

Benposta Regional Llanos (Benposta)

Initial Audit – Summary Report – 2025/05/12

1. General information

1.1 Organisation

Type	Mandates	Verified
<input type="checkbox"/> International <input checked="" type="checkbox"/> National <input type="checkbox"/> Membership/Network <input checked="" type="checkbox"/> Direct Assistance <input type="checkbox"/> Federated <input type="checkbox"/> With partners	<input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input checked="" type="checkbox"/> Advocacy	<input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input type="checkbox"/> Advocacy
Legal registration	Benposta is registered as a Non-profit civil corporation under Colombia law.	
Head Office location	Villavicencio, Meta (Colombia)	
Total number of organisation staff	23	

1.2 Audit team

Lead auditor	Jorge Menendez
Second auditor	Lina Figueredo
Third auditor	-
Observer	-
Expert	-
Witness / other participants	-

1.3 Scope of the audit

CHS:2014 Verification Scheme	Certification
Audit Cycle	First cycle
Type of audit	Initial Audit
Scope of audit	The audit covers the whole organisation. The audit includes Benposta Regional Llanos Head Office, and all humanitarian and development programming implemented by Benposta Regional Llanos.
Focus of the audit	-

1.4 Sampling*

Sampling unit	Project
Total number of Project included in the sampling	2
Total number of sites for onsite visit	2
Total number of sites for remote assessment	0
Sampling Unit Selection	
Random Sampling — onsite/remote	Purposive Sampling — onsite/remote
	ToGETHER — Towards greater efficiency and timeliness in emergency humanitarian response - onsite
	Protection and humanitarian assistance for people affected by the armed conflict in Colombia and the

	complex Venezuelan crisis in Colombia and Venezuela, K-AMM-2022-4033 – onsite
Any other sampling considerations: Due to the small size of the organisation, the audit sampled the two projects being implemented by Benposta.	
Sampling risks identified: There are no sampling risks identified. The audit team has full confidence in the findings and conclusions of this audit based on the sample as outlined above.	

**It is important to note that the audit findings are based on a sample of an organisation's activities, programmes, and documentation, as well as direct observation. Findings are analysed to determine an organisation's systematic approach and application of all aspects of the CHS across different contexts and ways of working.*

2. Activities undertaken by the audit team

2.1 Opening Meeting

Date	2024/10/11	Number of participants	13
Location	Remote	Any substantive issues arising	None

2.2 Locations Assessed

Locations	Dates	Onsite or remote
Meta, Colombia	15/10 – 18/10, 23/10, 25/10, 28/10, 29/10	Onsite and remote
Guaviare, Colombia	28/10, 29/10	Remote

2.3 Interviews

Level / Position of interviewees	Number of interviewees		Onsite or remote
	Female	Male	
Board members	1	1	Remote
Management	1		Onsite and Remote
Staff	7	3	Onsite and Remote
Partner staff	2	1	Remote
Stakeholders		2	Remote
Total number of interviewees	11	7	18

2.4 Consultations with communities

Type of group and location	Number of interviewees		Onsite or remote
	Female	Male	
Group interview #1 – students (aged 6-10) – school community Las Flores, Meta.	6	4	Onsite

Group interview #2 – members of the community council – school community Las Flores, Meta.	2	4	Onsite
Group interview #3 – student council (aged 10-15) – school community La Libertad, Meta.	6	1	Onsite
Group interview #4 – students (girls) – school community La Argentina, Meta.	13		Onsite
Group interview #5 – students (boys) – school community La Argentina, Meta.		13	Onsite
Group interview #6 – mothers – school community La Argentina, Meta.	5		Onsite
Group interview #7 – teachers – school community Riohueja, Meta.	6		Onsite
Group interview #8 – students (aged 11-15) – school community Lejanías, Meta.	7	7	Onsite
Group interview #9 – women heads of household – school community Lejanías, Meta.	5		Onsite
Group interview #10 – teachers – school community Lejanías, Meta.	1	2	Onsite
Individual interview #1 – project participant – school community Riohueja, Meta.	3	2	Onsite
Individual interview #2 – project participant – urban school community Riohueja, Meta.			
Individual interview #3 – project participant – rural school community Riohueja, Meta.			
Individual interview #4 – project participant – school community Lejanías, Meta.			
Individual interview #5 – stakeholder – school community Lejanías, Meta.			
Total number of participants	54	33	87

2.5 Closing Meeting

Date	2024/11/28	Number of participants	13
Location	Remote	Any substantive issues arising	None

3. Background information on the organisation

3.1 General information

Benposta Regional Llanos (Benposta) was established as an independent legal entity in 2024. Previously, it was a branch of Benposta Nación de Muchachos, an organisation founded in 1956 in Spain by Father Jesús César Silva Méndez, and active in Colombia since 1974.

Benposta is a humanitarian, developmental, non-governmental, non-profit organisation dedicated to advocating for children and adolescents. It focuses on initiatives and processes that promote a life of dignity and rights, ensuring that young people and their families can live according to their rights, desires, and legitimate aspirations.

Benposta operates in eight municipalities in the departments of Guaviare and Meta in Colombia, with 23 employees. Among them, 1 has a labour contract, while 22 have service provider contracts, which are project-based contracts. Furthermore, of the 23 employees, 18 have a contract with Benposta Nación de Muchachos, and only 5 with Benposta Regional

Los Llanos; this is due to contracts already signed with the staff before the separation of the organisations.

Benposta has seven strategic axes:

- 1- Human development of children, adolescents and young people: protection, prevention, participation and leadership development in peacebuilding.
- 2- Education for social transformation (non-formal) and/or education in emergencies.
- 3- Culture for life: Artistic, cultural, sporting and recreational development.
- 4- Community development: social development of families, groups and communities as networks of participation and citizen networks of participation and construction of citizenship in terms of localisation.
- 5- Community Risk Management is used to safeguard life, build peace, and cope with climate change.
- 6- Support, accompaniment and care of life with people and groups in difficult situations according to contexts and/or special situations.
- 7- Humanitarian aid: support and aid in emergencies.

The Strategy aims to achieve the following objectives:

- 1- To defend the life and rights of all people from childhood and adolescence through the recognition of values and the exercise of their rights.
- 2- To defend the right to education and the free development of the personality through processes of motivation and development of skills and criteria for integral individual and collective growth.
- 3- Strengthen the right to participation and a sense of belonging through democratic life processes and exercises for the collective construction of spaces for organisation and citizen growth.
- 4- To build alternatives for growth and commitment in tasks of social transformation and organisation, based on art, knowledge, pedagogy and solidarity.
- 5- To support building policies at local, regional and/or national level in the field of children and young people through intra and inter-institutional work in civic projects for peace, human rights and child protection and child protection.

3.2 Governance and management structure

The General Assembly is the highest governance body that meets in ordinary annual assemblies, and is composed of founders, adherent members, active members and honorific members.

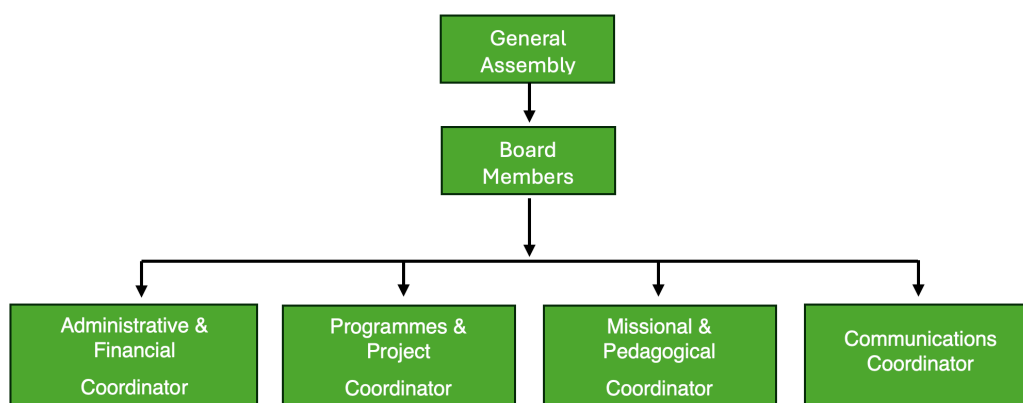
The Board of Directors is responsible for strategic planning and control of the management team; it consists of seven (7) persons:

- President
- Vice-president
- Secretary
- Treasurer
- Member
- Two substitutes

The President of the Board also acts as the Legal Representative and as the Administrative and Finance Coordinator. In addition, several members of the Board are part of the management structure.

The management structure is composed of four management areas:

- Programmes and projects coordinator.
- Administrative and financial coordinator.
- Missional and pedagogical coordinator.
- Communications coordinator.



3.3 Work with partner organisations

Benposta does not work with partner organisations to implement projects in Colombia. Benposta is an implementing partner for Diakonie Katastrophenhilfe. With Diakonie Katastrophenhilfe, Benposta has signed agreements detailing the responsibilities and commitments of each party.

Benposta does not have a Partnership Policy or other document that sets out the principles and procedures governing its relationship and collaboration with other organisations.

4. Overall performance of the organisation

4.1 Internal quality assurance and risk management mechanisms

The Articles of Association (AoA) clearly define the roles and responsibilities of the GA and BoD. However, several members of the GA and BoD also hold management positions within the organisation. This overlap poses several risks to the organisation, such as potential conflicts of interest, lack of independent oversight by Board members, and increased risk of fraud. The organisation is developing and implementing mechanisms to reduce these risks, such as:

- The contracting of an external auditor for the review of the 2024 annual accounts. The auditor has already been selected and the auditor's report is expected to be released in the first week of June.
- Develop a transparency and conflict of interest policy to ensure that there is no conflict of interest in the decisions of the Board of Directors.
- Develop an internal control policy which will focus on minimising the risks of fraud and ensuring that there are no conflicts of interest.

Benposta's internal quality assurance mechanisms and risk management approach can be described as a compliance-based model. To ensure program and project quality and manage risks effectively, the organisation adheres to the established minimum standards and guidelines set by legal requirements, donors and funding partners requirements, and community expectations. This ad-hoc approach is documented in the majority of the

organisation's policies and procedures, which explicitly align with quality and regulatory requirements.

Benposta employs various monitoring and evaluation mechanisms, including project performance reviews, and gathering feedback from communities and stakeholders to assess the quality of its work.

Benposta demonstrates robust operational safeguards and communication protocols for regular risk assessment. Its Philosophical and Governance Structure places community-based risk management as one of its organisational strategic axes. This community-based approach effectively manages risks associated with access to high-risk and remote areas, secure transportation, and personal safety, ensuring the continuity and quality of operations, and the ability to respond to unexpected events. This is documented in the Prevention, Protection and Self-protection Protocol. Moreover, there is an important opportunity for improvement in further developing a harmonised and consistent system which ensures the organisation's overall sustainability and resilience.

The Human Resource procedures outline the principles and processes for recruitment and selection, including induction, to ensure staff have a clear understanding of key policies and procedures, including the Code of Conduct and other policies related to professional conduct. Staff are clear on related mandatory reporting requirements and associated procedures

4.2 Level of application of the CHS

Benposta is committed to quality and accountability and applies humanitarian standards in its work. According to the organisation's management, the key motivation for obtaining CHS certification is to learn and improve quality and accountability.

The audit found the following weaknesses:

- Benposta does not have all relevant policies and processes governing the use and management of resources.
- Benposta does not systematically refer all unmet needs to organisations with the relevant expertise and mandate.
- Benposta's policies do not ensure the integration of a systematic, objective and continuous monitoring and evaluation mechanism for projects and programmes.
- Benposta does not carry out exit strategies for all its projects and programmes.
- Benposta does not have procedures in place to ensure that its programmes do not have negative effects.
- The feedback mechanisms in place do not guarantee a comprehensive and inclusive system accessible to all groups.
- Benposta does not consult communities on the design and monitoring of complaints management processes.
- The complaints mechanism for communities is not in place.
- Benposta does not ensure that staff understand the consequences of non-compliance with key policies.
- Benposta does not have a human resources policy, procedure or any other document describing the rights and duties of Benposta staff.

The audit identified the following strengths:

- Benposta has put in place robust systems that systematically inform communities about the behaviour expected of staff, paying particular attention to the age, gender and diversity of the communities it serves.

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- Collaboration and cooperation with members of its networks, working groups, local and national authorities, and donor partners. Ensuring that its project programmes complement those of national and local authorities.
 - Impartial assistance is based on the needs and capacities of the communities and takes into account the diversity of the communities, including disadvantaged or marginalised people.
 - Strengthened local capacities and improved community resilience, and programs build the capacity of local leaders and organisations as first responders.

Community Feedback: The community is very satisfied with the work of the organisation and highlighted:

- Its involvement in all phases of the project.
- Benposta's knowledge of the context and stakeholders.
- Transparent communication.
- How Benposta supports the local economy by hiring community staff and buying materials from local suppliers
- The professional quality of Benposta's staff.

As areas for improvement, the community stated that Benposta do not have a confidential complaints system for sensitive complaints.

This audit raises 11 Minor CARs (2.3, 2.7, 3.4, 3.6, 4.4, 5.1, 5.4, 7.3, 8.2, 8.5, 9.6).

It is essential to highlight that Benposta was established in 2024 and is currently in the process of developing all the necessary procedures and policies to manage the organisation. Consequently, several weaknesses identified in this report are related to the fact that, in less than one year, the organisation has not yet been able to develop and approve all the relevant policies and procedures needed to comply with all the indicators.

4.3 Organisational performance against each CHS Commitment

Strong points and areas for improvement	Average score*
Commitment 1: Humanitarian assistance is appropriate and relevant	2.7
<p>Benposta has policies in place that commit to providing impartial assistance, based on both the needs and capacities of communities and people affected by crisis.</p> <p>Staff are knowledgeable of the Colombian Llanos region, its history, socio-political dynamics, population's diversity, and how this impacts people's, especially children's, vulnerability. Staff state that they conduct context and stakeholder analyses, as well as a detailed needs, capacities and risks assessments throughout the project cycle. The organisation's efforts to integrate inclusion and diversity components into its work are evident in the various projects and communities assessed. However, although evidence demonstrates that Benposta meets the requirement to consider the diversity of communities, there is no documented traceability on how evidence from disaggregated data is recorded and used. In addition, Benposta does not systematically disaggregate data by gender, sex, and disabilities across projects and programs.</p> <p>Benposta has processes in place to ensure ongoing context analysis, drawing from a variety of sources. Staff and community interviews confirm their active participation in this process. Sampled projects demonstrate Benposta's ability to adapt programmes based on changing needs, capacities, and contexts. Interviewed staff provided examples of reassessing project scope or design in response to changes, with monitoring occurring in collaboration with communities. However, documentation on how the project design process incorporates an impartial assessment of needs and risks is not consistent. This is well-documented during the implementation phases; however, it is not during the design and evaluation phases.</p>	
<p>Feedback from communities:</p> <p>Community members state how they actively participate in the context analysis process, contributing with their insights and feedback.</p> <p>Community members emphasise how Benposta's clear commitment to impartiality has fostered a strong sense of trust and collaboration between Benposta and the communities it serves.</p>	
Commitment 2: Humanitarian response is effective and timely	2.4
<p>Benposta has well established policies and processes in place to ensure that programme commitments are in line with organisational capacities, and that resource allocation and decisions can be made timely.</p> <p>Partners and stakeholders highlighted the organisation's expertise in designing programmes that address constraints and ensure proposed actions are realistic and safe for communities. Sampled projects evidence Benposta's thorough planning processes, which consider the specific needs and safety of the communities Benposta serve.</p> <p>Benposta collects and follows up on evidence from its monitoring and evaluation activities to adapt and improve programmes. While some adaptations are made, the process is not always systematic, and there is a lack of documented evidence showing how monitoring results are used to programme changes.</p> <p>Benposta's strengths rely on its long-standing presence in the region and engagement with communities. A timely humanitarian response is documented and well-established across all projects. Partners and stakeholders are aware of Benposta's strong connection with the communities it serves and how this enables Benposta to tailor responses, ensuring alignment with local needs and contexts.</p> <p>Benposta consistently refers unmet needs to the relevant government bodies. However, a comprehensive mapping of non-governmental institutions with relevant mandates operating in the region is lacking.</p>	

Feedback from communities:

Community members express their appreciation of the timely assistance provided by Benposta and acknowledged the organisation's efforts to address their needs promptly.

Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects

2.3

Benposta commits to building resilience and strengthening local capacities through its strategies, policies, and ways of working. Benposta also promotes projects that support the local economy. Benposta supports communities by analysing existing hazards and risks and helps them develop preparedness and response plans.

Benposta policies and guidelines are designed to prevent programmes from having negative effects regarding exploitation, abuse or discrimination by staff against communities. Staff, stakeholders and communities state that projects and programmes have no negative effects; however, projects are not required to conduct any kind of assessment or analysis to ensure that the projects have no negative effect on security, dignity and rights, sexual exploitation and abuse, livelihoods, the local economy, and the environment.

Staff state that all the personal information collected from communities is stored safely and always asks for consent; however, the lack of procedure creates a risk that some of the data are not appropriately stored.

Benposta does not develop transition plans or exit strategies as part of the programme design.

Feedback from communities:

Community members express their deep appreciation for Benposta and the capacity-building support provided to them.

Communities state that Benposta considers their safety, dignity and rights when delivering programmes, and the programmes have no negative effects.

Community members state that their skills have improved, and they feel more prepared to deal with future crises through their engagement with Benposta.

Community members are not always aware of when projects will end.

Commitment 4: Humanitarian response is based on communication, participation and feedback

2.7

Benposta's philosophy focuses on community leadership and a citizenship exercise to ensure the well-being and exercise of rights by children and adolescents—emphasising their role as subjects of their own development—permeates its programming and is clearly documented in its policies and procedures.

Benposta promotes an organisational culture based on non-violent, inclusive, and non-adult-centric dialogue-driven methodologies.

Benposta takes community feedback into account to improve assistance and staff recognises a growing strategic focus on community feedback mechanisms (CFMs) and their integration into the new Monitoring, Evaluation, Accountability and Learning (MEAL) strategy and policy. However, the full implementation of these mechanisms is still in the deployment phase, which remains a weakness for Benposta, especially during the design and learning phases.

Partners and stakeholders highlight Benposta's staff engagement as part of communities and their open commitment to ensure the active participation of community members across their work.

Feedback from communities:

Community members report that their feedback has been included to improve assistance—citing specific examples of how their feedback influenced and enhanced later phases of project and programme implementation.

Community members state confidence, enthusiasm, and security in participating in Benposta's projects. They also state their willingness and confidence to provide verbal feedback directly to Benposta's staff and take on leadership roles within project execution.

Commitment 5: Complaints are welcomed and addressed

2.3

Benposta's policies and procedures reflect its commitment to ensuring accessible complaints and feedback mechanisms. These mechanisms are clearly outlined in Benposta's documentation, demonstrating an intention to be responsive to the needs and concerns of the communities served. However, while there is an organisational culture of openness and dialogue, the full implementation of Benposta's policy, strategy and Standard Operation Procedure (SOP) in this regard (Política, Estrategia y SOP MEAL) remains in progress, with gaps in systematisation and recording of feedback and complaints.

Communities, partners and stakeholders acknowledged Benposta's efforts to create an open environment where feedback is encouraged. Staff highlighted the organisation's increasing focus on developing more robust community feedback mechanisms (CFMs) as part of the new MEAL strategy. Despite this, the absence of a fully operational and accessible feedback and complaints system limits the organisation's ability to monitor, act on, and communicate about complaints consistently.

Feedback from communities:

Community members express their trust in Benposta's willingness to listen to their concerns and integrate feedback into the improvement of services.

Community members state there is a lack of consultation process for the development of mechanisms for filing complaints.

Commitment 6: Humanitarian response is coordinated and complementary

2.7

Benposta has a clear commitment to coordination and collaboration with other stakeholders, which is articulated in its strategy and has been confirmed by partners and stakeholders.

Benposta conducts stakeholder analysis to ensure complementarity with other humanitarian actors and alignment with local policy and priorities, and there are no duplications of the community support. However, Benposta does not systematically consider Non-Government Organisations (NGO) or Civil Society Organisations (CSO) in this analysis.

Benposta shares knowledge and research through multiple channels in the humanitarian sector.

Benposta implements all its programmes directly and does not sub-contract or partner with other organisations to deliver its programmes; the agreements with the donor partners are clear, and each partner's mandate, obligations, and independence are respected. However, there is a lack of partnership policy or procedure that clearly defines Benposta's criteria and conditions for a partner selection.

Feedback from communities:

Community members state that there is no duplication of activities and that Benposta coordinates well with local authorities and other organisations.

Community members highlight that Benposta always coordinate with them on all activities and consider the assistance and programme activities to be coherent, without unnecessary demands on their resources.

Commitment 7: Humanitarian actors continuously learn and improve

2.2

Benposta has monitoring, evaluation and learning policies and processes; however, they are not fully in place. Benposta shares learning and innovation internally during the regular meetings and annual meeting.

Benposta draws from lessons learned and experiences when designing projects, strategies and relevant documents. Findings from monitoring and feedback are discussed during the meetings for project adaptation and improvement, as the MEAL Strategy indicated. However, the MEAL Strategy does not consider learning from the issues raised through the complaint's mechanism.

Benposta shares learning and innovations amongst peers and within the sector during meetings with its partners, consortia members, and clusters at local and national levels. Benposta does not have a procedure, protocol or mechanism that ensures staff systematically share learning with communities and people affected by the crisis.

Feedback from communities:

Community members have identified positive changes in projects overall.

Community members do not recall that Benposta has shared learning and innovation with them.

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

2.4

Benposta has effective policies, systems and processes in place to ensure that management and staff are recruited, inducted, managed and supported to ensure it has the necessary capacity and capability to deliver its programmes. Benposta staff work according to the mandate and values of the organisation. However, Benposta does not have a staff policy, procedure, or any other document that describes the rights and duties of Benposta's staff. Furthermore, Benposta does not have any procedure indicating the type of contract under which the staff should be hired (employment contract or service provider contract).

Benposta staff have up-to-date job descriptions and receive performance appraisals during the regular meetings; however, Benposta does not have a procedure in place to ensure a systematic performance appraisal of its staff. Staff are aware of the Codes of Conduct, safety and security plans and the main policies and procedures; however, Benposta does not have any document that indicates the sanctions in case of breaches.

The Codes of Conduct establish the obligation of staff not to exploit, abuse or otherwise discriminate against people. PSEAH principles are reflected in the Codes of Conduct, including the duty to report allegations or suspicions of SEAH.

Benposta has clear procedures in place for the management of staff safety and security and staff affirm that Benposta looks for their safety.

Stakeholders emphasise the professionalism of staff and consider them to be competent, technically skilled, and to act with integrity.

Feedback from communities:

Communities consider that Benposta staff treat them with respect, dignity and compassion.

Communities perceive Benposta staff as highly competent and technically proficient.

The communities are very satisfied that the local staff hired by Benposta are members of their communities.

Commitment 9: Resources are managed and used responsibly for their intended purpose

2.5

Benposta has zero tolerance for fraud, corruption, and bribery. However, Benposta has no mechanisms or procedures in place to ensure the mitigation of risks associated with the fact that the organisation has several members sitting on

the GA, the Board of Directors and the management body, such as potential conflicts of interest, lack of independent oversight by Board members and increased risk of fraud. The organisation plans to develop and implement mechanisms to minimise these risks before the maintenance audit.

Benposta has policies and processes for the use and management of resources; however, these policies and processes do not cover the environmentally responsible use of its resources, how funds and gifts-in-kind are accepted, nor do they ensure that the acceptance of funds does not compromise its independence. Benposta has its annual account audited by an external auditor. However, there are no policies or procedures to require this.

Benposta manages corruption risk through various activities, including verification of the legality of all invoices received, segregation of duties in the procurement process and external audits when required by donor partners. Staff are aware of Benposta's commitment to zero tolerance.

Benposta designs programmes and implements them efficiently and minimises waste. Benposta monitors expenditures regularly and reports both internally and to donor partners on expenditures against budget.

Benposta uses local and natural resources and takes into account that its projects do not have a negative effect, as indicated by the staff. However, the absence of established procedures and protocols that measure the potential impact on the environment is a risk and could cause Benposta's projects to have a negative effect on the environment that Benposta has not taken into account.

Feedback from communities:

Community members state that Benposta is not wasteful with its resources.

Community members are aware of Benposta's commitment to anti-fraud and anti-corruption and that they know how to report if a case is detected. Community members state that they have not experienced any incidents of corrupt activities or extortion from staff.

* Note: Average scores are a sum of the scores per commitment divided by the number of indicators in each Commitment, except when one of the indicators of a commitment scores 0 or if several scores of 1 on the indicators of a Commitment lead to the issuance of a major non-conformity/weakness at the level of the Commitment (in these two cases the overall score for the Commitment is 0).


5. Summary of non-conformities

Corrective Action Request (CAR)	Type	Status	Resolution timeframe
2025 – 2.3: Benposta does not systematically refer all the unmet needs to those organisations with the relevant technical expertise and mandate.	Minor	New	By Renewal Audit 2028
2025 – 2.7: Benposta's policies do not ensure the integration of a systematic, objective and ongoing monitoring and evaluation mechanism to inform and influence its programming.	Minor	New	By Renewal Audit 2028
2025 – 3.4: Benposta does not develop a transition plan or exit strategy for its programmes.	Minor	New	By Renewal Audit 2028
2025 - 3.6: Benposta does not systematically identify potential or actual unintended negative effects.	Minor	New	By Renewal Audit 2028
2025 – 4.4: Benposta's feedback mechanisms do not ensure accessibility for all groups.	Minor	New	By Renewal Audit 2028
2025 – 5.1: Benposta does not consult communities on the design and monitoring of complaints-handling processes.	Minor	New	By Renewal

			Audit 2028
2025 – 5.4: The complaints-handling process for communities and people affected by crisis is not consistently documented and in place.	Minor	New	By Renewal Audit 2028
2025 – 7.3: Benposta does not systematically share learning and innovation with communities and people affected by crisis.	Minor	New	By Renewal Audit 2028
2025 – 8.2: Benposta does not ensure that staff understand the consequences of not adhering to the main policies.	Minor	New	By Renewal Audit 2028
2025 – 8.5: Benposta does not have human resource policies or procedures in place.	Minor	New	By Renewal Audit 2028
2025 – 9.6: Benposta does not have all the relevant policies and processes in place governing the use and management of resources.	Minor	New	By Maintenance Audit 2026
Total Number of open CARs		11	


* *Note: The CARs are completed by the audit team based on the findings. The audited partner is required to respond with a Management Response for each CAR to HQAI before a certificate is issued (reference: HQAI Procedure 114).*

6. Lead auditor recommendation

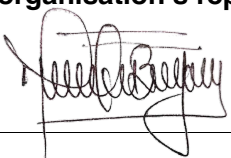
CERTIFICATION In our opinion, Benposta conforms with the requirements of the Core Humanitarian Standard on Quality and Accountability. We recommend certification.	
Name and signature of lead auditor:  Jorge Menendez	Date and place: Buenos Aires, 8 April 2025

7. HQAI decision

Final decision on certification:	<input checked="" type="checkbox"/> Issued <input type="checkbox"/> Refused
Start date of the certification cycle: 2025/05/12 Next audit before 2026/05/12	
Name and signature of HQAI Executive Director:	Date and place:

Désirée Walter 	Geneva, 12 May 2025
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8. 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: <i>If yes, please give details:</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Acknowledgement and Acceptance of Findings: I acknowledge and understand the findings of the audit I accept the findings of the audit	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
Name and signature of the organisation's representative: María Elena Barajas 	Date and place: Colombia, 9 Jun 2025

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>Score 0: 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"> • Independent verification: major weakness. • Certification: major non-conformity, leading to a major corrective action request (CAR) – No certificate can be issued or immediate suspension of certificate.
1	Your organisation is making efforts towards applying this requirement, but these are not systematic.	<p>Score 1: 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"> • Independent verification: minor weakness • Certification: minor non-conformity, leading to a minor corrective action request (CAR).
2	Your organisation is making systematic efforts towards applying this requirement, but certain key points are still not addressed.	<p>Score 2: 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"> • Independent verification and certification: observation.
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>Score 3: indicates full conformity with the requirement. This leads to:</p> <ul style="list-style-type: none"> • Independent verification and certification: conformity.
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>Score 4: indicates an exemplary performance in the application of the requirement.</p>

* Scoring Scale from the CHSA Verification Scheme 2020