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“HAP Standard in Accountability and Quality Management”

June 15, 2014



Established in 2003, HAP International is the humanitarian sector's first international self-regulatory body. Members of HAP are committed to meeting the highest standards of accountability and quality management.



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The Humanitarian Accountability Partnership (HAP)

is a partnership of humanitarian and development organisations dedicated to ensuring greater accountability to people affected by crises through the promotion of a Standard on Quality and Accountability. It also certifies organisations against the Standard. HAP believes that accountable organisations better meet people's needs, and reduce the possibility of mistakes, abuse and corruption.



The HAP Standard Principles

- **Humanity**
- **Neutrality**
- **Independence**
- **Participation and informed consent**
- **Duty of care**
- **Witness**
- **Offer redress**
- **Transparency**
- **Complementarity**



HAP Standard benchmarks



BENCHMARK 1: Establishing and delivering on commitments
The organisation sets out the commitments that it will be held accountable for, and how they will be delivered



BENCHMARK 2: Staff competency
The organisation ensures that staff have competencies that enable them to meet the organisation's commitments



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HAP Standard benchmarks



BENCHMARK 3: Sharing information

The organisation ensures that the people it aims to assist and other stakeholders have access to timely, relevant and clear information about the organisation and its activities



BENCHMARK 4: Participation

The organisation listens to the people it aims to assist, incorporating their views and analysis in programme decisions



HAP Standard benchmarks



BENCHMARK 5: Handling complaints

The organisation enables the people it aims to assist and other stakeholders to raise complaints and receive a response through an effective, accessible and safe process



BENCHMARK 6: Learning and continual improvement

The organisation learns from experience to continually improve its performance



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The HAP Principles of Accountability

1. Commitment to humanitarian standards and rights

- Members state their commitment to respect and foster humanitarian standards and the rights of beneficiaries

2. Setting standards and building capacity

- Members set a framework of accountability to their stakeholders*
- Members set and periodically review their standards and performance indicators, and revise them if necessary
- Members provide appropriate training in the use and implementation of standards

3. Communication

- Members inform, and consult with, stakeholders, particularly beneficiaries and staff, about the standards adopted, programmes to be undertaken and mechanisms available for addressing concerns



The HAP Principles of Accountability

4. Participation in programmes

- Members involve beneficiaries in the planning, implementation, monitoring and evaluation of programmes and report to them on progress, subject only to serious operational constraints

5. Monitoring and reporting on compliance

- Members involve beneficiaries and staff when they monitor and revise standards
- Members regularly monitor and evaluate compliance with standards, using robust processes
- Members report at least annually to stakeholders, including beneficiaries, on compliance with standards. Reporting may take a variety of forms



The HAP Principles of Accountability

6. Addressing complaints

- Members enable beneficiaries and staff to report complaints and seek redress safely

7. Implementing Partners

- Members are committed to the implementation of these principles if and when working through implementation partners



Membership

- **HAP offers two types of membership:**

- **Full membership (71) 18 are certified**
- **Associate membership (21)**

- **Membership fee**

- *Full membership large organisations: CHF 5,000/annum*
 - *Full membership small organisations*: CHF 500*
 - *Fee for associate membership:*
 - *Associate member large organisations: CHF 1,000*
 - *Associate member small organisations*: CHF 200*
- *Organisations with an annual expenditure of less than CHF 5 million.*



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For more information Please visit

<http://www.hapinternational.org/membership/become-a-member.aspx>

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व्यवस्थापनका लागि अन्तर्राष्ट्रिय
मानवीय जवाफदेहिता साभेदारी
मापदण्ड २०१०

HAP website

<http://www.hapinternational.org/>

The 2010 HAP Standard in
Accountability and Quality
Management in **Nepali**
language can be found at



<http://www.hapinternational.org/pool/files/2010-hap-standard-neplai-online.pdf>

HAP Humanitarian
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THANK YOU!



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