

## 5. Overseas Child Sponsorship Project Issue Response Measures

### A. List of Overseas Child Sponsorship Project Related Issues

○ Summary of issues related to project management and sponsorship service for 2018-2020

Alliance	Country	Issue	Issue Region	Issue Year	Local Response Measures	ChildFund Korea Response Measures
ChildFund International	Ethiopia	- Photoshop manipulation of two child family photographs in child letters during 2020	1649 1223	July 2020	Retake and share child photograph	- Raise issue to headquarter and country office - Avoid new sponsorships to the issue region
	Uganda	- Photoshop manipulation of 60 child photographs in the 2018 Child Progress Report	Busia	November 2019	- Re-educate employees - Full investigation of Child Progress Reports - Severe disciplinary action of employee if caught in the future - Retake and share child photograph	- Raise issue to headquarter and country office - Avoid new sponsorships to the issue region

	Sierra Leone	<ul style="list-style-type: none"> <li>- Photoshop manipulation of 12 child photographs in the 2019 Child Progress Report</li> </ul>	4104	2019	<ul style="list-style-type: none"> <li>- Formation of a special team for internal investigation and monitoring at the national office level</li> <li>- Local partner investigation</li> <li>- 100% inspection of children letters</li> <li>- Promise to investigate person responsible</li> <li>- Retake and share child photograph</li> </ul>	<ul style="list-style-type: none"> <li>- Raise issue to headquarter and country office</li> <li>- Avoid new sponsorships to the issue region</li> </ul>
		<ul style="list-style-type: none"> <li>- Continuous low service quality and repetitive information error</li> <li>- The number of inquiries ranks 3rd among all sponsorship countries (2019/2020)</li> </ul>		2021	New sponsorship/replacement, not executable	<ul style="list-style-type: none"> <li>- Re-examine sponsorship status after reviewing improvements for 1 year</li> </ul>
	Senegal	<ul style="list-style-type: none"> <li>- Continuous low service quality and repetitive information error</li> </ul>		March 2020	New sponsorship/replacement, not executable	<ul style="list-style-type: none"> <li>- Re-examine sponsorship status after a further 6-</li> </ul>

		<ul style="list-style-type: none"> <li>- The number of inquiries ranks 1st (2019) and 2nd (2020) among all sponsorship countries</li> <li>- Specified as a 'project transition country' in the 2020 Overseas Project Direction document</li> </ul>			<ul style="list-style-type: none"> <li>month review post-January 2021</li> <li>- Planning to decide on ending sponsorship project during the 2022 mid/long-term strategy</li> </ul>
ChildFund International	Mozambique	<ul style="list-style-type: none"> <li>- No specific issues</li> <li>- Specified as a 'project transition country' in the 2020 Overseas Project Direction document</li> </ul>	2018	New sponsorship/replacement, not executable	<ul style="list-style-type: none"> <li>- Planning to decide on ending sponsorship project during the 2022 mid/long-term strategy</li> </ul>
	Bolivia	<ul style="list-style-type: none"> <li>- No specific issues</li> <li>- Specified as a 'project transition country' in the 2020 Overseas Project Direction document</li> </ul>	2018	New sponsorship/replacement, not executable	<ul style="list-style-type: none"> <li>- Planning to decide on ending sponsorship project during the 2022 mid/long-term strategy</li> </ul>
Children Believe	Burkina Faso	<ul style="list-style-type: none"> <li>- Based on review of the 2019 Children Believe Overseas Child Sponsorship Project Financial, difference between the amount remitted to Canada and the amount received in Burkina Faso was identified. As a result of a full-scale investigation, the final unexecuted amount was confirmed</li> </ul>	April 2020	<ul style="list-style-type: none"> <li>- Confirm operating costs of local partner in Burkina Faso</li> <li>- Establish reporting template and communication system</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion and implementation of a Burkina Faso project for the unexecuted amount</li> </ul>

- The Photoshop issue has occurred the most frequently in the past three years. There is no clear response measure. When such issue occurs, the new sponsorship is withheld for an indefinite period as 'No new sponsorship'. Therefore, to improve on the Photoshop issue and prevent the loss of trust from donor due such incidents, it is necessary to prepare and implement response measures.

## **B. Overseas Child Sponsorship Project Issue Response Measures**

Issue	Measures	
Upon one incident of photoshop issue	1	<ul style="list-style-type: none"> <li>- Investigation report</li> <li>- Conduct local response measures and then obtain result report (Action Taken Report)</li> </ul>
	2	Suspend new sponsorships with the local partner for 3 years
	3	Reflect during partner evaluation
	4	Consider during selection of key countries and key regions