Evaluations against the
Core Humanitarian Standard

The Standard
The Core Humanitarian Standard on Quality and Accountability (CHS) sets out Nine Commitments that organisations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide. It also facilitates greater accountability to communities and people affected by crisis: knowing what humanitarian organisations have committed to will enable them to hold those organisations to account.

Verification
The Core Humanitarian Standard (CHS) is a voluntary and measurable standard, which means its application can be objectively assessed. The CHS Alliance Verification Scheme allows organisations to measure the extent to which they have successfully applied the CHS requirements, and to demonstrate that they have done so through the measurement of more than 80 indicators dividing the nine commitments of the CHS into key actions and organisational responsibilities.

Those dashboards show the results of...

| CBM International | International Organisation | Self-assessment (validated by CHS Alliance) | 19 juillet 2018 | 1 |
## Evaluations against the Core Humanitarian Standard

**CHS Alliance Dashboards**

### Average scores by commitments

<table>
<thead>
<tr>
<th>Commitment</th>
<th>Score</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communities and people affected by crisis receive assistance appropriate and relevant to their needs</td>
<td>2.7</td>
<td>fulfilled</td>
</tr>
<tr>
<td>Communities and people affected by crisis have access to the humanitarian assistance they need at the right time</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints</td>
<td>2.4</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis receive coordinated, complementary assistance</td>
<td>2.3</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers</td>
<td>2.1</td>
<td></td>
</tr>
<tr>
<td>Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically</td>
<td>2.3</td>
<td>fulfilled</td>
</tr>
</tbody>
</table>

**Organisation name**: CBM International

**Type of organisation**: International Organisation

**Type of verification**: Self-assessment (validated by CHS Alliance)

**Year**: 2018

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4 septembre 2018  

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Evaluations against the Core Humanitarian Standard

Scores by commitments & indicators type

1. Communities and people affected by crisis receive assistance appropriate and relevant to their needs
   - Key actions: 2.0
   - Org. Responsibilities: 2.0
   - Performance indicators: 4.5
   - Requirement fulfilled

2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time
   - Key actions: 2.0
   - Org. Responsibilities: 2.0
   - Performance indicators: 3.9

3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at risk as a result of humanitarian action
   - Key actions: 2.5
   - Org. Responsibilities: 3.0
   - Performance indicators: 3.7

4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them
   - Key actions: 2.5
   - Org. Responsibilities: 3.0
   - Performance indicators: 3.9

5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints
   - Key actions: 2.3
   - Org. Responsibilities: 2.5
   - Performance indicators: 3.8

6. Communities and people affected by crisis receive coordinated, complementary assistance
   - Key actions: 2.5
   - Org. Responsibilities: 3.0
   - Performance indicators: 3.8

7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection
   - Key actions: 2.0
   - Org. Responsibilities: 2.0
   - Performance indicators: 4.2

8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers
   - Key actions: 1.7
   - Org. Responsibilities: 3.0
   - Performance indicators: 4.7

9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically
   - Key actions: 2.0
   - Org. Responsibilities: 3.8
   - Performance indicators: Requirement fulfilled

The Key Actions describe what staff engaged in humanitarian action should do to deliver high-quality programmes consistently and to be accountable to those they seek to assist.

The Organisational Responsibilities describe the policies, processes and systems organisations engaged in humanitarian action need to have in place to ensure their staff provide high-quality, accountable humanitarian assistance.

The Performance Indicators show the feedback from communities, it only appears for the Self-Assessments.

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### Scores above 3

<table>
<thead>
<tr>
<th></th>
<th>Key actions</th>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1.3</td>
<td>4.00</td>
<td>Programmes are adapted to changing needs, capacities and context. This dashboard shows the indicators for which your organisation reaches a level of performance going beyond the requirement of the indicator.</td>
</tr>
<tr>
<td>3</td>
<td>3.3</td>
<td>4.00</td>
<td>Programmes enable the development of local leadership and organisations in their capacity as first responders and promote an appropriate representation of marginalised and advantaged groups in local leadership and organisations.</td>
</tr>
<tr>
<td>4</td>
<td>4.3</td>
<td>4.00</td>
<td>Inclusive representation, participation and engagement of people and communities are ensured at all stages of the work.</td>
</tr>
<tr>
<td>9</td>
<td>9.6</td>
<td>4.00</td>
<td>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. prev</td>
</tr>
</tbody>
</table>

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Evaluations against the Core Humanitarian Standard
CHS Alliance Dashboards

Scores below 2

1 Org. Responsibilities
   1.6 Processes are in place to ensure an appropriate ongoing analysis of the context.
   1.0

2 Key actions
   2.2 Decisions affecting programming are taken and acted upon without unnecessary delay so that the humanitarian response is delivered in a timely manner.
   1.0
   2.3 Unmet needs are referred to an organisation with relevant technical expertise and mandate or there is advocacy to address these needs.
   1.0

3 Key actions
   3.4 A transition or exit strategy is planned in the early stages of the humanitarian programme to ensure longer-term positive effects and reduce the risk of dependency.
   1.0

4 Org. Responsibilities
   4.6 Policies are in place for engaging communities and people affected by crisis and reflect the priorities and risks communities identify in all stages of the work (see also 1.2).
   1.0

6 Org. Responsibilities
   6.5 Policies and strategies include a clear commitment to coordination and collaboration with others, including national and local authorities without compromising humanitarian principles.
   1.0

7 Org. Responsibilities
   7.4 Evaluation and learning policies are in place, and means are available to learn from experiences and improve practices.
   1.0

8 Org. Responsibilities
   8.5 Staff policies and procedures are fair, transparent, non-discriminatory and compliant with local employment law.
   1.0
   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.
   1.0
   8.9 Policies are in place for the security and wellbeing of staff.
   1.0

9 Key actions
   9.2 The organisation manages and uses resources to achieve their intended purpose and minimise waste.
   1.0
   9.4 Local and natural resources are used taking their actual and potential impact on the environment into account.
   1.0

Average Score: 0.00 to 5.00

Requirement fulfilled

This dashboard shows the indicators for which your organisation reaches a level of performance below the score of 2 - indicating a more important weakness to be prioritized in the upcoming improvement plan.

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Evaluations against the
Core Humanitarian Standard

Index scores
(calculated based on multiple indicators relevant for each theme, within the nine commitments - please see below)

Score Gender Diversity
This score measures to what extent your organisation is applying CHS requirements which are relevant in terms of the diversity of the communities and people that you assist. The gender & diversity score includes issues such as gender, age and disability. The score is based on your organisation’s scores for the following CHS requirements: 3.2, 3.5, 3.3, 3.6, 3.7, 4.2, 4.3, 4.4, 8.5, 8.7.

Score Localisation
This score measures to what extent your organisation is applying CHS requirements that support an approach through which southern-based national actors can play an increased and more prominent role in humanitarian and development action. This score is based on your organisation’s scores for the following CHS requirements: 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 4.2, 6.1, 6.2, 6.5, 6.6, 9.4.

Score PSEA
This score measures to what extent your organisation is applying CHS requirements which are relevant in terms of the protection from sexual exploitation and abuse (PSEA). This score is based on your organisation’s scores for the following CHS requirements: 1.2, 1.1, 3.6, 3.7, 3.8, 4.1, 4.5, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 8.2, 8.7, 9.5, 9.6.

Requirement fulfilled

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### PSEA index - detailed scores

<table>
<thead>
<tr>
<th></th>
<th>Key actions</th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Key actions</td>
<td>Programmes are appropriately designed and implemented based on an impartial assessment.</td>
<td>Requirement fulfilled</td>
</tr>
<tr>
<td>2</td>
<td>Key actions</td>
<td>Programmes are designed taking into account constraints so that the proposed action is achievable.</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Key actions</td>
<td>Programmes identify and act upon potential or actual unintended negative effects in a timely manner.</td>
<td>2.0</td>
</tr>
<tr>
<td>3</td>
<td>Org. Responsibilities</td>
<td>Policies, strategies and guidance are designed to prevent programmes having any negative implications.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>Systems are in place to safeguard any personal information collected from communities.</td>
<td>3.0</td>
</tr>
<tr>
<td>4</td>
<td>Key actions</td>
<td>Information is provided to communities and people affected by crisis about the organisation and its response.</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>Policies for information-sharing are in place, and promote a culture of open communication.</td>
<td>3.0</td>
</tr>
<tr>
<td>5</td>
<td>Key actions</td>
<td>Communities and people affected by crisis are consulted on the a. design, b. implementation.</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Key actions</td>
<td>Complaints are welcomed and accepted, and it is communicated how the mechanism for handling complaints works.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a. Complaints are managed in a timely, fair and appropriate manner. b. Complaints handled and resolved in a timely manner.</td>
<td>2.0</td>
</tr>
<tr>
<td>6</td>
<td>Org. Responsibilities</td>
<td>The complaints-handling process for communities and people affected by crisis is documented.</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>An organisational culture in which complaints are taken seriously and acted upon accurately.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>Communities and people affected by crisis are fully aware of the expected behaviour of staff.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>Complaints that do not fall within the scope of the organisation are referred to a relevant body.</td>
<td>2.0</td>
</tr>
<tr>
<td>8</td>
<td>Key actions</td>
<td>Staff adhere to the policies that are relevant to them and understand the consequences.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>A code of conduct is in place that establishes, at a minimum, the obligation of staff not to harm.</td>
<td>2.0</td>
</tr>
<tr>
<td>9</td>
<td>Key actions</td>
<td>The risk of corruption is managed and appropriate action is taken when corruption cases are identified.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>Org. Responsibilities</td>
<td>Policies and processes governing the use and management of resources are in place, including budgetary control.</td>
<td>4.0</td>
</tr>
</tbody>
</table>

**Total général**: 2.6

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### Localisation index - detailed scores

**Key actions 3**

<table>
<thead>
<tr>
<th>Requirement fulfilled</th>
<th>Key actions</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Programmes are built on local capacities and work towards improving the resilience of communities and people affected by crisis.</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>The organisation uses the results of any existing community hazard and risk assessments and preparedness plans to guide activities (see ..)</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Programmes enable the development of local leadership and organisations in their capacity as first responders and promote an ap..</td>
<td>4.0</td>
</tr>
<tr>
<td></td>
<td>A transition or exit strategy is planned in the early stages of the humanitarian programme to ensure longer-term positive effects and ..</td>
<td>1.0</td>
</tr>
<tr>
<td></td>
<td>a. Programmes are designed and implemented in order to promote early recovery. b. Programmes are designed and implemented in..</td>
<td>3.0</td>
</tr>
<tr>
<td></td>
<td>Programmes identify and act upon potential or actual unintended negative effects in a timely and systematic manner, Including in the a..</td>
<td>2.0</td>
</tr>
</tbody>
</table>

**Org. Responsibilities 3.7**

<table>
<thead>
<tr>
<th>Requirement fulfilled</th>
<th>Org. Responsibilities</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Policies, strategies and guidance are designed to prevent programmes having any negative effects such as, for example, exploitation, abuse ..</td>
<td>3.0</td>
</tr>
</tbody>
</table>

**Key actions 4**

<table>
<thead>
<tr>
<th>Requirement fulfilled</th>
<th>Key actions</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Communication with communities and people affected by crisis uses languages, formats and media that are easily understood, respectful ..</td>
<td>2.0</td>
</tr>
</tbody>
</table>

**Key actions 6**

<table>
<thead>
<tr>
<th>Requirement fulfilled</th>
<th>Key actions</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The roles, responsibilities, capacities and interests of different stakeholders are identified.</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>The response complements the action of national and local authorities and other actors.</td>
<td>3.0</td>
</tr>
</tbody>
</table>

**Org. Responsibilities 6.5**

<table>
<thead>
<tr>
<th>Requirement fulfilled</th>
<th>Org. Responsibilities</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Policies and strategies include a clear commitment to coordination and collaboration with others, including national and local authorities wit..</td>
<td>1.0</td>
</tr>
</tbody>
</table>

**Key actions 9**

<table>
<thead>
<tr>
<th>Requirement fulfilled</th>
<th>Key actions</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Local and natural resources are used taking their actual and potential impact on the environment into account.</td>
<td>1.0</td>
</tr>
</tbody>
</table>
Gender & diversity index - detailed scores

1. Key actions 1.2 Programmes are appropriately designed and implemented based on an impartial assessment of needs and risks and an understanding of the vulnerabilities and capacities of different groups.

1.0 Organisation Responsibilities

1a. Policies set out commitments which take into account the diversity of communities, including disadvantaged or marginalised people.

1b. Policies set out commitments to collect disaggregated data.

3. Key actions 3.3 Programmes enable the development of local leadership and organisations in their capacity as first responders and promote an appropriate representation of marginalised and disadvantaged groups.

3.6 Programmes identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of people’s safety, security, dignity and rights, sexual exploitation.

3.7 Organisation Responsibilities

3.7 Policies, strategies and guidance are designed to prevent programmes having any negative effects such as, for example, exploitation, abuse or discrimination by staff against communities and people affected by...

4. Key actions 4.2 Communication with communities and people affected by crisis uses languages, formats and media that are easily understood, respectful and culturally appropriate for different parts of the community, espec...

4.3 Inclusive representation, participation and engagement of people and communities are ensured at all stages of the work.

4.4 Communities and people affected by crisis are encouraged to provide feedback on their level of satisfaction with the quality and effectiveness of assistance, paying particular attention to the gender, ...

8. Organisation Responsibilities

8.5 Staff policies and procedures are fair, transparent, non-discriminatory and compliant with local employment law.

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.

Requirement fulfilled

Requirement not fulfilled

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Evaluations against the
Core Humanitarian Standard

Benchmark of your results at commitment level against all other evaluations

1. 0.11
2. -0.73
3. 0.11
4. 0.08
5. 0.41
6. -0.71
7. -0.47
8. -0.67
9. -0.43

This dashboard shows the benchmarking between your organisation's results (illustrated by the bar), and the average results of other evaluations submitted to the CHS Alliance, illustrated by the grey line crossing the bar, and that have been validated either through the external audit or through the quality check of the Self-Assessments and Peer Reviews conducted by CHS Alliance (see filters used at the top right corner of this page).

For Self-Assessments specifically, and although it does show real trends, we do not claim that there is a rigorously scientific methodology behind the scoring, and we acknowledge that there may be an element of subjectivity.
Benchmark of average scores by type of indicators - against selected organisations

1. Key actions
    Org. Responsibilities
2. Key actions
    Org. Responsibilities
3. Key actions
    Org. Responsibilities
4. Key actions
    Org. Responsibilities
5. Key actions
    Org. Responsibilities
6. Key actions
    Org. Responsibilities
7. Key actions
    Org. Responsibilities
8. Key actions
    Org. Responsibilities
9. Key actions
    Org. Responsibilities

This dashboard shows the benchmarking between your organisation’s results (disaggregated by indicators type, illustrated by the bar), and the average results of other organisations of the same type and having chosen the same verification option (illustrated by the grey line crossing the bar).

For Self-Assessments specifically, and although it does show real trends, we do not claim that there is a rigorously scientific methodology behind the scoring, and we acknowledge that there may be an element of subjectivity.