

Amman CHS Exchange ***THE CHS: A Driver of Change***

#CHSExchange2019 #MakingAidWork



Tuesday 2 & Wednesday 3 July 2019 Amman, Jordan

Landmark Amman Hotel & Conference Center | Al-Hussein Bin Ali Street | Amman 11118 | Jordan

Background and objectives

More than four years after its launch in late 2014, how is the **Core Humanitarian Standard on Quality and Accountability (CHS)** driving change? How can we use it to build accountability and trust in our work? How can we ensure that the CHS commitments are continuously met when we assist people who have been affected by crisis?

These critical questions are at the heart of **the CHS Exchange in Amman, Jordan**, designed as a learning event for members of the CHS Alliance and the wider sector.

We welcome your participation to help us explore how our commitment to the **CHS will increase trust and accountability in the MENA region to better serve affected populations.**

This exchange will be based on the experience of organisations which have applied the Standard. It will

build on discussions that took place at **the CHS Alliance and DEC learning event in London in November 2018**, as well as learning from other quality and accountability initiatives in the MENA region.

Over the course of 1.5 days, we will explore:

- **What we have learned**, as individual organisations and collectively, through the application of the CHS, focusing on the most challenging commitments (see sessions 4 and 6).
- **How we leverage this learning to improve our service** to people affected by crisis and communities in the MENA region;
- **How the CHS Alliance can support the aid sector in the region** to effectively apply the CHS, particularly on the most challenging issues in the region.

The event is co-hosted by the **CHS Alliance** and **Islamic Relief Worldwide/Islamic Relief Jordan**.

TUESDAY 2 JULY 2019

08:30

REGISTRATION

09:00

Elsadig Elnour
Kabbashi,
Tanya Wood.

KEYNOTE
ADDRESS
Panos Moumtsiz

SESSION 1

Welcome and Exploring the Key Humanitarian Issues in the Region: High Level Panel

Objective: To open the workshop and feature the hosts and two VIPs to provide welcome and context to the workshop.

10:15

COFFEE BREAK

10:45

Karen Glisson,
Adrien Muratet.

SESSION 2

Getting to better know the Core Humanitarian Standard and its potentials

Objective: To see who's in the room, allow people to introduce themselves, and interactive session that invites people to better explore the CHS and its potentials (for individual organizations and for the humanitarian and development sector).

12:30

LUNCH

14:00

MODERATOR
Bonaventure
Sokpoh

SPEAKERS
Mindy Abraham,
Shabel Firuz,
Amani Salah.

SESSION 3

How Do Standards Drive Change at Different Levels? Organizational Perspectives

Objective: To exchange experiences on using standards from different organizational perspectives and explore how they can drive change.

15:30

COFFEE BREAK

16:00

FACILITATORS

Commitment 3:
Tanya Wood,
Katy Robin.

Commitment 4:
Bonaventure
Sokpoh,
Geneviève
Cyvoct.

SESSION 4

Finding Collective Solutions to Meet the CHS Commitments: Parallel Thematic Workshops and Best Practices – Round 1

Objective: To give participants an opportunity to customize their workshop experience through a choice of workshops. To provide a highly interactive experience for smaller groups around some key CHS Commitments, providing an avenue to better understand and explore possibilities for their organizations. To produce useful content for the learning report.

- **CHS commitment 3 (humanitarian response strengthens local capacities and avoids negative effects):** Specifically exploring working with and through partners and the continuity of services in rapidly changing contexts;
- **CHS commitment 4 (humanitarian response is based on communication, participation and feedback):** Participation of crisis-affected people and communities in the humanitarian response;

17:30

NETWORKING RECEPTION

18:30

END RECEPTION

WEDNESDAY 3 JULY 2019

08:30

REGISTRATION

09:00

SESSION 5

Opening Day 2

Objective: To provide a moment of reflection on the discussions thus far, to help share and embed learning. To presence the group so they are prepared for the day.

09:30

SESSION 6

Finding Collective Solutions to Meet the CHS Commitments: Parallel Thematic Workshops – Round 2

Objective: To give participants an opportunity to customize their workshop experience through a choice of workshops. To provide a highly interactive experience for smaller groups around some key CHS Commitments, providing an avenue to better understand and explore possibilities for their organizations. To produce useful content for the learning report.

- **CHS commitment 5 (complaints are welcomed and addressed):** Complaints handling and feedback mechanisms, including handling complaints related to Protection from Sexual Exploitation, Abuse and Harassment (PSEAH);
- **CHS commitment 8 (staff are supported to do their job effectively, and are treated fairly and equitably):** Specifically looking at the protection of aid workers and risk management.

11:00

COFFEE BREAK

11:30

SESSION 7

Highlights from Parallel Sessions and Identification

Objective: To give participants an opportunity Objective: To share highlights from the parallel group workshops so that everyone benefits from all discussions. To provide an opportunity for people to reflect on and share what they learned with one another.

12:15

SESSION 8

Next Steps and Closing (Meeting room)

Objective: To collect feedback on the event from participants with the view of continuous learning. To close the event with thanks and next steps from organizers.

Tanya Wood,
Elsadig Elnour
Kabbashi.

13:00

END OF THE EVENT -
GROUP LUNCH

Speakers



Mindy Abraham

Deputy Country Director, Médair Lebanon

> Mindy Abraham has worked for 11 years in the development and humanitarian aid sectors with INGOs, supervising finance, human resources, logistics and legal compliance. Mindy has worked for Medair in Lebanon for four years and is currently the Deputy Country Director. She worked in Afghanistan for seven years, three with Medair and four with Joint Development Associates. She holds a BA in World Religions and a MBA in International Economic Development.



Rosa Argent

Head of Membership and Communications, CHS Alliance

> Having recently joined the CHS Alliance in February 2019 as Head of Membership and Communications, Rosa is a communications specialist with more than 16 years international experience working with NGOs in the environment and global health sectors, including WWF, IFAW, and the International Federation of Anti Leprosy Associations. Rosa has a passion for helping organisations transform their strategic communications, to deepen engagement with members and donors, and to advocate effectively for change.



Gözel Baltaeva

People Management Adviser, CHS Alliance

> Offering 15 years of international Human Resources experience, leading multicultural and multi-skilled teams in challenging environments, and providing expertise, solutions and advice to mid-size organizations, Gözel joined the Alliance in May 2019 as People Management Adviser. She previously worked with the International Committee of the Red Cross, Action Against Hunger and Doctors Without Borders in many countries including Chad, Niger, Mali, Sri Lanka, Sudan, S.Sudan and Pakistan. She holds a master's degree in business administration from The Open University (UK). Gözel is fluent in Russian, Turkmen, English and French.



Geneviève Cyvoct

Accountability Manager, CHS Alliance

> Geneviève is the Alliance's Accountability for Affected Populations (AAP) Programme Manager. She has been working for the Alliance since its creation and before this with HAP International where she joined in 2012. Prior to this, she worked in development and emergency projects in Switzerland, Mexico, Central America, Haiti and Burkina Faso, for organisations such as ACT Alliance, Foundation Terre des hommes or Christian Aid. Geneviève has experience in organisational capacity development, project management as well as in working with partners. She has expertise in quality and accountability standards. Geneviève completed a master's degree in International Relations from the Graduate Institute of International Studies (Switzerland).



Shabel Firuz

Programme Impact & Learning Manager, Islamic Relief Worldwide

> Shabel has over 18 years of experience in the international humanitarian and development sector including previous roles as a Country Director of Islamic Relief Worldwide in Bangladesh, Head of Region for Africa, Regional Coordinator for Asia and the Head of Mission in Sri Lanka where he led the organisation's response to the 2004 tsunami. Shabel is currently the Programme Impact & Learning Manager at Islamic Relief Worldwide headquarters in Birmingham, UK with responsibility for driving systemic innovation, impact, MEAL, learning and quality assurance across country offices and the global programme portfolio.



Mayumi Fuchi

Global Programme Accountability and Learning Lead at Islamic Relief Worldwide

> Mayumi is currently Global Programme Accountability and Learning Lead at Islamic Relief Worldwide. With over 13 years of experience in humanitarian and development sectors across Asia, Middle East, Africa and Latin America, she provides directions to IRW's accountability function and delivers capacity building initiatives to ensure that IR delivers effective programmes for crisis-affected communities. As ISO-qualified auditor, she developed and delivered an organisation-wide tool to monitor compliance of country offices with CHS and Accountable Now. She has also led emergency response of major natural disasters and provided technical advice on institutional donors' compliance. Her roles prior to IRW include postings to Thailand, China, and Vietnam in the sectors of HIV/AIDS, education, and post disasters. She currently sits in IRW Safeguarding Advisory Committee as well as DFID Independent Working Group on Tackling Sexual Exploitation, Abuse and Harassment as Programme Accountability (CHS) Specialist Member.



Karen Glisson

Training Manger, CHS Alliance

> Currently Training Manager, Karen is the Alliance's training expert with nearly nine years in organizing workshops on quality and accountability on behalf of the CHS Alliance and previously HAP International. Karen has also been involved in coordinating our complaints mechanisms and Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) programme. Prior to working with us, she served in Africa and in the UK for various not-for-profit organisations in the field of adult and young teaching/education.



Elsadig Elnour Kabbashi

Country Director, Islamic Relief Jordan

> Elsadig has extensive hands-on experience of almost three decades working with the Sudan Government, Save the Children US and Islamic Relief in development and humanitarian contexts with a wide variety of communities across Africa and Middle East. His work with Islamic Relief spans over the last 10 years, including a few assignments in Sudan and most recently as Country Director in Chad. Currently, Mr. Elsadig is working in Jordan leading a humanitarian and development operation supporting Syrian refugees and host communities in Jordan to mitigate the effects of Syria crisis in the country. Elsadig is holding a bachelor degree in public health and Master of Business Administration (MBA).

Speakers



Gillian Martin Mehers
Bright Green Learning

> Gillian is a Geneva-based international learning and capacity development expert and an award-winning Certified Professional Facilitator (CPF). She has worked within the global sustainability community for over 25 years with leaders on a broad range of sustainability and conservation topics in over 50 countries, from Armenia to Zambia. Gillian is currently Founding Director at Bright Green Learning (Atadore Sàrl). Previously she was Head of Learning and Leadership at IUCN and Director of Capacity Development at LEAD International (Leadership for Environment and Development). She has trained facilitators and trainers in Africa, Asia, Europe, Latin America, and North America. Gillian's expertise is in creating dynamic experiential learning environments, facilitating productive multi-stakeholder dialogue processes, interactive learning design, and innovative knowledge products, curriculum and training materials development. Gillian won the IAF Gold Award for Facilitation Impact and is co-author of the Climate Change Playbook (Chelsea Green, 2016) and a blogger: <https://brightgreenlearning.com/blog>.



Panos Moutzizis
Regional Humanitarian Coordinator for the Syrian Crisis

> Panos Moutzizis has been working in humanitarian emergency operations in Africa and the Middle East for the past 28 years. In September 2017, he was appointed by the UN Secretary General as Regional Humanitarian Coordinator – Assistant Secretary General, for the Syria operation. From 2013-2017 he was the Director for the IASC Peer to Peer (P2P) change management field support team (formerly STAIT, the Senior Transformative Agenda Implementation Team), based in Geneva, Switzerland, focusing on the implementation of the humanitarian reform reviewing and supporting senior leadership in over 20 largest operations including all six L3 level humanitarian emergency crisis. Prior to that, Mr Moutzizis was the Regional Refugee Coordinator for the Syrian Refugee situation covering Lebanon, Jordan, Iraq, Egypt and Turkey from 2012-2013. He knows the region well, having served as the Humanitarian Coordinator in Libya in 2011, and the Director for UNRWA Syria from 2006-2009.



Adrien Muratet
Verification Manager, CHS Alliance

> Adrien is a humanitarian expert with more than eight years of experience within different organizations, both at the field and at headquarters. He currently holds the position of "CHS Verification Manager", which main duty consists on leading the interaction with the CHS Alliance members and other stakeholders regarding the CHS verification processes. Thus, he has deep experience as supporting to build the capacity of organizations in conducting the CHS verification exercise and developing improvement plans.



Katy Robin
MEAL Manager, Disasters Emergency Committee (DEC)

> Katy is a monitoring, evaluation, accountability and learning (MEAL) specialist with experience in both international development and humanitarian settings. For example, she was the technical MEAL lead for Save the Children's Ebola response in Sierra Leone, has undertaken consultancy work for UNRWA in Gaza, and has overseen numerous joint real-time reviews. She currently oversees MEAL at the Disasters Emergency Committee, which is a joint fundraising mechanism in the UK.



Amani Salah
Head of Humanitarian Financing Unit, United Nations Office for the Coordination of Humanitarian Affairs (OCHA), Jordan-Amman

> Amani Salah has over 15 years of professional experience, working with both UN agencies and International NGOs. She has master degree in Business Administration and her current post is the Head of unit/Fund manager for the Jordan Humanitarian Fund for OCHA. Previously she was working as the Emergency Fund manager for the region covering Jordan, Lebanon, Syria and Iraq.



Bonaventure Sokpoh
Head of Policy, Advocacy, and Learning, CHS Alliance

> Bonaventure is the Head of Policy, Advocacy and Learning at the CHS Alliance. He has been working in the humanitarian and development sectors for 20 years, conducting humanitarian programme evaluation and operational research, building monitoring systems, and designing and facilitating training sessions. Before joining the Alliance, he worked with Groupe URD and was the coordinator of its Observatory of Humanitarian Practices in Chad from 2009 to 2012. Bona contributed to the elaboration of several tools and handbooks, such as the Quality COMPAS, ALNAP and Groupe URD's Participation Handbook for Humanitarian Field Workers. Most of his policy, research and evaluation work has involved various stakeholders including donors, the RCRC movement, UN agencies, and NGOs.



Tanya Wood
Executive Director, CHS Alliance

> Tanya Wood has more than 20 years of experience in the international humanitarian sector, based in headquarters and overseas postings in Africa, Asia and the Americas. Her career has been focused on leadership within international membership organisations including the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Council of Voluntary Agencies (ICVA) and most recently as CEO and Chair of two tropical disease federations. She combines this leadership in international membership organisations with experience of humanitarian standards, having worked with Sphere and as an auditor of the Core Humanitarian Standard on Quality and Accountability (CHS) with HQAI.