



INGO Accountability Report 2010

This report cross-references [CI's Annual Report of the Council \(incorporating the Director's Report\) and Financial Statements for 2010](#) against indicators as set out in the Global Reporting Initiative (GRI) NGO Sector Supplement.

Strategy and analysis		Section in Annual Report	Comments
1.1	Statement from the most senior decision-maker of the organisation.	Pg 1 – 23	CI's Annual Report of the Council incorporates the Directors' report.
2.1	Name of organisation	n/a	Consumers International
2.2	Primary activities (e.g., advocacy, social marketing, research, service provision, capacity building, humanitarian assistance, etc.). Indicate how these activities relate to the organisation's mission and primary strategic goals.	Section 3: Objectives and activities (pg 7 - 15)	
2.3	Operational structure of the organisation, including national offices, sections, branches, field offices, main divisions, operating companies, subsidiaries, and joint ventures.	Appointment of Trustees and Organization (pg 4 - 7)	
2.4	Location of organisation's headquarters.	Appointment of Trustees and Organization (pg 5)	
2.5	Number of countries where the organisation operates.	Appointment of Trustees and Organization (pg 5)	

2.6	Nature of ownership and legal form.	Reference and administrative details (pg 3)	
2.7	Target audience and affected stakeholders	Our Objectives (pg 7); Our Mission (pg 7); Our Vision(pg 7); Our Aims (pg 8)	CI's defines its member organisations as its key stakeholder group. The organisation's key target audiences include international opinion leaders, decision makers and donors.
2.8	Scale of reporting organisation.	Appointment of Trustees and Organization (pg 5); Financial review (pg 22); Statement of financial activities (pg 26); Balance Sheet (pg 27)	During the reporting period in question, CI hosted less than five volunteers at its London Office.
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	n/a	None
2.10	Awards received in the reporting period	n/a	None
Report profile			
3.1	Reporting period	n/a	Calendar year (1 January to 31 December 2010)
3.2	Date of most recent previous report (if any)	n/a	CI's previous Accountability Report covered the period from 1 September 2008 to 15 September 2009
3.3	Reporting cycle (annual, biennial, etc.)	n/a	Annual
3.4	Contact point for questions regarding the report or its contents	n/a	consint@consint.org

Report Scope and Boundary			
3.5	Process for defining report content	n/a	With this annex to its 2010 Annual Report and Financial Statements, CI wishes to fulfil its requirements as a signatory to the INGO Accountability Charter. CI has selected GRI indicators to report against that reflect the organisation's size, capacity, activities and priorities. CI hopes that this report will enhance transparency to its members, other partners, donors, governments, the private sector and the general public.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers.) See GRI Boundary Protocol for further guidance.	n/a	This report covers the activities of CI (including all regional offices). The activities of CI member organisations are not included.
3.7	State any specific limitations on the scope or boundary of the report.	n/a	None
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 organisations.	n/a	CI has not entered into any joint ventures, leased facilities, outsourced operations or established subsidiaries or other entities that would affect comparability or any other aspect of this report.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers / acquisitions, change of base years/periods, nature of business, measurement methods).	n/a	No restatements of information.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	n/a	CI's previous Accountability Report was compiled using the INGO Charter Interim Reporting Framework. For 2010 the report takes the form of an annex to CI's 2010 Annual Report of the Council (incorporating the Directors' report) and Financial Statements.
3.12	Table identifying the location of the Standard Disclosures in the report.		Annex to CI's Annual Report of the Council and Financial Statements.

Governance, Commitments, and Engagement Governance			
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight for information provided.	Appointment of Trustees and Organization (pg 5); Trustee induction and Training (pg 6)	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organisation's management and the reasons for this arrangement). Describe the division of responsibility between the highest governance body and the management and or executives.	Appointment of Trustees and Organisation (pg 5)	CI's Council is chaired by the CI President, who is not an executive officer of CI.
4.3	For organisations that have a unitary board structure, state the number of members of the and/or non-executive members highest governance body that are independent and/or non-executive members.	Appointment of Trustees and Organisation (pg 5)	
4.4	Mechanisms for internal stakeholders (e.g., members), shareholders and employees to provide recommendations or direction to the highest governance body.	Full Members (pg 6); Affiliate Members (pg 7); Government Affiliate Members (pg 7); Strategic Planning (pg 15); Human Resources (pg 15)	CI staff and member organisations have a variety of opportunities to provide input into the CI Council's decision making processes. The CI Congress (held every 3 to 4 years) provides a forum for all CI members to discuss and vote on the organisation's long-term strategic direction and to elect CI's Council (who have a responsibility to represent the views of all CI members). Meetings of the CI Council (at least once yearly) and Executive (at least twice yearly) provide an opportunity for staff to propose detailed work-plans and make recommendations in relation to strategic decisions. CI also regularly surveys all member organisations and external stakeholders, both in relation to specific campaigns and programme areas, and more broadly on CI's performance and future priorities. This feedback in turn informs and drives CI's strategic planning processes, the results of which require approval from CI's Council.

Stakeholder Engagement			
4.14	List of stakeholder groups engaged by the organisation.	n/a	<p>CI's first and foremost stakeholder group consists of its members – national consumer organisations. Other stakeholder groups with whom CI engages significantly as part of CI's advocacy and capacity building activities include:</p> <ul style="list-style-type: none"> - Donors - International decision-makers/opinion leaders - Civil society organisations - International organisations - Governments - Private sector
4.15	Basis for identification and selection of stakeholders with whom to engage.	n/a	<p>CI engages primarily with its own member organisations. CI's membership criteria require all members to be independent national consumer organisations (or government consumer protection agencies) and not to receive funding from the private sector. In line with this, CI itself does not accept financial support directly from private industry, although the organisation does accept funding from private foundations.</p> <p>In relation to global advocacy activities, CI engages with a range of stakeholders as necessary to ensure the achievement of organisational aims and objectives.</p>

GRI Performance Indicators			
NGO1	Processes for involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programmes	Full Members (pg 6); Affiliate Members (pg 7); Government Affiliate Members (pg 7)	All CI programmes involve close collaboration with member organisations, and as such members play a lead role in the design, implementation and evaluation stages. CI regularly surveys its members on specific topics, programmes and the development of policy positions and campaign strategies. These surveys are conducted following strict protocols.
NGO2	Mechanisms for feedback and complaints in relation to programmes and policies and for determining actions to take in response to breaches of policies.	n/a	CI did not have a mechanism in place to specifically deal with complaints in relation to programmes and policies for this reporting period. This is primarily because the scale and capacity of the organisation, the number of programmes it runs and the number of complaints received do not justify the resources that such a mechanism would require. Member organisations have a number of avenues and opportunities to provide feedback to CI (See 4.4, NGO1). In addition, a whistle blowing policy exists for CI's Council. Other stakeholders and the general public are able to contact the organisation easily via CI's English and Spanish global websites. The organisation ensures that all queries, feedback and complaints are dealt with thoroughly and swiftly.
NGO3	System for program monitoring, evaluation and learning (including measuring effectiveness and impact), resulting changes to programmes, and how they are communicated.	Monitoring, Evaluation and Learning (pg 15)	
NGO4	Measures to integrate gender and diversity into programme design and implementation, and the monitoring, evaluation, and learning cycle.	Strategic Objective 4: be a strong, sustainable, global umbrella organisation fit for purpose (pg 20)	CI does not have a central policy that institutionalises the integration of gender and diversity into programme design. However, the organisation is committed to promoting equal opportunities and diversity throughout the entirety of its operations.

NGO5	Processes to formulate, communicate, implement and change advocacy positions and public awareness campaigns.	n/a	<p>CI has robust policies and procedures that ensure consistency, accuracy, efficacy and member participation in the following:</p> <ul style="list-style-type: none"> - formulation of policy positions - choosing of 'headline' campaigns - choosing of campaign targets <p>All of CI's advocacy and campaigning activities are supported by evidence-based research, and all advocacy and campaigning plans require approval from CI's Council.</p>
NGO6	Processes to take into account and coordinate with the activities of other actors.	n/a	<p>CI policies to determine campaign priorities (see NGO 5) ensure maximum impact and include safeguards against duplicating the work of others. It should be noted that, as CI is the only international consumer organisation, working almost exclusively with national consumer organisations in the implementation of its campaigns and programmes, the chance of duplication is somewhat reduced.</p>
NGO7	Resource allocation	Statement of financial activities (pg 26)	
NGO8	Sources of funding by category and five largest donors and monetary value of their contribution.	Notes to the Financial Statements (pg 32)	<p>CI relies on two main sources of funding: membership fees which provide unrestricted income and restricted project funding from institutional donors. Institutional donors consist of international organisations, government development agencies and private foundations.</p> <p>The 5 largest contributors of membership fees are the following organisations:</p> <ul style="list-style-type: none"> - Consumers Union, USA (653,889USD) - Which?, UK (468,797USD) - Test Achats, Belgium (199,528USD) - Consumentenbond, The Netherlands (184,460USD) - UFC Que-Choisir, France (153,154 USD)

NGO9	Mechanisms for workforce feedback and complaints, and their resolution.	n/a	<p>CI conducted a comprehensive survey of all its staff in 2010, and committed itself to repeating this exercise every three years.</p> <p>The organisation's Human Resources policies include a clear and defined process to ensure that all grievances and differences are resolved quickly and fairly.</p>
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	n/a	<p>CI defines the Head of Office position as the only senior management role that exists in its regional operations. Throughout 2010, the Head of Office positions in CI's offices in Malaysia, South Africa and Chile were all occupied by local residents of the countries in question. CI does not have a policy for granting preference to local residents when recruiting management staff to regional offices. However, all recruitment to regional offices is undertaken locally.</p>
EN16	Total direct and indirect green-house gas emissions by weight	n/a	<p>CI does not have the data nor the resources to report against this indicator for the reporting period in question.</p>
EN18	Initiatives to reduce greenhouse gas emissions.	n/a	<p>CI's internal protocols and procedures on the use of resources clearly commit the organisation to minimising its environmental impact and greenhouse gas emissions. The two main sources of greenhouse gas emissions attributed to the organisation are the travel and the running of its offices.</p> <p>Staff travel (particularly by air) is kept to a strict minimum and all travel requests are subject to approval by the Director General or Director of Operations. The organisation has continued to increase its use of internet and telephone-based conferencing facilities.</p> <p>CI ensures all procurement follows clear ethical (including environmental) guidelines. All CI staff are actively encouraged to recycle paper, glass, plastic and organic waste and have easy access to facilities for doing so. CI issues a number of other guidelines for staff in relation to</p>

			<p>printing paper and electricity and water use. CI's London Office underwent a major refurbishment during 2010 which included a number of measures to increase efficiency and conservation in the consumption of energy and water.</p>
LA1	Total workforce, including volunteers, by employment type, employment contract, and region	n/a	<p>At the end of the reporting period in question, CI's global workforce totalled 38 employees.</p> <p><i>Employment contract type</i></p> <ul style="list-style-type: none"> - Permanent: 30 - Fixed-term: 4 - Consultant: 4 <p><i>Employment type</i></p> <ul style="list-style-type: none"> - Full-time: 32 - Part-time: 6 <p><i>Region</i></p> <ul style="list-style-type: none"> - London, UK: 22 - Kingston, Jamaica: 1 - Buenos Aires, Argentina: 1 - Santiago, Chile: 5 - Kuala Lumpur, Malaysia: 6 - Johannesburg, South Africa: 2 - Abuja, Nigeria: 1 <p>CI's London Office hosted between 3 and 5 volunteers during 2010, all of whom supported CI's regular operational activities in relation to ongoing advocacy programmes.</p>
LA10	Average hours of training per year per employee by employee category	n/a	<p>CI does not record the number of hours of training received per employee per year. However, all staff have access to training and professional development</p>

			opportunities. Training needs are identified and agreed with line managers during the review and appraisal process, as set out in CI's Global Human Resources policy.
LA12	Percentage of employees receiving regular performance and career development reviews.	n/a	All CI staff (38 employees) received a formal performance and career development reviews during the reporting period in question.
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	n/a	<p>Breakdown of workforce (and board) by employment category:</p> <ul style="list-style-type: none"> - CI Council (board): 14 - Senior management: 8 - Staff: 30 <p><i>Gender</i></p> <p>Employees</p> <ul style="list-style-type: none"> - Female: 53% - Male: 47% <p>CI Council (board)</p> <ul style="list-style-type: none"> - Female: 50% - Male: 50% <p><i>Age group</i></p> <p>Employees</p> <ul style="list-style-type: none"> - Under 30 yrs old: 26% - 30-50 yrs old: 66% - Over 50 yrs old: 8% <p>CI Council (board)</p> <ul style="list-style-type: none"> - Under 30 yrs old: 0% - 30-50 yrs old: 43% - Over 50 yrs old: 57% <p>CI does not monitor or record minority group membership of employees or board members.</p>

SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting	n/a	CI did not have organisation-wide programmes or policies for assessing the impacts of operations on local communities. The scale of the organisation and the small number of in-country projects do not warrant a fully systematic approach to this. However, all CI's projects have robust Monitoring, Evaluation and Learning mechanisms built-in to their design. In addition, CI is required to report to strict donor requirements on the impact of its in-country programmes and activities.
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	n/a	CI does not have anti-corruption policies and procedures in place and therefore no staff received anti-corruption training during 2010.
PR6	Programs for adherence to laws, standards, and voluntary codes related to ethical fundraising and marketing communications, including advertising, promotion, and sponsorship	n/a	<p>CI is funded through a combination of membership fees and project-specific funding from institutional donors. CI does not seek to raise donations from individuals and does not engage in fundraising-related marketing activities. As such, no particular voluntary codes or standards in relation to ethical fundraising are applied across the organisation. In addition, the organisation did not sell any products or services in a commercial capacity during the reporting period in question.</p> <p>CI's mission and values clearly commit the organisation to remaining independent and free of influence from both government and the private sector. As such, CI does not take money directly from private companies.</p>