

*Note on accountability report, reviewed in March 2011*

Organisation: Panos  
Reporting period: 1 April 2009 – 31 March 2010

### Reporting framework used

- ☒ GRI Reporting Framework  
☐ Interim Reporting Framework

### On the GRI Reporting Framework

What GRI reporting level did the organisation report on?

- ☐ A  
☐ B  
☒ C

Did the Secretariat contact the organisation for further information before forwarding the report to the panel?

- ☒ Yes  
☐ No

*Comment: As the report only discloses information on 10 indicators the Secretariat contacted the organisation to ask whether this was correct, it was confirmed to be. In the report submitted some information was not visible, although the Secretariat asked the organisation to re-send a complete version of the report this was not done. Under point 4.14 an annex which was not submitted is referred to, although the Secretariat asked for this it was not provided.*

## COMMENTS ON THE INFORMATION PROVIDED IN THE REPORT

### Profile (recommended 28)

Number of Profile components the organisation reports on in total: **28**  
Number of the recommended Profile components the organisation reports on: **28**  
Number of additional Profile components the organisation reports on: **none**  
Number of Profile components commented on: **7**

### “1.1 Strategy and Analysis/ Statement from the most senior decision-maker of the organisation.”

*Comment: Missing information on key events/ achievements/ failures; on performance with respect to goals, objectives, standards and/or targets; and an outlook on future challenges.*

### “2.8 Organisational Profile/ Scale of the reporting organization.”

*Comment: Missing exact reference on where to find information on income/ net assets; on number of volunteers and scope/ scale of activities.*

### “2.3 Organisational Profile/ Operational structure of the organization, including national offices, sections, branches, field offices, main divisions, operating companies, subsidiaries, and joint ventures.”

*Comment: The organisation mentions different numbers of offices under 2.3 and under 2.8.*

**“4.1 Governance, Commitments and Engagement/ Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.”**

*Comment: Missing information on committees under the highest governance body.*

**“4.2 Governance, Commitments and Engagement/ Indicate whether the Chair of the highest governance body is also an executive officer. Describe the division of responsibility between the highest governance body and the management and/or executives.”**

*Comment: Missing more detailed information on the division of powers between the highest governance body and the management*

**“4.4 Governance, Commitments and Engagement/ Mechanisms for internal stakeholders to provide recommendations or direction to the highest governance body.”**

*Comment: Missing information on mechanisms for internal stakeholders to provide recommendation/ direction to the highest governance body*

**“4.14 Governance, Commitments and Engagement/ List of stakeholder groups engaged by the organization.”**

*Comment: The list of stakeholders referred to is missing.*

#### **Indicators (recommended 18)**

Number of Indicators the organisation reports on in total: **10**

Number of the 18 recommended indicators the organisation reports on: **10**

Number of additional indicators the organisation reports on: **none**

Number of Indicators commented on: **10**

**“NGO1: Involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programs.”**

*Comment: Missing more detailed information on the processes for involvement of stakeholders in all parts of policies and programmes; on how this is communicated; and on how feedback from stakeholders has reshaped policies/ procedures.*

**“NGO2: Mechanisms for feedback and complaints in relation to programs and policies and for determining actions to take in response to breaches of policies.”**

*Comment: Missing information on mechanisms for assessing complaints and for determining what actions are required in response to complaints.*

**“NGO3: Systems for program monitoring, evaluation and learning (including measuring program effectiveness and impact), resulting changes to programs, and how they are communicated.”**

*Comment: Missing detailed information on the mechanisms in place; information on how they are communicated; on adjustments made as a result of these mechanisms; and on how this has been communicated.*

**“NGO4: Measures to integrate gender and diversity into program design, implementation, and the monitoring, evaluation, and learning cycle.”**

*Comment:* Missing more detailed information on policies/ norms/ standards related to other types of diversity (not gender); on tools for diversity analysis; on actions taken to achieve diversity goals; and on measures to integrate these issues into programmes.

**“NGO5: Processes to formulate, communicate, implement and change advocacy positions and public awareness campaigns.”**

*Comment:* Missing information on the process to arrive at advocacy positions; on how consistency is maintained; on how it is ensured that public criticisms are fair/ accurate; on the process for corrective adjustment of advocacy positions; on corrective actions taken; on where public awareness and advocacy positions are published; and on the process for exiting a campaign.

**“NGO6: Processes to take into account and coordinate with the activities of other actors.”**

*Comment:* Missing more detailed information on how to identify potential duplication of the work of other actors; on processes to promote learning from the work of others; and on the process to identify opportunities for partnerships with other organisations.

**“NGO8: Sources of funding by category and five largest donors and monetary value of their contributions.”**

*Comment:* Missing information on sources of funding by category.

**“LA1: Total workforce, including volunteers, by type, contract, and region.”**

*Comment:* Missing exact reference to where information can be found on employees broken down per contract type/ full-/part time status/ regions; and missing information on volunteers.

**“EN18: Initiatives to reduce greenhouse gas emissions and reductions achieved.”**

*Comment:* Missing information on initiatives to reduce greenhouse gas emissions; and on reductions achieved.

**“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.”**

*Comment:* Missing information on programs in place for assessing impacts of operation prior to, while operating and while making decisions to exit a community; on how data is collected and community members selected for such programs; on the number of operations to which the mechanisms apply; on whether the mechanisms have been effective; and on how feedback have led to further community engagement.