

Terms of Reference

Consultancy title: *Working towards stronger organisational culture to better protect people raising concerns (whistleblowers)*

Reports to: CHS Alliance PSEAH Manager

Consultancy Purpose/objectives: Assess CHS Alliance members' whistleblowing policies and cultural environment, and organise an online forum on whistleblowing' good practices in the humanitarian sector

Background:

The commitments made in the [Core Humanitarian Standard on Quality & Accountability \(CHS\)](#) state that people have the right to receive support from organisations whose culture is characterised by accountability and mutual respect between all staff, partners, volunteers, and people affected by crises. The behaviour expected of staff, volunteers and partners needs to be clearly defined. People must feel able to discuss and declare any potential or actual conflicts of interest and feel that complaints are taken seriously and acted upon according to defined policies and processes.

Aid organisations are accountable for their treatment of those who disclose wrongdoing or report misconduct (also known as “whistleblowing”). To enable these commitments to be met, aid organisations must have, among other things, easily understandable, and clear whistleblowing policies and practices in place as well as a culture in which people feel safe to speak up. The CHS Alliance is committed to support its members in this regard.

In 2020, the Alliance and the Foreign Commonwealth & Development Office (FCDO) agreed on a project with the objective to ensure that organisations have better protection against sexual exploitation, abuse and harassment (SEAH) to keep people safe, through adopting CHS related guidance and tools that strengthen their policies, processes and practices. This included the development of a whistleblowing protection document, to provide practical guidance and a policy framework for CHS Alliance members to develop or update their own whistleblowing policy, as well as to help foster a culture in which people feel safe to speak up. This guidance was published in October 2021 and disseminated to CHS Alliance members and external stakeholders.

However, more work is now needed to find the means to promote and circulate this guidance and recommendations more broadly. It is also crucial to ensure that any report of concerns is taken as seriously as possible by any organisation, with strong protective measures in place for the reporters, and an environment sufficiently safe for people to speak up in case of suspicion of misconduct.

The Alliance is therefore looking for a consultant to:

- Carry out an assessment on the number of CHS Alliance members' having whistleblowing policies and procedures in place + on the different types of spaces provided by organisations to speak up (whether it is safe and trusted by staff, if so what are the criteria in place for it, etc.)
- Carry out a series of interviews within the aid sector about what is needed to enable a confidential, trusted, and safe space where people feel secure to report concern in order to have more clarity about the needs and remaining gaps.
- Organise a major online- webinar on whistleblowing' good practices at the beginning of 2022.

Approach, deliverables and timeline

→ Stage 1: Assessment, Interviews and Findings - period of 11 days

- In discussion with the PSEAH Manager and the Manager on Initiative to Cultivate Caring, Compassionate Aid Organisations, develop a questionnaire to assess organisations (focus on CHS Alliance members) about their whistleblowing policies in place + about their environments in place to encourage people to speak up + about what is needed to encourage people to speak up (focus on organisational culture) – 2 days
- Send surveys + carry out interviews with identified organisations to collect relevant information – 3 days
- Once received the responses from members, analyse and summarize main findings and information in a report with conclusions and recommendations – 6 days

→ Stage 2: Organisation of a one-day virtual webinar - period of 5 days

- Organise from A to Z a virtual webinar specifically on collecting good practices on whistleblowing (define the objectives, agenda of the conference, find speakers and facilitator, define expected outcomes, etc.) – 5 days

The assessment and the webinar related to whistleblowing in the aid sector is developed and completed by **31 March 2022 at the latest**.

The consultancy time period is set to cover **16 days** expected to spread between 1 December 2021, and 31 March 2022.

Person specifications

- Solid knowledge of the Core Humanitarian Standard (CHS) and of the main issues in the aid sector in general
- Solid knowledge in whistleblowing/HR/organisational culture issues
- Solid experience in developing surveys and in analysing/summarising information
- Solid experience in organising conferences and/or virtual events with logistics parts
- Experience and knowledge in PSEAH issues a plus
- Good network in the aid sector
- Fluent in English, both oral and written



How to apply

Interested candidates should submit their applications by email to Coline Rapneau, CHS Alliance PSEAH Manager, at crapneau@chsalliance.org.

Applications shall include a **motivation letter, CV, consultancy/workplan proposal and fees** (daily rate).

Deadline for application: 28 November 2021

Due to large numbers of applicants, we do not have the capacity to respond to each individually. Only those invited to interview will be notified.

Important information:

The person shall be registered as a consultant in their country or work for a consulting firm. Please note that we will require two references from consultants.

We would also like to draw your attention on our [complaints mechanism](#) which can be used by consultants or to report complaints about our consultants.