our projects. As such, our main objective is to optimize the foundation's internal management processes and increase efficiency across all areas and activities. Coupled with this improved management, Intervida will work to guarantee the quality of its development and public awareness efforts.

Finally, we would like to reiterate Intervida's gratitude and commitment to its support base, which makes it possible to carry out our actions in pursuit of a more just world, one in which children and adolescents can fulfill their rights and lead full, dignified lives.

¹ <http://www.intervida.org/en/about-us/strategic-plan>

² www.ingoaccountabilitycharter.org

³ <https://www.globalreporting.org/>

2. SOCIAL RESPONSIBILITY AT INTERVIDA

Social responsibility is intrinsically tied to the concept of sustainable development, whose backbone is the acknowledgement that development and the environment are two sides of the same coin. According to this concept, there is a structural and dialectical relationship between social systems and natural system, between human needs and limited resources.

Since the 1990s, sustainable development constitutes a model of reference based on two main ideas:

- ▶ That development has an economic, social and environmental dimension.
- ▶ That the current generation has the obligation to future generations to leave enough social, environmental and economic resources so that they can enjoy a similar level of well-being as we do. (EU 2001)

As should necessarily be the case in a development cooperation NGO, sustainability is a guiding principle in Intervida's work, as figures in our philosophy statement: "We pursue a balance between social and economic development and respect for and protection of the environment as a means of reducing the causes of vulnerability on a long term basis." Intervida fully accepts its responsibility with its surroundings from an environmental and social standpoint.

This is the first social responsibility report published by the organization and it serves to assess the economic, social and environmental impact of our daily activities. This report covers the 2009-2011 period and, despite Intervida's international presence, only accounts for the activities, results and impacts generated in Spain.

Drafting this report represents both a significant and useful exercise in compiling information and presenting it in such a way that it is easily accessible to all who use it.

By subscribing to the principles and values of the INGO Accountability Charter, of which we are provisional members, we accept the commitment to drafting this report according to the *Global Reporting Initiative* (GRI) methodology.

We have scrupulously followed this methodology, as established in the GRI NGO Sector Supplement. The GRI guidelines constitute a flexible tool for preparing a sustainability report on the basis of certain indicator protocols. These indicators include aspects of economic-financial management and control, human resources, environmental concerns, stakeholder communication, as well as specific indicators on project effectiveness.

Furthermore, the report has enabled us to assess the results of our internal policies and procedures, analyze the communication channels available to stakeholders and propose new actions towards improving our management. As such, this social responsibility report represents an opportunity for improvement and a new tool for analysis and communication.

This report is aimed at the Intervida stakeholders, mainly our donors and collaborators, our beneficiaries, other sector organizations and society as a whole. We invite all those who are interested to discover the day to day of our organization in a show of transparency which will enable us to improve and make an effort to maintain high standards of professional performance and conduct.



3. INTERVIDA: PRIMARY ACTIVITIES

The main activities carried out by Intervida in pursuit of its foundational mission include:

- ▶ International Development Projects which especially target children and prioritize education and health.
- ▶ Public Awareness and Education for Development activities which aim to foment critical social conscience and active citizenship in pursuit of social and cultural change.

For more information on the activities carried out by Fundación Intervida, please consult the Annual Activities Report and the information available on our institutional website at <http://www.intervida.org/en/our-work/development-projects>.

INTERNATIONAL DEVELOPMENT PROJECTS IN 2011, BY COUNTRY			
Continent	Country	Direct	Partners
America	Bolivia	3	8
	Colombia	-	5
	Ecuador	6	1
	El Salvador	20	1
	Guatemala	1	4
	Nicaragua	20	1
	Peru	2	4
	Argentina	-	1
	Panama	-	1
Africa	Benin	-	6
	Burkina Faso	9	-
	Ghana	-	7
	Mali	11	1
	Senegal	3	4
Asia	Bangladesh	8	-
	Cambodia	2	4
	Philippines	14	-
	India	12	2
	Indonesia	-	1

Source: International Development Division

INTERNATIONAL DEVELOPMENT PROJECTS IN 2011, BY SECTOR		
Sector	Direct	Partners
Rights and Protection	4	19
Economic Development	15	9
Local Development	-	1
Emergency	3	2
Education and Health	1	1
Education	28	9
Environment	10	1
Community Participation	10	-
Health	28	5
Food Security	13	3

Source: International Development Division

EDUCATION FOR DEVELOPMENT – 2010-2011 SCHOOL YEAR	
271 workshops	74 schools
7,862 total students	
5,426 classroom students	2,436 off-site students

Source: Territorial Delegations

PUBLIC AWARENESS 2011			
Exhibitions	Child Labor in Bangladesh	36 centers	692 days
	Hunger 0	65 centers	995 days
	Life is in the Water	5 centers	88 days
	Children's Rights	54 centers	1,012 days
	A Look at the South	12 centers	311 days
Events	17,200 people		
	39 events		
	23,400 people		

Source: Events Department

NUMBER OF COLLABORATORS	
2011	122,375
2010	144,809
2009	155,708

Source: Collaborator Services Department

FINANCIAL RESOURCES (in thousands of euros)	2011	2010	2009
Income	38,501	43,886	44,664

Source: Finance Department

EMPLOYEES AND VOLUNTEERS IN 2011	
Employees around the world	1,221
Volunteers in Spain	86

Source: Humans Resource and the Volunteering Department

ON-LINE PRESENCE IN 2011	
Followers on Facebook	5,903
Followers on Twitter	4,837
Visits to the website	350,239

Source: Communication Division



4. STRUCTURE, PRINCIPLES AND OBJECTIVES

The following table summarizes Intervida's operational structure. In Spain, apart from our headquarters, Intervida has several regional delegations which foster a closer relationship between the foundation and our support base and facilitate our public awareness and education for development activities.

Intervida's work in the countries with whom we cooperate is undertaken through our own local delegations or by funding development projects run by other local organizations or partners.

INTERVIDA'S OPERATIONAL STRUCTURE		
Presence in Spain	Headquarters - Barcelona	
	Territorial Delegation in Andalusia	
	Territorial Delegation in Catalonia	
	Territorial Delegation in Galicia	
	Territorial Delegation in Madrid	
	Territorial Delegation in the Basque Country	
	Territorial Delegation in Valencia	
Presence in other countries	Branches	El Salvador
		Senegal
		Cambodia
		India
		Mali
		Philippines
		Bangladesh
	Associated entities	Bolivia
		Ecuador
		Nicaragua
		Peru
		Burkina Faso (Bibir)

Intervida also works through other partnerships in the following countries:

India (Awakening Jagriti)
Guatemala (Asociación Verde y Azul)
Colombia (Metropoli)
Ghana
Benin
Argentina
Panama
Indonesia

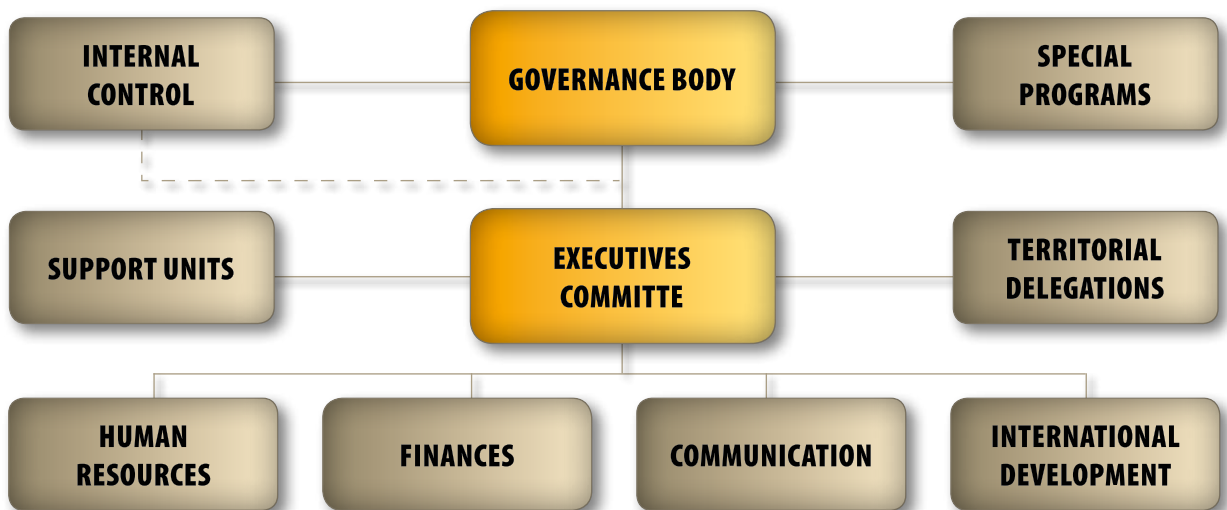
4.1 Governance

Intervida is legally constituted as a foundation, whose main governance body is the board.

In 2007, Barcelona's Court of First Instance nº 17 handed down a Legal Order appointing three legal administrators as the governance body of the foundation .

The legal administration assumes the functions of the board— making strategic decisions, overseeing the entity and guaranteeing the good use of economic resources in the fulfillment of the foundational mission—, as well as executive functions.

To ensure the effectiveness of daily directive and management functions, Intervida has an Executive Committee formed in joint representation by the directors of each division and the legal administration. The Executive Committee assumes the executive functions of the foundation and coordinates its daily management.



** When this report went to print, the legal intervention had been lifted and a new board had been appointed to Intervida.*

4.2 Principles: Intervida's philosophy

Intervida's philosophy

Mission

Intervida is an international cooperation for development NGO which has been acting locally with the communities to promote sustainable social change by improving the living conditions of vulnerable populations, especially children, and by acting upon the causes of poverty and inequality.

Vision

Intervida achieves sustainable changes over a medium term in the areas where it acts through the efficient management of resources, the active participation of the community and the involvement of public institutions.

Values

- ▶ **Human dignity.** We work towards people's well-being based on ethics, respect for diversity and the promotion of human rights. We consider poverty and inequality to be affronts to social justice.
- ▶ **Social justice.** Our approach to development is centered on equity and the promotion of people's ability to enjoy basic human freedoms and access to fair opportunities.
- ▶ **Critical reflection.** Promotion of critical thinking, which defines charitable action and frames development as a learning process, is a necessary factor for bringing about social transformation.
- ▶ **Solidarity.** We consider joint responsibility in integral human development a value which is essential for achieving the common good and the defense of human dignity.

Principles

- ▶ **Coherence.** Our charitable actions reflect an institutional philosophy which is in line with public development policies and the priorities of the local community.
- ▶ **Transparency.** Our work is based on honesty, mutual responsibility and maximum access to information, as pillars of social and economic accountability.

- **Participation.** We promote democratic and participative principles as the means necessary for social transformation and as inherent aims of development.
- **Professionalism.** We promote processes based on the optimization of resources and the quality of our teams' work, which seek the greatest impact.
- **Sustainability.** We pursue a balance between social and economic development and respect for and protection of the environment as a means of reducing the causes of vulnerability on a long term basis.

4.3 Objectives: Strategic Framework

The objectives established in the 2010-2014 Strategic Plan are pursued through the design and implementation of the annual Action Plans, which describe the projects and activities to be carried out over the course of the year, as well as the way of assessing their impact, results and contribution to the fulfillment of the objectives established by the Strategic Plan.

Priority objectives	Challenges	Opportunities	Achievements as of 2011
Achieve sustainable results in the development actions with the communities.	Coordinate the development strategies and engage local people and organizations.	Consolidate the logic of evaluation in the design and implementation of Intervida-run programs and projects.	Drafting of the Country Plans: strategic document for each country aligned with the strategic institutional guidelines.
Contribute to encouraging active and reflexive citizenship towards promoting respect for human dignity and social equality.	Diversify the areas in which we work on public awareness and education.	Become a reference in Education for Development and children's rights.	Education for Development program integrated in all of the territorial delegations in Spain.
Promote alliances and network participation to foment structural changes which act upon the causes of poverty and inequality.	Overcome the position which Intervida is in due to the organization's situation.	Gain reputation as an organization specializing in children's rights.	Increased participation in national and international networks and work groups dedicated to achieving common goals.
Increase the satisfaction and participation of the support base.	Improve the proximity to and dialog with our support base.	Use new channels to communicate with the support base. Online social networks foster more immediate and fluid communication with our support base.	Increased proximity to our support base through territorial delegations and by increasing volunteering and Education for Development activities throughout Spain. Increased presence on principal online social networks.
Foster internal cohesion.	Improve coordination between divisions.	Improve worker efficacy and the relationship between staff members.	The central role of the development division has led to a restructuring which increases the interaction between the teams. The 2011 internal employee satisfaction survey showed results which were clearly superior to those of the previous year.
Diversify income sources and the scale and management of resources towards achieving sustainable financial sufficiency.	Overcome the current economic crisis.	Improve efficiency in the management of economic resources.	State of balance between income and expenditures.
Guarantee transparency and social and economic accountability in all actions.	Improve the response to the stakeholder expectations.	Increase the information which Intervida communicates about the impact of its activities and its use of resources.	Implementation of a consolidated internal control system. Drafting of the first social responsibility report.

4.4 Advocacy: promotion and defense of children's and adolescents' rights

Since its inception, Intervida has dedicated a large part of its efforts to direct intervention programs; however, in order to achieve structural changes which act on the causes of poverty and inequality, advocacy actions are also needed.

Until now, each country determined its own work lines for awareness and advocacy, defining the issues to address, its positioning and the level of involvement in campaigns, whether of their own design or shared with other organizations.

The Strategic Plan establishes advocacy and social pressure as a line of action. The Institutional Relations and Advocacy team is in the process of designing an advocacy policy which should serve as a general framework for all countries. The changes which we will propose to provoke through future campaigns will be directed at promoting children's and adolescents' rights.

Simultaneously, the Coordinator for a Rights-Based Approach is developing a theoretical framework which mainstreams children's and adolescents' rights in the plans drafted in both headquarters and the country delegations. Likewise, drawing on our fieldwork experience, we are establishing our position with respect to key children's rights issues; these will serve as the basis for our awareness and advocacy campaigns. This stance will likewise reinforce our participation in networks which address child poverty and child rights. The identification of networks and our petition for membership is subject to certain criteria, which are described in item 5.4.

The mainstreaming of a rights-based approach has led us to review and update our Policy for the Protection of Children and Adolescents. This policy reflects Intervida's commitment to doing everything in its power to promote a culture of protection in the organization and to create a safe environment for those children under our care and responsibility. Each country will adapt its policy for protection in keeping with the general policy.

4.5 Accountability: Sustainability goals

Intervida is committed to communicating the results and impact of its activities, as well as its good use of financial resources, to society as a whole.

In the interest of maintaining what we consider should be a process of continuous improvement (both in terms of the impact of our actions and in the financial management of resources), we have established the following goals for the year 2012:

Aspect	2012 sustainability goals	2012 achievements
Strategy	Constant review of internal policies.	Update the Ethical Code and Policy for the Protection of Children.
Program effectiveness	Consolidate measures for evaluating program impact.	Result of the evaluations made.
Environment	Improve communication and optimize travel.	Implementation and use of a videoconferencing system between the territorial delegations in Spain and headquarters.
Economic	Improve efficiency in economic management.	Maintain balance between income and expenses. Travel policy.
Social	Mainstream a right-based approach in all areas of the organization.	Apply a rights-based approach in each and every one of the country plans and in headquarters.
	Contribute to improving job performance.	Devise an indicator which will enable us to measure the efficacy of our training actions.

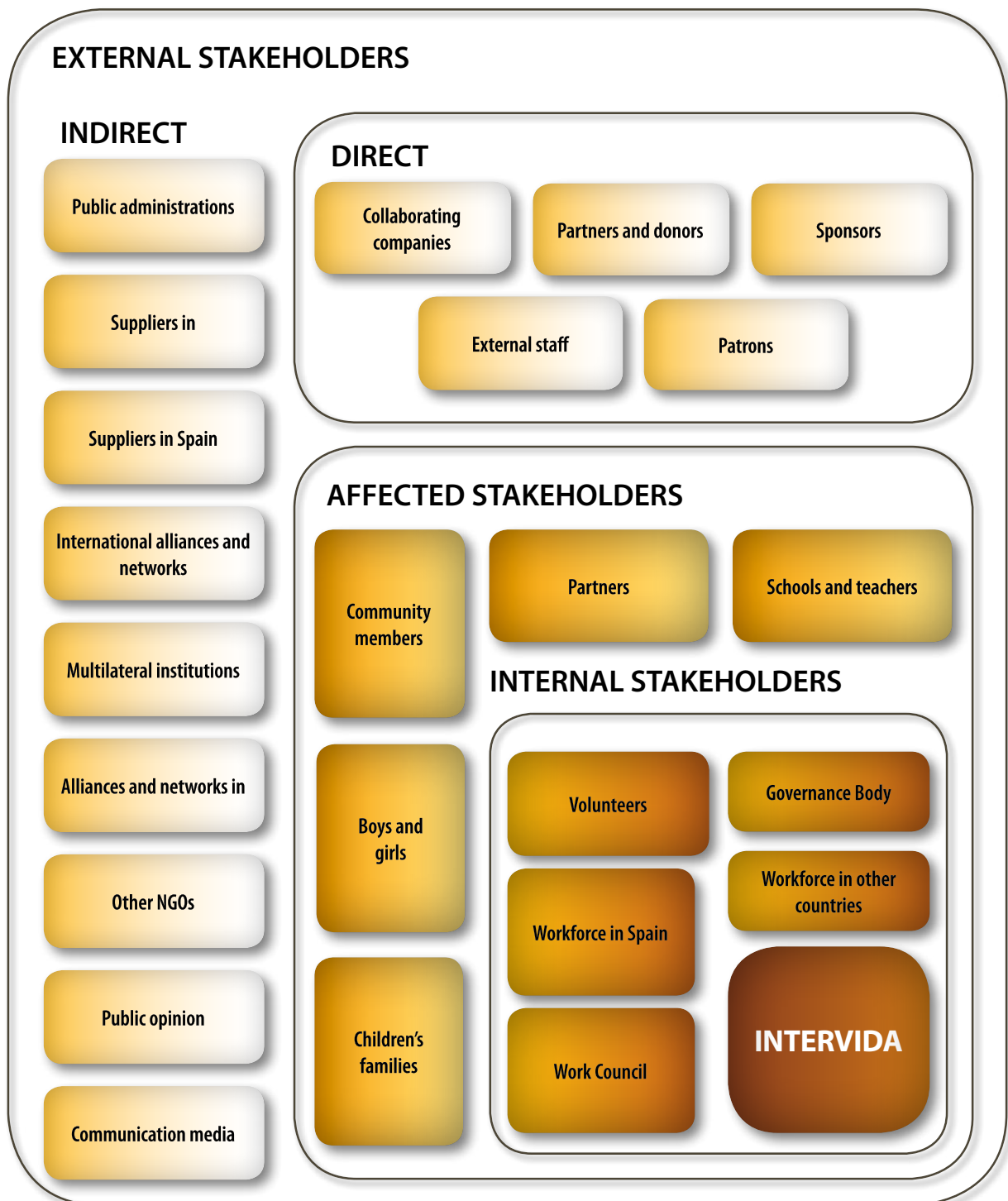


5. INTERVIDA IN SOCIETY: OUR COMMITMENT

5.1 Our stakeholders

The activities of organizations and individuals mutually influence each other.

Intervida's activities have implications for society and, in turn, different people and organizations influence Intervida's work, both positively and negatively. These organizations and people are our stakeholders, as demonstrated in the figure below:



Intervida is concerned with its impact on society and works to foment communication with its stakeholders and respond to their expectations.

We aim to adapt our communication channels to the characteristics and needs of each one of our stakeholder groups.

5.2 Development stakeholders

In the system of international relations, there is an interaction between the different States, a series of international intergovernmental organizations, as well as other nongovernmental agents who independently, and in function of their own particular interests, develop their own strategies and intervention methods.

The international system of development cooperation is constituted by public and private organizations, each with its own distinct characteristics and functions. Private agents consist in the second sector (companies) and the third sector (non-profit) and may be national or international, generalists or specialists, or from the North or the South.

When classifying different types of development cooperation, it is habitual to use the criteria established by the OECD's Development Assistance Committee (CAD) in calculating the Official Development Aid (ODA), which only takes into account the origin of funds. The ODA may or may not be conditional, that is it may imply commercial privileges which favor the donor country. As such, depending on whether or not the funds come from a public administration, we can talk either about public development cooperation or private development cooperation.

Another traditional way of classifying development cooperation interventions takes into account the nature of the main party managing the funds, distinguishing between development cooperation which is multilateral, bilateral, decentralized, nongovernmental or corporate. Moreover, at the heart of multilateral development cooperation, there is the tendency to differentiate between international financial organisms and nonfinancial organisms; and at the heart of bilateral development communication, to differentiate between reimbursable and non-reimbursable aid.

In terms of public agents, both headquarters and the countries maintain a fluid dialog with the multilateral system, essentially with UN agencies, which are relevant to Intervida's mission. This relationship manifests itself, on the one hand, in the signing of agreements which establish technical and financial collaboration in the field and, on the other hand, in the channels of dialog and influence which is conferred by our Special Consultative Status with ECOSOC, granted in 2001.

Our countries maintain a continuous relationship with ministries, cooperation agencies and regional and local administrations with a two-fold objective: in the first place, to support the countries' development plans and public policies, thus respecting the principles of harmonization, alignment and ownership established in the 2005 Paris Declaration on Aid Effectiveness; and, in second place, to pressure public agents to adopt measures in favor of the development and rights fulfillment of the populations, especially children and adolescents.

Intervida also maintains a highly enriching exchange with various universities. The main collaborations consist in organizing courses and conducting studies on development and child rights issues. A good part of the research carried out by these centers aim to raise awareness, influence policies and derive technical guidelines for their use by governments, donor agencies and development NGOs.

In terms of private agents, Intervida collaborates with other NGOs with common interests. Intervida also maintains relationships based on exchange with several companies, accepting funds from these while involving them in public awareness efforts.

Intervida obtains a large part of its funding from private citizens, which grants the organization certain independence. With their donations, these citizens finance projects; with their mobilization and responsible consumption, they can influence public and private development agents, mainly decision-makers and companies.

Intervida regards the communities—including children and adolescents—as agents of their own change and the fight to fulfill their rights. As such, they constitute another development agent, one which is not necessarily included in the traditional classification of donors and beneficiaries.

Intervida views itself as a mere companion to the development processes in the communities. As such, always basing ourselves on the premise that children's well-being is our main objective, we plan according to the priorities and needs identifies by the local stakeholders, who should participate and assume responsibility.

We make the effort to improve the participatory processes for children and adolescents so that our projects respect their hardships and provide them with instruments which help them make of their lives what they wish. The center of our mission is for children and adolescents to be able to enjoy their rights; as such, they are our main stakeholder group and we are committed to them in terms of the impact and transparency of all of our levels of action.

5.3 Collaborators

Another priority objective set by Intervida is to increase the satisfaction and engagement of our support base.

We develop our activities thanks to the economic contributions of our donors, but the collaboration and bond goes beyond mere economic support.

Based on the type of collaboration chosen, our donors may be: sponsors, partners, donors, corporate collaborators or patrons.

We encourage the engagement of our donors and collaborators through our territorial delegations in Spain and make the following contact channels available to them:

- ▶ Collaborator Services Hotline: 902 19 19 19.
- ▶ Postal mail (headquarters or delegations)
- ▶ Fax
- ▶ Electronic mail: Intervida@intervida.org.
- ▶ Online social networks: Twitter, Facebook, Flickr, You Tube and Pinterest
- ▶ Website: www.intervida.org.

In addition to receiving and managing collaborator requests and suggestions, our presence in social networks provides collaborators with greater opportunities for participation and for maintaining more continuous feedback with the organization.

Satisfaction

In order to assess our collaborators' degree of satisfaction and to better respond to their requests and suggestions, we conduct an annual satisfaction survey by telephone or online.

These surveys allow us to continuously improve our communication with and provide better service to our support base by assessing their:

- ▶ Evaluation of collaborator services
- ▶ Overall perception of Intervida
- ▶ Impression of our communicative actions

One satisfaction survey was carried out per year during the 2009-2011 period. The most significant conclusions have been:

2011	High level of satisfaction with collaborator services.
	Collaborators highlight the fast response and professionalism of the service.
	Limited knowledge of the territorial delegations in Spain and the activities carried out by them.
2010	Perception of Intervida as an organization dedicated to children's rights and the eradication of poverty.
	80% satisfaction with respect to the quality of information received from Intervida.
	Requests for more information about the sponsored children.
	The most important aspect for the sponsors is the photograph of the sponsored child, although they highly value the periodic artwork projects received.
2009	High level of satisfaction with collaboration with Intervida.
	Identification of Intervida as an NGO specialized in children's rights.
	Request for more frequent information.

The organization has addressed the aspects emerging from the survey results in order to improve the satisfaction of and communication with our support base:

- ▶ Increase information sent to collaborators
- ▶ Open new communication channels, such as online social networks
- ▶ Quick resolution of collaborator requests

Incidence and request management

Intervida manages the requests and complaints of its existing and potential collaborators through its Collaborator Services Department.

Requests regarding collaboration with Intervida may take involve changing a sponsor's name, requesting a copy of a sponsored child's photo or requesting additional information, among others.

Complaints received by the collaborator, or external incidences, may include problems with a mailing or with payment.

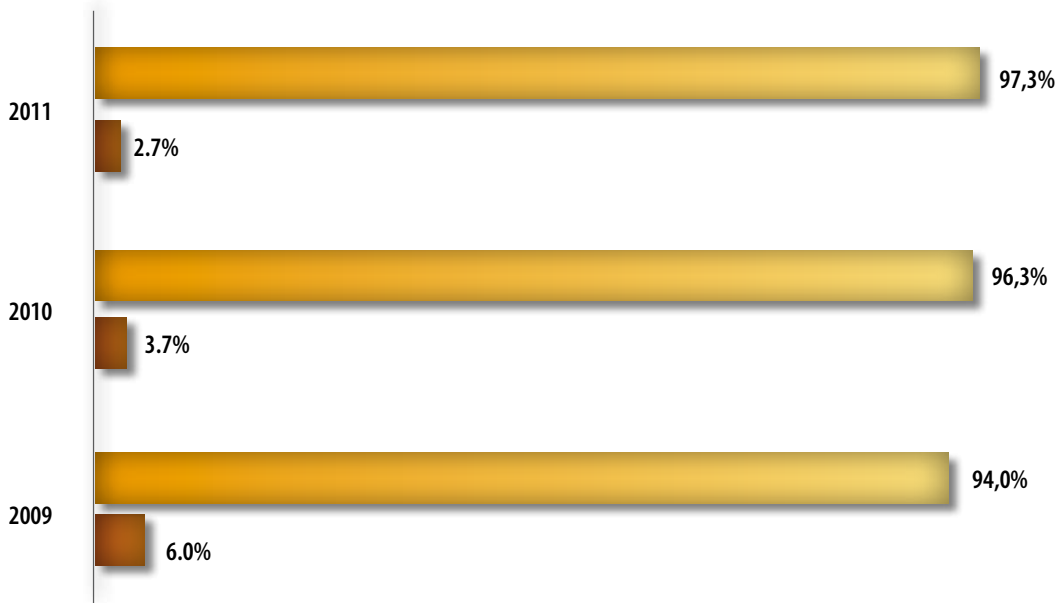
During the 2009-2011 reporting period, the Collaborator Services Department has resolved all requests and incidences within the established period. The effective management of the requests and incidences is indicative of the quality of the collaborator services offered by the organization.

	2011		2010		2009	
Requests	6,414	97.3%	6,104	96.3%	7,840	94.0%
External incidences	181	2.7%	237	3.7%	503	6.0%
TOTAL	6,595	100%	6,341	100%	8,343	100%

Source: Collaborator Services

COLLABORATOR SERVICES

■ Requests ■ External incidences



Privacy

Intervida guarantees the privacy and confidentiality of the collaborators' personal information, in compliance with Organic Law 15/1999 on the Protection of Personal Data.

The policy regarding the privacy of personal data is readily available on our website and in the material sent to our donors and collaborators, and is periodically updated to reflect changes in the corresponding legislation.

5.4 Participation and networking

Intervida encourages the relationship with other NGOs and participates in national and international networks and work groups in order to achieve common goals, effectiveness and sustainable impact towards reducing the causes of poverty and promoting children's rights.

Intervida's participation in networks is based on guiding principles and criteria which guarantee concordance with our institutional mission:

- ▶ Coherence of aims and interests.
- ▶ Capacity to influence the effective creation and application of public policies, especially as relates to development cooperation and the inclusion of children in development plans and public policies in the countries where we work.
- ▶ Linkage to the institution's strategic issues: priority for participation in networks which work to ensure the fulfillment of children's and adolescents' rights.
- ▶ Spaces which favor inclusion, deliberation and proposition and which are aimed at action, have continuity and establish a work plan with common results.
- ▶ Networks or platforms which are politically relevant, which are recognized as valid interlocutors in the desired areas of influence, and which have an organizational base to sustain them.

Intervida's participation in networks is undertaken at all levels: local, national and international. Intervida should be coherent with the actions of these networks at all organizational levels, from the most local to the most global.

NATIONAL ARENA
Participation in two work groups with the Spanish Association of Foundations: International Development and Immigration.
Mesa de Armonización de Salud de la Cooperación Española (MASCE)
Coordinadora Catalana de Fundaciones
Red de Derechos de la Infancia del Ayuntamiento de Barcelona
Federación de ONGD de Sevilla
Participation in the Coordinadora Andaluza de ONGD
Consejo de Cooperación del Ayuntamiento de Bilbao
Comercio Justo Bilbao
Fundación del Voluntariado de la Comunidad Valenciana
Coordinadora Gallega de ONGD
The World March for Peace and Nonviolence
INTERNATIONAL ARENA
Special consultative status in ECOSOC since 2001
CoNGO (Conference of NGOs with Consultative relationship with the United Nations)
Action for the Rights of Children and collaboration in the Work Group on Child Abuse and Neglect
Drafting of proposals, declarations and comments to present to CoNGO's Human Rights Council and the Civil Society Development Forum
Fluid relationship with agencies such as UNICEF, ACNUR and WHO
Affiliate member of the INGO Accountability Charter

COUNTRIES OF ACTION	
El Salvador	Alianza Ciudadana Contra la Privatización de la Salud
	RIA (Red de Infancia y la Adolescencia)
	Mesa de Cooperantes del MINED
	ISNA (Instituto Salvadoreño de la Niñez y la Adolescencia)
	Comité Nacional contra la trata de personas
	Mesa de Niñez y Juventud de la Procuraduría para la defensa de los Derechos Humanos
	Coordinadora de ONG españolas
	Global Water Partnership
	Mesa Técnica de Educación de la OTC AECID
	Alianza Ciudadana Contra la Privatización de la Salud
Nicaragua	Red de ONG Internacionales de Apadrinamiento
	Comisión Nacional de Formación y Capacitación de los Recursos Humanos para la Educación básica y media
	Comisión de lucha contra la violencia hacia las mujeres y la niñez en Managua y Jinotega
	Comisión municipal de la niñez y adolescencia en Managua y Jinotega
	Secretaría de ONG Internacionales
	Comisión de niñez y adolescencia fuera del sistema escolar
	Grupo por la incidencia en políticas educativas
	Comisión Interinstitucional Ambiental
Bolivia	Mesa de Salud de la AECID
	Foro de Educación de la AECID
	Mesa de Justicia Juvenil
	Mesa por una vida escolar sin violencia
Guatemala	Red Departamental de educación
	Red de agua y saneamiento
	Red de atención a la conflictividad Quiché
	Observatorio de salud reproductiva
	Coordinadora de ONG Quiché
	Coordinadora de ONG de salud Españolas AECID/OTC
	Comisión Municipal de Seguridad Alimentaria y Nutricional
	Mesa Departamental de Salud
Senegal	Plateforme des ONGs européennes au Sénégal
	Coalition de l'Education pour tous
Burkina Faso	CCEB (Cadre de Concertation des ONGs agissant en Education de Base)
	UNOB (Union Nationale des Orphelinat du Burkina)
Mali	Foro de las ONG Internacionales en Mali
Philippines	Red de Coordinación de CID en Bicol ED
India	Acción por los Derechos de la Infancia
Cambodia	Campaña para la Educación Popular (CAMPE)
	Coalición para la Pobreza Urbana (CUP)

5.5 Suppliers

We prioritize relationships with companies whose activities are carried out in a responsible way. As such, we ask our suppliers in Spain to sign a letter certifying that all of their activities and products comply with current legislation and expressing their commitment to the principles of the Global Compact and the Universal Declaration of Human Rights.

In selecting our suppliers, we take into account not only quality and economic aspects, but environmental factors, as well, aiming to acquire products whose production generates no (or the least) negative environmental impact. For example, nearly 97% of the paper purchased is 100% recycled.

Intervida works in the different countries through its own branches or through local organizations which manage their own budget. Each branch or local organization is in charge of purchasing its own products and services and the priority is to work with local suppliers in all countries. Only in exceptional cases are purchases made through headquarters.



6. INTERNATIONAL DEVELOPMENT

6.1 Development strategies: children as a priority

The aim of Intervida's International Development work is to promote and support actions which contribute to the development of the most vulnerable populations. Essentially, we work to guarantee children's fulfillment of their basic rights, with particular emphasis on access to education and health.

The current Strategic Plan serves as a framework for the international development approach and efforts for the period 2010-2014 and establishes the objective of improving children's living conditions as the main focus of Intervida's work.

As indicated in Strategic Guideline 2, Intervida maintains its current **priority commitment to children**, which should be evident in all of our public and private actions. This commitment should resound in our work with the local communities, seeking their involvement and a sense of responsibility on the part of the beneficiaries.

Intervida believes that children's and adolescents' well-being depends primarily on the fulfillment of the civil, political, economic, social and cultural rights set forth in the Convention on the Rights of the Child. As such, over the next three years Intervida plans to gradually mainstream children's and adolescents' rights in all of its actions.

The current planning process should foment the engagement of key individuals and institutions involved in territorial development, emphasizing the engagement of affected populations—namely children, adolescents and women—as well as community leadership. This engagement should be encouraged throughout the entire project cycle, from the people designing it to those who implement it in each territory.

Moreover, Intervida designs projects which are aligned with and reinforce those public institutions and policies which favor the population, in particular children and adolescents. Intervida believes that NGOs' role is not to replace public institutions but rather to help them overcome existing limitations and create capacities to respond to the demands of the population, and all this from a human rights perspective.

To do this, the identification and appraisal phase plays a key role in the project cycle. Intervida pays particular attention to this process in order to obtain quality information which accurately reflects the situation and interests of the vulnerable populations, the resources available from the local and state governments, and the state of the local organizational fabric.

6.2 Project planning, monitoring and evaluation

Intervida's Planning and Evaluation Unit was created in 2010 to guarantee the fulfillment of the strategic objective of "improving the quality and sustainability of programs and projects which are promoted in development through a participatory action model based on the planning and evaluation of impact".

To do this, the Planning and Evaluation Unit coordinates with the countries to provide them with support by:

- ▶ Reviewing projects from their inception to ensure that they are designed in an evaluable way.
- ▶ Helping to establish monitoring tools and facilitating project feedback through the continuous monitoring of results indicators.
- ▶ Carrying out internal evaluations in the field which help the teams improve their interventions and measure their achievements.
- ▶ Reviewing the Terms of Reference towards the formulation of Baselines and Evaluations.
- ▶ Sharing key development experiences from both within and outside the institution.

The unit's mission also includes providing qualitative and quantitative information which will enable the institution to improve its accountability.

Our project management cycle is based on the Logical Framework Approach, that is, project planning and management centered on specific objectives and results.

Internal evaluation serves as a self-learning tool and incentive for the teams to nurture a critical spirit, share information, apply lessons learned and work across areas; this, in turn, will help improve the effectiveness and impact of our projects.

Approaching projects from an evaluation perspective improves the quality of decision-making, communication and accountability to our collaborators and society as a whole.

6.3 Gender approach

Intervida works to defend women's full enjoyment of their rights, basic liberties and citizenship as a mechanism for eliminating inequality and achieving gender equality.

As such, we adopt a gender approach in the planning, execution, monitoring and evaluation of our development projects.

It is important to incorporate gender analysis in the development interventions, applying it to the appraisal phase which precedes all intervention and during the remaining phases of the project cycle. This will enable us to:

- ▶ Assess the degree to which the development action reflects the needs and priorities of men and women.
- ▶ Organize the information to detect gender inequalities and to obtain data broken down by gender.
- ▶ Identify which changes and additional initiatives are needed to ensure that women participate in and benefit from the intervention.
- ▶ Determine existing opportunities to prevent or reduce gender inequalities in the development action.
- ▶ Anticipate the action's potential impact on the men and women involved.

The following action lines reflect Intervida's strategy and will to incorporate the gender approach in its development processes:

- ▶ Guarantee equal access to economic resources. Provide women with equal access to and enjoyment of employment and economic resources, eliminating all forms of segregation and discrimination.
- ▶ Guarantee access to basic services through women and girls' education and health.
- ▶ Actions against gender violence and the public participation of women.
- ▶ Mainstreaming of the gender focus.

6.4 Work with local organizations

Intervida's Strategic Plan defines the types of fieldwork to be engaged in and the relationship with its local partners and Strategic Guideline 9 refers explicitly to working with other partners: *"Notwithstanding the privileged relationship which Intervida currently has with its branches, it will collaborate with other organizations, both in the North and South, with the aim of jointly and solidarily undertaking new development projects and programs"*.

The working with partners contributes to achieving the following objectives to:

- ▶ Learn from other experiences which may aid our work and knowledge base.
- ▶ Complement our intervention.
- ▶ Share efforts and create synergies.
- ▶ Mutual enrichment.
- ▶ Strengthen local organizations.

When working with partners, this should be regarded as a process of mutual knowledge, basing these efforts as much as possible on:

- ▶ **Respect:** acknowledge differences and the fact that there are other ways of thinking and doing. Consider cultural, procedural and relational differences. Understanding.
- ▶ **Balance:** limit the influence of donor preferences. Specify the action areas of each party. Horizontalism.
- ▶ **Trust:** the foundation. This is the basis for the strength of the relationship. Cohesion.
- ▶ **Transparency:** to be scrupulous in our handling of information. Have clear protocols, procedures and documentation. Honesty.
- ▶ **Criticalness:** Through respect and acknowledgement of the partner, develop the ability to question and question oneself in order to nurture the relationship. Growth.

There are various possibilities for working with partners in function of the type of local organization and our relational strategy with her, that is, whether we seek a one-off agreement with them or we seek to establish a more strategic alliance.

- ▶ Collaboration in development actions (support for projects, programs, etc.)
- ▶ Technical collaboration (technical support for the local partner)
- ▶ Networked collaboration (coordinating agencies, task forces, conferences, etc.)
- ▶ Collaboration towards social change (political lobbying and advocacy campaigns)

There are various ways of working with partners:

- ▶ **Complementary:** Intervida's intervention complements that of the other organization in pursuit of a common development goal. There is coordination but this does not involve a signed agreement or funding.
- ▶ **Delegated:** Intervida supports the implementation of a local partner's project. There is an agreement and funding, and administrative management on the part of the partner.
- ▶ **Joint:** Intervida co-implements a common project in conjunction with a local partner. Each organization contributes a part of the whole. This requires a signed agreement, although this does not necessarily imply funding or administrative management on the part of Intervida.



7. OUR TEAM

Intervida works to build and consolidate a team of professionals who are motivated and committed to the organization's values and objectives.

Intervida's workforce is made up of different teams in the countries where we work.

The employment conditions in each country are based on the principle of equity, which seeks the economic and professional stability of the employees, and on the commitment to protecting employee rights in the countries where with work.

Intervida works to reconcile human resource policies in the different countries in order to establish common criteria based on aspects of employees' development within the organization.

The following summary table shows the number of employees in each country and the evolution over the course of the reporting period. As such, it shows the scale of the organization's human resources around the world.

In 2011, in the countries where Intervida works 8 Country Delegates were expatriates and 6 Country Delegates were local hires.

EMPLOYEES PER COUNTRY		2011	2010	2009
Spain		161	145	140
Branches	El Salvador	293	340	254
	Senegal	4	4	3
	Cambodia	19	19	24
	India	3	-	-
	Mali	48	43	48
	Philippines	101	101	125
	Bangladesh	391	383	399
Associated entities	Bolivia	9	-	-
	Ecuador	27	35	19
	Nicaragua	81	-	73
	Peru	21	21	12
	Burkina Faso (Bibir)	63	61	58
TOTAL		1,221	1,152	1,155

Source: Human Resources

This report details the information pertaining to employees of Fundación Intervida Spain, which is made up of headquarters, territorial delegations and expatriate personnel.

7.1 Employment stability

Intervida's human resource management seeks job stability among its employees, seeking to compile a team of professionals who develop technical and personal skills within the organization.

The detailed information below shows the number of Fundación Intervida Spain employees broken down by contract type for the 2009-2011 reporting period.

The following table shows employee turnover for the 2009-2011 reporting period.

Year	Number of employees by contract type						TOTAL as of 12/31
	Permanent / Full-time	Permanent / Part-time	% Permanent	Temporary / Full-time	Temporary/ Part-time	% Temporary	
2011	114	11	77.6%	34	2	22.4%	161
2010	110	15	86.2%	12	8	13.8%	145
2009	122	9	93.6%	6	3	6.4%	140

Source: Human Resources

Overall, there was a high level of stability among the staff, as demonstrated by the employee turnover percentages. This enables Intervida to retain its talent and plan the professional development of its staff.

Employee turnover			
	Hires	Terminations	Percentage turnover as of 12/31
2011	38	22	1.56%
2010	30	25	1.67%
2009	22	29	1.49%

Source: Human Resources

Professional stability and development contribute to improving the workplace environment and staff motivation.

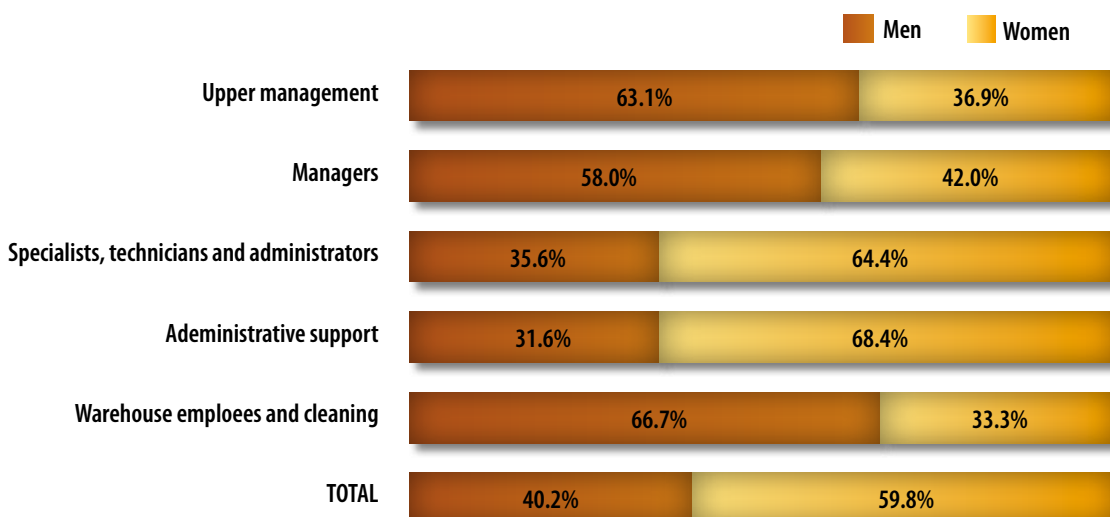
7.2 Professional categories and gender

For the three years comprising the reporting period, the average gender distribution of employees was 40% male and 60% female.

There are more of men than women in middle and upper management positions. The low representation of women in management positions is significant, especially with regards to the total distribution of staff by gender, although in the percentage did improve slightly in 2011.

Intervida takes measures to help all employees reconcile their work, family and personal lives.

AVERAGE EMPLOYEES BY PROFESSIONAL CATEGORY AND GENDER, 2011



2011	Employees by professional category and gender					
	Men	% Men	Women	% Women	Total	% Total
Upper management	4	63.1%	2	36.9%	6	3.5%
Managers	16	58.0%	12	42.0%	28	17.3%
Specialists, technicians and administrators	32	35.6%	57	64.4%	89	55.4%
Administrative support	11	31.6%	24	68.4%	35	21.9%
Warehouse employees and cleaning services	2	66.7%	1	33.3%	3	1.9%
TOTAL	65	40.2%	96	59.8%	161	100%

Source: Human Resources

2010	Employees by professional category and gender					
	Men	% Men	Women	% Women	Total	% Total
Upper management	6	75.0%	2	25.0%	8	5.5%
Managers	15	65.2%	8	34.8%	23	15.9%
Specialists, technicians and administrators	23	33.2%	46	67.0%	69	46.9%
Administrative support	12	28.5%	30	69.8%	42	29.7%
Warehouse employees and cleaning services	2	66.7%	1	33.3%	3	2.1%
TOTAL	58	39.9%	87	60.1%	145	100%

Source: Human Resources

2009	Employees by professional category and gender					
	Men	% Men	Women	% Women	Total	% Total
Upper management	8	80.2%	2	19.8%	10	7.1%
Managers	17	58.9%	12	41.1%	29	20.7%
Specialists, technicians and administrators	21	36.8%	36	63.2%	57	40.7%
Administrative support	12	29.3%	29	70.7%	41	29.3%
Warehouse employees and cleaning services	2	66.7%	1	33.3%	3	2.1%
TOTAL	60	42.8%	80	57.2%	140	100%

Source: Human Resources

7.3 Age

2011	Distribution of employees by age group			
	Men	Women	Total	%
Under 30 years old	4	12	16	9.9%
Between 30 and 50 years old	50	76	126	78.3%
Over 50 years	9	10	19	11.8%
Total	63	98	161	100%

Source: Human Resources

The distribution of Intervida staff by age group shows that nearly 80% of employees in Spain are between 30 and 50 years old. Even though there has been little evolution of the number of employees per age group over the last few years, the Intervida staff grew thanks to the hiring of young people, who are growing professionally within the organization.

It is worth noting that within the upper-management category, 83.3% of employees at this level are over 50 years old.

7.4 Employment conditions

The basic norm regulating the employment conditions of all Intervida Spain staff is the *Convenio Colectivo de trabajo del sector de oficinas y despachos de Catalunya para los años 2008 al 2011* (Collective Labor Agreement for Office Workers in Catalonia for the 2008-2011 period).

Using the Collective Agreement as a foundation and following negotiations between the Work Council, the Human Resources Division and the highest governance body, the *Normas Internas reguladoras de las relaciones y las condiciones laborales de Fundación Privada Intervida 2010-2012* (Internal regulating norms for employment relations and conditions of Fundación Privada Intervida 2010-2012) were approved in 2012.

These norms include improvements in the working conditions established by the Collective Agreement without imposing differences or restrictions based on temporality (permanent or temporary) or dedication (full- or part-time).

- ▶ Fewer annual hours worked than established in the Collective Agreement.
- ▶ Full-time employment equal to 38 hours a week.
- ▶ Flexible entry time.
- ▶ Mothers and fathers of children under 8 years old and working a full-time schedule have the right to work a compacted schedule (i.e. reducing the lunch hour to shorten the hours spent at work).
- ▶ 24 personal hours.
- ▶ 40 paid hours for justified medical visits.
- ▶ 100% salary coverage in the case of medical leave.
- ▶ Annual medical check-up for all employees.
- ▶ Salary bonus paid to compensate temporary displacement of employees to other countries.

7.5 Occupational safety and risk prevention

Intervida has a Risk Prevention Committee and rigorously complies with that which is established in Law 31/1995, of November 8, on workplace risk prevention.

The Risk Prevention Committee is formed, in equal representation, by the prevention officers and the employees appointed by the Executive Committee, and serves all work centers in Spain.

In order to “increase the level of protection of the health and safety of employees in the workplace”, the organization:

- ▶ Conducts workplace risk inspections in each work center, as specified by law.
- ▶ Provides all employees with compulsory training on workplace risk prevention.
- ▶ Offers specific training to employees whose activities require it: warehouse employees and employees who travel to other countries, etc.
- ▶ Personal protective equipment is provided to those workers who require it.
- ▶ Applies preventive measures with employees who travel to the projects: medical check-ups and vaccinations as needed based on destination.
- ▶ Accident insurance is purchased for all employees who travel outside of Spain.
- ▶ Any employee may submit his or her requests or complaints regarding workplace safety to any member of the Prevention Committee.

7.6 Training

Intervida promotes the lifelong training of its employees. The organization drafts an annual training plan after conducting an in-depth training needs assessment.

The total number of training hours per year includes that training offered by external organizations and teachers as well as internal training given by organizational staff member.

TRAINING						
	2011		2010		2009	
Professional categories	Total training hours	Average hours per employee per year	Total training hours	Average hours per employee per year	Total training hours	Average hours per employee per year
Upper management	384.75	64.13	448.50	56.06	671.00	67.10
Managers	1,605.50	57.34	1,729.50	75.20	1,652.50	56.98
Specialists, technicians and administrators	8,041.50	91.38	6,274.50	92.27	2,644.50	42.65
Administrative support	2,342.00	66.91	1,366.50	32.54	1,013.00	23.56
Warehouse employees and cleaning services	114.00	38	6.00	2	40.00	13.33
Total	12,487.75	78.54	9,825.00	68.23	6,021.00	40.96

Source: Human Resources

The trainings of general interest which are carried out in headquarters are shared with the rest of the organization through our internal communication channels.

Strategic training

Children's well-being is what drives our organization. As such, we consider it essential that all employees have a minimal level of knowledge about children's rights. The training plan adapts the different workshops on children's rights to the specific needs of each division.

Training on human and child rights			
	2011	2010	2009
Hours of training on human and child rights	1,001	1,455	389
Number of employees trained	75	29	19
% of employees trained	47%	13%	21%
Number of hours per employee trained	13.35	50.17	20.47

Source: Human Resources

7.7 Volunteering

Intervida inaugurated its volunteer program in 2009 with the aim of strengthening the entity's linkage with society, thus regarding volunteering as an agent of social change.

Intervida promotes volunteering as a way of building active and committed citizenship.

Towards this aim, Intervida disseminates the volunteer actions and works to achieve visibility and recognition of these efforts.

The volunteering program took root in Intervida headquarters but was extended to all of the territorial delegations of Intervida Spain in 2011.

The information below shows the evolution of volunteer participation in Intervida in terms of number of people, geographic location and the following classification:

- ▶ Part-time volunteers: volunteers who participate on a weekly basis (less than 30 hours per week).
- ▶ Occasional volunteers: volunteers who collaborate in specific tasks on an irregular basis.
- ▶ Corporate volunteers: volunteers from companies who participate occasionally in activities.

Volunteers by category				
Year	Part-time	Occasional	Corporate	Total
2011	1	73	12	86
2010	1	71	0	72
2009	0	9	0	9

Source: Volunteering Department

Territorial delegation (Intervida Spain)	Number of volunteers in 2011
Catalonia	59
Madrid	19
Bilbao	4
Valencia	2
Seville	1
Galicia	1
TOTAL	86

Source: Volunteering Department

Intervida selects its volunteers, focusing their participation primarily in two areas, events and school workshops, both of which form part of the actions undertaken by the organization's Education for Development and Public Awareness Division.

While the volunteers can participate in either of these two areas, specialized training is received in each case.

Training

All volunteers receive four hours of basic institutional training which is given internally and focuses on general knowledge about the entity and basic concepts from the areas of cooperation and development.

Specific training is provided to all volunteers who engage in activities or workshops outside of the organization, such as storytelling workshop, recycling workshop, peace week, etc.

The internal training sessions are also open to volunteers.

The average number of training hours for volunteers is 8 per year.

Participation

The volunteers' participation is measured in terms of "volunteer actions": each action equals the participation of one volunteer in an activity.

Below is a breakdown of the actions undertaken by the volunteers by types of activity: workshops and events. Each volunteer participates in an average of three actions per year.

2010-2011 Course	Volunteer actions	Number of volunteers	Actions per volunteer
WORKSHOPS	118 actions	39 volunteers	3 actions/person
EVENTS	144 actions	47 volunteers	3 actions/person

Source: Volunteering Department

Evaluation

Coordinators and volunteers meet to discuss and assess the work being done; additionally, the volunteers complete assessment surveys.

The aim of the sessions is to obtain volunteers' assessment in terms of:

- ▶ The aim of public awareness of each event or workshop.
 - ▶ Their degree of satisfaction with the volunteer action.
 - ▶ The degree to which their expectations were met.
 - ▶ Their satisfaction with the orientation, information received and specific training on the volunteer action.
- Four evaluation sessions were conducted during the 2010-2011 school year.

Over the last three years, the volunteer actions have increased substantially, offering mutual enrichment for both the volunteers and the organization.

7.8 Internal stakeholders

The following internal stakeholders are active at Intervida: Fundación Intervida Spain employees, country personnel, the Work Council, volunteers, the Country Delegates and the governance body.

- ▶ Intervida Spain employees can consult all work-related issues through the Work Council or Human Resources Division.
- ▶ The country personnel coordinates with the Country Coordinator, the designated reference person in the organization's headquarters. This helps guarantee the communication channels with all countries.
- ▶ The Work Council represents the employees of Intervida Spain in headquarters and is elected through periodic elections.
- ▶ The Volunteering Department is in charge of coordinating volunteer participation and managing all related complaints and suggestions.
- ▶ The governance body defines the institutional strategies which are implemented by the Executive Committee.



8. ECONOMIC

8.1 Financial information

Below is a summary of the financial information corresponding to the 2010 ⁴ and 2011 fiscal periods.

The financial statements of the foundation and the respective annual accounts have been prepared according to the criteria established in the *Plan de contabilidad de las fundaciones y las asociaciones sujetas a la legislación de la Generalitat de Catalunya* (Accounting Plan for Foundations and Associations subject to the Legislation of the Generalitat of Catalonia). These criteria, in turn, have been adapted to the International Financial Reporting Standards (IFRS), which are adopted in the financial statements of branches and associated entities located outside of Spain.

The foundation's annual accounts are audited by the firm PricewaterhouseCoopers.

Balance sheet

ASSETS (in thousands of euros)	FINANCIAL YEAR 2011	FINANCIAL YEAR 2010
NON-CURRENT ASSETS	52,652	54,724
Intangible fixed assets	390	203
Tangible fixed assets	2,270	1,937
Long-term investments in entities in and associated with the group	247	141
Long-term financial investments	49,745	52,443
CURRENT ASSETS	71,346	63,873
Stock	263	146
Users, patrons and debtors of the activities and other receivable payments	33	321
Short-term investments in entities in and associated with the group	114	-
Short-term financial investments	68,357	61,114
Short-term accrual investments	94	133
Cash and other equivalent liquid assets	2,485	2,159
TOTAL ASSETS	123,998	118,597
EQUITY AND LIABILITIES (in thousands of euros)	FINANCIAL YEAR 2011	FINANCIAL YEAR 2010
EQUITY	122,247	117,486
Equity	122,160	117,414
Adjustments for change in value	87	72
NON-CURRENT LIABILITIES	102	2
Long-term provisions	100	-
Long-term debts	2	2
CURRENT LIABILITIES	1,649	1,109
Short-term debts	9	51
Debts with credit entities	6	11
Other financial liabilities	3	40
Short-term debts with entities in and associated with the group	1	-
Commercial creditors and other payable items	1,638	1,057
Short-term accrual calculations	1	1
TOTAL EQUITY AND LIABILITIES	123,998	118,597

Source: Finance Department

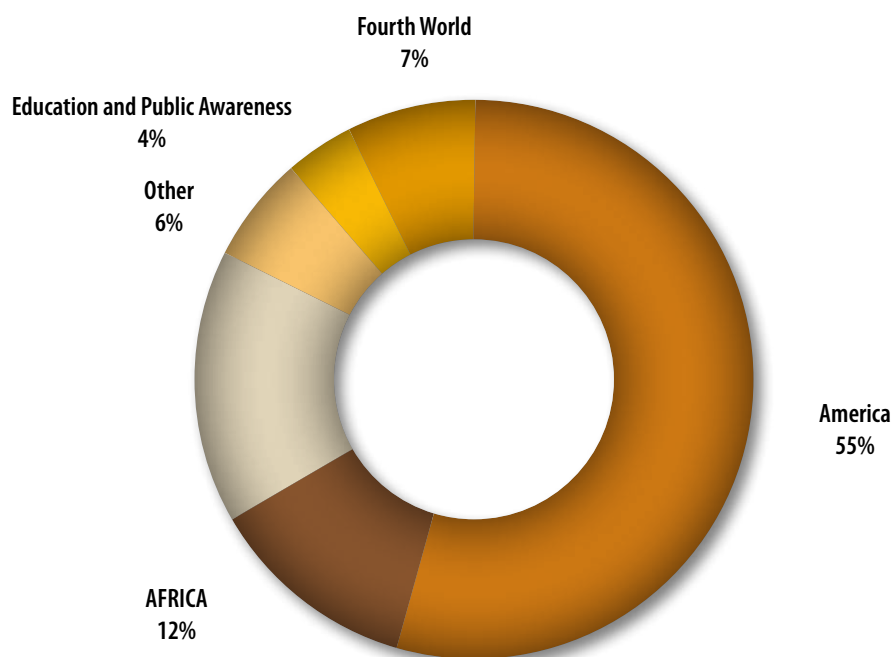
Profit and Loss Statement

The majority of our income comes from private donations— sponsor fees and periodic donations—, which represent 95.7% of all income in 2011 and 95.2% in 2010.

Among the remaining income sources, the collaboration of the Italian entity Intervita Onlus on the development project run by Intervida is worthy of special mention. In 2011, the donations made reached some 1.3 million euros, and in 2012, some 1.5 million, representing 3.8% and 3.9% of all income, respectively.

With respect to the allocation of resources to international development, the majority of funds, 55%, have been allocated to the Americas; in turn, 16% were allocated to Asia and 12% to Africa.

ALLOCATION OF FUNDS TO THE FOUNDATIONAL MISSION, 2011



Intervida engages in its International Development projects through various modes of action:

- ▶ Direct development through its local branches. The total resources employed in this type of action in 2011 totaled €10,405,358.24.
- ▶ Direct development through entities associated with the foundation. The amount transferred in 2011 was €6,714,898.77.
- ▶ Indirect development through independent entities.

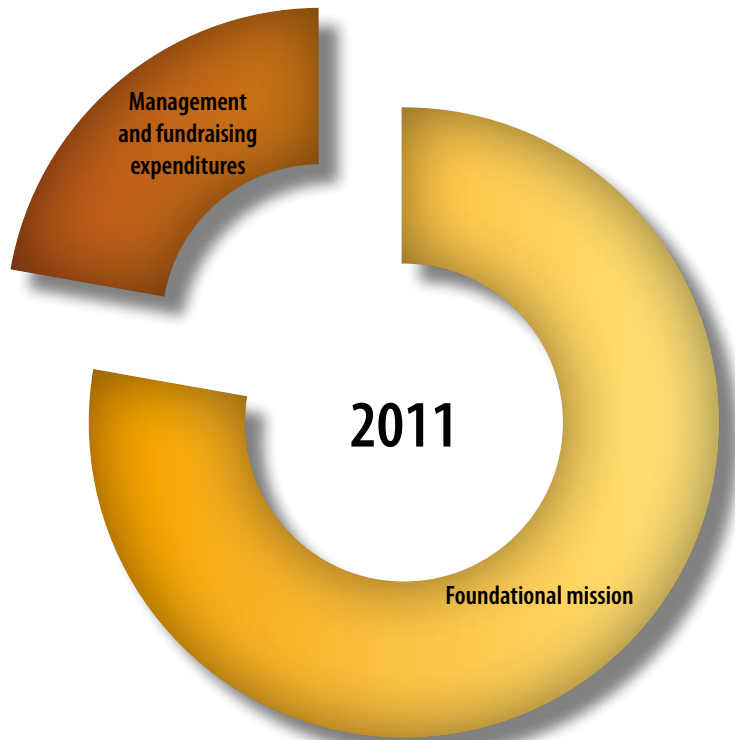
The independent entities associated with Intervida function as delegations of the foundation through direct collaboration in project planning and monitoring. A total of €2,683,616.17 was transferred to these entities in 2011.

For the remaining entities (partners), collaboration is carried out through the funding of projects, which represented a total of €2,460,089.19 in 2011.

PROFIT AND LOSS STATEMENT (in thousands of euros)	FINANCIAL YEAR 2011	FINANCIAL YEAR 2010
Income by activity	33,715	39,184
Merchandising sales	24	21
Periodic income	32,275	37,299
Income from promotions, sponsors and collaborators	83	190
Donations and other sources of income for activities	1,333	1,674
Income from accessories and other day-to-day operations	5	20
Subventions, donations and legacies transferred to the balance	15	157
Income derived from assets	4,766	4,525
TOTAL INCOME	38,501	43,886
Direct development	(16,666)	(15,330)
El Salvador	(5,722)	(5,474)
Mali	(927)	(1,464)
Senegal	(419)	(260)
Philippines	(1,784)	(1,685)
Cambodia	(127)	(194)
Bangladesh	(936)	(945)
India	(36)	(5)
Bolivia	(1,061)	(1,065)
Ecuador	(931)	(709)
Nicaragua	(1,573)	(1,357)
Peru	(1,842)	(1,185)
Burkina Faso	(1,308)	(987)
Indirect development	(5,145)	(4,344)
Independent associated entities	(3,253)	(2,606)
Independent entities (partners)	(1,892)	(1,738)
Expenses, Development Division (Headquarters)	(1,301)	(1,201)
Personnel costs	(1,065)	(1,011)
Other operating costs	(236)	(190)
Education for Development and Public Awareness	(1,060)	(156)
Aid to disadvantaged social groups (4th World Program)	(1,941)	-
TOTAL EXPENSES FOR FOUNDATIONAL ENDS	(26,113)	(21,031)
Personnel expenses	(4,648)	(3,864)
Operating costs and other results	(3,199)	(3,050)
Differences in the exchange rate	305	(146)
TOTAL NECESSARY COSTS	(7,542)	(7,060)
RESULT OF THE FISCAL YEAR	4,846	15,795

In order to guarantee the sustainability of the foundation and the projects which we carry out, we aim to improve our economic and financial management, augment the efficiency of resource management and increase the effectiveness of our campaigns.

ALLOCATION OF FUNDS TO THE FOUNDATIONAL MISSION, 2011



8.2 Economic and financial control

Intervida has a system of internal control which guarantees the traceability of the foundation's economic movements both in headquarters and in the countries.

The aim of Intervida's internal control system is to supervise and audit the use of the funds sent to our delegations and partners, as well as those managed in Spain. This way, we maintain constant supervision of the processes and fulfill our commitment to accountability before our donors, our beneficiaries and society as a whole.

Intervida's system of economic and financial control is based on two types of activities: budget control and internal audit.

Budget control:

A Balanced Scorecard is used to control and monitor the budget, enabling the entity to analyze its economic situation and management on a quarterly basis.

The general budget incorporates the annual country budgets prepared by the Intervida country delegations and the International Development Division.

In addition to its global budget control, Intervida applies a budget control system in the countries through month-by-month annual planning which provides up-to-date information on the implementation and use of funds in the different countries.

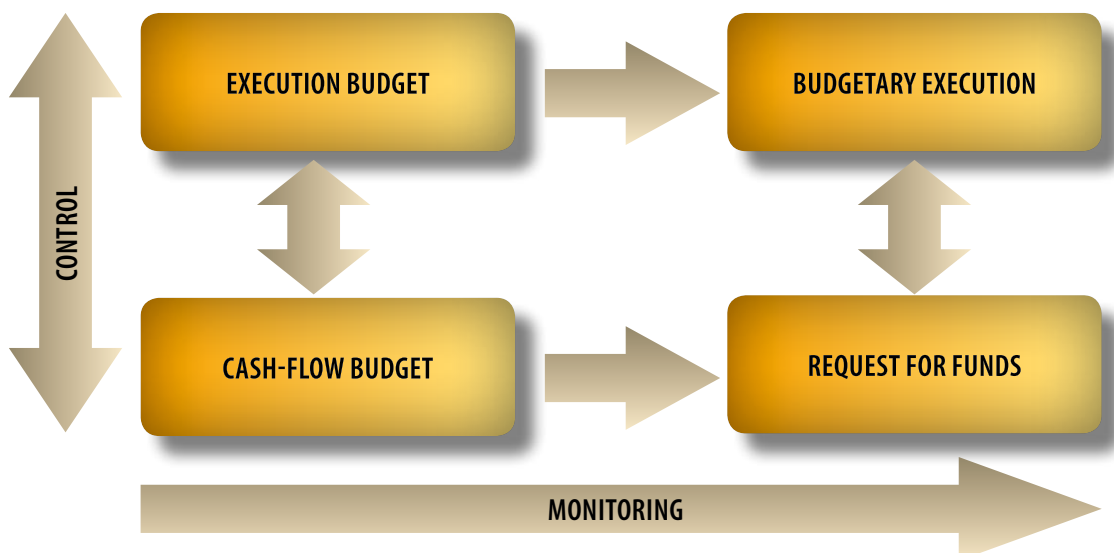
The internal control model which Intervida applies in the countries is based on an internal norm drafted by the Internal Control Area, the Decalogue.

The budget control enables us to:

- ▶ Have monthly budgets.
- ▶ Send funds adapted to monthly needs.
- ▶ Adjust surpluses in the country accounts. The funds are kept in the foundation's accounts in Spain and are sent to the countries in the month needed.

- ▶ Control monthly deviations with regards to initial budgets.
- ▶ Differentiate between payment and expense.

MECHANISM FOR ECONOMIC AND FINANCIAL CONTROL IN THE COUNTRIES



Internal audit program: internal *in situ* audits are made of the country delegations and headquarter departments according to an annual planning.

The audits aim to:

- ▶ Confirm the proper functioning of the management process and control system.
- ▶ Verify the proper application of resources in the projects.
- ▶ Encourage coordinated and close work with the Internal Control department.

Intervida's internal control norms and procedures are disseminated throughout the foundation and employees are notified of modifications to these as they occur.

The parties involved in the budget control, especially those responsible for preparing the budget of each Intervida division or country delegation, receive specific training on the approved internal control procedures.

Intervida's system of economic and financial control is a consolidated system within the organization and forms part of the internal functioning of the organization; at the same time, it is a guarantee of transparent and solid accountability.

8.3 Quality Management System

Intervida employs an updated and documented Quality Management System which has been adapted to the organization and complies with the ISO 9001:2008 standards.

The Quality Management System is a mature system which has been used in the institution's headquarters since 1999 and which controls the raising of funds and their application to the international development projects.

The Quality Management System in headquarters is certified by the independent audit agency Bureau Veritas.

The system is accompanied by a procedures manual which establishes and documents the functioning of the process in order to improve the effectiveness of both internal and external management. Intervida works with objectives-based planning and management oriented to continuous improvement.



9 ENVIRONMENTAL

Intervida works to develop its activities in a sustainable way through its commitment to respect and protect the environment.

We work to improve our analysis of the environmental impact of our activities, better achieve our objectives and reduce the environmental impact of our activities.

The environmental information gathered and analyzed for the 2009-2011 period is mainly for Barcelona headquarters and the delegations in Madrid and Bilbao. We are working to increase the information available from the territorial delegations in Spain and to improve our fulfillment of our environmental objectives.

9.1 Environmental aims and initiatives

In September 2009, Intervida signed the Citizen Commitment to Sustainability, an initiative of Barcelona's City Hall's Agenda 21.

After signing the Commitment, and as the result of an internal participatory process, an action plan was drafted for headquarters which, in turn, is monitored and promoted in the territorial delegations.

Internal activities are aimed at optimizing energy use, reducing the environmental impact of travel, reducing water withdrawal, promoting the use of environmentally-friendly products and materials, and raising awareness about resource use. Externally, Intervida is committed to promoting the good use and preservation of natural resources.

Below is a summary of the objectives and actions planned towards improving Intervida's environmental impact.

OBJECTIVES	ACTION LINES
Optimize travel between the territorial delegations in Spain and its environmental impact	Improve communication and save on Internet and telephone costs.
	Use videoconferencing tools for inter-delegation communication.
	Substitute train travel for plane travel.
Optimize travel to the countries.	Improve communication and save on Internet and telephone costs.
ACHIEVEMENTS AS OF 2011	
Implementation of VoIP technology in the telephone systems of the offices in: Barcelona headquarters, Madrid, Bilbao and Seville.	
Increased train travel within Spain.	
Analysis of the possibility of installing a VoIP communication system in country offices.	
OBJECTIVES	ACTION LINES
Reuse and optimize use of paper in the office.	Separation of paper to be recycled and paper to be reused.
	Automatic configuration of printers for double-sided copies.
Raise awareness about reducing and managing waste.	Internal awareness about the optimization of material resources: encourage use of reusable utensils, promote recycling and the use of recycled materials, reduce packaging and dispensable materials.
	"Games and Recycling" workshop for children in primary school, civic centers and libraries.
ACHIEVEMENTS AS OF 2011	
Paper and cardboard recycling in all offices in Spain.	
"Games and Recycling" workshop.	
2011	46 workshops
2010	50 workshops
2009	6 workshops

OBJECTIVES		ACTION LINES
Reduce water withdrawal.		Installation of push button faucets with regulated flow timing.
		Installation of aerators in all faucets.
Reduce the consumption of bottled water.		Use of osmosis filter water machines.
Raise awareness, educate and inform about water consumption. Water as a scarce resource.		Raise awareness to reduce internal water withdrawal: informative signs in strategic locations and internal newsletters.
		External awareness-raising through workshop for children in schools and centers based on the book “Children of the Water”.
		Traveling exhibition “Life is in the Water”. The exhibition brings citizens closer to the water problems of Africa.
		Publications about water in the institution’s own media channels.
ACHIEVEMENTS AS OF 2011		
Installation of push button faucets in owned offices and premises.		
Aerators in 100% of faucets.		
Filtered water machines in headquarters.		
Children’s magazine SOL nº8 dedicated to water.		
September 2010 -- Article in Intervida Magazine nº 42: The Price of Water.		
Workshop “Children of the Water”		
2011	16 workshops	
2010	21 workshops	
Traveling exhibition “Life is in the Water”.		
2011	Barcelona – Lluís de Gràcia, March 3-14 Barcelona – EUSS Escola Universitària Salesiana, March 28-April 2 Sant Feliu de Guíxols – Municipal library, May 30 Mayo-June 20 Palamós – Public library, September 5-26 Castelló d’Empúries – Ramon Bordas Library, September 29-October 20	
2010	Santiago de Compostela – Área Central Commercial Center, December 13-22 Seville – Aire Sur Commercial Center, October 5-20 San Fernando de Cádiz – Bahía Sur Commercial Center, June 15-30 L’Hospitalet de Llobregat – Tecla Sala Cultural Center, March 9-21	
2009	Barcelona – Escuela Industrial, May Barcelona – UIC Universitat Internacional de Catalunya, June 10-18 Barcelona – Casa del Mar de la Barceloneta, August 1-30 Madrid – Facultad de Ciencias Biológicas, November 3-19 Cádiz - Facultad de Ciencias Ambientales, November 20-30 Seville - Aire Sur Commercial Center, October 1-30	
OBJECTIVES		ACTION LINES
Reduce energy consumption.		100% installation of energy-saving lights.
		Improve insulation of doors and windows in headquarters to reduce energy exchange.
		Adopt measures to reduce elements in standby mode.
Raise internal awareness of energy consumption.		Informative signs in strategic locations and internal newsletters to spread good practices which help reduce energy consumption.
ACHIEVEMENTS AS OF 2011		
Use of fluorescent tube lighting in all offices.		
Assessment of the possibility of improving the insulation in the office.		

OBJECTIVES	ACTION LINES
Dissemination of good practices for increasing sustainability.	Publications in the institution's own media channels.
	Educational and public awareness actions which promote sustainability.
ACHIEVEMENTS AS OF 2011	
July 2010 – Article in Intervida Magazine nº39: A Critical Look at the Society of Consumption.	
November 2010 – Article in Intervida Magazine nº40: Tomatoes on my Roof. the Emergence of Urban Gardens.	
March 2010 – Article in Intervida Magazine nº41: The Path of the Responsible Consumer.	

The environment in the projects

The development projects run by Intervida incorporate a cross-sector focus on the environment. This enables us to ensure sustainable management and reduce environmental vulnerability in local development processes.

9.2 Water withdrawal and energy consumption

Water withdrawal

The following data on Intervida's water withdrawal corresponds to headquarter offices and warehouses. The total annual water withdrawal is provided by the water supply company.

Water withdrawal	2011	2010	2009
Cubic meters per year	891	947	977

Source: Utility company billing

Intervida does not use systems for recycling or reusing water. The total amount of water used is disposed of through the public sewer system.

Energy consumption

Intervida does not acquire energy from primary sources; rather it consumes energy provided by utility companies.

The main source of energy at Intervida is electric, whose characteristics correspond to the Spanish electricity mix (IDAE⁵).

The information provided about the intermediate energy acquired and consumed includes Intervida head-quarters and central warehouses, as well as the territorial delegations in Madrid and Bilbao.

Indirect energy consumption	2011	2010	2009
Electricity in gigajoules (GJ)	977.04	833.17	890.90
Natural Gas in gigajoules (GJ)	0.19	4.34	-

Source: Utility company billing

9.3 Paper consumption

The main material used by Intervida is paper, both in its internal office communication and in its communication with collaborators.

The values given in the following table show the total paper consumed in 2011, as expressed in kilograms. The

5 IDAE – Instituto para la Diversificación y Ahorro de la Energía. www.idae.es Ministerio de Industria, Energía y Turismo.

total consumption of paper includes that consumed in Spain's main office and territorial delegations as well as in mailings sent to collaborators.

The total consumption of paper includes: office paper, Intervida Magazine, the Annual Activities Report, SOL Magazine and other institutional material such as triptychs and flyers, among other things.

Paper consumption 2011	Kg	%	CO2e emissions
100% recycled paper	66,049.5	96.97%	127.92 tCO2e
100% un-recycled paper	2,062.5	3.03%	6.21 tCO2e
TOTAL	68,112	100%	134.13 tCO2e

Source: Purchasing Department

9.4 Mobility and transport

47.8% of Intervida's CO2e emissions are produced due to employee travel, including travel to other delegations and countries and daily commuting between home and work.

In the interest of reducing the environmental impact of travel related to Intervida's activities, the entity began by analyzing this travel.

TRANSPORT TO AND FROM WORK

This includes employees' daily travel to and from their workplace in Spain.

The data has been calculated through an employee survey which asked about the origin and destination of their daily travel and the type of transportation habitually used.

The total number of kilometers was estimated in function of the average attendance on the job and the average number of kilometers traveled by the surveyed employees.

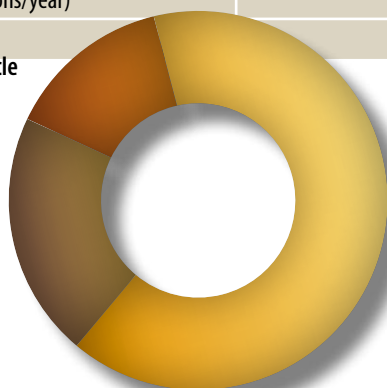
TRANSPORT TO AND FROM WORK	
Total employees in Spain	143
Surveyed employees	121 – 85%
Annual kilometers traveled	686,292.75 Km
Type of transport used	
Public transportation (% employees)	65%
Private transportation (% employees)	21%
By foot or bicycle (% employees)	14%
CO2e EMISSIONS IN TRAVEL TO AND FROM WORK	
CO2e Emissions (tons/year)	44.68 tCO2e
CO2e emissions by public transportation (tons/year)	21.08 tCO2e
CO2e emissions by private transportation (tons/year)	23.78 tCO2e
CO2e emissions per employee (tons/year)	0.31 tCO2e

Source: Social Responsibility

On foot or by bicycle
14%

Private transport
21%

Public transport
65%



WORK-RELATED TRAVEL

Intervida's activities require that some of its employees travel to different geographic locations either within Spain, within Europe or to the countries where we work in Asia, Africa and America.

In order to reduce the environmental impact of work-related travel, Intervida has improved the communication between the territorial delegations in Spain and is studying new measures and tools to improve communication between headquarters and Intervida country delegations.

WORK-RELATED TRAVEL	2011	2010	2009
Train Km/year	104,643.8 km	52,580.9 km	73,209.8 km
Airplane Km/year	1,884,566 km	1,440,053 km	1,149,295 km
Van Km/year	20,153 km	8,084 km	4,240 km
Annual kilometers traveled	2,009,362.8 km	1,500,717.9 km	1,226,744.8 km
CO2 emissions	168.8 tCO2	128.9 tCO2	102.1 tCO2

Source: Social Responsibility

9.5 Our carbon footprint

Intervida's carbon footprint is the measure of the environmental impact of the organization's activities in terms of greenhouse gas emissions (GHG), expressed as the CO2e (carbon dioxide equivalent).

Intervida, in its commitment to the environment, has calculated the GHG emissions generated by its activities in Spain.

The calculation of the carbon footprint represents an opportunity to improve the energy efficiency of our activities and to reduce and compensate CO2e emissions towards improving our environment and doing our part to slow climate change.

Methodology and scope of carbon footprint calculation

To calculate the organization's carbon footprint, Intervida uses the Corporate Standard and the Corporate Value Chain (Scope 3) Standard supplement to the GHG Protocol.

The organizational boundary applied to the calculation is all those activities carried out by Intervida in Spain: national and international travel by all Intervida Spain employees and the offices and other premises over which Intervida has complete control: headquarters and central warehouses and the offices in Madrid and Bilbao. oficinas y almacenes en Sede y las oficinas de Madrid y Bilbao.

OPERATIONAL BOUNDARIES AND EMISSION SOURCES	
SCOPE 1	Direct GHG emissions from sources owned or controlled by Intervida.
Fixed combustion	Gas heat
Mobile combustion	Intervida van
Fugitive emissions	Refrigeration units
SCOPE 2	Indirect GHG emissions related to electricity.
Acquired electricity consumed	Electricity consumption: emissions resulting from the generation of electricity acquired and consumed by the organization.
SCOPE 3	Other indirect emissions resulting from the organization's activities occurring from sources not owned or controlled by Intervida.
Category 1: Acquired goods and services	Paper consumption
Category 6: Business travel	Employee business travel. National and international travel.
Category 7: Employee commuting	Employee commuting to and from work.

We have used an operational control approach to define the organizational boundary, including the activities over which the organization has direct control and the ability to implement operating policies.

We have established these boundaries in order to guarantee the quality and accuracy of the gathered data. We have excluded from Scope 3 those categories which are not applicable and for which data was not available.

In order to estimate GHG emissions calculated as CO₂e, based on its potential for global warming, we have used the following emission factors according to activity data.

EMISSION FACTORS		
Activity data	Emission factor	Source
MW-h electricity Spanish electricity mix	0.27 tCO ₂ e	IDAE Data – Spanish Ministry of Industry, Tourism and Trade
Toe m3 gas	2.34 tCO ₂ e	IDAE Data – Spanish Ministry of Industry, Tourism and Trade
Km cars/vans According to model	Emission factors according to vehicle	IDAE Data – Spanish Ministry of Industry, Tourism and Trade
Kg according to type of refrigerant gas and machinery	Annual ratio of leaks according to type of machinery and emission factor according to type of refrigerant gas	IPCC data DEFRA (UK Department for Environment Food and Rural Affairs) calculation method
Kg paper by type and composition	Paper Calculator	Environmental Paper Network
Origin and destination for airplane travel	ICAO - Carbon emissions calculator	ICAO – International Civil Aviation Organization
Km motorcycles and motorbikes According to cylinders	Emissions factors according to cylinders	Practical guide for calculating GHG emissions – Oficina Catalana de Canvi Climàtic (Generalitat de Catalunya)
Km urban bus	82.81 gCO ₂ / passenger x km	Practical guide for calculating GHG emissions – Oficina Catalana de Canvi Climàtic (Generalitat de Catalunya)
Km metro	39.53 gCO ₂ / passenger x km	
Km local train	35.97 gCO ₂ / passenger x km	
Km railway train	23.98 gCO ₂ / passenger x km	

Our Greenhouse Gas emissions

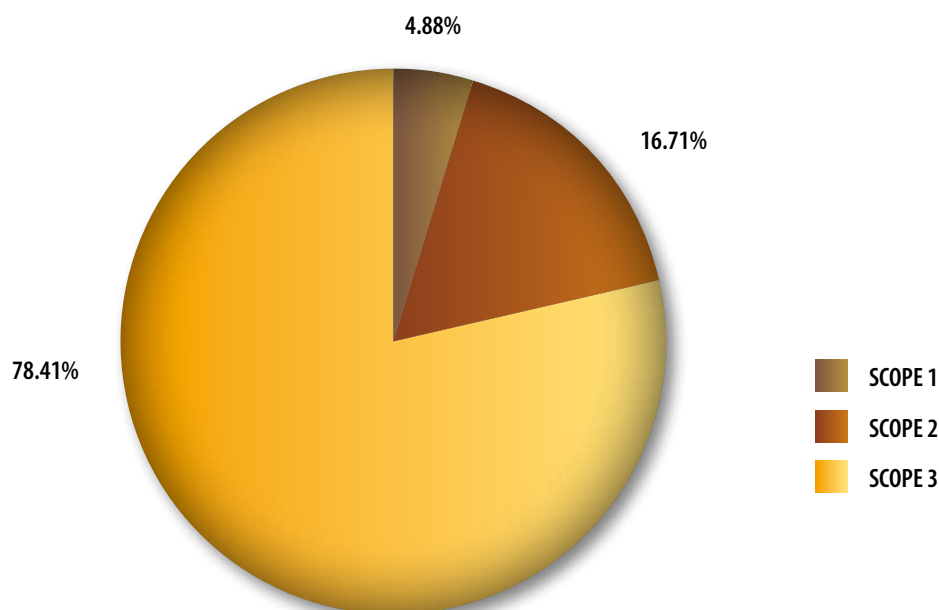
The full calculation of Scopes 1 and 2 of Intervida's carbon footprint was done for 2010 and 2011. Scope 3 for these two periods only include work-related travel, although for 2011 we have added employee commuting to and from work and emissions resulting from paper consumption.

The calculation of emissions for 2009 was done for those categories with complete data, but these are included as additional data.

The base year for Intervida's carbon footprint is 2011 because it was possible to include those categories which are most relevant for the organization, those belonging to Scope 3, thus making it possible to provide more complete information on the organization's emissions.

The indirect emissions included in Scope 3 exceed seventy percent of the total of the organization's carbon footprint. The emissions generated indirectly in the activities included in Scope 3 are highly relevant for assessing Intervida's environmental impact and being able to improve the organization's environmental performance.

CARBON FOOTPRINT 2011 INTERVIDA



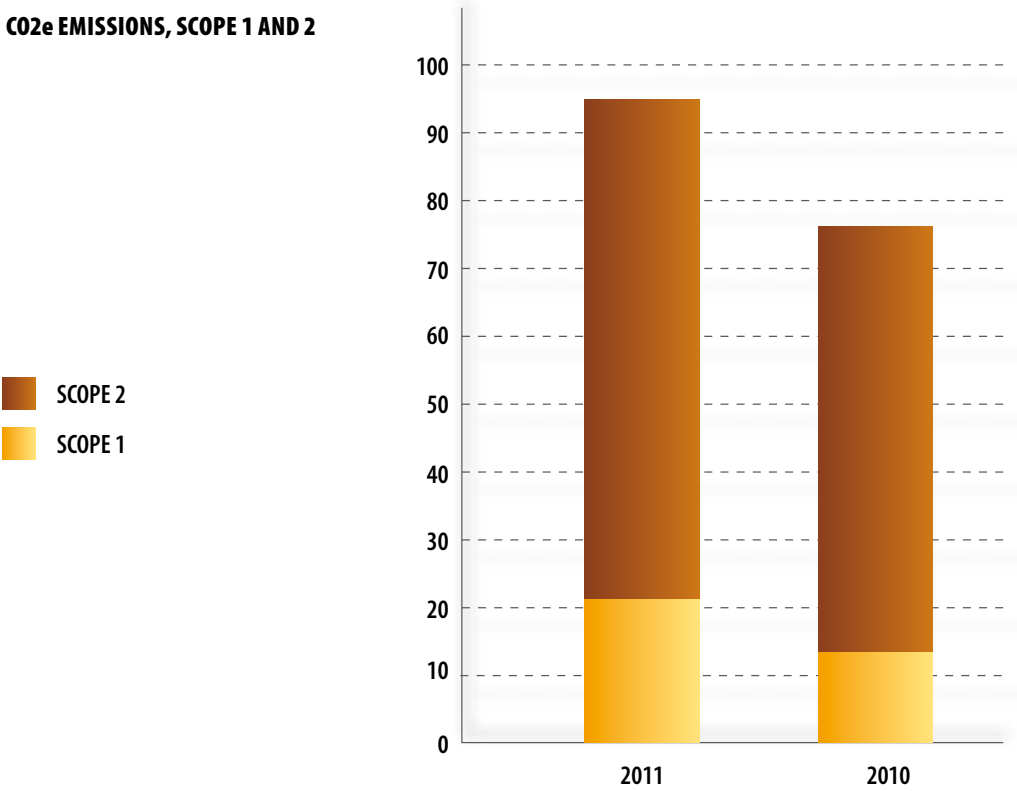
CARBON FOOTPRINT						
CO2e emissions	2011		2010		2009	
	Kg	tons	Kg	tons	Kg	tons
SCOPE 1	21,403.2	21.4	12,880.5	12.9	1,064.4	1.1
Fixed combustion: Heating	12.9	0,0	285.4	0.3	-	-
Mobile combustion: Van	3,909.7	3.9	1,691.7	1.7	1,064.4	1.1
Fugitive emissions: A/C	17,480.7	17.5	10,903.3	10.9		
SCOPE 2	73,280.0	73.3	62,480.0	62.5	66,820.0	66.8
Electricity consumption	73,280.0	73.3	62,480.0	62.5	66,820.0	66.8
Barcelona headquarters and warehouse	69,810.0	69.8	59,800.0	59.8	64,310.0	64.3
Madrid office	2,470.0	2,5	1,960.0	2.0	2,390.0	2.4
Bilbao office	1,000.0	1.0	720.0	0.7	120.0	0.1
SCOPE 1+2	94,683.2	94.7	75,360.5	75.4	67,884.4	67.9
SCOPE 3	303,521.6	343.9	127,192.7	127.2	101,038.4	101.0
Business travel	164,907.9	164.9	127,192.7	127.2	101,038.4	101.0
Air travel	162,431.2	162.4	125,947.4	125.9	99,337.0	99.3
Train travel	2,476.7	2.5	1,245.3	1.2	1,701.4	1.7
Employee commuting to and from work	4,486.0	44.9				
Public transportation	2,108.0	21.1				
Personal transportation	2,378.0	23.8				
Paper consumption	134,127.7	134.1				
Office paper	10,298.81	10.3				
Graphic material	123,828.9	123.8				
TOTAL	398,204.8	438.6	202,553.1	202.6	168,922.8	168.9

The empty cells correspond to categories and years for which only incomplete data is available.

Source: Social Responsibility

The GHG emissions for Scopes 1 and 2 increased by 26% between 2010 and 2011 due to the expansion of headquarter offices, which represented an increase in fugitive emissions for the installation of new air conditioning units and increase electricity consumption.

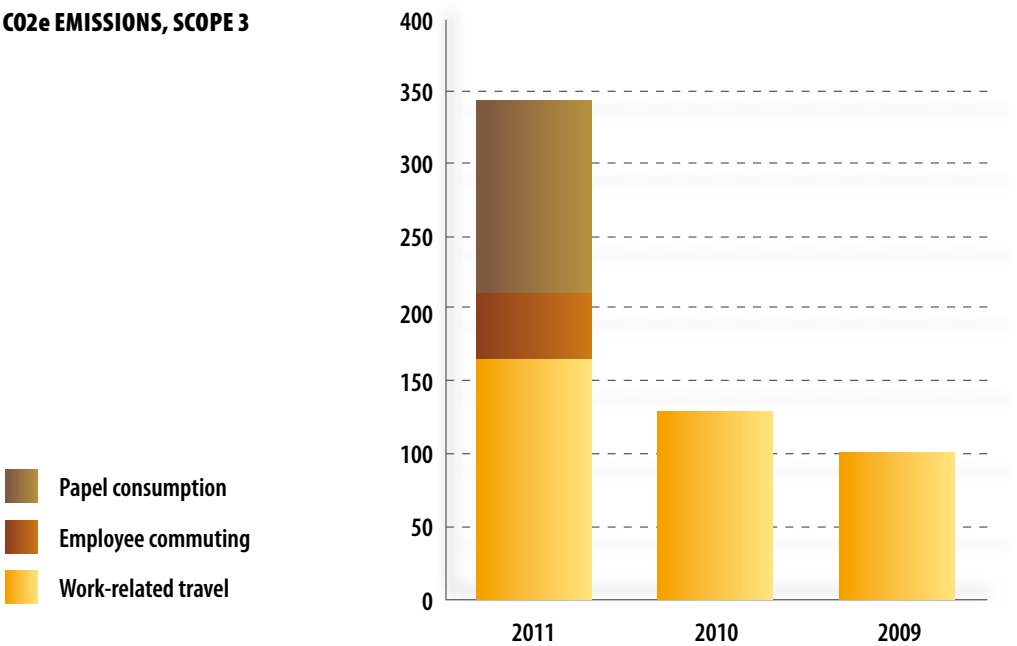
CO2e EMISSIONS, SCOPE 1 AND 2



The GHG emissions included in Scope 3 are the most significant for the organization, 78.41% in 2011.

The emissions produced by employee work-related travel has increased over the past three years, due mainly to the increased travel to Intervida country delegations and increased national travel to newly opened offices in Spain.

CO2e EMISSIONS, SCOPE 3



9.6 Waste disposal

The primary materials used and disposed of by Intervida are office materials. One of our objectives is to encourage recycling of disposable materials and reduce the use of expendable materials.

All Intervida offices in Spain recycle paper and cardboard and encourage paper reuse and double-sided printing.

The use of materials in the territorial delegations in Spain represents a low percentage with respect to the foundation as a whole, with office paper consumption representing 1.8% of the organization's total paper consumption. Given that these offices generate a negligible amount of waste (comparable to domestic waste), the recyclable materials are disposed of in the local municipal containers available for this purpose.

In the headquarter offices there are recycling bins for plastic and aluminum cans; additionally, the Purchasing Department collects waste requiring specific disposal, such as batteries, fluorescent bulbs and printer toner. External providers are responsible for collecting and disposing of the waste generated by headquarters.

The following table indicates the amount of disposable waste generated by headquarters. The data on the amount of waste, expressed in kilograms, has been provided by the providers responsible for the specific disposal of these materials.

Waste	2011	2010	2009
Plastic containers and aluminum cans	1,244 Kg	397 Kg	480 Kg
Toner	49.04 Kg	68 Kg	153 Kg
Fluorescents	15 Kg		
Batteries	14 Kg	10 Kg	

The empty cells correspond to categories and years for which only incomplete data is available.

Source: Purchasing Department



10. ANNEX 1. MORE ABOUT INTERVIDA

Fundación Privada Intervida. Registered in the Registry of Foundations of the Generalitat de Catalunya and regulated by Law 4/2008, of April 24, from the third volume of the Civil Code of Catalonia on legal entities under Title III on Foundations.

Intervida offices

Intervida in Spain	
Intervida Headquarters	C/ Pujades, 77-79. 08005 Barcelona
Delegation - Andalusia	C/ Feria 151, bajos. 41002 Seville
Delegation - Catalonia	C/ Girona 102, bajos. 08009 Barcelona
Delegation - Galicia	Coruña Business. C/ San Andrés 143 Bajos. 15003 A Coruña
Delegation - Madrid	C/ Arturo Baldasano 26, bajos. 28043 Madrid
Delegation – Basque Country	C/ Cosme Etxebarrieta 7, bajos. 48009 Bilbao
Delegation - Valencia	C/ Maestro Clavé 1, 1º 1ª. 46001 Valencia

Intervida international offices	
Africa	
Burkina Faso – Bibir	BP 119, Ouahigouya – Burkina Faso.
Mali	Rue 544 (côté Est UNICEF) Quartier résidentiel Sécoure, Ségou – Malí.
Senegal	Rue F x 5 Avenue Birago Diop Point E, Dakar BP 10339 – Sénégal.
America	
Bolivia	Calle 17 N° 8190, zona de Calacoto, La Paz – Bolivia.
Ecuador	Calle Aguirre N° 104 y Malecón, Guayaquil, CP 09-08-002 – Ecuador
El Salvador	6a, 10ª. Calle Poniente y 33 Av. Sur # 1729, Col. Flor Blanca, San Salvador – El Salvador.
Guatemala – Verde y Azul	4a. Calle 3-16 Zona 1 Calle del Calvario, Santa Cruz del Quiché – Guatemala.
Nicaragua	Altamira del Este, de donde fue la Distribuidora Vicky 300 metros al sur, lote # 7, Managua – Nicaragua.
Peru	Calle Moscatel 180-190, Urbanización Las Viñas, Chinchá Alta, Ica – Perú.
Asia	
Bangladesh	Road-34, House – 504, New D.O.H.S, Mohakhali, Dhaka – 1206 – Bangladesh.
Cambodia	#16ª, Street 490, Sangkat Phsar Doeum Thkow, Khan Chamkamorn, Phnom Penh – Camboya.
Philippines	Benny Imperial Street (Alternate Road), Legazpi City (Albay), 4500 – Filipinas.
India	Unit 103, Uma Shikhar Building 13th Road, Khar (w), Mumbai 400052 – India.

Awards and honors 2009–2011

- ▶ Landing finalist in the third edition of Publifestival, International Festival of Social Advertising 2009, held in Malaga.
- ▶ http://www.youtube.com/watch?v=NI4unZdPbbY&feature=player_embedded

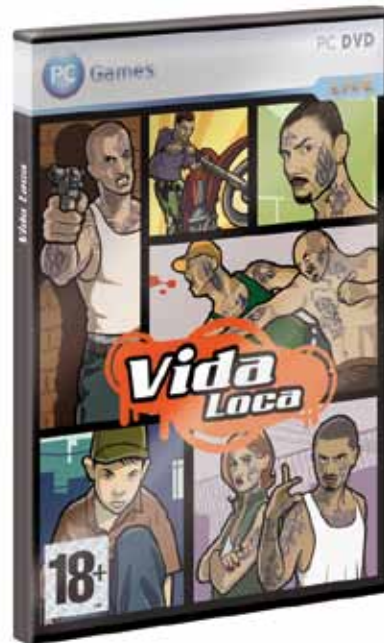
- Third prize for Best Graphics in the fourth edition of Publifestival, International Festival of Social Advertising 2009, held in Malaga.



- Web Institucional awarded Best International Development website in the International Festival of Social Advertising, Publifestival 2011, held in Barcelona.



- ▶ Campaign included in a book on Spanish art, culture, literature, film and advertising published internationally by Oxford University Press.
- ▶ http://www.youtube.com/watch?v=nBTd96UC0g&feature=player_embedded



- ▶ Campaign included in Oxford University Press secondary education textbooks on Education for Citizenship. Oxford University Press.





11 ANNEX II – ABOUT THE REPORT

The Intervida Social Responsibility Report has been prepared according to the Global Reporting Initiative's G3 Sustainability Reporting Guidelines as specified in the NGO Sector Supplement.

The corresponding Technical Protocols have been used for each topic.

According to the criteria established by the GR Reporting Guidelines, this report can be considered Application Level C.

Contents

All divisions of the organization have participated in defining the report content and coordinated efforts have been made to follow the principles established in the guidelines.

The indicators were analyzed in terms of their relevance in order to determine their inclusion in the report. The analysis of the indicators included:

- ▶ Their relationship with Intervida's objectives and Strategic Plan.
- ▶ The importance of each indicator in terms of the organization's transparency and accountability objectives.
- ▶ The implications and measurement of the impact of each indicator in society.
- ▶ Intervida's capacity for managing and improving performance of each indicator.

We have prioritized the most relevant indicators for the organization, as based on:

- ▶ Their contribution to Intervida's development and sustainability objectives.
- ▶ Intervida's capacity for managing the impacts of each indicator.
- ▶ The organization's capacity for gathering accurate and complete data.
- ▶ The relevance of the indicators for other organizations in the sector.

Given that this is Intervida's first social responsibility report, one of the main objectives has been to analyze the impacts caused by the organization's activities and increase the transparency of the information.

The contents of this report provide a full picture of Intervida's management in terms of its impact on society.

Intervida has identified and analyzed its stakeholders and described existing communication channels. Once the full analysis is completed, a dialog should be established with the stakeholders, encouraging their participation in order to ensure the best possible response to their expectations and to improve the information included in this report.

This social responsibility report is a matter of public record and it is available to users through the habitual channels.

Scope

The scope of this report varies by section and the issues included, as indicated below:

The boundaries included in this report aim to reflect a complete image of the foundation, taking into account criteria for control and impact.

- ▶ The entities included in the report: Fundación Privada Intervida Spain, branches and associated and partner entities in which Fundación Intervida has significant influence and for which there exists a high level of economic dependency.
- ▶ The strategic dimension, aspects of development cooperation.
- ▶ The report's contents include complete information on other issues related to the operational data of Fundación Intervida in Spain (headquarters and territorial delegations).

- Information is included on the country delegations and associated and partner entities for those issues in which Intervida Spain's influence is significant and for which operational data is available.
- For each aspect and indicator included in the report, the specific boundary and limitations are indicated.
- The scope of some indicators will be expanded as the organization compiles more complete information.

GRI code	REPORT PROFILE
3.1	Reporting period for information provided
	2009-2011 Whenever possible, indicator information has been included for the three years, except for that data which is being gathered for the first time. For each indicator, the reporting period has been specified.
3.2	Date of the most recent previous report
	No previous report exists.
3.3	Reporting cycle.
	Annual
3.4	Contact point for questions regarding the report of its contents
	Social Responsibility – Management Support Unit
	REPORT SCOPE AND BOUNDARY
3.5	Process for defining report content
	The Technical Protocol for Applying the Report Content Principles was used. Description of the process used to define content included in Annex II.
3.6	Boundary of the report
	The GRI Boundary Protocol was used. Definition and delimitation of the report boundary included in Annex I.
3.7	State any specific limitations on the scope or boundary of the report
	Specified in each indicator or issue.
3.8	The basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations
	Not applicable to Intervida.
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report
	The measurement units are specified for all indicators, as are the sources from which the data was obtained. The measurement techniques are described for selected indicators. The GRI Indicator Protocols have been applied for all indicators.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement
	No previous report exists.
3.11	Significant changes from previous reporting period in the scope, boundary or measurement methods applied in the report
	No previous report exists.

11 ANNEX III – GRI CONTENT INDEX GRI GUIDE

ISSUE	Code	INDICATOR	PAGE
1. Strategy and Analysis			
	1.1	Statement from the most senior decision-maker of the organization.	5
	1.2	Description of the key impacts, risks and opportunities.	13
2. Organizational Profile			
	2.1	Name of the organization.	53
	2.2	Primary activities.	8,13
	2.3	Operational structure of the organization.	11
	2.4	Location of the organization's headquarters.	53
	2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	11
	2.6	Nature of ownership and legal form. Details and current status of non-for-profit registration.	53
	2.7	Target audience and affected stakeholders.	17,25
	2.8	Scale of the reporting organization.	8
	2.9	Significant changes during the reporting period regarding size, structure or ownership.	No changes to report
	2.10	Awards received in the reporting period.	53
3. Report Parameters			
Profile	3.1	Reporting period for information provided.	58
	3.2	Date of the most recent previous report.	58
	3.3	Reporting cycle.	58
	3.4	Contact point for questions regarding the report of its contents.	58
Report scope and boundary	3.5	Process of defining report content.	57
	3.6	Boundary of the report.	57
	3.7	State any specific limitations on the scope or boundary of the report.	57
	3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations.	Not applicable
	3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	57
	3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement.	58
	3.11	Significant changes from previous reporting period in the scope, boundary or measurement methods applied in the report.	58
GRI Content Index	3.12	Table identifying the location of the Standard Disclosures in the report.	59
Assurance	3.13	Policy and current practice with regard to seeking external assurance for the report.	None

ISSUE	Code	INDICATOR	PAGE
4. Governance, commitment and engagement			
Governance	4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	11
	4.2	Indicate whether the chair of the highest governance body is also an executive officer. Report the division of powers between the highest governance body and the management and/or executives.	11
	4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Not applicable
	4.4	Mechanisms for internal stakeholders (e.g. members), shareholders and employees to provide recommendations or direction to the highest governance body.	35
	4.5	Linkage between compensation for members of the highest governance body, senior managers and executives, and the organization's performance.	Not available
	4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Not applicable
	4.7	Processes for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics.	Not available
	4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation.	12
	4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with nationally and internationally agreed standards, codes of conduct and principles.	Not available
	4.10	Report on processes for appointment, dismissal and lengths of tenure of members/officials in the highest governance body.	11
Commitments to external initiatives	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Not applicable
	4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses.	43
	4.13	Memberships in associations (such as industry association), coalitions and alliance membership, and/or national/international advocacy organizations which the organization supports.	20
Stakeholder engagement	4.14	List of stakeholder groups engaged by the organization.	16
	4.15	Basis for the identification and selection of stakeholders with whom to engage.	16
	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and stakeholder group.	16
	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to these, including through its reporting.	Not available

ISSUE	Code	INDICATOR	PAGE
Program effectiveness			
Affected stakeholder engagement	NG01	Processes for involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programs.	25
Feedback, complaints and action	NG02	Mechanisms for feedback and complaints in relation to programs and policies and for determining actions to take in response to breaches of policies.	Not available
Monitoring, evaluation and learning	NG03	System for program monitoring, evaluation and learning (including measuring program effectiveness and impact), resulting changes to programs and how they are communicated.	25
Gender and diversity	NG04	Measures to integrate gender and diversity into program design, implementation and the monitoring, evaluation and learning cycle.	26
Public awareness and advocacy	NG05	Processes to formulate, communicate, implement and change advocacy positions and public awareness campaigns.	14
Coordination	NG06	Processes to take into account and coordinate with the activities of other actors.	26
Economic			
Resource allocation	NG07	Resource allocation	37, 40
Ethical fundraising	NG08	Sources of funding by category and five largest donors and monetary value of their contribution.	37
Economic performance	EC1 (NGO)	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other investments, retained earnings and payment to capital providers and governments.	37
	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not applicable
	EC3	Coverage of the organization's defined benefit plan obligations.	Not applicable
	EC4	Significant financial assistance received from government.	Not applicable
Market presence, including impact on local economies	EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	29
	EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	23
	EC7	Procedures for local hiring and proportion of senior management and workforce hired from the local community at locations of significant operation.	29
Indirect economic impacts	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind and pro bono engagement.	Not applicable
	EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not applicable
Environment			
Materials	EN1	Materials used by weight or volume.	45
	EN2	Percentage of materials used that are recycled input materials.	45
Energy	EN3	Direct energy consumption by primary energy source.	Not applicable
	EN4	Indirect energy consumption by primary energy source.	45
	EN5	Energy saved due to conservation and efficiency improvements.	43
	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not applicable
	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	43, 46

ISSUE	Code	INDICATOR	PAGE
Water	EN8	Total water withdrawal by source.	45
	EN9	Water sources significantly affected by withdrawal of water.	Not applicable
	EN10	Percentage and total volume of water recycled and reused.	45
Biodiversity	EN11	Location and size of land owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas.	Not applicable
	EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not applicable
	EN13	Habitats protected or restored.	Not applicable
	EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	Not applicable
	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not applicable
Emissions, effluents and waste	EN16	Total direct and indirect greenhouse gas emissions by weight.	47
	EN17	Other relevant indirect greenhouse gas emissions by weight.	47
	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	47
	EN19	Emissions of ozone-depleting substances by weight.	Not applicable
	EN20	NO, SO and other significant air emissions by type and weight.	Not applicable
	EN21	Total water discharge by quality and destination.	Not applicable
	EN22	Total weight of waste by type and disposal method.	51
	EN23	Total number and volume of significant spills.	Not applicable
	EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not applicable
Products and Services	EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not applicable
	EN26 (NGO)	Initiatives to mitigate environmental impacts and activities, products and services, and extent of impact mitigation.	43
	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not applicable
Compliance	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	No sanctions applied
Transport	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	47
Overall	EN30	Total environmental protection expenditures and investments by type.	Not available
Labor Practices and Decent Work			
Employment	LA1 (NGO)	Total workforce, including volunteers, by employment type, employment contract, and region.	29, 33
	LA2	Total number and rate of employee turnover by age group, gender, and region.	30
	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	32

ISSUE	Code	INDICATOR	PAGE
Labor/Management relations	NG09	Mechanisms for workforce feedback and complaints, and their resolution.	35
	LA4	Porcentaje de empleados cubiertos por un convenio colectivo.	32
	LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Not applicable
Occupational health and safety	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	32
	LA7 (NGO)	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Not available
	LA8 (NGO)	Education, training, counseling, prevention, and risk-control program in place to assist workforce members, their families, volunteers or community members regarding serious diseases.	Not applicable
	LA9	Health and safety topics covered in formal agreements with trade unions.	32
Training and Education	LA10 (NGO)	Average hours of training per year per employee by employee category.	33
	LA11 (NGO)	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	33
	LA12	Percentage of employees receiving regular performance career development reviews.	Not available
Diversity and equal opportunity	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	30, 31
	LA14	Ratio of basic salary of men to women by employee category.	Not available
Human Rights			
Investment and procurement practices	HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not applicable
	HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Not available
	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	33
Non-discrimination	HR4	Total number of incidents of discrimination and actions taken.	No existing incidents
Freedom of association and collective bargaining	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Not applicable
Child labor:	HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Not applicable
Forced and compulsory labor	HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Not applicable
Security practices	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not applicable
Indigenous rights	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not applicable

ISSUE	Code	INDICATOR	PAGE
Society			
Community	S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operation, and exiting.	25
Corruption	S02	Percentage and total number of programs / business units analyzed for risks related to corruption.	40
	S03	Percentage of employees trained in organization's anticorruption policies and procedures.	40
	S04	Actions taken in response to incidents of corruption.	No existing incidents
Public policy	S05	Public policy positions and participation in public policy development and lobbying.	Not available
	S06	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Not applicable
Anti-competitive behavior	S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not applicable
Compliance	S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	No sanctions applied
Product responsibility			
Customer health and safety	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not applicable
	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not applicable
Product and service labeling	PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Not applicable
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type outcomes.	Not applicable
	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	18
Marketing communications	PR6 (NGO)	Programs for adherence to laws, standards, and voluntary codes related to fundraising and marketing communications, including advertising, promotion, and sponsorship.	Not available (2012 Report)
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No existing incidents
Customer privacy	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	20
Compliance	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not applicable

