# A pink and grey text on a black background Description automatically generated with low confidenceReview of Organisational Approaches to CHS Commitments

The following survey helps you self-assess the performance of your organisation against the “coherent organisational approach” requirements of [CHS 2024](https://handbook.hspstandards.org/en/chs/2024/" \l "ch001_004" \t "_blank). There are 10 of these requirements, with at least one in each Commitment. These requirements focus on the systems and processes in your organisation which help to ensure that each CHS Commitment is applied systematically throughout your organisation and its work.

This survey needs to completed once for the entire organisation. **Please work with the internal task force of colleagues from various departments that you created to gather the information you need and to complete this survey**.

For each of the 10 requirements you will be asked to:

* Score the components to indicate to what extent your organisation meets the requirement
* List and/or upload the main documents that support your score
* Note any gaps or areas for improvement, which can be used to develop your improvement plan at the end of your self-assessment

Components related to the prevention of sexual exploitation, abuse and harassment (PSEAH) are in blue.

We have provided you with some guidance about what is required to be in place and some examples of what that could look like, however each organisation is free to assess its own approaches and how effective they are based on its specific organisational structure, purpose and ways of working.

If you have any questions, please consult the self-assessment manual or reach out to [verification@chsalliance.org](mailto:verification@chsalliance.org" \t "_blank).

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

**Requirement 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.**

What should be found?

* **A clear articulation** of:
  + A **clear articulation** of your organisation’s approach or commitment to transparent information sharing and communication (e.g. Communications Policy, Open Information Policy, Information-sharing guidelines etc.)
  + A **clear articulation** of your organisation’s approach or commitment to transparent information sharing on prevention of sexual exploitation, abuse and harassment (PSEAH) (e.g. PSEAH Policy, reference to PSEAH in information sharing guidelines etc.)
  + A **clear articulation** of your organisation’s approach or commitment to meaningful participation (e.g. Theory of Change, Strategy, Values, Programme Approach, M&E Guidelines etc.)
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc related to information sharing and participation)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to transparent information sharing, communication and meaningful participation are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach to ensure **transparent information sharing and communication**.

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach to ensure **transparent information sharing on PSEAH.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach to ensure **meaningful participation of people and communities** in the actions and decisions that affect them.

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

**Requirement 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.**

What should be found?

* **A clear articulation** of:
  + **A clear articulation** of your organisation’s approach or commitment to basing your work on an understanding of the context and culture of people and communities, with attention to the most marginalised (e.g. mission, strategy, programme approach etc)
  + **A clear articulation** of your organisation’s approach or commitment to basing your work on an understanding of the diverse capacities, vulnerabilities, needs and risks faced by people and communities, with attention to the most marginalised (e.g. mission, strategy, programme approach etc)
  + **A clear articulation** of your organisation’s approach or commitment to basing your work on an understanding of SEAH risks and vulnerabilities of people and communities in their diversity, with attention to the most marginalised (e.g. PSEAH policy)
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. hiring local staff, working with local partners, context analyses, needs assessments, vulnerability and capacity analysis, risk assessments (that include PSEAH risks), stand-alone PSEAH risk assessments etc)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to basing your support on an understanding of context and culture and the diverse capacities, vulnerabilities, needs and risks (including SEAH risks) are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach to ensure **our work is based on an understanding of the context and culture of people and communities, with attention to the most marginalised.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach to ensure **our 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.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach to ensure **our work is based on an understanding of SEAH risks and vulnerabilities of people and communities in their diversity, with attention to the most marginalised.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

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

What should be found?

* **A clear articulation** of:
  + **A clear articulation** of your organisation’s approach or commitment to reinforcing locally led actions (e.g. values, strategy, localisation strategy/approach etc).
  + **A clear articulation** of your organisation’s approach or commitment to reinforcing locally led decision-making (e.g. values, strategy, localisation strategy/approach etc).
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. programme documents, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to reinforcing locally led actions and decision making are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach to ensure **our support reinforces locally led actions.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach to ensure **our support reinforces locally led decision making.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

**Requirement 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.**

What should be found?

* **A clear articulation** of:
  + **A clear articulation** of your organisation’s approach or commitment to protect the safety, security, rights and dignity of people and communities (e.g. Protection Policy)
  + **A clear articulation** of your organisation’s approach or commitment to prevent all forms of exploitation and abuse, including sexual exploitation, abuse and harassment, by staff and volunteers (e.g. PSEAH Policy)
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to protecting safety, security, rights and dignity or people and communities and preventing all forms of exploitation and abuse are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach that ensures our organisation works in ways that **protect the safety, security, rights and dignity of people and communities.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach that ensures our organisation works in ways that **prevent all forms of exploitation and abuse, including sexual exploitation, abuse and harassment, by staff and volunteers.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

**Requirement 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.**

What should be found?

* **A clear articulation** of your organisation’s approach or commitment to reduce the negative environmental impacts of the organisation and its work (e.g. in corporate strategy, environmental strategy/policy etc)
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to reducing negative environmental impacts are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach to **reduce the negative environmental impacts of the organisation and its work.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

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

What should be found?

* **A clear articulation** of:
  + **A clear articulation** of your organisation’s approach or commitment to ensuring concerns and complaints are welcomed and acted upon in a timely manner throughout the organisation (e.g. Complaints Policy/Procedures, Complaints mechanism on website etc).
  + **A clear articulation** of your organisation’s approach or commitment to welcome and act upon concerns and complaints related to sexual exploitation and abuse and harassment in a timely and appropriate manner (e.g. PSEAH Policy, explicit reference to PSAEH complaints in Complaints Policy & Procedures etc)
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to welcoming and acting upon any concerns or complaints, including SEAH complaints, are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach to **welcome and act upon any concerns and complaints in a timely and appropriate manner.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established 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.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

**Requirement 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.**

What should be found?

* **A clear articulation** of:
  + A **clear articulation** of your organisation’s approach or commitment to collaborate and coordinate with relevant stakeholders (e.g. in corporate strategy etc).
  + A **clear articulation** of your organisation’s approach or 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 (e.g. in Partnership Policy/Strategy/Approach).
  + A **clear articulation** of your organisation’s approach or commitment to clarify and respect roles, responsibilities and capacities of each partner to prevent sexual exploitation, abuse and harassment (e.g. in Partnership Policy, PSEAH Policy etc).
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to coordination and working together in an equitable partnership, including on PSEAH, are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach that ensures **collaboration and coordination with relevant stakeholders is established.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach that ensures **partnerships are based on a commitment to equitable decision making and resource sharing and respect the characteristics, roles, responsibilities of each partner.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Not applicable – we do not work in partnership**

Our organisation has established a coherent organisational approach that **clarifies the roles, responsibilities and capacities of each partner to prevent sexual exploitation, abuse and harassment.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Not applicable – we do not work in partnership**

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

**Requirement 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.**

What should be found?

* **A clear articulation** of:
  + **A clear articulation** of your organisation’s approach or commitment to continuous learning (e.g. in corporate strategy, in learning strategy/policy, etc.)
  + **A clear articulation** of your organisation’s approach or commitment to continuous improvement of its actions and ways of working (e.g. in monitoring and evaluation policies/guidelines etc).
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to continuous learning and improvement are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the different components of the requirement:**

Our organisation has established a coherent organisational approach that ensures **continuous learning to better meet commitments to quality and accountability.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

Our organisation has established a coherent organisational approach that ensures **continuous improvement of actions and ways of working to better meet commitments to quality and accountability.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

**Requirement 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.**

What should be found?

* **A clear articulation** of your organisation’s approach or commitment to managing human resources in a fair, non-discriminatory and transparent manner (e.g. HR Policy, Staff Handbook, Safety and Security Policy, Recruitment Procedures, etc.)
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to effective human resource management are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the component of the requirement:**

Our organisation has established a coherent organisational approach that ensures **human resources are managed effectively in a fair, non-discriminatory and transparent manner.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |

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

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

What should be found?

* **A clear articulation** of your organisation’s approach or commitment to the efficient, effective and ethical management of resources throughout the organisation and its work (e.g. finance policy/manual, procurement procedures, fundraising strategy etc).
* **Effective ways of working (methods)** that demonstrate that your organisation’s stated approach and commitments are put into practice (e.g. procedures, tools, training, monitoring etc.)
* **Internal review, oversight or control mechanisms** that help ensure your ways of working (methods) are consistently applied across your organisation.
* If **working in partnership,** you have agreed together each partner’s responsibilities for ensuring agreed approaches to managing resources ethically and responsibly are implemented, and appropriate support is provided if necessary.

**Please rate to what extent your organisation meets the component of the requirement:**

Our organisation has established a coherent organisational approach to **manage resources efficiently, effectively and ethically.**

**Not met:** There is no clear articulation of our organisational approach/commitment and/or no ways of working to consistently apply this approach across our organisation.

**Met with minor areas for improvement:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. However, there are some minor areas for improvement.

**Met:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation.

**Met in an exemplary way:** There is a clear articulation of our organisational approach/commitment and there are effective ways of working to consistently apply this approach across our organisation. In addition, our organisation demonstrates innovation and/or has received special recognition of our performance in this area.

**Supporting Documents:**

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| **Please use this space to list and/or upload the main organisational documents that support your scoring, if applicable:** |

**Comments:**

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| **Please use this space to note any gaps or areas for improvement that you have identified which can feed into your improvement plan:** |