

Accountability Report for the year 1 May 2008 to 30 April 2009

(Supplement to Oxfam Annual Report and Accounts 2008/09)

Introduction

In 2007, we set out our accountability goals and we are now two-thirds of the way through the three-year plans. We plan to produce a full report at the end of our three-year plan. This year we provide an update.

We have changed the way we report on accountability. In 2007, we produced a stand-alone report¹. In 2008, we provided an annexe to our Annual Report and Accounts². This year, accountability reporting is an integral part of the Annual Report, and this report is a supplement. Where we refer to the 'Annual Report' in this document, we mean the Annual Report and Accounts for the year to 30 April 2009.

As in previous years, we have adopted the standards of both the Global Reporting Initiative³ and the International Non-Governmental Organisations Accountability Charter⁴.

The scope of this report and restatements

As in previous years, we are reporting on the activities of Oxfam GB (referred to as 'Oxfam' in this document) and its subsidiaries. We are not reporting on the activities of the other 13 members of Oxfam International, which are NGOs in their own right, or of the International Secretariat of Oxfam International, our umbrella body.⁵

In some cases, the data in this report relates only to our activities in the United Kingdom. In addition, we have restated some figures because of additional information that has come to light since our previous report. Our current financial year, 1 May 2009 to 31 March 2010, is an eleven-month year because we are changing our year-end to bring us into line with the majority of members of Oxfam International. In 2010/11, therefore, we will need to restate some figures for purposes of year-on-year comparison.

We welcome your feedback. Please send your comments and questions to enquiries@oxfam.org.uk or by post to The Company Secretary, Oxfam GB, Oxfam House, John Smith Drive, Cowley, Oxford, OX4 2JY, United Kingdom.

Feedback mechanisms and complaints

Complaints and feedback - international

The Complaints Policy has been made available to all staff. The policy is not yet being implemented or followed up sufficiently. We have committed to having feedback mechanisms in place in all humanitarian programmes by the end of 2009.

¹ At www.oxfam.org.uk/accountability

² At www.oxfam.org.uk/resources

³ At www.globalreporting.org/ReportingFramework/G3Guidelines/

⁴ At www.ingoaccountabilitycharter.org/

⁵ The International Secretariat is also a signatory to the INGO Charter, and is publishing its own compliance report against that Charter.

Many countries have feedback and response mechanisms in place. We need to ensure that these mechanisms are effective for the people we work with, and that there is a system in place to centrally monitor the serious complaints that are made against and by our staff. Adherence to the Complaints Policy (and accompanying Guidelines within the International Division) will strengthen our practice on this. We will be promoting adherence to the policy and a central monitoring system to measure trends, or change policy and practice in 2009/10.

Complaints and feedback - UK

Since May 2007, we have monitored and reported on complaints received in the UK. Previously, we reported on Oxfam's financial year (May to April), but have now moved to a calendar year so that our reporting is in line with the UK Fundraising Standards Board (of which we are a member). The comparison of May 2007 to April 2008 and January 2008 to December 2008 is as follows:

Category	Oxfam Year 2007/08	Calendar Year 2008
Marketing related	847	450
Poor supporter care	291	151
Shop policies	218	242
Shop staff/ volunteer	217	261
Issues around donated stock	112	104
Oxfam policy	85	192
Costs/ finance	66	21
Shop closures	24	20
Other	61	81
Total	1921	1522

In 2008, 64 of the complaints submitted met the reporting requirements for the UK Fundraising Standards Board (FRSB) (2007 figure: 72). The FRSB has a function to escalate complaints if a supporter or member of the public is not satisfied with the charity's response. No Oxfam complaints were escalated.

The Corporate Management Team receives an annual report about these complaints and about any action taken. The 2008 report identified that we needed to improve our performance, particularly in relation to telephone conversations with our supporters. We have also identified that our complaints log does not include all complaints relating to our on-line shop and our *Unwrapped* catalogue, so this will be addressed.

Since 2006, we have monitored and reported on UK regulatory complaints. The regulatory complaints under the Telephone Preference Service, Mail Preference Service and Information Commission (Data Protection) were:

Number of complaints/ source	2006	2007	2008
UK Telephone Preference Service	4	11	2
Mail Preference Service	1	2	1
Information Commission	1	0	0

Whistleblowing

Oxfam's whistleblower policy was reviewed by KPMG during the year; our Head of Internal Audit and the Trustee Audit and Finance Group will be reviewing the recommendations.

Our Complaints Policy directs complainants to the Charity Commission of England and Wales. In the last year, there were no complaints to the Charity Commission and none to the Office of the Scottish Charity Regulator.

Sexual exploitation and abuse

The prevention of sexual exploitation and abuse of people living in poverty is a vital issue for Oxfam, and indeed the development sector as a whole. Sexual exploitation and abuse persists in many communities in which we work, we have taken staff training on this issue very seriously. However, the fact that the number of allegations has decreased suggests that we need to re-emphasise this issue and do more to combat it.

2006/07	12 allegations made against Oxfam
2007/08	Two allegations made against Oxfam
2008/09	Two allegations were made against Oxfam in our International Division and in those cases both staff were dismissed, one following an appeal.

In the UK, where protection against harassment legislation is in place, there were seven allegations in the Trading Division in the UK. Two were allegations against staff, four were allegations against volunteers and one was an allegation of exploitative behaviour by a customer. Six of these were substantiated and dealt with, two via resignations, three via termination of the person's role in Oxfam and, in the final case concerning the customer, the person was banned from the shop. One allegation against a staff member was not substantiated.

In previous years, sexual exploitation and abuse in the UK was investigated, but we did not report on it in our Accountability Report. We have not restated the figures for the previous two years to include those UK investigations, but plan to report instances in future years.

We run training courses on the prevention of sexual exploitation and abuse for our international staff and a version of this course has been published. In our Trading Division in the UK, we are integrating training on these issues into other programmes.

Safeguarding of complainants and witnesses

We have new guidelines on dealing with allegations of sexual exploitation and abuse. These ensure we give proper consideration to the needs, wishes and safety of people making complaints, as well as to those of people involved with investigating complaints (be they witnesses, relatives, investigators or those under investigation).

Vexatious complaints

No vexatious complaints were received.

Monitoring, Evaluation and Learning (MEL)

Between 2006 and 2008, we established a new framework for our Monitoring, Evaluation and Learning (MEL). It is made up of seven processes that enable us to assess the impact of our programmes, learn from our experiences and increase our accountability to different stakeholders. 2008/09 marked the last year of the iterative implementation process begun in 2006. From April 2009, programme Monitoring Reviews, and Country Learning Reviews became mandatory for all

Oxfam programme and country teams. In January 2009, the Corporate Management Team approved an Evaluation Policy⁶.

Two organisational MEL products were delivered in 2008/09: the 'Evaluation Synthesis: Livelihoods Evaluations 2006-2008' and the 'Baseline Report and Measuring Change: Oxfam GB – DFID Partnership Programme Agreement 2008/2011'.

Steering Committee for Humanitarian Response (SCHR) Peer Review

The Steering Committee for Humanitarian Response (SCHR) peer review on accountability provided us with an opportunity to learn more about our accountability to the communities and people living in poverty with whom we work. Oxfam was peer reviewed by the Office of the United Nations High Commission for Refugees and the Lutheran World Federation. A survey of the attitudes, knowledge and accountability practices of 119 staff around the world formed the starting point for a self-assessment of Oxfam's accountability. Review teams conducted extensive interviews in Kenya and Nepal, and at our headquarters in Oxford (the latter included 22 interviews with staff, partners and Trustees). We will publish the full review report when the SCHR permits us.

People

Gender and Diversity

The table below shows a comparison of 2008/09 with previous years:

Diversity	2006/7	2007/8	2008/9
Gender (UK-based women shown as % of total UK based workforce)	67%	66%	67%
% of international workforce from non-OECD countries	Over 90%	96.7%*	87.5%**
UK-based staff registered as disabled	2.9%	3.2%	3%

* The 6.7% increase is primarily related to more accurate reporting mechanisms.

** The 9.2% reduction from the 2007/08 figure is due to the closure of the Sudan programme in March 2009, and to the closure of some programmes in Indonesia and elsewhere in East Asia.

Health and safety

We have continued to focus on security and health and safety issues during the year. Our Trustees discussed the annual Health and Safety Report, and the learning from the year was reflected in the Health and Safety annual plan for 2009/10. The Health and Safety Action Plan for 2008/09 was mostly met. The 2009/10 plan includes a focus on driving at work, improving risk assessments in our International Division and computer work in our UK shops.

The majority of fatalities, illness and injuries among Oxfam staff and volunteers are due to road traffic accidents, security related incidents and malaria. The risks of malaria and road traffic incidents also affect our partners and the communities in which we work, and are, to a great extent, outside the control of Oxfam. To limit the risk of traffic accidents, we can increase or improve training for drivers, and also improve the way we report accidents, so we can learn from these incidents. We need to transfer the best practice that exists in some regions, to all regions.

In 2008/09, there were five accidental deaths in our international programme. There were three road traffic accidents, which resulted in four deaths, and one death involving a contractor on a construction project that was being managed by one of our partners. All the deaths have been in our international programme. The trends since 2003 are shown in the table below:

⁶ http://www.oxfam.org.uk/resources/evaluations/downloads/oxfam_evaluation_policy.pdf

Year	Fatalities
2003/04	1
2004/05	5
2005/06	5
2006/07	6
2007/08	3
2008/09	5

A total of 90 incidents (including the fatalities) were reported during the year in our International Division. Road traffic incidents accounted for 50 of these, 16 involved ill-health, and the third highest group was related to crime and other threats, with 11 incidents reported. We believe there is still under-reporting of health and safety incidents in some countries, and in 2009/10, the action plan is to increase levels of awareness and support. Where driving is sub-contracted, we will look into interviewing prospective drivers and developing guidelines that can be incorporated into their contracts. We have also tightened up contracts with our partners to emphasise health and safety, and security this year.

In the UK, a review of the health and safety policy and supporting documentation revealed that access to health and safety committees had been inconsistent across the UK. We therefore changed the Headquarters Site Committee to include UK regional offices and working at home.

In the UK, 28 RIDDOR (serious health and safety incidents) reports were made; no health and safety enforcement notices were served; one Fire Safety Order enforcement notice was served, and one Environmental Protection Act enforcement notice was served.

Staff statistics

In previous years we have reported on staff turnover, sickness absence, completion of performance reviews, pension scheme membership and the number of UK employment tribunal cases. The comparative figures are as follows:

Staff		2006/07	2007/08	2008/09
UK-based staff turnover (12- month rolling average for staff on open-ended contracts)		17%	16%	15.6%
Completion of performance reviews	UK-based staff	100%	100%	96.8%
	international staff	87%	84%*	86%
Pension scheme membership - % of UK-based staff as at 30 April (final salary and stakeholder schemes)		43%	47%	49%
Number of UK employment tribunal cases		3	1	4
UK-based staff sick absence		2.1%	2.0%	2.7%

* This was an estimate at the end of August 2008

The UK final salary pension scheme was subject to an extensive review and employee consultation process during 2008. As a result, a number of actions were implemented in October 2008, including:

- increasing employee contributions to 7% for most employees.

- limiting the growth of pensionable pay to UK Retail Price Index inflation.
- providing an additional stakeholder scheme for employees above the new Occupational Pension Scheme guidelines.

The impact of these changes on the scheme valuation will be clearer following the next triennial valuation in the autumn of 2010.

Governance

Fraud

Losses of £397,116 (0.13% of annual turnover) were identified and reported to the Charity Commission during 2008/09, of which £54,720 were recovered. This led to a net figure of £342,356, compared to £450,413 (0.15% of turnover) in 2007/08, and £183,444 (0.04% of turnover) in 2006/07.

The 2007/08 figure disclosed in that year's annual report was lower, at £298,652, but as a result of better information subsequently coming to light, the figure was revised upwards. In future, it is likely that we will need to provide revised figures for each year, in the subsequent year's report. This is because accurate figures are not available until investigations into incidents have been completed, and these can run over the financial year-end date. The figures are also likely to need adjustment to take into account the sums which are either found on further inspection not to be as high as initially feared, or sums which are recovered. We have not reviewed the 2006/7 figures.

In 2008/09 the Charity Commission instituted a new process of Serious Incident Reporting, which includes, but is not limited to, fraud losses. We have started reporting on this new basis, but we are also in discussions with the Charity Commission about how best to interpret the rules.

Bribery

Oxfam has a zero tolerance policy on bribery. We have received no reports or complaints of attempted, or actual, bribery by staff this year.

Compliance

No legal action has been taken against Oxfam for breach of regulations, and there have been no fines in the UK this year. Two enforcement notices are referred to under the Health and Safety report above.

In March 2009, Oxfam and 12 other international NGOs were ordered to, and did, leave Sudan. Oxfam was also threatened with legal action for alleged non-compliance with Nicaraguan law, but subsequently the Government of Nicaragua confirmed that Oxfam was not in breach.

Donor reports and audits

The number of donor reports and audits in the three-year period was as follows:

	2007	2008	2009
Reports submitted on programme implementation to donors	1,500	1,586	1,753
Audits conducted by donors	50	52	74

Oxfam's Carbon Footprint

Our carbon footprint in the UK

In our 2007 Accountability Report, we set ourselves a target of reducing our UK carbon emissions by 27% (4,555 tonnes) over three years. At 30 April 2009, we have reduced them by 37% (6,437 tonnes) against the 2007 target. The statistics are shown in the following tables:

Oxfam's carbon footprint in the UK (in tonnes of CO2)

	2006/07	2007/08	2008/09
Air travel booked in UK - short haul	53	37	28
Air travel booked in UK - long/med haul	2,349	2,391	2,289
HD - air freight	762	825	496
Car fleet	354	254	290
Road freight	233	307	283
Work related own car use	76	182	127
Work related public transport	179	201	173
Commuter travel	1,597	1,641	1,439
Paper use	2,648	1,729	1,352
Electricity - shops & warehouses	6,738	5,683	3,506
Electricity - offices	1,107	517	0
Gas - shops & warehouses	523	487	418
Gas - offices	232	241	204
Waste to landfill Oxfam House	36	36	47
Total	16,887	14,529	10,655
% Reduction		-14%	-37%

Oxfam's international carbon footprint

In our 2007 report, we said we would put measures in place for the carbon footprint of our operations outside the UK. In 2008, we reported that we had started to measure our emissions from road and air transport around the world. We said that this data was incomplete, there were inconsistencies in measurement in some of our country offices and that we would be implementing measures to reduce these in 2008/09.

It is still a challenge to ensure accurate measurement, and in 2008/09, we changed our approach. Instead of mandating our international programmes to adopt new procedures for measuring emissions and introducing an additional layer of reporting, we asked each of our seven regions to set targets for their own carbon reduction programmes, with effect from 1 May 2009.

Nevertheless, we have tried to provide some indications of air travel patterns. The emissions from air freight and air travel booked from the UK are included in the tables above; air freight travel for

humanitarian goods amounts to 496 tonnes of CO₂, short-haul flights (in Europe) to 28 tonnes of CO₂, and long and medium haul flights to 2,289 tonnes of CO₂.

Our operations are decentralised, with seven regional hubs (Regional Management Centres). The nature of our work requires a significant amount of travel. The decentralisation and empowerment of local partners and staff (see Annual Report, page 16) should reduce the amount of travel from headquarters. In particular, we have a programme to develop the capacity of our local partners to respond to emergencies. Flights are not booked centrally, and so it has proved very difficult to measure the air miles travelled. The proxy we have used for this is spend on air travel. The statistics for this, for the period for from 2004 to 2009, are set out in table C below. It should be noted that there is a considerable degree of overlap between this table and the 2,289 tonnes of CO₂ on long and medium-haul flights booked from the UK. This is because the 2,289 tonnes includes all the flights taken by staff in our International Division, which were booked through our travel agent, Key Travel, in the UK. Unfortunately, we have not been able to disaggregate the UK-booked travel from other travel in the 2004 to 2009 figures.

	2007	2008	2009
Air travel (£'000)	4,569	4,245	4,185
% decrease vs 2007		7%	8%
Air travel as % of total expenditure	2.7%	2.2%	2.0%

We recognise that spend on air travel is not an accurate measure of air miles travelled, as there are many variables, including competition between airlines, and cost of aviation fuel.

A further issue for Oxfam is the changing needs of the programme. Our emergencies work expanded considerably between 2005 and 2007, as a result of our response to the Asian Tsunami of 26 December 2004. But air travel expenditure as a proportion of total spend has declined significantly. As well as the reasons above, this is partly due to the increased use of video conferencing. In the future, each region will set targets and report on them; we have received, and are currently analysing, the first report from one of our regions.

What we will do in 2009/10

In 2009/10, we aim to conclude the three year plans for accountability, as published in our 2006/07 Accountability Report, subject to the modifications to those plans indicated in this report. In addition, we will consult with our key stakeholders and produce a plan for our accountability work for the next three years. We aim to publish this plan at the end of 2010.

Annexes

This report contains two annexes:

1. The Global Reporting Initiative (GRI) Content Index is a table identifying the location of the Standard Disclosures of the G3 Reporting Guidelines. This enables comparability with other organisations. As part of the GRI Table we have self-certified that our reporting is at GRI Application Level A. In retrospect we were too strict in our application of GRI criteria in 2007 and 2008, when we self-certified as level C and level B respectively.
2. A destination table of the International Non-Governmental Organisations Accountability Charter.

Annex 1: Content Index to identify the locations of the indicators in the Global Reporting Initiative G3 reporting framework

Oxfam GB's Annual Report and Accounts for the year 1 May 2008– 30 April 2009, can be found at:

http://www.oxfam.org.uk/resources/accounts/annual_report_accounts.html

References to Accountability Report are to the 2008-09 Report, unless otherwise stated; last column refers to 2006/07 Accountability Report

Website www.oxfam.org.uk

n/a means not applicable

Your feedback

Please send your comments and questions to The Company Secretary, Oxfam GB, John Smith Drive, Oxford OX4 2JY or to enquiries@oxfam.org.uk

Table 1 Global Reporting Initiative

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
Strategy & Analysis				
1.1	Director Statement		Intro (2-3)	Intro (2-3) ⁷
1.2	Key impacts, risk & opportunities		5-33	
Organisational profile				
2.1	Name of reporting organisation		3	Intro (2-3)
2.2	Major brands, products & services	http://www.oxfam.org.uk/oxfam_in_action	5-27	
2.3	Operational structure		33-35	
2.4	Location of organisation's headquarters		3	
2.5	Countries of operation	http://www.oxfam.org.uk/oxfam_in_action/where_we_work/index.html	For regions, 56-57	
2.6	Nature of ownership	As a not for profit company limited by guarantee, Oxfam GB does not have owners, but has members who are the Trustees and the additional members of Association all referred to at page 3 of the Annual Report	3	
2.7	Markets served	Website http://www.oxfam.org.uk/oxfam_in_action	56-57	
2.8	Scale of organisation		42	
2.9	Significant changes	http://www.oxfam.org.uk/resources/accounts/annual_report_accounts.html	6-14	
2.10	Awards received	Not applicable		
Report Parameters				
3.1	Reporting period		45	
3.2	Date of most recent previous report	2007-2008 Report, at http://www.oxfam.org.uk/resources/accounts/index.html		
3.3	Reporting cycle		Annual	Governance (3,23,24)
3.4	Contact person		Note "Your feedback" above this table with contact details, 38	
3.5	Defining report content	Page 1 of this supplement		
3.6	Boundaries of the report		33-34,50,61-62	
3.7	Limitations on report scope	As in 2007-2008 Report, at http://www.oxfam.org.uk/resources/accounts/index.html the carbon footprint reported is UK, not worldwide		
3.8	Basis for reporting on joint ventures		50	

⁷ The relevant page numbers are indicated in brackets.

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
3.9	Data measurement techniques	As in our 2007 Accountability Report for Environment we used UK Department for Environment, Food and Rural Affairs conversion factors, and methodology of Forum for the Future.		
3.10	Re-statements of information	N/A		
3.11	Significant changes	N/A		
GRI Content Index				
3.12	Table identifying the location of the Standard Disclosures	This table		
Assurance				
3.13	Policy & current practice with regard to seeking external assurance	While our accounts are audited, our Accountability Annex has not been subject to external assurance.		
Governance, commitments, & engagement				
Governance				
4.1	Governance structure		33-37	Governance (23)
4.2	Whether chair is also an executive officer	The chair is a non-executive volunteer.		
4.3	No of members that are independent &/or non-exec. board members.	The Trustees and Association members are all independent, unpaid and non-executive.	Trustee expenses are at page 59	Governance (23)
4.4	Mechanisms for shareholders & employees to feedback to highest governance body	Members are entitled to receive Council Board papers, and have regular communication with the Chair. The Chief Executive's monthly letter to all staff always invites feedback to her.	34-36	Governance – Oxfam has no shareholders. (23)
4.5	Linkage between compensation for members of highest governance body & the organisation's performance	The Board of Trustees are unpaid. The Corporate Management Team have no profit related pay.		
4.6	Processes to deal with conflict of interest	Our Code of Conduct has not changed since 2006/07, and the statements on page 23 of the 2007 Accountability Report stand.		Governance (23)
4.7	Process for determining the qualifications & expertise of the members of the highest governance body.		34	
4.8	Internally developed statements of Mission & their status	In April 2009 Oxfam's objects were widened, and can be accessed on the Charity Commission website (http://www.charity-commission.gov.uk/). Oxfam's 5 aims are on pages 5,11,15, 21 and 25, and the annual objectives and update follow those pages.	3	Intro, People, Environment, Ethical Purchasing (4,15,14, 21,24)
4.9	Oversight procedures		33-36	
4.10	Evaluation processes		18, 37, 41	
Commitments to External Initiatives				
4.11	Explanation of whether /how precautionary approach is addressed by organisation	The principle of 'do no harm' is addressed at an operational level, for example in working with internally displaced people and refugees, we will also consider the impact on the host community, and often develop programmes to benefit the host community.		
4.12	Externally developed initiatives to which the organisation subscribes or endorses	8 Stop Climate Chaos 26 We Can (end violence against women) 38 IANGO Charter: International Advocacy NGOs	10 (GCAP), 11 ("We can end violence against women") 58 (SCHR)	Governance (23,24)

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
4.13	Memberships in associations	Oxfam International Tsunami Fund (34) but note the Fund has now been closed following completion of its work.	62 (FRSB and Sedex) 34 (Oxfam International)	Governance (23)
Stakeholder engagement				
4.14	List of stakeholder groups engaged by organisation	Our partners are key stakeholders. Groups identified in 2007 Accountability Report remain, but in particular see p37 under Programme (Partner Engagement, National Change Strategies (p30) for the range of stakeholders engaged		Intro (3,4)
4.15	Basis for identification & selection of stakeholders with whom to engage		See response to 4.14 (Zimbabwe stakeholders)	Intro (4,5,6, 7,8)
4.16	Approaches to stakeholder engagement		58,59	Intro, Humanitarian (4-8)
4.17	Key topics & concerns raised through stakeholder engagement		Humanitarian, Long term development (58-59)	
Management approach & performance indicators				
Economic performance indicators				
Aspect: economic performance				
EC1	Direct economic value generated & distributed.		Programme overview (5-27) and charitable expenditure (42)	
EC2	Financial implications & other risks due to climate change	Disaster risk reduction work is described. The climate change implications are primarily for the people living in poverty for whom and with whom we work more than financial risk to Oxfam	16	
EC3	Benefit plan obligations		40,52,64,67-69	People (16)
EC4	Financial assistance from government.	Further information is available under our Open Information Policy (http://www.oxfam.org.uk/resources/accounts/open_information_policy.html) The UK Government's Department for International Development has a 3 year Partnership Programme Agreement with Oxfam. The income is shown at pp53 and 65. Income from government, institutional donors and other public authorities is shown at p54. See also p70		Governance (23)
Aspect: market presence				
EC5	Range of ratios of standard entry level wage compared to local minimum wage	Not reported		
EC6	Policy, practice & proportion of spending on locally based suppliers.	Not reported		
EC7	Procedures for local hiring		31	People (15,17)
Aspect: indirect economic impacts				
EC8	Development & impact of infrastructure investments/services	Not reported		
EC9	Significant indirect economic impacts	Not reported		
Environmental performance indicators				
Aspect: materials				
EN1	Materials used by weight or volume	N/A		
EN2	Percentage of materials used that are recycled input materials.	N/A		

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
Aspect: energy				
EN3	Direct energy use	Pages 7 and 8 of this Accountability Report		12-14
EN4	Indirect energy use	Pages 7 and 8 of this Accountability Report		12-14
EN5	Energy saved	Pages 7 and 8 of this Accountability Report		12-14
EN6	Initiatives to increase energy efficiency	Pages 7 and 8 of this Accountability Report		12-14
EN7	Initiatives to reduce indirect energy	Pages 7 and 8 of this Accountability Report		12-14
Aspect: Water				
EN8	Total water withdrawal by source	N/A		
EN9	Water sources affected by withdrawal of water	N/A		
EN10	Total volume of water recycled & reused.	N/A		
Aspect: Biodiversity				
EN11	Owned, leased or managed (biodiversity)	N/A		
EN12	Major impacts on biodiversity	Not reported		
EN13	Habitats protected or restored.	Not reported		
EN14	Managing future impacts on biodiversity	N/A		
EN15	Number of IUCN Red list species or national conservation list species with habitats in operational area.	N/A		
Aspect: emissions, effluents, & waste				
EN16	Total direct & indirect greenhouse gas emissions	Note figures are for United Kingdom operations, with potential exception of air travel pages 7 and 8 of this Accountability Report	Environment (60)	12-14
EN17	Other relevant indirect greenhouse gas emissions	Note figures are for United Kingdom operations with potential exception of air travel. Pages 7 and 8 of this Accountability Report	Environment (60)	12-14
EN18	Reducing green-house gas emissions	Note figures are for United Kingdom operations page 8 of this Accountability Report	Environment (60)	12-14
EN19	Ozone-depleting substances	Not reported		
EN20	Air emissions		Environment (60)	12-14
EN21	Water discharges	N/A		
EN22	Waste types & disposal	Note figures are for United Kingdom operations	Environment (60)	12-14
EN23	Significant spills	No spills to the best of our knowledge.		
EN24	Waste deemed hazardous	N/A		
EN25	Discharges of water & runoff	N/A		
Aspects: products & services				
EN26	Environmental impact initiatives	Note figures are for United Kingdom	38	12-14
EN27	Percentage of products & packaging reclaimed	Note figures are for United Kingdom	See table	12-14
Aspect: compliance				
EN28	Monetary value of significant fines & number of non-monetary sanctions	There have been no fines and no fines. See page 6 of this Report for the 2 enforcement notices.		24
Aspect: transport				
EN29	Environmental impacts of transport	Note figures are for United Kingdom	See tables above	12,13

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
	use			
Aspect: overall				
EN30	Environmental protection expenditures & investments by type	Not reported	Environment (60)	12-14
Social performance indicators: labour practices & decent work				
Aspect: employment				
LA1	Total workforce		58	15
LA2	Employment turnover	Employment turnover reported for UK only		15
LA3	Benefits provided to full-time employees	Information given is for UK based staff. Our Reward Policy sets out our approach to benefits worldwide (available under our Open Information Policy) and see 2007 Accountability Report.		16
Aspect: labour/management relations				
LA4	Percentage of employees covered by collective bargaining agreements	Position remains as reported in 2007 Accountability Report		People (but statistic not available) (16)
LA5	Minimum notice periods regarding significant operational changes	Not reported.		
Aspect: occupational health & safety				
LA6	Health & Safety Committees	Not reported		
LA7	Standard injury & lost day rates	RIDDOR Reported for UK only, page 5 of this Accountability Report		17
LA8	Serious disease programs	Not reported, although we have a staff HIV/AIDS policy		17,18
LA9	Trade unions H & S topics covered	Not reported		
Aspect: training & education				
LA10	Training	Not reported		
LA11	Skills management programmes		30	15
LA12	Performance & career development reviews		61	15,16
Aspect: diversity & equal opportunity				
LA13	Composition of governance bodies & employees according to diversity indicators	In the period there were 12 Trustees, of whom 7 were male, 5 were female, 4 from a non-white background. Post December 2008 there were 6 males, 6 females and 3 Trustees from a non-white background.		17
LA14	Female/male ratio by employee category	Page 4 of this Accountability Report		17
Social performance indicators: Human Rights				
Aspect: investment & procurement practices				
HR1	Human Rights screening/clauses	N/A		
HR2	Consideration of Human Rights impacts			21,22
HR3	Employee training on Human Rights	Not reported		
Aspect: non-discrimination				
HR4	Total number of incidents & actions taken	2 Tribunal claims including disability were initiated but neither of which proceeded to tribunal	People (serious incidents only)	17,18
Aspect: freedom of association & collective bargaining				
HR5	Operations identified to be at significant risk	N/A		
Aspect: child labour				
HR6	Operations identified with significant	N/A		

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
	risk & measures taken			
Aspect: forced & compulsory labour				
HR7	Operations identified as having significant risk & measures taken.	N/A		
Aspect: security practices				
HR8	Percentage of security personnel trained in human rights relevant to operations.	N/A		
Aspect: indigenous rights				
HR9	Number of incidents of violations of indigenous people & action taken.	There were none		
Society performance indicators				
Aspect: community				
SO1	Impact of operations on community.	Not reported.		
Aspect: corruption				
SO2	Percentage & total number of business units analysed for corruption risk.	Not reported.		
SO3	Percentage of employees trained in anti-corruption policies & procedures.	Not reported.		
SO4	Actions taken in response to incidents of corruption.	Page 6 of this Accountability Report lists total fraud losses. Each incident is investigated by the Internal Audit Department. Loss Prevention Officers aim to provide guidance and training taking incidents into account.		23,24
Aspect: public policy				
SO5	Participation in public policy development & lobbying.	Public policy and lobbying form an integral part of our work in all 5 Aims described in pages 6-11	(Building mass movement of support in UK) 13	10,11
SO6	Political lobbying & contributions.	N/A		
Aspect: anti-competitive behaviour				
SO7	Total number of legal actions & their outcomes.	There were none		24
Aspect: compliance				
SO8	Monetary value of significant fines & total number of non-monetary sanctions.	There were no fines in UK. We do not have complete information internationally but are not aware of any fines or other government sanctions, except that in common with 12 other international NGOs, Oxfam GB was expelled from Sudan in March 2009.		24
Social performance indicators: product responsibility				
Aspect: customer health & safety				
PR1	Life cycle stages	Not reported.		
PR2	Total number of incidents of non-compliance & types of outcome.	See pages 4 and 5 of the Accountability Report, which lists health and safety incidents		21,24
Aspect: products & service labelling				
PR3	Type of product & service information required by procedures.	Not reported		Ethical purchasing (21,22)
PR4	Total number of incidents of non-compliance & types of outcome.	We are not aware of any such incidents		

GRI Indicator	Description	Report References and explanations, e.g. where not fully contained in the 08/09 Annual Report and Accounts. Page references are to that Annual Report unless otherwise indicated	08/09 Annual Report Accounts	06/07 Accountability Report Reference
PR5	Customer satisfaction practices.	Not reported.		
Aspect: marketing communications				
PR6	Marketing communications programs.	Not reported.		
PR7	Total number of incidents of non-compliance & types of outcome.	See page 6 of this Accountability Report		20
Aspect: customer privacy				
PR8	Breaches of customer privacy & losses of customer data.	See page 2 of the Accountability Report. We are not aware of losses of customer data. There were no complaints to the Information Commission.		20
Aspect: compliance				
PR9	Monetary value of significant fines.	There were none		24

It is Oxfam's view that this report is at GRI Application Level A

		2002 in accordance	C		C+		B		B+		A		A+	
			07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09
Mandatory	Self-declared		✓		Report Externally Assured		✓	Report Externally Assured			Report Externally Assured			
	Third Party Checked													
Optional	GRI Checked		✓											

Annex 2: Table of IANGO Compliance

www.ingoaccountability.org

IANGO Principles	Section of Report or other published document
1. Respect for Universal Principles	Website at www.oxfam.org.uk
2 Independence	Page 54 of Annual Report and Accounts discloses income from government, institutional donors and other public authorities
3. Responsible Advocacy	Section 5 of this Report
4. Effective Programmes	Sections 1 to 6 inclusive of this Report all relate to programme effectiveness
5. Non-discrimination	Section 4 of this Report
6. Transparency	Open Information Policy at www.oxfam.org.uk
6.1 Reporting	Annual Report and Accounts
6.2 Audit	Annual Report and Accounts
6.3 Accuracy of information	Annual Report and Accounts
7 Good governance	Pages 33-38 Annual Report and Accounts
8 Ethical Fundraising	
8.1 Donors	Pages 7-8 of this Report
8.2 Use of donations	Unchanged from page 19 of 2007 Accountability Report
8.3 Gifts in kind	Page 50 of Annual Report and Accounts
8.4 Agents	Unchanged from pages 19-20 of our 2007 Accountability Report
9 Professional Management	
9.1 Financial controls	Annual Report and Accounts
9.2 Evaluation	Section 3 of this Report
9.3 Public criticism	Section 5 of this Report
9.4 Partners	Sections 1 and 6 of this Report
9.5 Human Resources	Page 14 and following of this Report
9.6 Bribery and Corruption	Page 16 of this Report
9.7 Respect for Sexual Integrity	Pages 26-27 of Annual Report and Accounts; pages 12-13 of this Report
9.8 Whistle-blowers	Page 8 of this Report