

Jose Maria Vera
Interim Executive Director, Oxfam International
The Atrium, Chaka Road
P.O. Box 40680 -00100
Nairobi, Kenya
Josemaria.vera@oxfam.org



Ms Rocio Moreno Lopez
Executive Director
Accountable Now

Oxfam International Accountability Report (FY17/18)
Acknowledgement of Feedback from the Independent Review Panel

Ms Moreno Lopez

Following a meeting of the Oxfam International Board of Supervisors earlier this month, I am writing on their behalf to acknowledge receipt of the feedback and improvement analysis shared with us by the Independent Review Panel of Accountable Now earlier this year.

We are grateful for the thorough review of our global Accountability Report, and for the critical reflection on where we can do better. We also appreciated the conversation in October between the OI Director of Strategy and OI Director of Program Operations and Simon Lawry-White as one of the Panel members.

In the areas of **feedback from stakeholders** (communities that we work with as well as our own staff); **stakeholder engagement** (in particular in the development of program strategies); and **complaints handling** (including whistleblower policies and protection), we remain committed to further improving existing mechanisms and to ensure a more integrated approach across different parts of the confederation. We are conscious of the importance of **ensuring effective implementation of any such mechanisms in practice**, as highlighted by the Panel in its Feedback. Our global strategy development process, which was driven by a commitment to being 'outside-in' and 'locally rooted', is one example of our effort to create genuine spaces for external voices and perspectives to directly influence Oxfam's global strategic direction.

On **responsible stewardship for the environment** and the environmental impacts of our day-to-day work, we acknowledge that not enough information was submitted as part of our report. An internal working group has been formed to take this work forward and we appreciated the examples of good practice provided by the Accountable Now Secretariat from the reports submitted by some of our peer organisations.

As was acknowledged in our conversation with Mr Lawry-White, the fact that this was the first time that Oxfam International has submitted a report using the new reporting framework, **some existing good practice may have been 'underreported' or did not stand out clearly enough** in terms of our response to the reporting questions. We are committed to applying our learning from this first experience in future reports; and appreciate where the Panel has commended us for good practice, e.g. our efforts to improve safeguarding processes and organisational culture and the high number of female leaders both at board level and in senior management positions across the organization.

As discussed with the Accountable Now Secretariat, we are committed to submitting our **next Interim Report** that will offer additional information in response to the issues highlighted by the Feedback Panel in **April/ May 2020**; and to submit a further comprehensive confederation-wide report on the financial year 2020/21 in the final quarter of 2021.

In the meantime, **dialogue on the issues raised will continue with teams across the global organization**; and our Director for Strategy and Governance (Ms Doris Basler) will maintain regular contact with the Accountable Now Secretariat.

With the request to please share our thanks with the members of the Independent Review Panel, I would like to thank Accountable Now once again and wish both you and your team a peaceful Christmas and good start into the new year.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jose Maria Vera', with a horizontal line drawn through it.

Jose Maria Vera

Interim Executive Director, Oxfam International
Barcelona, 18 December 2019

Copy to:

Dr Henrietta Campbell, Chair, Oxfam International