This table shows where the CHS 2014 Key Actions and Organisational Responsibilities are covered in the CHS 2024 Requirements.

CHS 2024			CHS 2014	
1	**People and communities can access 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.		1.5	Policies set out commitments to take into account the diversity of communities, including disadvantaged or marginalised people, and to collect disaggregated data.
			1.2	Design and implement appropriate programmes based on an impartial assessment of needs and risks, and an understanding of vulnerabilities and capacities of different groups
			4.3	Ensure representation is inclusive, involving the participation and engagement of communities and people affected by crisis at all stages of the work.
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.		4.1	Provide information to communities and people affected by crisis about the organisation, the principles it adheres to, how it expects its staff to behave, the programmes it is implementing and what they intend to deliver.
			5.2	Welcome and accept complaints, and communicate how the mechanism can be accessed and the scope of issues it can address.
			5.6	Communities and people affected by crisis are fully aware of the expected behaviour of humanitarian staff, including organisational commitments made on the prevention of sexual exploitation and abuse.
1.3	Communicate in languages and formats that are easily accessible, understandable, respectful and contextually appropriate for people and communities.		4.2	Communicate in languages, formats and media that are easily understood, respectful and culturally appropriate for different members of the community, especially vulnerable and marginalised groups.

1.4	Ensure people's participation in decisions and actions is meaningful for them and corresponds to their preferred ways of engaging.	4.3	Ensure representation is inclusive, involving the participation and engagement of communities and people affected by crisis at all stages of the work.	
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.	4.7	External communications, including those used for fundraising purposes, are accurate, ethical and respectful, presenting communities and people affected by crisis as dignified human beings.	
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.	4.5	Policies for information sharing are in place, and promote a culture of open communication.	
		4.6	Policies are in place for engaging communities and people affected by crisis, reflecting the priorities and risks they identify in all stages of the work.	
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.	1.1	Conduct a systematic, objective and continuous analysis of the context and stakeholders.	
		3.1	Ensure programmes build on local capacities and work towards community resilience	
		6.2	Ensure humanitarian response complements that of national and local authorities and other humanitarian organisations.	
2.2	Use fair, impartial and transparent criteria to define programmes and the people or groups supported by the organisation.	1.4	Policies commit to impartial assistance based on the needs and capacities of communities and people affected by crisis.	
		1.2	Design and implement appropriate programmes based on an impartial assessment of needs and risks, and an understanding of vulnerabilities and capacities of different groups	
2.3	Regularly monitor and adjust programmes to ensure actions are timely, accessible and address the priority needs of people and communities.	2.7	Policy commitments ensure: a. systematic, objective and on-going monitoring and evaluation of activities and their effects; b. evidence from monitoring and evaluations is used to adapt and improve programmes; and c. timely decision-making with resources allocated accordingly.	
		2.2	Deliver humanitarian response in a timely manner, making decisions and acting without unnecessary delay.	

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		2.5	Monitor the activities, outputs and outcomes of humanitarian responses in order to adapt programmes and address poor performance.	
		1.3	Adapt programmes to changing needs, capacities and context.	
2.4	Apply relevant technical standards and recognised good practice in all aspects of the organisation's work with people and communities.	2.4	Use relevant sector technical standards and good practice to plan and assess programmes	
2.5	Refer any unmet priority needs to relevant stakeholders with the technical expertise and capacity to address them.	2.3	Refer any unmet needs to those organisations with the relevant technical expertise and mandate, or advocate for these needs to be addressed.	
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.	1.4	Policies commit to impartial assistance based on the needs and capacities of communities and people affected by crisis.	
		1.5	Policies set out commitments to take into account the diversity of communities, including disadvantaged or marginalised people, and to collect disaggregated data.	
		1.6	Processes are in place to assure an appropriate on-going analysis of the context.	
		1.1	Conduct a systematic, objective and continuous analysis of the context and stakeholders.	
		1.2	Design and implement appropriate programmes based on an impartial assessment of needs and risks, and an understanding of vulnerabilities and capacities of different groups	
		2.1	Design programmes that address constraints so that proposed action is realistic and safe for communities.	
3	**People and communities are better prepared and more resilient to potential crises.**			
3.1		3.1	Ensure programmes build on local capacities and work towards community resilience	

	Support formal and informal community leadership and locally led efforts to reinforce the resilience of people and communities.	3.3	Enable the development of local leadership and organisations in their capacity as first responders in the event of future crises, taking steps to ensure that marginalised and disadvantaged groups are appropriately represented.
		6.2	Ensure humanitarian response complements that of national and local authorities and other humanitarian organisations.
3.2	Support local capacities to anticipate and reduce risks of potential crises or disasters.	3.2	Use the results of any existing community hazard and risk assessments and preparedness plans to guide activities.
3.3	Plan and implement programmes that contribute to longer-term positive effects on people's lives, livelihoods, the local economy and the environment.	3.4	Plan a transition or exit strategy in the early stages of the humanitarian programme that ensures longer-term positive effects and reduces the risk of dependency.
		3.5	Design and implement programmes that promote early disaster recovery and benefit the local economy.
3.4	Support local ownership of resources and decision-making from the outset of work with people and communities.	3.4	Plan a transition or exit strategy in the early stages of the humanitarian programme that ensures longer-term positive effects and reduces the risk of dependency.
3.5	Establish a coherent organisational approach to ensure support reinforces locally led actions and decision making.	3.7	Policies, strategies and guidance are designed to: b. strengthen local capacities.
		4.1	Ensure programmes build on local capacities and work towards community resilience
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.	2.1	Design programmes that address constraints so that proposed action is realistic and safe for communities.
		3.6	Identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of: a. people's safety, security, dignity and rights; b. sexual exploitation and abuse by staff; c. culture, gender, and social and political relationships; d. livelihoods; e. the local economy.
4.2	Identify, prevent, mitigate and address potential and actual negative impacts of programmes on the environment.	3.6	Identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of: f. the environment.

		9.4	When using local and natural resources, consider their impact on the environment.
		9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: b. uses its resources in an environmentally responsible way.
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.	3.8	Systems are in place to safeguard any personal information collected from communities and people affected by crisis that could put people at risk.
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.	3.7	Policies, strategies and guidance are designed to: a. prevent programmes having any negative effects, such as, for example, exploitation, abuse or discrimination by staff against communities and people affected by crisis.
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.	3.7	Policies, strategies and guidance are designed to: a. prevent programmes having any negative effects, such as, for example, exploitation, abuse or discrimination by staff against communities and people affected by crisis.
		9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: b. uses its resources in an environmentally responsible way.
		9.4	When using local and natural resources, consider their impact on the environment.
5	**People and communities can safely report concerns and complaints and get them addressed.**		
5.1	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.	4.4	Encourage and facilitate communities and people affected by crisis to provide feedback on their level of satisfaction with the quality and effectiveness of the assistance received, paying particular attention to the gender, age and diversity of those giving feedback.
		5.1	Consult with communities and people affected by crisis on the design, implementation and monitoring of complaints-handling processes.

5.2	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.	5.6	Communities and people affected by crisis are fully aware of the expected behaviour of humanitarian staff, including organisational commitments made on the prevention of sexual exploitation and abuse.
5.3	Regularly monitor that people, communities and other relevant stakeholders understand how to report concerns and complaints, and how they will be addressed.	5.2	Welcome and accept complaints, and communicate how the mechanism can be accessed and the scope of issues it can address.
5.4	Manage, investigate, address and/or appropriately refer complaints in line with recognised good practice.	5.3	Manage complaints in a timely, fair and appropriate manner that prioritises the safety of the complainant and those affected at all stages.
		5.7	Complaints that do not fall within the scope of the organisation are referred to a relevant party in a manner consistent with 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.	5.3	Manage complaints in a timely, fair and appropriate manner that prioritises the safety of the complainant and those affected at all stages.
		5.5	An organisational culture in which complaints are taken seriously and acted upon according to defined policies and processes has been established.
5.6	Establish a coherent organisational approach to ensure any concerns and complaints are welcomed and acted upon in a timely and appropriate manner.	5.4	The complaints handling process for communities and people affected by crisis is documented and in place. The process should cover programming, sexual exploitation and abuse, and other abuses of power.
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.	6.1	Identify the roles, responsibilities, capacities and interests of different stakeholders.
		6.2	Ensure humanitarian response complements that of national and local authorities and other humanitarian organisations.
		6.3	Participate in relevant coordination bodies and collaborate with others in order to minimise demands on communities and maximise the coverage and service provision of the wider humanitarian effort.
		6.4	Share necessary information with partners, coordination groups and other relevant actors through appropriate communication channels.

6.2	Support partners to apply commitments to quality and accountability to people and communities in all stages of work.	6.4	Work with partners is governed by clear and consistent agreements that respect each partner's mandate, obligations and independence, and recognises their respective constraints and commitments.	
6.3	Regularly assess the quality and effectiveness of the relationship between partners and take corrective action when needed.			
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.	6.5	Policies and strategies include a clear commitment to coordination and collaboration with others, including national and local authorities, without compromising humanitarian principles.	
		6.6	Work with partners is governed by clear and consistent agreements that respect each partner's mandate, obligations and independence, and recognises their respective constraints and commitments.	
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 on the organisation and its work.	4.4	Encourage and facilitate communities and people affected by crisis to provide feedback on their level of satisfaction with the quality and effectiveness of the assistance received, paying particular attention to the gender, age and diversity of those giving feedback.	
7.2	Collect disaggregated data for decision making that reflects the diversity of people and communities and in ways that minimise demands on them.	1.2	Design and implement appropriate programmes based on an impartial assessment of needs and risks, and an understanding of vulnerabilities and capacities of different groups.	
		1.5	Policies set out commitments to take into account the diversity of communities, including disadvantaged or marginalised people, and to collect disaggregated data.	
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.	2.5	Monitor the activities, outputs and outcomes of humanitarian responses in order to adapt programmes and address poor performance.	
		7.1	Draw on lessons learnt and prior experience when designing programmes.	
		7.2	Learn, innovate and implement changes on the basis of monitoring and evaluation, and feedback and complaints.	

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.	7.3	Share learning and innovation internally, with communities and people affected by crisis, and with other stakeholders.
		7.6	The organisation contributes to learning and innovation in humanitarian response amongst peers and within the sector.
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.	2.7	Policy commitments ensure: a. systematic, objective and on-going monitoring and evaluation of activities and their effects; b. evidence from monitoring and evaluations is used to adapt and improve programmes; and c. timely decision-making with resources allocated accordingly.
		7.4	Evaluation and learning policies are in place, and means are available to learn from experiences and improve practices.
		7.5	Mechanisms exist to record knowledge and experience, and make it accessible throughout the organisation.
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.	5.5	An organisational culture in which complaints are taken seriously and acted upon according to defined policies and processes has been established.
		8.1	Staff work according to the mandate and values of the organisation and to agreed objectives and performance standards.
8.2	Maintain a safe and inclusive working environment, taking measures to protect the safety, security and well-being and dignity of all staff and volunteers.	8.9	Policies are in place for the security and the well-being of staff.
8.3	Ensure all staff and volunteers have the necessary support, skills and competencies to fulfil their roles and responsibilities effectively and accountably.	8.8	Policies are in place to support staff to improve their skills and competencies.
		8.3	Staff develop and use the necessary personal, technical and management competencies to fulfil their role and understand how the organisation can support them to do this.
		8.6	Job descriptions, work objectives and feedback processes are in place so that staff have a clear understanding of what is required of them.

		8.7	A code of conduct is in place that establishes, at a minimum, the obligation of staff not to exploit, abuse or otherwise discriminate against people.
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.	8.1	Staff work according to the mandate and values of the organisation and to agreed objectives and performance standards.
		8.2	Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.
8.5	Ensure there are safe, confidential and accessible ways for all staff and volunteers to raise concerns and report misconduct, with appropriate protection for those reporting.	8.9	Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.
		8.7	A code of conduct is in place that establishes, at a minimum, the obligation of staff not to exploit, abuse or otherwise discriminate against people.
8.6	Take timely, appropriate actions to address misconduct of all staff and volunteers in line with recognised good practice.	8.9	Policies are in place for the security and the well-being of staff.
		8.2	Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.
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.	8.2	Staff adhere to the policies that are relevant to them and understand the consequences of not adhering to them.
		8.5	Staff policies and procedures are fair, transparent, non-discriminatory, and compliant with local employment law.
		8.6	Job descriptions, work objectives and feedback processes are in place so that staff have a clear understanding of what is required of them.
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.	2.6	Programme commitments are in line with organisational capacities.
		8.4	The organisation has the management and staff capacity and capability to deliver its programmes.

9.2	Manage financial resources responsibly in line with recognised good practices.	9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: d. conducts audits, verifies compliance and reports transparently.
		9.3	Monitor and report expenditure against budget
9.3	Ensure fundraising, resources mobilisation and fund allocations are ethical and do not compromise the organisation's commitments and values.	9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: a. accepts and allocates funds and gifts-in-kind ethically and legally; f. ensures that the acceptance of resources does not compromise its independence.
9.4	Manage and use resources to achieve their intended purpose, minimising waste and the impact on the environment.	9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: b. uses its resources in an environmentally responsible way.
		9.4	When using local and natural resources, consider their impact on the environment.
		9.1	Design programmes and implement processes to ensure the efficient use of resources, balancing quality, cost and timeliness at each phase of the response.
		9.2	Manage and use resources to achieve their intended purpose, minimising waste.
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.	9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: c. prevents and addresses corruption, fraud, conflicts of interest and misuse of resources; d. conducts audits, verifies compliance and reports transparently; e. assesses, manages and mitigates risk on an ongoing basis.
		9.5	Manage the risk of corruption and take appropriate action if it is identified.
9.6	Establish a coherent organisational approach to ensure that resources are managed efficiently, effectively and ethically.	9.6	Policies and processes governing the use and management of resources are in place, including how the organisation: a. accepts and allocates funds and gifts-in-kind ethically and legally; b. uses its resources in an environmentally responsible way; c. prevents and addresses corruption, fraud, conflicts of interest and misuse of resources; d. conducts audits, verifies compliance and reports transparently; e. assesses, manages and mitigates risk on an ongoing basis; and, f. ensures that the acceptance of resources does not compromise its independence.
		9.1	Design programmes and implement processes to ensure the efficient use of resources , balancing quality, cost and timeliness at each phase of the response.