

# ACT ALLIANCE

## Maintenance Audit 2 – Report - 2026/04/15

### 1. General information and audit activities

Role / name of auditor(s)	Lead auditor/ Elisabeth Meur	
Audit cycle	Third cycle (CHS:2014)	
Opening Meeting	Date / number of participants	Any substantive issues arising
	4.03.2026 / 5	-
Closing Meeting	23.03.2026 / 13	-
Interviews	Position / level of interviewees	Number
	Secretariat / management	2
	Secretariat / coordinators and officer	3

### 2. Actions and progress of organisation

#### 2.1 Significant change or improvement since the previous audit

Alongside important organisational and operational reforms, the ACT Alliance Secretariat has continued to address the Corrective Action Requests (CARs) identified in the 2023 Renewal Audit (RA). To achieve its compliance objectives and monitor the effectiveness of its corrective actions, the Secretariat relies on the Steering Group overseeing the CHS Compliance Action Plan (2025–2027), which includes specific actions, their status and the relevant responsibilities. Composed of the Executive Director, the Head of Humanitarian Affairs, and the Global Quality and Accountability Coordinator, the Steering Group meets regularly to review progress and adjust the response. Taking a systemic approach, the ACT Alliance Secretariat has taken strategic steps to address its CARs at organisational and operational levels.

Firstly, the ACT Alliance Secretariat has undergone organisational restructuring, which has been in place since July 2025. The aim of this restructuring was to bring clarity and coherence to roles and responsibilities, the decision-making process, and reporting lines. New positions have been created, job descriptions have been updated, and flexitime has been introduced. These organisational changes will directly impact some of the CHS commitments, particularly with regard to Monitoring, Evaluation, Accountability and Learning (MEAL) and Human Resources (HR) management. More precisely:

- Within the Humanitarian team, the management of Humanitarian Programme Coordinators (HPCs) has been shifted to report directly to the Head of Humanitarian Affairs who is now reporting directly to the Executive Director (ED). The HPCs are not anymore regionally affected but operate across regions depending on needs and expertise required. This change allows for a more flexible and collaborative approach, where workload is balanced based on the volume of appeals. A Rapid Response Fund (RRF) manager is supporting the increase of RRF. The new HUB structure is designed to enable staff to work together to implement the Secretariat's work with members, forums, donors and partners rapidly and effectively.
- Several steps have been taken to address the issue of high workloads and staff wellbeing. Job descriptions (JDs) have been reviewed and aligned with roles and responsibilities, and a grading tool has been introduced to ensure roles are valued correctly. A workload monitoring system based on an HR management platform (LUCCA) has been implemented, completed with an alert mechanism to track working time. A flexitime system has been introduced. However, the most recent Wellbeing and Mental Health Survey, conducted in January–February 2025, still shows concerning results, with 45% of respondents considering the workload to be unmanageable. However, it is worth noting that this survey was conducted prior to the organisational restructuring. The RA will investigate the impact of the restructuring in the upcoming staff survey.
- New positions supporting the Humanitarian Team have been filled, and some are being advertised. The new Governance and Membership Coordinator role has been created to handle administrative and

relationship-based tasks with members. This enables HPCs to focus exclusively on humanitarian action and quality management. The RRF Manager position has been created in response to the expansion of this mechanism, and recruitment is underway for a Finance Officer, a Due Diligence (DD) and a Capacity Strengthening Officer.

Secondly, at operational level, the MEAL and Quality and Accountability (Q&A) management systems have been substantially strengthened through the updating of policies, the formalisation and digitisation of procedures, and an increase in recruitment. A new Q&A Framework and a Gender Justice Policy have been adopted. Members' compliance has been standardised and clarified based on the Quality and Accountability Framework, which categorises mandatory policies for members. A digital tracking system enables the Q&A Coordinator to oversee compliance. The updated Q&A Framework has contributed to streamlining roles and responsibilities. A new 50% MEAL specialist position has been created to support members in developing robust MEAL plans, improving the quality of field reporting and updating guidelines to ensure consistent use by HPCs.

Looking forward, the ACT Alliance has scheduled (2026-2027) a series of reforms to the RRF. These reforms may have a significant impact on the performance of the Secretariat against the CHS and will be scrutinized at the next audit. These changes are designed to empower national members while maintaining global accountability standards. They include a Harmonized Due Diligence (DD) tool aligned with the CHS and the ACT Q&A Framework. The reform introduces a "Passporting" option to reduce the duplication of DD for national members. The eligibility for the RRF will be determined by the DD outcomes and its activation will no longer be handled by the Secretariat alone but by an independent panel of ACT members. A standard 10% Indirect Cost Recovery (ICR) rate will be implemented for all members accessing the RRF to support their institutional sustainability by covering essential overhead, compliance, and safeguarding costs. The reforms also include a Capacity Strengthening Fund for local members and an Anticipatory Action Pilot aiming to mitigate the impact of disasters before they strike. These newly introduced reforms are supported by staff, including the RRF manager, and two new positions, a DD compliance and a Capacity Strengthening Officer.

Adopting a systemic approach at institutional and operational levels, the ACT Secretariat has taken decisive steps to address the root causes of its CARs. However, environmental protection remains a critical area of concern (see minor CARs in sections 3.6 and 9.4). Although measures have been adopted in policy documents and action plans, there is still a lack of concrete operationalisation, monitoring and consistent support for members. Staff are aware of this and discussions are ongoing, despite the delay. Finally, the harmonised DD process shows promise in terms of CHS compliance, and the next audit will carefully evaluate its impact on quality and accountability.

## 2.2 Summary on corrective actions

Corrective Action Requests (CAR)	Type and resolution timeframe	Progress made to address the Corrective Action Request (CAR) and in response to the findings of the indicator	Evidence.
2023-2.3: The ACT Alliance Secretariat does not systematically support members to refer unmet needs to organisations with relevant expertise.	Minor by 2027 (RA)	<p>In order to address the requirement for systematic support for members to identify unmet needs, the ACT Alliance Secretariat took several steps at both the policy and operational levels:</p> <ul style="list-style-type: none"> <li>The Secretariat has revised its core policy framework to include referral requirements. The Humanitarian Operation Manual (HOM) – which is now mandatory for members receiving funding through ACT mechanisms – requires Rapid needs assessments of disaster-affected populations to determine the magnitude of unmet needs and inform priorities for ACT Alliance humanitarian assistance.</li> <li>In the Appeal and RRF Guidance (July 2025), it is a requirement for requesting members to demonstrate that their responses are complementary and coordinated.</li> <li>The referral of unmet needs is encouraged at forum level, and the role of forums in coordination is explicitly set out in the Q&amp;A Framework. Members are expected to liaise with funding bodies to refer</li> </ul>	518, 556, 567, 640  Staff interviews

		<p>unmet needs to organisations with the relevant expertise.</p> <ul style="list-style-type: none"> <li>• During monitoring visits, HPCs have started to use the updated monitoring template and checklists to verify that members are identifying and referring needs that fall outside their specific areas of expertise and capabilities</li> <li>• An example of an actual project inception meeting presentation includes addressing and referring to unmet needs and advocating for support during coordination meetings or with donors. This must be documented.</li> </ul>	
2021-2.5: PMER guidance is not yet formalised to adapt programmes and address poor performance on a systematic level, that includes mechanisms for member outcome reporting.	Minor by 2027 (RA)	<p>Following the formalisation of programme adaptation and the systematisation of outcomes reporting in the HOM and the PMEAL Manual, progress has focused on implementing these policies. Meanwhile, the section of the HOM relating to the three-month revised appeal has been uploaded.</p> <p>The role of HPCs in the MEAL process has been specified. Within two weeks of funding approval, HPCs develop monitoring and evaluation plans for all Appeals and RRF projects. These plans include several mechanisms to ensure necessary adaptations are made based on evidence. According to the PMEAL Manual and the standardised Monitoring Template, HPCs verify progress towards expected project outcomes during monitoring visits, comparing them with the plans and reports received. A MEAL assessment guidance tool is under development and will include specific questions related to members' MEAL capacities and resources.</p> <p>The Renewal Audit (RA) will look at the systematic implementation of these policies and tools throughout humanitarian programmes and projects to see how effective they are in adapting programmes.</p>	517-519, 556, 594 Staff interviews
2023–2.6: The ACT Alliance Secretariat does not allocate capacity to monitor member compliance with, and the quality of implementation of, mandatory policies (including on PSEA).	Minor by 2027 (RA)	<p>Since the Maintenance Audit 1 (MA1), the ACT Alliance Secretariat has taken significant additional actions to address this CAR.</p> <ul style="list-style-type: none"> <li>• The organisational restructuring has been completed, and the Humanitarian Team's setup has been revised to optimise staff capacity and responsibilities. All JDs have been reviewed. HPCs have flexitime and their workload is balanced according to the volume of appeals. In response to the increase of RRF, a RRF manager supports the Humanitarian team.</li> <li>• The Secretariat has allocated 50% of a dedicated post to MEAL capacity building and streamlining. This role involves supporting members in developing robust MEAL plans and improving the quality of field reporting, among other things.</li> <li>• The ACT Q&amp;A Framework has been revised, and it outlines the roles and responsibilities of ACT stakeholders in relation to the mandatory policies, including the Safeguarding Policy Framework.</li> <li>• A new tracking system has been implemented to enable members to upload core policies, allowing</li> </ul>	519, 563-567, 571-573, 580-592 Staff interviews.

		<p>the Q&amp;A coordinator to monitor compliance with mandatory policies.</p> <ul style="list-style-type: none"> <li>Looking forward, the ACT Secretariat is developing and piloting two initiatives that could enhance its ability to monitor compliance among members and improve the implementation of mandatory policies: a harmonised DD process and digitalisation of project management. Finally, two new positions have been created: a DD Officer and a Capacity Strengthening Officer.</li> </ul>	
<p>2023-2.7: Policy commitments do not ensure systematic monitoring and evaluation, or adaptation based on evidence from these processes, or timely decision-making with resources allocated accordingly.</p>	<p>Minor by 2027 (RA)</p>	<p>The ACT Alliance Secretariat has made strategic advancements to address this requirement focusing on the formalisation of systematic MEAL processes, including monitoring, evaluation, evidence-based adaptation and resources allocation. Following the MA1, the ACT Secretariat took two main additional steps to close this CAR:</p> <ul style="list-style-type: none"> <li>The policy commitments in the HOM have been communicated, and the policy is accessible on the ACT Alliance website. According to staff interviews, the rollout of the HOM and the Humanitarian Monitoring &amp; Evaluation Guidelines has been instrumental in equipping the team with the guidance and tools needed to work systematically.</li> <li>The call for proposals for a “digital programme and project management solution” has been launched (February 2026), including a monitoring and evaluation function.</li> </ul>	<p>518-519, 574-576, 593, 596</p> <p>Staff interviews</p>
<p>2023-3.6: The ACT Alliance Secretariat does not systematically support members to identify and act upon potential or actual negative effects related to livelihoods, the economy or the environment.</p>	<p>Minor by 2027 (RA)</p>	<p>Progress has been made since the last audit, but some actions are still pending to ensure systematic and effective support for members. The steps taken so far to address this CAR include:</p> <ul style="list-style-type: none"> <li>The development of a MEAL Assessment Guidance Tool – to be used as a guide to collect evidence during HPCs monitoring visits – that includes a sustainability tab and questions about early recovery, local economy, as well as identification and reduction of environmental risks. An actual example of an inception meeting presentation requires a focus on "Do No Harm" (DNH) and the use of monitoring tools to identify and mitigate unintended effects on livelihoods, the local economy, and the environment.</li> <li>In 2025, the ACT Secretariat developed a detailed Action Plan as part of the Environment and Climate Manual. However, the transition from general policy to specific actionable targets has been delayed. This is partly due to staff turnover within the Secretariat, as well as the lengthy consultation process with the Global Climate Justice Programme manager and ACT members.</li> <li>The Secretariat currently lacks a baseline for all members regarding their capacity to manage environmental impacts. Compliance and systematic support will depend on the new DD framework. While the DD Assessment Tool</li> </ul>	<p>554-555, 594-595, 634, 640</p> <p>Staff interviews</p>

		includes members' commitment to DNH and protection in programming, it does not explicitly refer to the environment.	
2021-4.1: The ACT Alliance Secretariat does not adequately support members to provide communities with information on the expected behaviours of their staff.	Minor by 2027 (RA)	<p>At the MA1, the ACT Alliance Secretariat took steps to address this CAR at policy and programme levels. Since then, the organisation has continued its efforts to address this CAR across different areas.</p> <ul style="list-style-type: none"> <li>• According to the ACT Q&amp;A Framework (May 2025), the revised ACT Code of Conduct (CoC) (2024) — which outlines key expectations regarding staff behaviour — is now part of the mandatory ACT Membership Policies. Additionally, the Framework specifies the respective responsibilities of ACT members, forums, and the secretariat with regard to adherence to and promotion of the CoC.</li> <li>• The revised ACT CoC digital course has been endorsed by the ACT Q&amp;A Reference Group and its roll-out is prioritised with all ACT members. This e-course is accessible on the FABO learning platform.</li> <li>• At project level, the Q&amp;A inception meeting emphasises the importance of communicating the CoC during project kick-off meetings.</li> <li>• The DD Assessment tool, part of the upcoming harmonized DD process, includes a question on information about the types of behaviour expected of staff and volunteers as a rating criterion.</li> </ul>	567, 586, 589, 604, 615, 631, 633-634, 636, 640-641  fabo.org platform  Staff interviews
2023-4.3: The ACT Alliance Secretariat does not monitor or require reporting on members' commitments on inclusivity, representation, and levels of participation at all stages of the work.	Minor by 2027 (RA)	<p>The ACT Secretariat has continued to make progress regarding this CAR.</p> <ul style="list-style-type: none"> <li>• The revised Gender Justice Policy has been adopted, committing ACT Alliance members to achieving gender balance and mainstreaming at institutional and programme levels. According to the Q&amp;A Framework, all ACT members must align with the Gender Justice Policy by integrating its principles into their internal policies, programming and organisational culture while maintaining inclusive approaches. To further members' ownership, the Secretariat provides e-learning modules, toolkits and capacity-strengthening activities.</li> <li>• The MEAL Assessment Guidance Tool contains specific questions about gender, diversity and participation at every stage of a project.</li> <li>• The DD Assessment tool incorporates questions relating to gender justice and community engagement.</li> </ul>	568, 586, 589, 594.  Staff interviews
2023-5.4: The ACT Alliance Secretariat has no systematic way to ensure that complaints handling processes are documented and in place.	Minor by 2027 (RA)	<p>According to the MA1 report, two actions remained to be achieved; these have now been taken:</p> <ul style="list-style-type: none"> <li>• As stated in the Q&amp;A Framework, the ACT Complaints Policy is now considered a membership policy and is therefore mandatory for all members and applicants.</li> <li>• The new membership digital portal enables the ACT Secretariat to track members' compliance with</li> </ul>	567, 571, 587-588, 628, 631  Staff interviews

		<p>mandatory policies. As of February 2026, the tracking sheet showed that only 7% of ACT members had submitted their complaints policy.</p> <ul style="list-style-type: none"> <li>• The Secretariat continues to support members' Complaints Handling Mechanisms (CHM) through its learning platform, individual support from the Q&amp;A Coordinator and regional capacity-building workshops. This support will be systematised based on the harmonised DD assessment.</li> <li>• ACT DD passporting, including capacity strengthening, should enable the ACT Secretariat to systematically ensure that complaints handling processes are documented and in place.</li> </ul>	
2023-6.6: The ACT Alliance Secretariat does not ensure members include accountability requirements to local partners in subgrant agreements.	Minor by 2027 (RA)	<p>Progress on this CAR has been hindered by operational and structural challenges. Due to the absence of a leadership operational position, the Humanitarian Team considers that it lacks the capacity to manage the legal and operational complexities of contract standardisation. Additionally, the Secretariat views this issue as beyond its control, as it operates on a model where members have their own contractual requirements. There is ongoing discussion about how to make appeal clauses binding for downstream partners, and about the extent to which the Secretariat can realistically enforce these requirements within the existing alliance structure.</p> <p>That said, the Q&amp;A Framework partially responds to this CAR by clarifying the accountability chain and stakeholders' responsibilities. According to the Framework, some accountability mechanisms, such as the Anti-Fraud and Corruption Policy, apply to non-ACT implementing partners accessing funds from ACT members via ACT funding mechanisms.</p> <p>Finally, as part of the upcoming DD Assessment Tool, the Secretariat will assess whether members have a system in place to manage risks when working with third-party entities (including subcontractors), including prohibiting, reporting and addressing safeguarding, fraud and corruption, and all forms of exploitation, as well as ensuring operational and financial efficiencies.</p>	518, 567, 586 Staff interviews
2023-8.4: High operational demands and change processes are stretching the capacity of the Secretariat to manage the effective operation of its humanitarian mechanism (Appeal and RRF) in compliance with the CHS.	Minor by 2027 (RA)	<p>The ACT Secretariat has continued to implement actions to address this CAR, achieving organisational restructuring and launching the digitalisation of project management.</p> <ul style="list-style-type: none"> <li>• The revised organisational structure came into effect in July 2025, aiming to address operational inefficiencies and workload management. The Humanitarian Team has been strengthened and reorganised under the Head of Humanitarian Affairs, who now sits on the Senior Management Team and reports to the ED. The Humanitarian Team comprises three HPCs, an acting HPC, a Q&amp;A Coordinator and a 50% MEAL Officer, who all collaborate as a Global Team. A RRF manager has been recruited in response to RRF expansion.</li> <li>• Several assessments and initiatives have enabled the Secretariat to improve its management of</li> </ul>	517-518, 561, 563, 594, 620-622, 625 Staff interviews

		<p>humanitarian mechanisms. These include reviewing staff JDs, clarifying the roles of HPCs, using MEAL standardised guidelines and tools, conducting a staff wellbeing survey, implementing flexitime and establishing a workload control mechanism. Staff and managers interviewed expressed appreciation for the organisational review, citing progress in streamlining processes and clarifying roles. However, they still cite high demand and limited human resources, as well as the absence of a true HR strategy and plan due to a lack of funding.</p> <ul style="list-style-type: none"> <li>• In May 2025, before the organisational restructuring, the staff survey revealed that only 33% of staff found their workload manageable. Supported by the General Secretary and the Staff Representative Group (SRG), the Senior Global Human Resources Officer proposed the development of a Well-being Support Strategy. The impact of this restructuring and well-being strategy will be assessed at the next audit.</li> <li>• In the long run, the digitalisation of ACT's programme work (the call for proposals has been published in February 2026) should improve the Humanitarian team's efficiency.</li> </ul>	
2023-9.1: ACT Alliance funding processes inhibit the efficient use of resources, with requesting members unable to balance quality, cost and timeliness in responses that do not reach Appeal targets.	Minor by 2027 (RA)	<p>The ACT Secretariat has taken significant steps to address this CAR:</p> <ul style="list-style-type: none"> <li>• The HOM has been promoted throughout the Alliance and is accessible on the ACT Alliance website.</li> <li>• An updated Finance Manual has been adopted (October 2025).</li> <li>• The finance team has been expanded. In addition to the Humanitarian Finance Coordinator, a Finance Manager, liaising with the Head of Humanitarian Affairs, has been in position since December 2025.</li> <li>• The upcoming harmonised DD framework, including passporting and tiering mechanisms, is linked to funding access. The DD framework is designed to support access to funding by assessing organisational readiness to receive and manage funding effectively, informing tiering decisions and identifying capacity strengthening needs and support opportunities.</li> </ul>	588, 593, 597-598  Staff interviews
2021-9.4: The ACT Alliance Secretariat does not provide guidance or support staff or members to assess, monitor and prevent the potential impact on the environment when using local and natural resources.	Minor by 2027 (RA)	<p>Progress has been made since the last audit, but some steps have been delayed.</p> <ul style="list-style-type: none"> <li>• The MEAL Assessment Guidance tool for staff now includes questions about sustainability.</li> <li>• Ongoing discussions at secretariat level concern the need for baseline assessments of the secretariat and duty stations, the use of specific monitoring tools for projects and programmes, the implementation of the environment and climate</li> </ul>	594-595  fabo.org platform  Staff interviews

		<p>change manual, and alignment with members' guidelines.</p> <ul style="list-style-type: none"> <li>• While the ACT Alliance is not yet a signatory to the Climate and Environment Charter for Humanitarian Organisations, active discussions and processes are underway to align with it in the future.</li> <li>• Finally, FABO, the ACT Alliance learning and training hub, includes a Climate Change and Programmes platform.</li> </ul> <p>The next audit will assess how the harmonised DD process supports members in assessing, monitoring and preventing the potential environmental impact of using local and natural resources.</p>	
2023-9.6: The ACT Alliance Secretariat does not fulfil organisational responsibilities relating to resource management.	Minor by 2027 (RA)	<p>Additional actions have been implemented following the significant steps taken to address this CAR at MA1:</p> <ul style="list-style-type: none"> <li>• A new Finance Manual has been approved and implemented.</li> <li>• The ACT Membership platform facilitates financial oversight by systematically collecting financial reports and audits from members.</li> </ul> <p>The following upcoming projects may impact this CAR and will be examined at the next audit:</p> <ul style="list-style-type: none"> <li>• The digital project management platform will integrate the ACT's finance system.</li> <li>• The upcoming harmonised DD will include a financial assessment of members.</li> </ul>	570, 596-598 Staff interviews

### 3. Summary of non-conformities

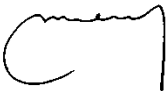
Corrective Action Requests (CAR)	Type	Status	Resolution timeframe
2023-2.3: The ACT Alliance Secretariat does not systematically support members to refer unmet needs to organisations with relevant expertise.	Minor	Open	by 2027 (RA)
2021-2.5: PMER guidance is not yet formalised to adapt programmes and address poor performance on a systematic level, that includes mechanisms for member outcome reporting.	Minor	Open	by 2027 (RA)
2023-2.6: The ACT Alliance Secretariat does not allocate capacity to monitor member compliance with, and the quality of implementation of, mandatory policies (including on PSEA).	Minor	Open	by 2027 (RA)
2023-2.7: Policy commitments do not ensure systematic monitoring and evaluation, or adaptation based on evidence from these processes, or timely decision-making with resources allocated accordingly.	Minor	Open	by 2027 (RA)
2023-3.6: The ACT Alliance Secretariat does not systematically support members to identify and act upon potential or actual negative effects related to livelihoods, the economy or the environment.	Minor	Open	by 2027 (RA)
2021-4.1: The ACT Alliance Secretariat does not adequately support members to provide communities with information on the expected behaviours of their staff.	Minor	Open	by 2027 (RA)
2023-4.3: The ACT Alliance Secretariat does not monitor or require reporting on members' commitments on inclusivity, representation, and levels of participation at all stages of the work.	Minor	Open	by 2027 (RA)

2023-5.4: The ACT Alliance Secretariat has no systematic way to ensure that complaints handling processes are documented and in place.	Minor	Open	by 2027 (RA)
2023-6.6: The ACT Alliance Secretariat does not ensure members include accountability requirements to local partners in subgrant agreements.	Minor	Open	by 2027 (RA)
2023-8.4: High operational demands and change processes are stretching the capacity of the Secretariat to manage the effective operation of its humanitarian mechanism (Appeal and RRF) in compliance with the CHS.	Minor	Open	by 2027 (RA)
2023-9.1: ACT Alliance funding processes inhibit the efficient use of resources, with requesting members unable to balance quality, cost and timeliness in responses that do not reach Appeal targets.	Minor	Open	by 2027 (RA)
2021-9.4: The ACT Alliance Secretariat does not provide guidance or support staff or members to assess, monitor and prevent the potential impact on the environment when using local and natural resources.	Minor	Open	by 2027 (RA)
2023-9.6: The ACT Alliance Secretariat does not fulfil organisational responsibilities relating to resource management.	Minor	Open	by 2027 (RA)
<b>Total Number of open CARs</b>	13		

## 4. Claims Review


<b>Claims Review conducted</b>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<b>Follow-up required</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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## 5. Lead auditor recommendation

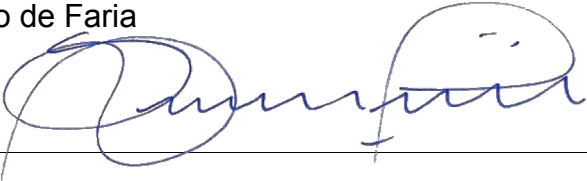
<p>In my opinion, the ACT Alliance Secretariat has demonstrated that it is taking the necessary steps to address the CARs identified in the previous audits and continues to conform with the requirements of the Core Humanitarian Standard on Quality and Accountability.</p> <p>I recommend maintenance of certification.</p>	
<p>Name and signature of lead auditor:</p> <p>Elisabeth Meur</p> 	<p>Date and place:</p> <p>15 April 2026</p> <p>Malbuisson, France</p>

## 6. HQAI decision

<input checked="" type="checkbox"/> Certificate maintained <input type="checkbox"/> Certificate suspended	<input type="checkbox"/> Certificate reinstated <input type="checkbox"/> Certificate withdrawn
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Renewal audit completed by 2027/01/01	
Name and signature of HQAI Executive Director:   Désirée Walter	Date and place: Geneva, 15 April 2026

## 7. Acknowledgement of the report by the organisation

Space reserved for the organisation	
Any reservations regarding the audit findings and/or any remarks regarding the behaviour of the HQAI audit team:  If yes, please give details:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Acknowledgement and Acceptance of Findings:</b> I acknowledge and understand the findings of the audit I accept the findings of the audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name and signature of the organisation's representative: Rudelmar Bueno de Faria  	Date and place: April 22, 2026 Geneva, Switzerland

## Appeal

In case of disagreement with the quality assurance decision, the organisation can appeal to HQAI within 14 workdays after being informed of the decision.

HQAI will transmit the case to the Chair of the Advisory and Complaint Board who will confirm that the basis for the appeal meets the appeals process requirements. The Chair will then constitute an appeal panel made of at least two experts who have no conflict of interest in the case in question. The panel will strive to come to a decision within 45 workdays.

*The details of the Appeals Procedure can be found in document PRO049 – Appeals Procedure.*

## Annex 1: Explanation of the scoring scale\*

Scores	Meaning: for all verification scheme options	Technical meaning for all independent verification and certification audits
0	Your organisation does not work towards applying the CHS commitment.	<p><b>Score 0:</b> indicates a weakness that is so significant that the organisation is unable to meet the commitment. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification: major weakness.</li> <li><b>Certification:</b> major non-conformity, leading to a major corrective action request (CAR) – No certificate can be issued or immediate suspension of certificate.</li> </ul>
1	Your organisation is making efforts towards applying this requirement, but these are not systematic.	<p><b>Score 1:</b> indicates a weakness that does not immediately compromise the integrity of the commitment but requires to be corrected to ensure the organisation can continuously deliver against it. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification: minor weakness.</li> <li><b>Certification:</b> minor non-conformity, leading to a minor corrective action request (CAR).</li> </ul>
2	Your organisation is making systematic efforts towards applying this requirement, but certain key points are still not addressed.	<p><b>Score 2:</b> indicates an issue that deserves attention but does not currently compromise the conformity with the requirement. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification and certification: observation.</li> </ul>
3	Your organisation conforms to this requirement, and organisational systems ensure that it is met throughout the organisation and over time – the requirement is fulfilled.	<p><b>Score 3:</b> indicates full conformity with the requirement. This leads to:</p> <ul style="list-style-type: none"> <li>Independent verification and certification: conformity.</li> </ul>
4	Your organisation's work goes beyond the intent of this requirement and demonstrates innovation. It is applied in an exemplary way across the organisation and organisational systems ensure high quality is maintained across the organisation and over time.	<p><b>Score 4:</b> indicates an exemplary performance in the application of the requirement.</p>

\* Scoring Scale from the CHSA Verification Scheme 2020