CHSAlliance

Core Humanitarian Standard on Quality and Accountability

Verification Framework

11 June 2024

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1.   Introduction

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out nine commitments to ensure that organisations support people and communities affected by crisis and vulnerability in ways that respect their rights and dignity and promote their primary role in finding solutions to the crises they face.

The CHS has been designed so that its application can be measured. As a verifiable standard, the CHS can be used to assess and verify organisations' performance and demonstrate their learning journey towards meeting the CHS commitments. CHS verification provides a structured way to assess the degree to which an organisation is applying the CHS. The process supports organisations in learning and developing consistent and systematic approaches to meet the CHS commitments.

Purpose

The nine commitments describe what people and communities in situations of crisis and vulnerability can expect from those that support them. The commitments complement each other and are all essential elements of the CHS. Each commitment is accompanied by requirements that describe what needs to be done to ensure it is met when supporting people and communities. The CHS verification framework outlines the expected results of meeting each requirement. It specifies measurable components for each requirement, ensuring a common understanding of what to verify to attest that the requirement is met. It is designed as the foundation for all types of CHS verification. It also aims to build understanding within organisations of what aspects of their work will be assessed during CHS verification processes and to support their own monitoring of the CHS requirements.

The CHS verification framework forms part of the set of CHS verification tools[1] developed to support organisations engaging with CHS verification processes as well as individuals, internal and external to organisations, carrying out CHS verification for organisations.

Principles

The following principles underpin the design of the CHS verification framework:

- **People-centred assessment**: The CHS verification framework is designed so that all CHS verification processes assess the results for people and communities of an organisation's quality and accountability actions.

- **Accessibility and inclusivity**: The CHS verification framework is designed to be accessible and inclusive for all types of organisations that work to support people and communities in situations of crisis and vulnerability, regardless of their location, size, capacity or resources. The CHS verification framework focuses on what should be in place to attest that the CHS requirements are met but is not prescriptive about how an organisation should apply the CHS.

- **Consistency across all verification approaches**: The CHS verification framework is designed to ensure a consistent approach to assessing or verifying the performance of organisations against the CHS.

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[1] CHS verification tools developed by CHS Alliance include, but are not limited to: CHS verification scheme, CHS verification framework, CHS Indexes, CHS verification guide, CHS self-assessment manual, CHS Commitment Tracker. See https://www.chsalliance.org/verify/ for more information.

Structure

The CHS verification framework is structured as follows for each CHS requirement.

- **An expected result:** What should be in place to attest that the requirement is met. The expected result is directly related to the requirement. While the formulation of the CHS requirement describes the "direction" to take, the expected result shows the "destination" to reach.

- **Measurable components:** The measurable components describe key aspects of the requirement and represent each part of what should be in place to attest the requirement is met. All measurable components of a requirement should be in place to attest the requirement is met.

- **Questions for verification:** These questions are the overarching questions that CHS verification processes should explore at community and organisational levels to verify the related measurable component of the requirement. These questions are not interview questions to directly ask community or organisation representatives.

  - **At community level:** What will be checked to verify the measurable component at community level. Evidence could include observation of practice, documents and testimonies of community representatives confirming the key aspect of the requirement by describing or giving examples of how it is being met.

    Questions for verification at community level are included in the CHS verification framework whenever a measurable component has a direct result for people that they can clearly perceive and describe. When questions for verification at community level are not included for a measurable component, it is either because the result at community level is already covered elsewhere in the framework, or because the results may not always be clearly perceptible at the community level.

    When verifying a measurable component at community level, the CHS verification processes consider people or community groups who might be directly or indirectly impacted by or interested in the organisation's work, including those directly involved in activities with the organisation or using the services provided by the organisation, and those who are part of a wider community.

  - **At the organisational level:** What will be checked to verify the measurable component at the organisational level. Evidence could include observation of practice within the organisation, documents, and testimonies from organisation's representatives demonstrating the measurable component by describing or giving examples of how it is being met.

    Questions for verification at the organisational level are included to check the organisation's methods in relation to the measurable component. The term "methods" is used and understood to refer to the tools or approaches the organisation employs to effectively address a measurable component. Examples include, but are not limited to, procedures, processes, guidelines, strategies, policies, training, partner due diligence, quality management system, risk register, reporting, monitoring tools, etc.

    Verifying the organisation's methods implies checking whether:

    - the organisation has methods in place,

    - these methods are effective to achieve the result,

    - the result is achieved consistently throughout the organisation and its work.

    While verifying the measurable components at the organisational level, the CHS verification processes consider the organisation's different entities, offices and ways of working involved in the delivery/support chain.

Working in Partnership

CHS verification processes assess quality and accountability results for people and communities regardless of whether an organisation is working with those people and communities directly or in partnership with other organisations.

When an organisation undergoing verification collaborates with another organisation to directly support people and communities, the assessment includes how the verified organisation works with its partners to ensure the requirements are met within the scope of the partnership. CHS verification processes look for evidence that the organisation and partners mutually discuss and agree to the most appropriate approaches and methods to ensure the CHS requirements are met in practice throughout their joint work. This includes what both partners will do to ensure the requirements are met, based on their respective competencies and responsibilities.

Protection from Sexual Exploitation, Abuse and Harassment (PSEAH)

The CHS verification framework defines specific measurable components to ensure comprehensive monitoring and assessment of organisational practice related to protection from sexual exploitation, abuse and harassment (PSEAH) for people in vulnerable situations. These measurable components can be pulled out and read together as the CHS PSEAH Index, giving a specific view of how an organisation is performing on this issue.

Scoring

All CHS verification options employ the same scoring scale – from 0 to 4 – to state the extent to which a requirement has been met. Definitions of these scores are provided in the scoring grid in annex 1.

2. Measurable components and questions for verification per commitment and requirement

Commitment 1: People and communities can exercise their rights and participate in actions and decisions that affect them.

1.1 Ensure diversity, equity and inclusion considerations are integrated into the organisation's work with people and communities, with attention to the most marginalised.

Expected Result:

Diversity, equity and inclusion considerations are integrated into the organisation's work with people and communities, with attention to the most marginalised.

Measurable Component	Questions for verification
Diversity considerations are integrated into the organisation's work with people and communities, with attention to the most marginalised.	**At community level:** ○ Do people confirm that their diversity (people's specific identities, backgrounds, experiences, perspectives, and characteristics) and the differences among them are considered by the organisation and reflected in its work? **At the organisational level:** ○ Does the organisation demonstrate effective methods for ensuring diversity considerations (the differences among people in terms of their identities, backgrounds, experiences, perspectives and characteristics), with attention to the most marginalised, are integrated throughout the organisation's work with people and communities?
Equity considerations are integrated into the organisation's work with people and communities, with attention to the most marginalised.	**At community level:** ○ Do people confirm that the organisation treats them fairly, according to their specific needs? **At the organisational level:** ○ Does the organisation demonstrate effective methods for ensuring considerations of equity, with attention to the most marginalised, are integrated throughout its work with people and communities and that people are treated fairly, according to their specific needs?
Inclusion considerations are integrated into the organisation's work with people and communities, with attention to the most marginalised.	**At community level:** ○ Do people confirm that the organisation creates environments and practices that respect, value and support the inclusion of individuals in their diversity? **At the organisational level:** ○ Does the organisation demonstrate effective methods for ensuring an inclusive environment is created, with attention to the most marginalised, throughout its work with people and communities?

1.2 Regularly share relevant and timely information with people and communities, including about their rights in relation to the commitments and responsibilities of the organisation.

Expected Result:
Relevant and timely information is shared regularly with people and communities, including about their rights in relation to the commitments and responsibilities of the organisation.

Measurable Component	Questions for verification
Relevant information is shared regularly with people and communities, including about their rights in relation to the commitments and responsibilities of the organisation.	**At community level:** ○ Do people confirm that the organisation shares information that is relevant to them and that they understand what they can expect from the organisation, including: ▪ Who the organisation working in their community is and what they do. ▪ What actions or activities are being proposed and planned in their community. ▪ What people's rights are in relation to the commitments and responsibilities of the organisation. ▪ The types of behaviour expected of the staff and volunteers of the organisation. ▪ The commitments and obligations the organisation makes to people and communities, including on quality and accountability and non-discrimination. ▪ People's right to give feedback, report concerns and make a complaint about the organisation and/or its work? **At the organisational level:** ○ Does the organisation demonstrate effective methods for ensuring relevant information is shared with people and communities regularly throughout its work, including: ▪ Who the organisation is and what it does. ▪ The proposed and planned work of the organisation ▪ What people's rights are in relation to the commitments and responsibilities of the organisation. ▪ The types of behaviour expected of its staff and volunteers. ▪ The commitments and obligations the organisation makes to people and communities, including on quality and accountability and non-discrimination. ▪ People's right to give feedback, report concerns and make a complaint about the organisation and/or its work?
Relevant information is shared with people and communities in a timely way.	**At community level:** ○ Do people confirm that information shared by the organisation is shared at the right time for them? **At the organisational level:** ○ Does the organisation demonstrate effective methods for ensuring information is shared with people and communities in a timely way, throughout the organisation's work?
PSEAH: Relevant information is shared regularly with people and communities about the commitments and obligations the organisation makes regarding PSEAH, and the expected behaviours in relation to PSEAH of staff and volunteers, and in a timely way.	**At community level:** ○ Do people confirm that they understand the organisation's commitment and obligations regarding PSEAH and the types of behaviours in relation to PSEAH they can expect from staff and volunteers working with them? **At the organisational level:** ○ Does the organisation demonstrate effective methods for ensuring information is shared with people and communities about the

commitments and obligations the organisation makes regarding PSEAH, and the expected behaviours in relation to PSEAH of staff and volunteers, in a timely way and on a regular basis?

1.3 Communicate in languages and formats that are easily accessible, understandable, respectful and contextually appropriate for people and communities.

Expected Result:
Communications with people and communities are in languages and formats that are easily accessible, understandable, respectful and contextually appropriate.

Measurable Component	Questions for verification
Communications with people and communities are in languages and formats that are easily accessible and understandable for them.	**At community level:** ○ Do people confirm that the organisation communicates in ways that they can easily access and understand? **At the organisational level:** ○ Does the organisation demonstrate effective methods that ensure its communications with people and communities throughout the organisation's work are in languages and formats that people can easily access and understand?
Communications with people and communities are respectful and appropriate to their context.	**At community level:** ○ Do people confirm that the organisation communicates in ways that are respectful and appropriate to their context? **At the organisational level:** ○ Does the organisation demonstrate effective methods that ensure its communications with people and communities are in languages and formats that are respectful and contextually appropriate for people?
PSEAH: Communications on PSEAH with people and communities are in languages and formats that are easily accessible, understandable, respectful and contextually appropriate.	**At community level:** ○ Do people confirm that the organisation communicates about PSEAH in ways that they can easily access and understand, and are respectful and appropriate to their context? **At the organisational level:** Does the organisation demonstrate effective methods that ensure its communications on PSEAH with people and communities are in languages and formats that are easily accessible, understandable, respectful and contextually appropriate for people?

1.4 Ensure people's participation in decisions and actions is meaningful for them and corresponds to their preferred ways of engaging.

Expected Result:
People participate in decisions and actions that affect them in ways that are meaningful for them and that correspond to their preferred ways of engaging.

Measurable Component	Questions for verification
People participate in decisions and actions in ways that are meaningful for them.	**At community level:** ○ Do people confirm that they find value and significance in their involvement in decisions and actions affecting them, related to the organisation's work? **At the organisational level:** ○ Does the organisation demonstrate effective methods that ensure people's participation in decisions and actions affecting them is meaningful for them?

People participate in decisions and actions in ways that correspond to their preferred ways of engaging.	**At community level:** o Do people confirm that their participation in decisions and actions affecting them related to the organisation's work corresponds to their preferred ways of engaging? **At the organisational level:** o Does the organisation demonstrate effective methods that ensure people's participation in decisions and actions affecting them is in ways that correspond to their preferred ways of engaging?

1.5 Communications representing people and communities, including those used for advocacy and fundraising, have their informed consent, are accurate, respectful, ethical and preserve their dignity.

Expected Result:

Communications representing people and communities, including those used for advocacy and fundraising, have their informed consent, are accurate, respectful, ethical and preserve their dignity.

Measurable Component	Questions for verification
Communications representing people and communities, including those used for advocacy and fundraising, have their informed consent.	**At community level:** o Do people confirm that the organisation seeks their informed consent to represent them in its communications and that they understand how they will be represented, the purpose and format of the communications? **At the organisational level:** o Does the organisation demonstrate effective methods that ensure its communications, including those used for advocacy and fundraising, consistently have the informed consent of the people and communities being represented, including about how they are represented and what the communications can be used for?
Communications representing people and communities, including those used for advocacy and fundraising, are accurate, respectful, ethical and preserve their dignity.	**At community level:** o Do people confirm that the organisation's communications they are aware of are accurate, respectful, ethical, and represent them in ways that preserve their dignity? **At the organisational level:** o Does the organisation demonstrate effective methods that ensure its communications, including those used for advocacy and fundraising, represent people and communities accurately, respectfully, ethically and in ways that preserve the dignity of the people and communities?

1.6 Establish a coherent organisational approach to ensure transparent information-sharing, communication and meaningful participation of people and communities in the actions and decisions that affect them.

Expected Result:

A coherent organisational approach that ensures transparent information sharing, communication and meaningful participation of people and communities in the actions and decisions that affect them is established.

Measurable Component	Questions for verification
A coherent organisational approach to ensure transparent information sharing and communication is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to transparent information sharing and communication? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout the organisation and its work?

PSEAH: A coherent organisational approach to ensure transparent information sharing on PSEAH is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to transparent information sharing on PSEAH? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout the organisation and its work?
A coherent organisational approach to ensure meaningful participation of people and communities in the actions and decisions that affect them is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to meaningful participation of people and communities in the decisions and actions that affect them throughout its work with people and communities? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 2. People and communities access timely and effective support in accordance with their specific needs and priorities.

2.1 Plan and implement programmes which respect and build upon local knowledge, capacities and existing actions.

Expected Result:

Programmes are planned and implemented in ways that respect and build upon local knowledge, capacities and existing actions.

Measurable Component	Questions for verification
Programmes are planned and implemented in ways that respect and build upon local knowledge.	**At community level:** o Do people confirm that local knowledge is respected by the organisation and that this informs how the organisation plans and implements its programmes? **At the organisational level:** o Does the organisation demonstrate effective methods to plan and implement programmes in ways that respect and build upon local knowledge?
Programmes are planned and implemented in ways that respect and build upon local capacities and existing actions.	**At community level:** o Do people confirm that local capacities and existing actions are respected by the organisation and integrated in the organisation's programmes? **At the organisational level:** o Does the organisation demonstrate effective methods to plan and implement programmes in ways that respect and build upon local capacities and existing actions?

2.2 Use fair, impartial and transparent criteria to define programmes and the people or groups supported by the organisation

Expected Result:

Fair, impartial and transparent criteria are used to define programmes and the people or groups that the organisation supports.

Measurable Component	Questions for verification
Fair, impartial and transparent criteria are used to define programmes.	**At community level:** o Do people confirm that the organisation's programmes are based on fair, impartial and transparent criteria?

	At the organisational level:
	o Does the organisation demonstrate effective methods to use fair, impartial and transparent criteria to define programmes?
Fair, impartial and transparent criteria are used to define the people or groups it supports.	At community level: o Do people confirm that the specific people and groups that the organisation supports are based on fair, impartial and transparent criteria? At the organisational level: o Does the organisation demonstrate effective methods to use fair, impartial and transparent criteria to define the people or groups it supports?

2.3 Regularly monitor and adjust programmes to ensure actions are timely, accessible and address the priority needs of people and communities.

Expected Result:

Programmes are monitored and adjusted regularly so that actions are timely, accessible and address the priority needs of people and communities.

Measurable Component	Questions for verification
Programmes are monitored and adjusted regularly so that actions are timely.	At community level: o Do people confirm that the organisation's actions and programmes are timely to address their priority needs? At the organisational level: o Does the organisation demonstrate effective methods to regularly monitor and adjust its programmes to ensure actions are timely for people and communities?
Programmes are monitored and adjusted regularly so that actions are accessible to people and communities.	At community level: o Do people confirm that they can easily access the organisation's actions and programmes? At the organisational level: o Does the organisation demonstrate effective methods to regularly monitor and adjust its programmes to ensure actions are accessible to people and communities?
Programmes are monitored and adjusted regularly so that actions address the priority needs of people and communities.	At community level: o Do people confirm that the organisation's actions address their priority needs? At the organisational level: o Does the organisation demonstrate effective methods to regularly monitor and adjust its programmes to ensure actions address the priority needs of people and communities?

2.4 Apply relevant technical standards and recognised good practice in the organisation's work with people and communities.

Expected Result:

Relevant technical standards and recognised good practice are applied in the organisation's work with people and communities.

Measurable Component	Questions for verification
Relevant technical standards and recognised good practice are applied in the organisation's work with people and communities.	At community level: o Do people confirm that the organisation's work is of quality and meets acceptable standards for them? At the organisational level: o Does the organisation demonstrate effective methods for keeping current with relevant technical standards and good practice and apply these in the organisation's work with people and communities?

2.5 Refer any unmet priority needs to relevant stakeholders with the technical expertise and capacity to address them.

Expected Result:
Unmet priority needs are referred to relevant stakeholders who have the technical expertise and capacity to address them.

Measurable Component	Questions for verification
Unmet priority needs are referred to relevant stakeholders who have the technical expertise and capacity to address them.	**At community level:** ○ Do people confirm that when the organisation is unable to meet their identified priority needs, it takes action to address this issue with other relevant stakeholders? **At the organisational level:** ○ Does the organisation demonstrate effective methods for referring unmet priority needs of people and communities to relevant stakeholders who have the technical expertise and capacity to address them, and for clarifying this with people and communities?

2.6 Establish a coherent organisational approach to ensure support is based on an understanding of the context and culture and the diverse capacities, vulnerabilities, needs and risks faced by people and communities, with attention to the most marginalised.

Expected Result:
A coherent organisational approach that ensures its work is based on an understanding of the context and culture, and the diverse capacities, vulnerabilities, needs and risks faced by people and communities, with attention to the most marginalised is established.

Measurable Component	Questions for verification
A coherent organisational approach to ensure its work is based on an understanding of the context and culture of people and communities, with attention to the most marginalised is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to base its work on an understanding of the context and culture of people and communities, with attention to the most marginalised? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout the organisation and its work?
A coherent organisational approach to ensure its work is based on an understanding of the diverse capacities, vulnerabilities, needs and risks faced by people and communities, with attention to the most marginalised is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to base its work on an understanding of the diverse capacities, vulnerabilities, needs and risks faced by people and communities, with attention to the most marginalised? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied the organisation and its work?
PSEAH: A coherent organisational approach to ensure its work is based on an understanding of SEAH risks and vulnerabilities of people and communities in their diversity, with attention to the most marginalised, is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to base its work on an understanding of SEAH risks and vulnerabilities of people and communities in their diversity, with attention to the most marginalised? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout the organisation and its work?

Commitment 3. People and communities are better prepared and more resilient to potential crises.

3.1 Support formal and informal community leadership and locally led efforts to reinforce the resilience of people and communities.

Expected Result:

Formal and informal community leadership, and locally led efforts to reinforce the resilience of people and communities, are supported.

Measurable Component	Questions for verification
Formal and informal community leadership is supported by the organisation.	**At community level:** ○ Do people confirm formal and/or informal leaders in their community are being appropriately supported by the organisation? **At the organisational level:** ○ Does the organisation demonstrate effective methods to appropriately support formal and informal community leadership throughout its work?
Locally led efforts to reinforce the resilience of people and communities is supported by the organisation.	**At community level:** ○ Do people confirm that locally led efforts are appropriately supported to reinforce their ability to cope with shocks and hazards? **At the organisational level:** ○ Does the organisation demonstrate effective methods to support locally led efforts that reinforce the resilience of people and communities?

3.2 Support local capacities to anticipate and reduce risks of potential crises or disasters.

Expected Result:

Local capacities to anticipate and reduce risks of potential crises or disasters are supported.

Measurable Component	Questions for verification
Local capacities to anticipate risks of potential crises or disasters are supported.	**At community level:** ○ Do people confirm that the organisation supports their capacity to anticipate risks of potential crises or disasters? **At the organisational level:** ○ Does the organisation demonstrate effective methods to support local capacities to anticipate risks of potential crises or disasters?
Local capacities to reduce risks of potential crises or disasters are supported.	**At community level:** ○ Do people confirm that the organisation supports their capacity to reduce risks of potential crises or disasters? **At the organisational level:** ○ Does the organisation demonstrate effective methods to support local capacities to reduce risks of potential crises or disasters?

3.3 Plan and implement programmes that contribute to long-term positive effects on people's lives, livelihoods, the local economy and the environment.

Expected Result:

Programmes are planned and implemented to contribute to long-term positive effects on people's lives, livelihoods, the local economy and the environment.

Measurable Component	Questions for verification
Programmes are planned and implemented to contribute to long-term positive effects on people's lives, livelihoods, the local economy and the environment.	**At community level:** ○ Do people confirm that the organisation's programmes have a long-term positive effect on their lives, livelihoods, the local economy and the environment?

	At the organisational level:
	○ Does the organisation demonstrate effective methods for ensuring its programmes contribute to long-term positive effects on people's lives, livelihoods, the local economy and the environment?

3.4 Support local ownership of resources and decision making from the outset of work with people and communities.

Expected Result:

Local ownership of resources and decision making is supported from the outset of work with people and communities.

Measurable Component	Questions for verification
Local ownership of resources is supported from the outset of work with people and communities.	**At community level:** ○ Do people confirm that the organisation supports local ownership of resources from the outset of the work? **At the organisational level:** ○ Does the organisation demonstrate effective methods to support local ownership of resources from the outset of work with people and communities?
Local decision making is supported from the outset of work with people and communities.	**At community level:** ○ Do people confirm that the organisation supports local decision making from the outset of the work? **At the organisational level:** ○ Does the organisation demonstrate effective methods to support local decision-making from the outset of work with people and communities?

3.5 Establish a coherent organisational approach to ensure support reinforces locally led actions and decision making.

Expected Result:

A coherent organisational approach that ensures its support reinforces locally led actions and decision making is established.

Measurable Component	Questions for verification
A coherent organisational approach that ensures its support reinforces locally led actions is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to reinforcing locally led actions? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?
A coherent organisational approach that ensures its support reinforces locally led decision making is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to reinforcing locally led decision making? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 4. People and communities access support that does not cause harm to people or the environment.

4.1 Identify, prevent, mitigate and address potential and actual negative impacts of programmes on people and communities.	
Expected Result:	
Potential and actual negative impacts of programmes on people and communities are identified, prevented, mitigated and addressed.	
Measurable Component	**Questions for verification**
Potential negative impacts of programmes on people and communities are identified, prevented and mitigated.	**At community level:** o Do people confirm that the organisation identifies, prevents and mitigates potential harm to them and their communities? **At the organisational level:** o Does the organisation demonstrate effective methods to identify, prevent and mitigate potential negative impacts of its programmes on people and communities?
Actual negative impacts of programmes on people and communities are identified and addressed.	**At community level:** o Do people confirm that if negative impacts have resulted from the organisation's programmes, these are identified and addressed by the organisation? **At the organisational level:** o Does the organisation demonstrate effective methods to identify and address actual negative impacts of its programmes on people and communities?
PSEAH: Potential negative impacts related to SEAH of programmes on people and communities are identified, prevented and mitigated, and actual negative impacts are identified and addressed.	**At community level:** o Do people confirm that if negative impacts related to SEAH have resulted from the organisation's programmes, these are identified and addressed by the organisation? **At the organisational level:** o Does the organisation demonstrate effective methods to identify prevent, mitigate and address potential and actual negative impacts related to SEAH of programmes on people and communities?
4.2 Identify, prevent, mitigate and address potential and actual negative impacts of programmes on the environment.	
Expected Result:	
Potential and actual negative impacts of programmes on the environment are identified, prevented, mitigated and addressed.	
Measurable Component	**Questions for verification**
Potential impacts of programmes on the environment are identified, prevented, and mitigated.	**At community level:** o Do people confirm that the organisation identifies, prevents and mitigates potential harm to the environment? **At the organisational level:** o Does the organisation demonstrate effective methods to identify, prevent and mitigate potential negative impacts of programmes on the environment?
Actual negative impacts of programmes on the environment are identified and addressed.	**At community level:** o Do people confirm that if negative impacts on the environment have resulted from the organisation programmes, these are identified and addressed by the organisation?

	At the organisational level: ○ Does the organisation demonstrate effective methods to identify and address actual negative impacts of programmes on the environment?

| **4.3 Ensure safe, ethical and effective management of data and information to minimise risks for people and communities, in line with recognised good practice for data protection.** ||

Expected Result:
Data and information are managed safely, ethically and effectively to minimise risks for people and communities, in line with recognised good practice.

Measurable Component	**Questions for verification**
Data and information are managed safely, ethically and effectively to minimise risks for people and communities, in line with recognised good practice.	**At community level:** ○ Do people confirm they trust that any data and information they provide to the organisation is protected and kept confidential? **At the organisational level:** ○ Does the organisation demonstrate effective methods to manage data and information, safely, ethically and effectively, in line with good practice for data protection, to minimise risks for people and communities?
PSEAH: Data and information related to SEAH are managed safely, ethically and effectively to minimise risks for people and communities, in line with recognised good practice.	**At community level:** ○ Do people confirm they trust that any data and information related to SEAH the organisation has is protected and kept confidential? **At the organisational level:** ○ Does the organisation demonstrate effective methods to manage data and information related to SEAH, safely, ethically and effectively, in line with good practice for data protection, to minimise risks for people and communities?

| **4.4 Establish a coherent organisational approach to ensure the organisation works in ways that protect the safety, security, rights and dignity of people and communities and prevent all forms of exploitation and abuse, including sexual exploitation, abuse and harassment, by staff and volunteers in line with recognised good practice.** ||

Expected Result:
A coherent organisational approach that ensures the organisation works in ways that protect the safety, security, rights and dignity of people and communities, and prevent all forms of exploitation and abuse, including sexual exploitation, abuse and harassment by staff and volunteers, in line with recognised good practice, is established.

Measurable Component	**Questions for verification**
A coherent organisational approach that ensures the organisation works in ways that protect the safety, security, rights and dignity of people and communities, in line with recognised good practice, is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to ensuring it works in ways that protect the safety, security, rights and dignity of people and communities, in line with recognised good practice? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?
PSEAH: A coherent organisational approach that ensures the organisation works in ways that prevent all forms of exploitation and abuse, including SEAH, by staff and volunteers in line with recognised good practice, is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to ensuring it works in ways that prevent all forms of exploitation and abuse, including SEAH, by staff and volunteers in line with recognised good practice? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

4.5 Establish a coherent organisational approach to reduce the negative environmental impacts of the organisation and its work in line with recognised good practice.	
Expected Result:	
A coherent organisational approach to reduce the negative environmental impacts of the organisation and its work, in line with recognised good practice, is established.	
Measurable Component	**Questions for verification**
A coherent organisational approach to reduce the negative environmental impacts of the organisation and its work, in line with recognised good practice, is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to reduce the negative environmental impacts of the organisation and its work in line with recognised good practice? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 5. People and communities can safely report concerns and complaints and get them addressed.

5.1 Regularly monitor that people and communities understand how staff and volunteers are expected to act to prevent harmful behaviours, including sexual exploitation and abuse, and harassment.

Expected Result:

People and communities understand how staff and volunteers are expected to act to prevent harmful behaviours, including sexual exploitation and abuse, and harassment.

Measurable Component	Questions for verification
People and communities understand how staff and volunteers are expected to act to prevent harmful behaviours.	**At community level:** ○ Do people confirm that they understand how staff and volunteers are expected to act in ways that prevent harmful behaviours? **At the organisational level:** ○ Does the organisation demonstrate effective methods to regularly monitor that people and communities understand how staff and volunteers are expected to act to prevent harmful behaviours?
PSEAH: People and communities understand how staff and volunteers are expected to act to prevent and protection people from SEAH.	**At community level:** ○ Do people confirm that they understand how staff and volunteers are expected to act in ways that prevent and protect people from SEAH? **At the organisational level:** ○ Does the organisation demonstrate effective methods to regularly monitor that people and communities understand how staff and volunteers are expected to act to prevent and protect people from SEAH?

5.2 Plan and implement safe, accessible and appropriate ways for all groups in a community to provide feedback, report concerns and complaints in line with recognised good practice.

Expected Result:

Safe, accessible, and appropriate ways for all groups in a community to provide feedback, report concerns and complaints are planned and implemented in line with good practice.

Measurable Component	Questions for verification
Safe, accessible, and appropriate ways for all groups in a community to provide feedback, report concerns and complaints are planned and implemented in line with good practice.	**At community level:** ○ Do people confirm that they can provide feedback, report concerns and complaints in ways that are safe, accessible, and appropriate for them? **At the organisational level:** ○ Does the organisation demonstrate effective methods to plan and implement, in consultation with people and communities, safe, accessible and appropriate ways for all groups in a community to provide feedback, report concerns and complaints in line with recognised good practice?
PSEAH: Safe, accessible, and appropriate ways for all groups in a community to report concerns and complaints related to SEAH are implemented in line with good practice.	**At community level:** ○ Do people confirm that they can report concerns and complaints related to SEAH in ways that are safe, accessible, and appropriate for them? **At the organisational level:** ○ Does the organisation demonstrate effective methods to plan and implement, in consultation with people and communities, safe, accessible and appropriate ways for all groups in a community to report concerns and complaints related to SEAH in line with recognised good practice?

5.3 Regularly monitor that people, communities and other relevant stakeholders understand how to report concerns and complaints, and how they will be addressed.	
Expected Result:	
People, communities and other relevant stakeholders understand how to report concerns and complaints, and how they will be addressed.	
Measurable Component	**Questions for verification**
People, communities and other relevant stakeholders understand how to report concerns and complaints.	**At community level:** ○ Do people confirm that they understand how they can report concerns and complaints? **At the organisational level:** ○ Does the organisation demonstrate effective methods to regularly monitor that people, communities and other relevant stakeholders, understand how to report concerns and complaints?
People, communities and other relevant stakeholders understand how concerns and complaints will be addressed.	**At community level:** ○ Do people confirm that they understand how their concerns and complaints will be addressed? **At the organisational level:** ○ Does the organisation demonstrate effective methods to regularly monitor that people, communities and other relevant stakeholders, understand how their concerns and complaints will be addressed?
PSEAH: People, communities and other relevant stakeholders understand how to report concerns and complaints related to SEAH and how these will be addressed.	**At community level:** ○ Do people confirm that they understand how they can report concerns and complaints related to SEAH and how they will be addressed? **At the organisational level:** ○ Does the organisation demonstrate effective methods to regularly monitor that people, communities and other relevant stakeholders, understand how to report concerns and complaints related to SEAH and how they will be addressed?
5.4 Manage, investigate, address and/or appropriately refer complaints in line with recognised good practice.	
Expected Result:	
Complaints are managed, investigated, addressed and/or appropriately referred in line with recognised good practice.	
Measurable Component	**Questions for verification**
Complaints are managed and investigated in line with recognised good practice.	**At community level:** ○ Do people confirm that they trust the organisation to manage and investigate their complaints appropriately and confidentially? **At the organisational level:** ○ Does the organisation demonstrate effective methods to manage and investigate complaints, in line with recognised good practice?
Complaints are addressed and/or appropriately referred in line with recognised good practice.	**At community level:** ○ Do people confirm that they trust the organisation to address and/or refer complaints appropriately and confidentially? **At the organisational level:** ○ Does the organisation demonstrate effective methods to address and/or appropriately refer complaints, in line with recognised good practice?
PSEAH: Complaints related to SEAH are managed, investigated, addressed and/or appropriately referred in line with recognised good practice.	**At community level:** ○ Do people confirm that they trust the organisation to manage, investigate and address or refer complaints related to SEAH appropriately and confidentially?

At the organisational level:
o   Does the organisation demonstrate effective methods to manage, investigate, address and/or appropriately refer complaints related to SEAH, in line with recognised good practice?

5.5 Apply appropriate victim/survivor-centred approaches to investigate and address complaints and reports of any misconduct, including sexual exploitation, abuse and harassment.

Expected Result:

Appropriate victim/survivor-centred approaches to investigate and address complaints and reports of any misconduct, including sexual exploitation, abuse and harassment are applied.

Measurable Component	Questions for verification
Appropriate victim/survivor-centred approaches to investigate and address complaints and reports of any misconduct are applied.	**At community level:** o Do people confirm that they trust the organisation to investigate and address complaints in ways that support and protect victims/survivors appropriately? **At the organisational level:** o Does the organisation demonstrate effective methods to apply appropriate victim/survivor-centred approaches when investigating and addressing complaints and reports of any misconduct?
PSEAH: Appropriate victim/survivor-centred approaches to investigate and address complaints and reports of any SEAH are applied.	**At community level:** o Do people confirm that they trust the organisation to investigate and address or refer complaints and reports of any SEAH in ways that support and protect victims/survivors appropriately? **At the organisational level:** o Does the organisation demonstrate effective methods to apply appropriate victim/survivor-centred approaches when investigating and addressing complaints and reports of SEAH?

5.6 Establish a coherent organisational approach to ensure any concerns and complaints are welcomed and acted upon in a timely and appropriate manner.

Expected Result:

A coherent organisational approach to welcome and act upon any concerns and complaints in a timely and appropriate manner is established.

Measurable Component	Questions for verification
A coherent organisational approach to welcome and act upon any concerns and complaints in a timely and appropriate manner is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to ensuring concerns and complaints are welcomed and acted upon in a timely and appropriate manner throughout the organisation? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?
PSEAH: A coherent organisational approach to welcome and act upon concerns and complaints related to sexual exploitation and abuse, and harassment in a timely and appropriate manner is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to ensuring concerns and complaints related to SEAH are welcomed and acted upon in a timely and appropriate manner throughout the organisation? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 6. People and communities access coordinated and complementary support.

6.1 Ensure the work of the organisation is coordinated with and complementary to locally led and community-based actions, and those of relevant stakeholders.	
Expected Result:	
The organisation's work is coordinated with, and complementary to, locally led and community-based actions, and those of relevant stakeholders.	
Measurable Component	**Questions for verification**
The organisation's work is coordinated with, and complementary to, locally led and community-based actions.	**At community level:** ○ Do people confirm that the organisation coordinates its work to ensure complementarity with locally led and community-based actions? **At the organisational level:** ○ Does the organisation demonstrate effective methods to coordinate its work to ensure complementarity with locally led and community-based actions?
The organisation's work is coordinated with, and complementary to those of relevant stakeholders.	**At community level:** ○ Do people confirm that the organisation avoids duplication of other stakeholders' actions? **At the organisational level:** ○ Does the organisation demonstrate effective methods to coordinate its work to ensure complementarity with other relevant stakeholders, minimising duplication?

6.2 Support partners to apply commitments to quality and accountability to people and communities in all stages of work.	
Expected Result:	
Partners are supported to apply commitments to quality and accountability to people and communities in all stages of work.	
Measurable Component	**Questions for verification**
Partners are supported to apply commitments to quality and accountability to people and communities in all stages of work.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to work together with partners to ensure that appropriate levels of support are in place for each other to apply commitments to quality and accountability to people and communities in all stages of the work?

6.3 Regularly assess the quality and effectiveness of the relationship between partners and take corrective action when needed.	
Expected Result:	
The quality and effectiveness of the relationship between partners is regularly assessed and corrective action is taken when needed.	
Measurable Component	**Questions for verification**
The quality and effectiveness of the relationship between partners is regularly assessed.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to assess the quality and effectiveness of its relationships with partners on a regular basis?
Corrective action is taken regarding the quality and effectiveness of the relationship between partners, when needed.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to take corrective action, when needed, to improve the quality and effectiveness of its relationships with partners?

6.4 Establish a coherent organisational approach to ensure collaboration and partnerships are based on a commitment to equitable decision making and resource sharing and respect the characteristics, roles and responsibilities of each partner.

Expected Result:

A coherent organisational approach that ensures collaboration and partnerships are based on a commitment to equitable decision-making and resource sharing and respect the characteristics, roles and responsibilities of each partner is established.

Measurable Component	Questions for verification
A coherent organisational approach that ensures collaboration and coordination with relevant stakeholders is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to collaborate and coordinate with other relevant stakeholders? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?
A coherent organisational approach that ensures partnerships are based on a commitment to equitable decision-making and resource sharing and respect the characteristics, roles and responsibilities of each partner is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to equitable partnerships, including basing the relationship on a commitment to equitable decision-making and resource sharing, and respecting the characteristics, roles and responsibilities of each partner? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?
PSEAH: A coherent organisational approach that ensures the roles, responsibilities, and capacities to prevent SEAH of each partner is established.	**At the organisational level:** o Does the organisation clearly articulate its approach/commitment to clarify and respect roles, responsibilities, and capacities of each partner to prevent SEAH? o Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 7. People and communities access support that is continually adapted and improved based on feedback and learning.

7.1 Regularly listen and respond to feedback and inputs from people and communities about the organisation and its work.

Expected Result:

Feedback and inputs from people and communities about the organisation and its work are regularly listened to and responded to.

Measurable Component	Questions for verification
Feedback and inputs from people and communities about the organisation and its work are regularly listened to.	**At community level:** ○ Do people confirm that regular opportunities are made available for them to provide feedback about the organisation and its work? **At the organisational level:** ○ Does the organisation demonstrate effective methods to welcome and proactively provide regular opportunities for people and communities to give feedback and inputs about its work?
Feedback and inputs from people and communities about the organisation and its work are regularly responded to.	**At community level:** ○ Do people confirm that their feedback and inputs are regularly considered and appropriately acted upon by the organisation? **At the organisational level:** ○ Does the organisation demonstrate effective methods to respond to and appropriately address feedback and input from people and communities about its work?

7.2 Collect disaggregated data for decision making that reflects the diversity of people and communities and in ways that minimise demands on them.

Expected Result:

Disaggregated data for decision making reflects the diversity of people and communities and is collected in ways that minimise demands on them.

Measurable Component	Questions for verification
Disaggregated data for decision making reflects the diversity of people and communities.	**At community level:** ○ Do people confirm that the organisation collects data from them that reflects their diversity? **At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure the organisation collects disaggregated data for decision making from people and communities that reflects their diversity?
Disaggregated data for decision making is collected in ways that minimise demands on them.	**At community level:** ○ Do people confirm that the organisation respects their time, availability and willingness to share information when collecting data from them? **At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure that the organisation collects data in ways that minimise the demands on people and communities?

7.3 Use data from monitoring, feedback, complaints and learning to guide decision making, and to improve programmes and the organisation's ways of working.

Expected Result:

Data from monitoring, feedback, complaints and learning is used to guide decision making, and to improve programmes and the organisation's ways of working.

Measurable Component	Questions for verification
Data from monitoring, feedback, complaints and learning is used to guide decision making.	**At community level:** ○ Do people confirm the information they share with the organisation influences its decisions? **At the organisational level:** ○ Does the organisation demonstrate effective methods to use information and data from monitoring, feedback, complaints and learning processes to guide its decision making?
Data from monitoring, feedback, complaints and learning is used to improve programmes and the organisation's ways of working.	**At community level:** ○ Do people confirm the information they share with the organisation improves its programmes, and/or how the organisation works? **At the organisational level:** ○ Does the organisation demonstrate effective methods to use information and data from monitoring, feedback, complaints and learning processes to improve its programmes and ways of working?

7.4 Share the analysis and learning from feedback and monitoring and any related changes with people and communities supported by the organisation and with relevant stakeholders.

Expected Result:

The organisation shares the analysis and learning from feedback and monitoring and any related changes with people and communities supported by the organisation and with relevant stakeholders.

Measurable Component	Questions for verification
The organisation shares the analysis and learning from feedback and monitoring and any related changes with people and communities supported by the organisation.	**At community level:** ○ Do people confirm that the organisation shares learning with them based on monitoring or feedback, and any changes made as a result? **At the organisational level:** ○ Does the organisation demonstrate effective methods to share its analysis and learning from feedback and monitoring, and any changes made as a result, with people and communities?
The organisation shares the analysis and learning from feedback and monitoring and any related changes with relevant stakeholders.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to share its analysis and learning from feedback and monitoring, and any changes made as a result, with relevant stakeholders?

7.5 Establish a coherent organisational approach to ensure continuous learning and improvement of actions and ways of working to better meet commitments to quality and accountability.

Expected Result:

A coherent organisational approach that ensures continuous learning and improvement of actions and ways of working to better meet commitments to quality and accountability is established.

Measurable Component	Questions for verification
A coherent organisational approach that ensures continuous learning to better meet commitments to quality and accountability is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/ commitment to continuous learning to better meet commitments to quality and accountability throughout the organisation? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

A coherent organisational approach that ensures continuous improvement of actions and ways of working to better meet commitments to quality and accountability is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to continuous improvement of its actions and ways of working to better meet commitments to quality and accountability throughout the organisation? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 8. People and communities interact with staff and volunteers that are respectful, competent and well-managed.

8.1 Leadership, staff and volunteers promote and demonstrate an organisational culture of quality and accountability.	
Expected Result:	
An organisational culture of quality and accountability is promoted and demonstrated by the leadership, staff and volunteers of the organisation.	
Measurable Component	**Questions for verification**
An organisational culture of quality and accountability is promoted and demonstrated by the leadership.	**At community level:** ○ Do people confirm that the organisation's leadership they are in contact with behave in ways that promote and demonstrate a culture of quality and accountability? **At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure the organisation's leadership actively promotes and demonstrates an organisational culture of quality and accountability?
An organisational culture of quality and accountability is promoted and demonstrated by staff and volunteers of the organisation.	**At community level:** ○ Do people confirm that the organisation's staff and volunteers they are in contact with behave in ways that promote and demonstrate a culture of quality and accountability? **At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure the organisation's staff and volunteers actively promote and demonstrate an organisational culture of quality and accountability?
PSEAH: An organisational culture that takes SEAH issues seriously is promoted and demonstrated by the leadership, staff and volunteers of the organisation.	**At the organisational level:** Does the organisation demonstrate effective methods to ensure an organisational culture that takes SEAH issues seriously is promoted and demonstrated by the leadership, staff and volunteers of the organisation.

8.2 Maintain a safe and inclusive working environment, taking measures to protect the safety, security and wellbeing and dignity of all staff and volunteers.	
Expected Result:	
A safe and inclusive working environment is maintained with measures taken to protect the safety, security, wellbeing and dignity of all staff and volunteers.	
Measurable Component	**Questions for verification**
A safe working environment is maintained with measures taken to protect the safety, security, wellbeing and dignity of all staff and volunteers.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to maintain a safe working environment, including taking measures to protect the safety, security, wellbeing and dignity of all staff and volunteers?
An inclusive working environment is maintained all staff and volunteers.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to maintain an inclusive working environment, where different backgrounds and different identities are considered, respected, valued and supported through recruitment, staff management and appraisal?

8.3 Ensure all staff and volunteers have the necessary support, skills and competencies to fulfil their roles and responsibilities effectively and accountably.

Expected Result:
Staff and volunteers fulfil their roles and responsibilities effectively and accountably with the necessary support, skills and competencies.

Measurable Component	Questions for verification
Staff and volunteers have the necessary support to fulfil their roles and responsibilities effectively and accountably.	**At the organisational level:** o Does the organisation demonstrate effective methods to ensure staff and volunteers have the necessary support to fulfil their roles effectively and accountably?
Staff and volunteers have the necessary skills and competencies to fulfil their roles and responsibilities effectively and accountably.	**At community level:** o Do people confirm that staff and volunteers fulfil their roles with the necessary skills and competencies? **At the organisational level:** o Does the organisation demonstrate effective methods to ensure staff and volunteers have the necessary skills and competencies to fulfil their roles effectively and accountably?

8.4 Ensure all staff and volunteers understand and adhere to a code of conduct, which, at a minimum, prohibits any form of exploitation, abuse, harassment or discrimination against people or any misuse of resources.

Expected Result:
Staff and volunteers understand and adhere to a code of conduct, which at a minimum, prohibits any form of exploitation, abuse, harassment or discrimination against people or any misuse of resources.

Measurable Component	Questions for verification
A code of conduct which, at a minimum, prohibits any form of exploitation, abuse, harassment or discrimination against people or any misuse of resources is established.	**At the organisational level:** o Does the organisation have a clearly articulated code of conduct which, at a minimum, prohibits any form of exploitation, abuse, harassment or discrimination against people or any misuse of resources, and defines children as anyone below the age of 18?
Staff and volunteers understand and adhere to a code of conduct, which at a minimum, prohibits any form of exploitation, abuse, harassment or discrimination against people or any misuse of resources.	**At community level:** o Do people confirm that staff and volunteers act and behave in acceptable ways that align with the organisation's code of conduct? **At the organisational level:** o Does the organisation demonstrate effective methods to ensure all staff and volunteers understand and adhere to its code of conduct, including how to apply it in their contexts, and understand the consequence of not adhering to it? o Does the organisation set out mandatory reporting obligations related to any form of exploitation, abuse, harassment or discrimination against people or any misuse of resources?
PSEAH: Staff and volunteers adhere to a code of conduct that prohibits SEAH and understand the consequences of not to adhere to it.	**At the organisational level:** o Does the organisation's code of conduct explicitly prohibit SEAH by staff and volunteers? o Does the organisation demonstrate effective methods to ensure all staff and volunteers understand and adhere to its code of conduct related to PSEAH and understand the consequence of not adhering to it? o Does the organisation set out mandatory reporting obligations related to SEAH?

8.5 Ensure there are safe, confidential and accessible ways for all staff and volunteer to raise concerns and report misconduct, with appropriate protection for those reporting.	
Expected Result:	
Safe, confidential and accessible ways for all staff and volunteers to raise concerns and report misconduct are in place, with appropriate protection for those reporting.	
Measurable Component	**Questions for verification**
Safe, confidential and accessible ways for all staff and volunteers to raise concerns and report misconduct are in place.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure that safe, confidential and accessible ways for raising concerns and reporting misconduct are in place for all staff and volunteers?
Appropriate protection is available for those raising concerns or reporting misconduct.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure that there is appropriate protection in place for staff and volunteers raising concerns or reporting misconduct?
PSEAH: Safe, confidential and accessible ways for all staff and volunteers to raise concerns and report misconduct related to SEAH are in place.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure that safe, confidential and accessible ways for raising concerns and reporting misconduct related to SEAH are in place for all staff and volunteers?
PSEAH: Appropriate protection is available for those reporting misconduct related to SEAH.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure that there is appropriate protection in place for staff and volunteers raising concerns or reporting misconduct related to SEAH?

8.6 Take timely, appropriate actions to address misconduct of all staff and volunteers in line with recognised good practice.	
Expected Result:	
Timely and appropriate actions are taken to address misconduct of all staff and volunteers in line with recognised good practice.	
Measurable Component	**Questions for verification**
Timely actions are taken to address misconduct of all staff and volunteers in line with recognised good practice.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure the organisation takes timely actions in line with recognised good practice to address the misconduct of staff and volunteers?
Appropriate actions are taken to address misconduct of all staff and volunteers in line with recognised good practice.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure the organisation takes appropriate actions in line with recognised good practice to address the misconduct of staff and volunteers?
PSEAH: Timely and appropriate actions are taken to address misconduct related to SEAH of all staff and volunteers in line with recognised good practice.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to take timely and appropriate actions in line with recognised good practice to address misconduct related to SEAH of staff and volunteers?

8.7 Establish a coherent organisational approach to ensure that human resources are managed effectively in a fair, non-discriminatory and transparent manner, in line with recognised good practice.	
Expected Result:	
A coherent organisational approach that ensures human resources are managed effectively in a fair, non-discriminatory and transparent manner, in line with recognised good practice is established.	
Measurable Component	**Questions for verification**
A coherent organisational approach that ensures human resources are managed effectively in a fair, non-discriminatory and transparent manner, in line with recognised good practice is established.	**At the organisational level:** ○ Does the organisation clearly articulate its approach/commitment to managing human resources in a fair, non-discriminatory and transparent manner, in line with recognised good practice throughout the organisation? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

Commitment 9. People and communities can expect that resources are managed ethically and responsibly.

9.1 Ensure adequate capacity and resources to meet the organisation's commitments.

Expected Result:

The organisation has adequate capacity and resources to meet its commitments.

Measurable Component	Questions for verification
The organisation has adequate capacity and resources to meet its commitments.	**At community level:** ○ Do people confirm that the organisation has sufficient capacity and resources to meet its responsibilities and commitments to them? **At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure it has adequate capacity and resources (including natural, human, financial, capital, technological and informational) to meet its commitments?

9.2 Manage financial resources responsibly in line with recognised good practices.

Expected Result:

The organisation demonstrates responsible management of financial resources in line with recognised good practices.

Measurable Component	Questions for verification
The organisation demonstrates responsible management of financial resources in line with recognised good practices.	**At community level:** ○ Do people confirm that the organisation manages financial resources responsibly and in line with good practices? **At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure responsible management of financial resources, in line with recognised good practices?

9.3 Ensure fundraising, resource mobilisation and fund allocations are ethical and do not compromise the organisation's commitments and values.

Expected Result:

Fundraising, resource mobilisation, and fund allocations are conducted ethically, without compromising the organisation's commitments and values.

Measurable Component	Questions for verification
Fundraising and resource mobilisation are conducted ethically, without compromising the organisation's commitments and values.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure fundraising and resource mobilisation are ethical and do not compromise the organisation's commitments and values?
Fund allocations are conducted ethically, without compromising the organisation's commitments and values.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to ensure the allocation of funds is ethical and does not compromise the organisation's commitments and values?

9.4 Manage and use resources to achieve their intended purpose, minimising waste and the impact on the environment.

Expected Result:

The organisation manages and uses resources to achieve their intended purpose while minimising waste and environmental impact.

Measurable Component	Questions for verification
The organisation manages and uses resources to achieve their intended purpose while minimising waste.	**At community level:** ○ Do people confirm that the organisation uses its resources for their intended purpose, while minimising waste? **At the organisational level:** ○ Does the organisation demonstrate effective methods to manage resources (including natural, human, financial, capital, technological and informational) to achieve their intended purpose, in ways that minimise waste?
The organisation manages and uses resources to achieve their intended purpose while minimising environmental impact.	**At community level:** ○ Do people confirm that the organisation uses its resources for their intended purpose while minimising environmental impact? **At the organisational level:** ○ Does the organisation demonstrate effective methods to manage resources (including natural, human, financial, capital, technological and informational) to achieve their intended purpose, in ways that minimise environmental impact?

9.5 Identify, prevent and manage risks at all levels of the organisation, including corruption, fraud, misuse of resources and conflicts of interest and take appropriate action if these are identified.

Expected Result:

The organisation identifies, prevents, and manages risks, including corruption, fraud, misuse of resources, and conflicts of interest, at all levels and takes appropriate action if these are identified.

Measurable Component	Questions for verification
The organisation identifies, prevents, and manages risks, including corruption, fraud, misuse of resources, and conflicts of interest, at all levels.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to identify, prevent and manage risks at all levels of the organisation, including corruption, fraud, misuse of resources and conflict of interest?
The organisation takes appropriate action to address corruption, fraud, misuse of resources and conflict of interest when these are identified.	**At the organisational level:** ○ Does the organisation demonstrate effective methods to address corruption, fraud, misuse of resources and conflict of interest when these are identified?

9.6 Establish a coherent organisational approach to ensure that resources are managed efficiently, effectively and ethically.

Expected Result:

A coherent organisational approach to manage resources efficiently, effectively, and ethically is established.

Measurable Component	Questions for verification
A coherent organisational approach to manage resources efficiently, effectively, and ethically is established.	**At the organisational level:** ○ Does the organisation clearly describe its approach/commitment to the efficient, effective, and ethical management of resources throughout the organisation and its work? ○ Does the organisation demonstrate effective methods for ensuring this approach/commitment is consistently applied throughout its work with people and communities?

3. Annexes

Annex 1: The CHS scoring grid.

Scores	Meaning for all verification scheme options, including self-assessment and third-party audits	Guidance for scoring requirements
0	Your organisation does not currently meet the requirement and indicates a major issue that is so significant that the organisation's ability to meet the commitment is compromised. For third-party auditing schemes: Independent verification: A major weakness. Certification: A major non-conformity that compromises the integrity of the commitment which leads to a major corrective action request (CAR).	To give a score 0, **not all** of the measurable components of the requirement are verified to be in place **and** the issue(s) identified are so significant that the organisation's ability to meet the **commitment** is compromised. **For one or more** of the measurable components: • Where indicated in the verification framework, people at community level **do not confirm** that the organisation achieves the result of the component, and/or • The organisation **does not have methods** (ways of working) that are effective in achieving the result of the component.
1	Your organisation does not currently meet the requirement. For third-party auditing schemes: Independent verification: A minor weakness. Certification: A minor non-conformity that compromises the integrity of the requirement which leads to a minor corrective action request (CAR).	To give a score 1, **not all** of the measurable components of the requirement are verified to be in place. **For one or more** of the measurable components: • Where indicated in the verification framework, people at community level **do not confirm** that the organisation achieves the result of the component, and/or • The organisation **does not have methods** (ways of working) that are effective in achieving the result of the component.

2	Your organisation currently meets the requirement, but there is an opportunity for improvement that deserves attention so that the requirement is not compromised in the future. For third-party auditing schemes: Independent verification: Requirement is met with an observation. Certification: Conformity with an observation.	To give a score 2, **all measurable components** of a requirement are verified to be in place, however, one or more opportunities for improvement are observed which deserve attention so that the requirement is not compromised in the future. **For all** measurable components: • Where indicated in the verification framework, people at community level confirm that the organisation achieves the result of the component. • The organisation has methods (ways of working) that are effective in achieving the result of the component.
3	Your organisation meets the requirement, with organisational systems ensuring it is being met consistently throughout the organisation. For third-party auditing schemes: Independent verification: Requirement is met. Certification: Conformity.	To give a score 3, **all measurable components** of a requirement are verified to be in place. **For all** measurable components: • Where indicated in the verification framework, people at community level confirm that the organisation achieves the result of the component. • The organisation has methods (ways of working) that are effective in achieving the result of the component.

4	Your organisation meets the requirement in an exemplary way, demonstrating innovation and/or special recognition of performance, and organisational systems ensure this high quality throughout the organisation. For third-party auditing schemes: Independent verification: Requirement is met in an exemplary way. Certification: Conformity in an exemplary way.	To give a score 4, **all measurable components** of a requirement are verified to be in place. **For all** measurable components: • Where indicated in the verification framework, people at community level confirm that the organisation achieves the result of the component. • The organisation has methods (ways of working) that are effective in achieving the result of the component. **In addition**, the following must be verified: • An organisational system (or systems) that demonstrate an innovative approach to meeting the requirement at a high standard throughout the organisation are in place. and/or • The organisation has been awarded special recognition of performance in relation to meeting the requirement at a high standard, and this is built into organisational systems so that the high quality is ensured throughout the organisation.

Guidance notes for scoring commitments:

- Commitments are scored by taking the mean average score of the requirements, i.e. the sum of all the requirement scores in a commitment divided by the number of requirements in that commitment.
- Except when a major non-conformity/weakness is issued, in this case the overall score for the Commitment is 0.