

The Core Humanitarian Standard (CHS)

ORD strictly follows the CHS during all phase of its all interventions across all the ORD operational geographic coverage area.



INTRODUCTION

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out nine commitments to ensure that organizations 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 is a globally recognized, measurable standard. It promotes equitable and collaborative relations between people and communities and those working to support them. It aims to address

power imbalances. It is relevant and applicable for all those who individually or collectively work to support people and communities. It can be used as a framework to:

- Enable people and communities to hold those who support them to account.
- Improve the quality and accountability of organizations and their work.
- Assess and verify organizations' performance and demonstrate their learning journey towards meeting the CHS commitments.
- Promote collective efforts to ensure quality and accountability.

The CHS is founded on the internationally agreed humanitarian principles of humanity, impartiality, independence and neutrality. It is built on the Sphere Humanitarian Charter, which describes people's right to life with dignity, their right to receive support and assistance and their right to protection and security.

Organizations working in humanitarian crisis situations are encouraged to use the CHS in conjunction with the Sphere Minimum Standards and other standards that are part of the Humanitarian Standards Partnership.

The CHS recognizes the primary responsibility of states and other relevant authorities to protect and support those affected by crises.

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.

People and communities in situations of crisis and vulnerability:

1. Can exercise their rights and participate in actions and decisions that affect them.
2. Access timely and effective support in accordance with their specific needs and priorities.
3. Are better prepared and more resilient to potential crises.
4. Access support that does not cause harm to people or the environment.
5. Can safely report concerns and complaints and get them addressed.
6. Access coordinated and complementary support.
7. Access support that is continually adapted and improved based on feedback and learning.
8. Interact with staff and volunteers that are respectful, competent and well-managed.
9. Can expect that resources are managed ethically and responsibly.

THE STANDARD

Commitment 1

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

Requirements:

- 1.1. Ensure diversity, equity and inclusion considerations are integrated into the organization's work with people and communities, with attention to the most marginalized.
- 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 organization.
- 1.3. Communicate in languages and formats that are easily accessible, understandable, respectful and contextually appropriate for people and communities.
- 1.4. Ensure people's participation in decisions and actions is meaningful for them and corresponds 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.
- 1.6. Establish a coherent organizational approach to ensure transparent information-sharing, communication and meaningful participation of people and communities in the actions and decisions that affect them.

Commitment 2

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

Requirements:

- 2.1. Plan and implement programs which respect and build upon local knowledge, capacities and existing actions.
- 2.2. Use fair, impartial and transparent criteria to define programs and the people or groups supported by the organization.
- 2.3. Regularly monitor and adjust programs to ensure actions are timely, accessible and address the priority needs of people and communities.
- 2.4. Apply relevant technical standards and recognized good practice in the organization'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.
- 2.6. Establish a coherent organizational 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 marginalized.

Commitment 3

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

Requirements:

- 3.1. Support formal and informal community leadership and locally-led efforts to reinforce the resilience of people and communities.
- 3.2. Support local capacities to anticipate and reduce risks of potential crises or disasters.
- 3.3. Plan and implement programs that 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.
- 3.5. Establish a coherent organizational approach to ensure support reinforces locally led actions and decision-making.

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Commitment 4

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

Requirements:

- 4.1. Identify, prevent, mitigate and address potential and actual negative impacts of programs on people and communities.
- 4.2. Identify, prevent, mitigate and address potential and actual negative impacts of programs on the environment.
- 4.3. Ensure safe, ethical and effective management of data and information to minimize risks for people and communities in line with recognized good practice for data protection.
- 4.4. Establish a coherent organizational approach to ensure the organization 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 recognized good practice.
- 4.5. Establish a coherent organizational approach to reduce the negative environmental impacts of the organization and its work in line with recognized good practice.

Commitment 5

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

Requirements:

- 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 recognized good practice.
- 5.2. Regularly monitor that people and communities understand how staff and volunteers are expected to act to prevent harmful behaviors, including sexual exploitation and abuse, and harassment.
- 5.3. Regularly monitor that people, communities and other relevant stakeholders understand how to report concerns and complaints, and how they will be addressed.
- 5.4. Manage, investigate, address and/or appropriately refer complaints in line with recognized good practice.
- 5.5. Apply appropriate victim/survivor-centered approaches to investigate and address complaints and reports of any misconduct, including sexual exploitation, abuse and harassment.
- 5.6. Establish a coherent organizational approach to ensure any concerns and complaints are welcomed and acted upon in a timely and appropriate manner.

Commitment 6

People and communities access coordinated and complementary support.

Requirements:

- 6.1. Ensure the work of the organization is coordinated with and complementary to locally led and community-based actions, and those of relevant stakeholders.
- 6.2. Support partners to apply commitments to quality and accountability to people and communities in all stages of work.
- 6.3. Regularly assess the quality and effectiveness of the relationship between partners and take corrective action when needed.
- 6.4. Establish a coherent organizational 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.

Commitment 7

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

Requirements:

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- 7.1. Regularly listen and respond to feedback and inputs from people and communities about the organization and its work.
- 7.2. Collect disaggregated data for decision making that reflects the diversity of people and communities and in ways that minimize demands on them.
- 7.3. Use data from monitoring, feedback, complaints and learning to guide decision making, and to improve programs and the organization's 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 organization and with relevant stakeholders.
- 7.5. Establish a coherent organizational approach to ensure continuous learning and improvement of actions and ways of working to better meet commitments to quality and accountability.

Commitment 8

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

Requirements:

- 8.1. Leadership, staff and volunteers promote and demonstrate an organizational culture of quality and accountability.
- 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.
- 8.3. Ensure all staff and volunteers have the necessary support, skills and competencies to fulfil their roles and responsibilities 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.
- 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.
- 8.6. Take timely, appropriate actions to address misconduct of all staff and volunteers in line with recognized good practice.
- 8.7. Establish a coherent organizational approach to ensure that human resources are managed effectively in a fair, non-discriminatory and transparent manner, in line with recognized good practice.

Commitment 9

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

Requirements:

- 9.1. Ensure adequate capacity and resources to meet the organization's commitments.
- 9.2. Manage financial resources responsibly in line with recognized good practices.
- 9.3. Ensure fundraising, resource mobilization and fund allocations are ethical and do not compromise the organization's commitments and values.
- 9.4. Manage and use resources to achieve their intended purpose, minimizing waste and the impact on the environment.
- 9.5. Identify, prevent and manage risks at all levels of the organization, including corruption, fraud, misuse of resources and conflicts of interest, and take appropriate action if these are identified.
- 9.6. Establish a coherent organizational approach to ensure that resources are managed efficiently, effectively and ethically.