# The 9 Commitments of the Core Humanitarian Standard on Quality and Accountability (CHS) in the Work of Welthungerhilfe and its Partners

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Process supported by: Federal Foreign Office

**1 WHH measures related to Appropriateness & Relevance:**
- Appropriate Planning, (incl. needs-based assessments)
- Stakeholder analysis, amongst others
- Participatory methods
- Sphere Project

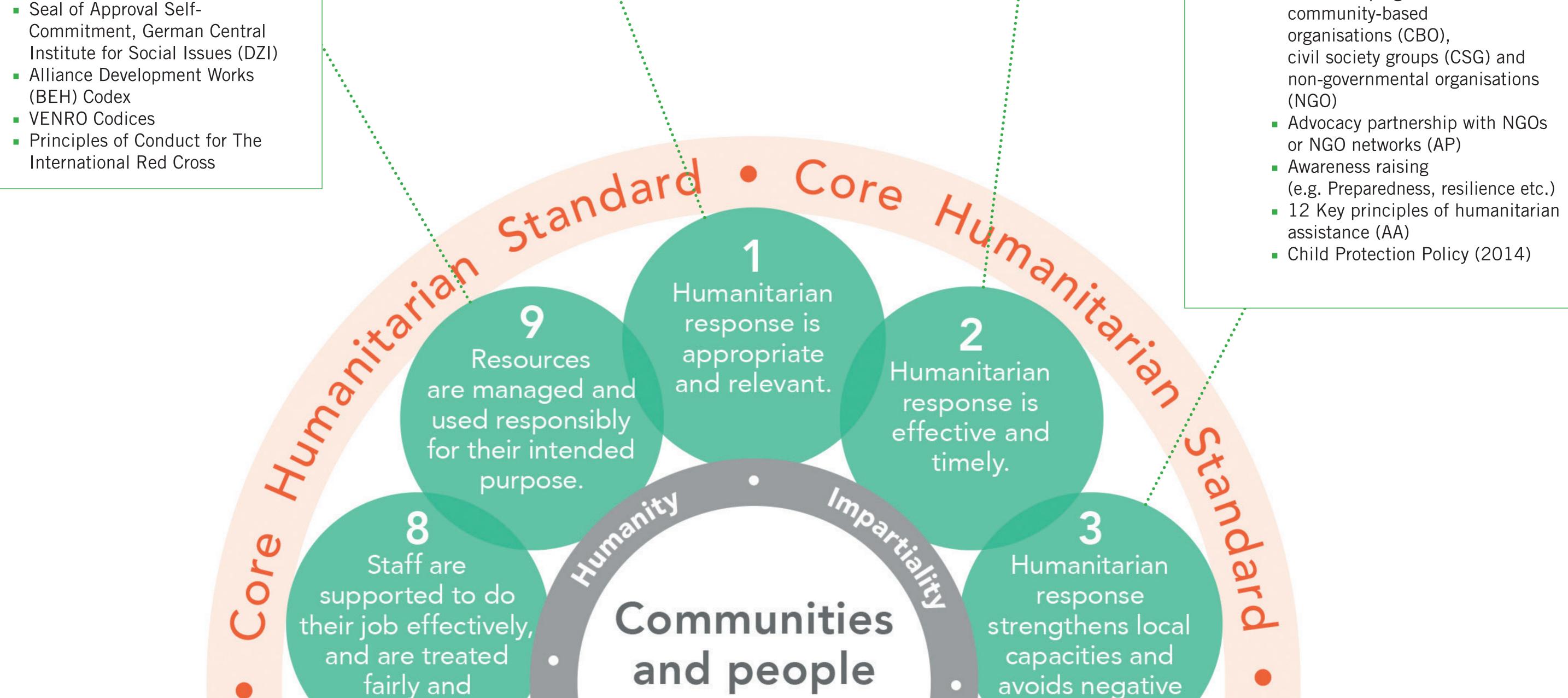**2 WHH measures related to Effectiveness & Timeliness:**
- M&E systems incl. context specific tools are in place (e.g. focus on "simplified" tools like story-telling or photo documentation)
- Secondary data (collected by other stakeholders)

**9 WHH measures related to Resource Management:**
- Independent Internal Auditing Unit
- Code of Conduct on Prevention of Conflicts of Interest and Corruption

**External Codes and Commitments:**
- Seal of Approval Self-Commitment, German Central Institute for Social Issues (DZI)
- Alliance Development Works (BEH) Codex
- VENRO Codices
- Principles of Conduct for The International Red Cross

**3 WHH measures related to Strengthening Local Capacities:**
- Risk analysis
- Do-no-harm approach
- Partnership agreement with community-based organisations (CBO), civil society groups (CSG) and non-governmental organisations (NGO)
- Advocacy partnership with NGOs or NGO networks (AP)
- Awareness raising (e.g. Preparedness, resilience etc.)
- 12 Key principles of humanitarian assistance (AA)
- Child Protection Policy (2014)

## Central diagram

Core Humanitarian Standard • Core Humanitarian Standard • Core Humanitarian Standard • Core Humanitarian Standard

Communities and people affected by crisis

Humanity — Impartiality — Neutrality — Independence

1 Humanitarian response is appropriate and relevant.

2 Humanitarian response is effective and timely.

3 Humanitarian response strengthens local capacities and avoids negative effects.

4 Humanitarian response is based on communication, participation and feedback.

5 Complaints are welcomed and addressed.

6 Humanitarian response is coordinated and complementary.

7 Humanitarian actors continuously learn and improve.

8 Staff are supported to do their job effectively, and are treated fairly and equitably.

9 Resources are managed and used responsibly for their intended purpose.

**8 WHH measures related to People Management:**
- Staff Policy is currently being updated to further improve and standardize staff issues
- Guidelines for Prevention of Sexual Abuse and Exploitation
- Security Advisor position at HQ and in various project countries

**4 WHH measures related to Participation & Information Sharing:**
- Accountability Framework (2014)
- Information-sharing i.e. through WHH Information sharing tool or sharing workplan with communities
- Rights-based approach
- Transparency Initiative for Civil Society Actors
- PricewaterhouseCoopers (PwC) and PHINEO Transparency Awards

**7 WHH measures related to Learning & Improvement:**
- Knowledge Management
- Culture of Discussion
- Monitoring, Evaluation, Accountability and Learning Sub-Unit (MELA)
- Impact-oriented monitoring guidelines
- "social auditing" by population (e.g. India)

**6 WHH measures related to Coordination & Complementarity:**
- Collaboration in relevant clusters
- LRRD approach
- Bilateral Coordination (incl. government)

**5 WHH measures related to Complaints Mechanisms:**
- Complaints Response Mechanism Policy and Guidelines (2015)
- Various Entry Points for Complaints
- Compliance Helpdesk