

CVC Charity

Initial Audit – Summary Report – 2026/04/28

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 type="checkbox"/> Advocacy	<input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input type="checkbox"/> Advocacy
Legal registration	Association (National NGO)	
Head Office location	Beirut, Lebanon	
Total number of organisation staff	24 HQ staff 56 regional staff 1 consultant	

1.2 Audit team

Lead auditor	Ivan Kent
Second auditor	-
Third auditor	-
Observer	-
Expert	-
Witness / other participants	Aya El Zein: Audit Facilitator

1.3 Scope of the audit

CHS:2024 Verification Scheme	Certification
Audit Cycle	First cycle
Type of audit	Initial Audit
Scope of audit	All the work and mandates of CVC Charity
Focus of the audit	A range of CVC Charity's programmatic work especially in Beqaa and Mount Lebanon Governorates

1.4 Sampling*

Sampling unit	Projects
Total number of sampling units	15
Sample size	3
Total number of onsite visits	3
Total number of sampling units for remote assessment	0
Sampling Unit Selection	
Random Sampling – onsite/remote	Purposive Sampling – onsite/remote
Special Needs Education Hub – onsite	Cash Assistance - onsite
ASPIRE - not selected	
Tree Planting – not selected	
Vocational training - not selected	
School in a Bus Ketermaya - onsite	

Any other sampling considerations: Nil

Sampling risks identified: No specific sampling risks identified. The auditor is confident in the findings and conclusions of this audit based on the sample.

**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	2026/02/16	Number of participants	11
Location	CVC Charity HQ, Beirut	Any substantive issues arising	None

2.2 Locations Assessed

Locations	Dates	Onsite or remote
CVC Charity Head office, Beirut	16-18 February 2026	onsite
Beqaa	18 February 2026	onsite
Barja	19 February 2026	onsite
Ketermaya	19 February 2026	onsite

2.3 Interviews

Level / Position of interviewees	Number of interviewees		Onsite or remote
	Female	Male	
Head Office			
Management	6	4	onsite
Staff	3	4	onsite
Project Sites			
Management	1	0	onsite
Staff	7	1	onsite
Others (donor partners)	3	0	remote
Total number of interviewees	20	9	29

2.4 Consultations with communities

Type of group and location	Number of interviewees		Onsite or remote
	Female	Male	

Caregivers - Special Needs Education Hub, Beqaa	5	0	onsite
Child Participants – Special Needs Education Hub, Beqaa	4	4	onsite
Caregivers and Child Participants – Cash Assistance, Beqaa	12	6	onsite
Caregivers and Child Participants – Cash Assistance, Barja	10	1	onsite
Adult Participants – Ketermaya	7	0	onsite
Children Participants – School in a Bus, Ketermaya	7	1	onsite
Total number of participants	45	12	57

2.5 Closing Meeting

Date	2026/02/20	Number of participants	9
Location	Beirut	Any substantive issues arising	None

3. Background information on the organisation

3.1 General information

The Association of Charity and Voluntary Convention in Lebanon – CVC Charity (CVC), is a Lebanese non-profit civil society organisation founded in 2016 and registered with the Ministry of Interior and Municipalities – Directorate General of Political Affairs and Refugees.

CVC works with Lebanese citizens, Syrian and Palestinian Refugees, implementing projects on education and youth empowerment; livelihoods and vocational training; protection and mental health; shelter and WASH; and emergency relief and food security. It also has an emerging programme on institutional development and governance. CVC's head office is located in Choueifat, Beirut and projects currently implemented are located in Akkar, Beqaa, Mount Lebanon, North Lebanon and South Lebanon Governorates.

The *2025-2030 Strategic Plan* describes CVC's organisational commitment as 'saving lives, restoring dignity, empowering vulnerable communities and building long-term resilience', with activities 'guided by principles of humanity, neutrality, transparency, accountability, protection and inclusion'.

CVC's vision is a Lebanon where:

- every child has access to quality, safe, and inclusive education
- families affected by crisis have protection, food security, health, and shelter
- youth and women lead economic and social transformation in their communities
- vulnerable families can withstand crises through resilience-based support systems
- human dignity, social justice, and equal opportunities are preserved and promoted
- localized humanitarian action is led by strong, professional, community-rooted organizations like CVC

CVC has grown rapidly since it first distributed shelter and relief items in 2016, with significant changes to its structure taking place in 2022. Emergency activities were stepped up during the 2024 conflict including provision of hot meals, hygiene kits and winterisation projects. The education department now runs an entire school, a special needs education hub and four mobile schools for refugee children among its activities. CVC has also scaled up its protection activities and is now a member of the Lebanon Protection from Sexual Exploitation and Abuse (PSEA) Network.

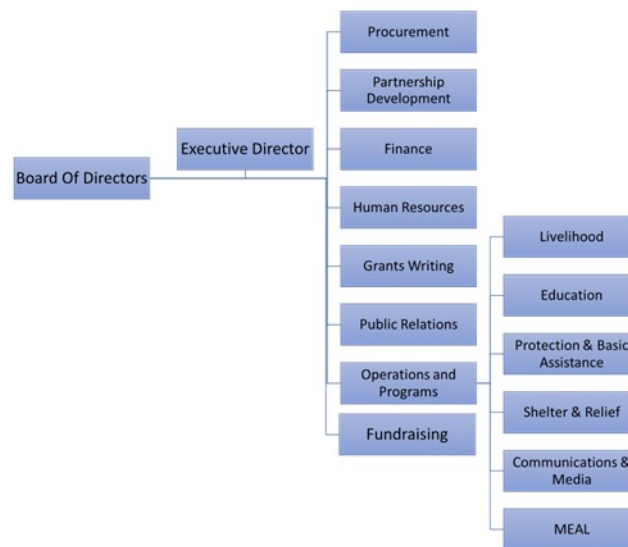
CVC has funding agreements with a range of partners including faith-based international charities and secular INGOs. Audited accounts show an income of USD 1.4m in 2024, with provisional (unaudited) accounts recording approximately USD 4m in 2025.

3.2 Governance and management structure

CVC is governed by a Board of Directors (BoD), elected by a General Assembly. The BoD which is led by a President, approves the strategic plan and ensures the organisation adheres to its vision and mission, as well as providing support in terms of liaison with government ministries and with fundraising. It approves the annual plan and budget, and meets on a monthly basis to review policies, monitor compliance, and requests to recruit new positions funded by non-project costs. The Board also has a role in managing serious complaints.

Operational leadership is provided by the Executive Director (ED), who is appointed by the President and attends some Board meetings. The ED oversees programme implementation, administration, and strategic coordination. An Executive Committee comprising the Executive Director and heads of the finance, HR, procurement, fundraising, public relations, grants and partnership development departments meets weekly.

CVC currently has 24 staff based in the head office which include programme co-ordinators supervising work across Lebanon, plus an IT consultant. CVC staff based in the regions currently comprise approximately 60 full-time and part-time staff including teachers and admin staff based at the school and special needs education hub and those based at the 'school in a bus' projects that operate in four locations.



3.3 Work with partner organisations

At the time of the audit CVC was implementing all projects directly, with a few activities (e.g. for repairs and WASH facilities in schools) being undertaken by contractors.

Nevertheless, CVC maintains a number of partnerships with NGOs operating in Lebanon which are guided by a formal Memorandum of Understanding (MoU). Some of these partnerships are with local organisations, who act as a focal point in CVC project areas to liaise with municipalities and assist in community mobilisation.

Other agreements are with Lebanese NGOs that collaborate with CVC on projects funded by the same donor, or to identify new project funding opportunities and exchange knowledge.

CVC has recently developed a due diligence process to guide its selection of partners. This checks for, among other things, political affiliation, sources of funds and organisational policies.

4. Overall performance of the organisation

4.1 Internal quality assurance and risk management mechanisms

CVC's leadership approaches quality assurance through the maintenance of three elements: 1) a set of policies, guidelines and standards; 2) the recruitment, training and motivation of staff; and 3) project cycle and line management processes.

CVC's policies were substantially revised and expanded in 2022, and again in 2025 during periods of organisational growth. These are now reviewed on an annual basis, with recent developments in safeguarding/PSEA. Financial processes include regular external audits. Programme staff are well aware of procurement policies and thresholds and the controls for budget management. All new staff are required to sign that they understand and comply with key policies during induction, including a code of conduct. CVC continues to invest in training for staff, which included a 6-day course on humanitarian project management for programme coordinators just prior to this audit.

Quality assurance is applied via line management throughout the project cycle, with teams reporting to programme coordinators, who link with managers at the head office to ensure timely delivery of services, monitoring, and reporting. Financial accounts are audited internally on a quarterly basis.

Needs assessments are managed by sector leads and reviewed by senior management before projects are designed and launched. Sector leads undertake assessments to identify gaps and opportunities; for example, recent vocational training projects were informed by analyses of labour market needs, and education sector gaps to ensure programmes respond to realistic employment opportunities. Risks identified during programme implementation are reviewed during internal coordination meetings, and mitigation measures approved by senior management.

Once projects are operational, progress is monitored through monthly reporting and internal tracking systems. Monitoring approaches vary by sector: education programmes include outcome monitoring, while protection and livelihoods activities currently rely more on activity-based monitoring, with programme oversight including regular monitoring and management visits. Feedback and complaints response mechanisms (FCRMs) have been significantly developed particularly in the last two years, with the establishment of a coherent recording and tracking system. This is managed by the MEAL team, with sensitive complaints referred to the protection department.

4.2 Level of application of the CHS

Across the CHS commitments, CVC benefits from strong staff engagement, community trust, and responsive programme delivery. Programmes are designed to reach marginalised populations such as refugees, low-income households, and children with disabilities. Staff use a range of communication methods to ensure information is accessible, and communities, including children feel safe; they report that staff are respectful, fair, and responsive.

Communities confirm that services are delivered effectively and reliably and CVC maintains good coordination with local actors and humanitarian systems, and works closely with municipal leaders, schools, and humanitarian coordination structures. CVC has invested significantly in Feedback, Complaints, and Response Mechanisms (FCRM) processes and good systems are also evident in safeguarding, and referral mechanisms for SEAH.

CVC's programme approach and organisational culture resonates well with the CHS.

Processes such as providing full information about CVC's commitments to communities and its partners, and embedding processes for participation, ownership and managing environmental risks remain the key gaps. Information about organisational commitments is not consistently communicated to communities or to CVC's partners, and opportunities for community participation and local ownership in project decisions are not systematically embedded across programmes. CVC also lacks consistent integration of emergency preparedness and disaster risk reduction, while environmental considerations are not systematically incorporated into programme design.

4.3 PSEAH

CVC has a strong commitment to PSEAH, evidenced in a coherent safeguarding approach, including mechanisms for reporting complaints, survivor-centred investigation procedures, secure data management, and clear processes for managing and referring SEAH cases.

Communities and stakeholders feel able to report concerns safely, staff have been trained and understand expected standards of behaviour. CVC's leadership also promotes a culture of zero tolerance toward misconduct.

Some gaps remain in communicating information about CVC's PSEAH commitments and expected staff behaviour. This is not consistently shared, and a fully coherent organisational approach to communicating these commitments in an appropriate way has not yet been established.

4.4 Organisational performance against each CHS Commitment

Strong points and areas for improvement	Average score*
Commitment 1: People and communities can exercise their rights and participate in actions and decisions that affect them.	1.7
<p>CVC demonstrates a commitment to diversity, equity and inclusion in its programme focus and ways of working. It understands the preferences of different communities, and focuses its support to marginalised groups, for example, refugees, those on low incomes and children with disabilities. Staff use a variety of accessible channels including meetings, <i>WhatsApp</i>, telephone calls, and flyers to share information about CVC. Communication is respectful, and includes tailored follow-up with people who have low literacy or digital skills. CVC's growing Protection Department provides good information to people about their rights, although some projects do not clearly communicate CVC's commitments on non-discrimination and staff behaviour. CVC knows its populations well, with many opportunities for one-to-one interaction with staff, but there are some missed opportunities for community participation. CVC generally follows good practice in obtaining consent for photographs and stories and its publications demonstrate respectful representation.</p>	
<p>Feedback from communities: Communities perceive CVC staff to be respectful and fair. They say staff respect individual differences and communicate clearly. They are aware of CVC's safeguarding and complaints mechanisms. Some people do not feel there is strong participation in project decisions, even though they are comfortable with current arrangements and feel able to complain if needed. People do not always confirm that CVC have told them explicitly about their commitments regarding, for example staff behaviour. They say that staff always obtain consent for photographs and communications. For one project, participants consider this to be necessary, even if they are happy and trust how their information will be used. Children interviewed reported feeling safe, saying that teachers help them resolve their problems and respond positively to their suggestions.</p>	
Commitment 2: People and communities access timely and effective support in accordance with their specific needs and priorities.	2.5
<p>CVC staff have a solid understanding of the needs of communities; they undertake regular and frequent monitoring visits and continually adjustments activities so that these remain relevant, timely and accessible. CVC also demonstrates good practice in aligning its work with national frameworks, for example linking its education work with standards from the Lebanese Ministry of Education and Higher Education. Good practice is followed in all sectors, although some specific international benchmarks (e.g. Sphere) are not consistently integrated into project tools and handbooks. Project documentation shows that fair and impartial criteria are used but these are not always made known to communities. There is good evidence of internal referral for accessing support across CVC's programmes and CVC has a strong internal support and external referral system for SEAH.</p>	
<p>Feedback from communities: Communities report a high level of satisfaction with the timeliness and quality of CVC activities: cash assistance is always delivered on time, and caregivers observed a significant change in their children's education and skills. Communities say that access to services is easy. They say CVC builds on local capacity by collaborating with schools and community actors, who provide input to CVC's work and spread information about the project. The selection criteria is unclear for some participants, who said they didn't know exactly how beneficiaries were chosen.</p>	
Commitment 3: People and communities are better prepared and more resilient to potential crises.	1.6
<p>CVC's work takes a long-term view in its work, with many activities focused on strengthening resilience particularly through education, psychosocial and livelihood initiatives that aim to improve skills and opportunities over time. Staff express a desire to deliver sustainable solutions, and this comes out strongly in its current strategic plan, although this ambition is partly constrained by current context and funding realities. CVC regularly coordinates with local</p>	

representatives and its education programmes support leadership within schools. However, projects do not always clearly describe how leadership within community or beneficiary groups is supported. CVC continued many activities during the 2024 crisis in Lebanon, alongside additional emergency relief but preparation for future disasters is not clear.

Feedback from communities:

Communities report that CVC provided useful support during the recent conflict helping them manage urgent needs. They highlighted the long-term social and economic value of learning lifelong skills such as literacy and how to produce home-made items. Some groups are uncertain about what would happen to their project in the event of another crisis.

Commitment 4: People and communities access support that does not cause harm to people or the environment.

2.2

CVC's projects are people-centred, with efforts made to create safe spaces particularly for children. Several projects are specifically designed to promote safe access for people with disabilities to e.g. education and WASH facilities. CVC demonstrates good practice on data protection and confidentiality, particularly for sensitive information related to safeguarding or SEAH. Although CVC has a Climate Adaptation and Environmental Sustainability Policy, staff awareness of this policy appears low, and there is no coherent organisational system to assess environmental risks or integrate environmental considerations into programming and procurement decisions.

Feedback from communities:

Communities express strong trust in CVC's ability to protect them from harm. Many report feeling safe in activities. They also adjust meal times to respect fasting and address issues in schools such as bullying. People feel that they can safely raise concerns related to SEAH if needed. Communities believe that CVC protects their personal information. They do not see CVC causing harm to the environment.

Commitment 5: People and communities can safely report concerns and complaints and get them addressed.

2.7

CVC recently stepped up its implementation of feedback and complaints handling mechanisms, and communities have been sensitised on using them. Communities can submit feedback through multiple channels, including a QR-code link on a flyer to an online form, via complaints boxes, and through direct communication with staff. Complaints are managed by MEAL staff, who review submissions, record them in tracking logs, and follow up with programme managers so that issues are addressed. Feedback has already led to programme adjustments, such as changes to items included in food distributions. Procedures are in place for referring sensitive cases to CVC's protection officers and external referral systems and communities feel safe to raise any concerns. Staff have received training on protection and PSEAH, and how to adopt a survivor-focused approach. A coherent approach is in place, although refresher training for staff and sensitisation with communities will need to be ongoing to prevent gaps emerging.

Feedback from communities:

Communities report that they can provide feedback and complaints through channels that are safe and accessible. Most people confirm that they had been shown how to use feedback systems and mention the use of online links as well as direct communication with staff and teachers. However, one group interviewed still had several queries about their project which they had not raised with CVC staff. Some people confirmed that CVC had delivered workshops on SEAH. They are confident to discuss sensitive matters and that their information would be kept private.

Commitment 6: People and communities access coordinated and complementary support.

2.3

CVC actively works closely with municipal leaders when planning activities in new locations, and staff provide input to UN cluster meetings and the Lebanese Humanitarian and Development Forum. CVC maintains close relationships with schools, facilitating students' progression from emergency education into formal systems. CVC has been proactive in developing a network of relationships with local and international actors, has an MoU with the NGO Referral Information Management System in Lebanon and is a member of the Lebanon PSEA network. Its agreements

with national NGOs and partners are based on equitable decision-making but commitments to quality, accountability, and protection from sexual exploitation, abuse and harassment (PSEAH) are not yet systematically addressed in partnership agreements or memoranda of understanding.

Feedback from communities:

Communities consider that CVC coordinates its work with others. Some participants said they were referred to CVC cash assistance project by another NGO. They noted that the School in a Bus project works well alongside formal schools. Some said that many other NGOs visit the camps but CVC doesn't duplicate these.

Commitment 7: People and communities access support that is continually adapted and improved based on feedback and learning.

2.2

CVC uses many tools including FCRMs, post-distribution monitoring surveys, meetings with parents, and informal discussions. The senior management team express a strong interest in programme learning and there is good evidence of data being continually used to adjustments to activities. CVC demonstrates good practice in collecting disaggregated data—including by sex, age, and disability but some beneficiaries reported some inconvenience for this. CVC shares data and lessons learned with partners and coordination bodies such as sector clusters, but less so with communities themselves.

Feedback from communities:

Communities report that they have opportunities to provide feedback and that the way data is collected from them is respectful and inclusive, although some said they travel to the office to provide this. Some suggested that their feedback has influenced programme activities such as the delivery of classes on making beads or by teachers addressing bullying among children. Some said that CVC doesn't routinely share its own learning from feedback.

Commitment 8: People and communities interact with staff and volunteers that are respectful, competent, and well-managed.

2.7

CVC has a skilled and diverse workforce, with ongoing opportunities for professional development. Its leadership and staff promote a positive, safe and inclusive working environment, with protocols in place to protect staff safety when travelling to insecure areas. Systems are in place for confidential reporting of misconduct, including complaint channels managed by senior leadership and HR, and staff report feeling confident that concerns would be taken seriously and addressed appropriately. Staff sign a code of conduct and are aware of CVC's zero tolerance policy on SEAH, fraud and corruption. Improvements could be made to strengthen the scope of the code of conduct, to harmonise PSEA policies and to ensure a programme of refresher training.

Feedback from communities:

Communities have strong confidence in CVC's staff, and confirm their behaviour as respectful and accountable. They highlighted the professionalism of staff, describing them as respectful, caring, and able to resolve problems calmly. Communities say that staff regularly follow-up on any issues, have no concerns about corruption or inappropriate behaviour. They rate their competence as '100 per cent.'

Commitment 9: People and communities can expect that resources are managed ethically and responsibly.

2.8

CVC's systems for financial management are supported by clear procedures. The organisation currently has sufficient capacity to meet its commitments, and financial management processes appear robust with internal controls including segregation of duties, dual approval for financial transactions, and regular monitoring of budgets and expenditures. Procurement policies include thresholds and approval procedures, with regular external audits. Staff also show personal commitment to responsible resource use and some initiatives have been introduced to reduce environmental impact, such as the installation of solar panels in projects. However, environmental considerations are not yet systematically integrated into organisational strategies, procurement processes, or in project design.

Feedback from communities:

Communities confirm that CVC has sufficient capacity and resources to deliver programmes effectively. They highlighted the careful way that CVC provides services such as food, education, and financial support and say that staff often 'do their work and more.' They reported that resources are handled responsibly to minimise waste, for example by ensuring that all the equipment on the School in a Bus is maintained well and kept safe.


* Note: Commitments are scored by taking the mean average score of the requirements, i.e. the sum of all the requirement scores in a commitment divided by the number of requirements in that commitment. Except when a major non-conformity/weakness is issued, in this case the overall score for the Commitment is 0 (CHSA Verification Framework – Scoring Grid, 2024).

5. Summary of non-conformities

Corrective Action Requests (CARs)	Type	Status	Resolution timeframe
2026-1.2: CVC does not ensure that CVC's commitments, including those regarding PSEAH, staff and volunteer behaviour are shared with communities for all projects.	Minor	New	By the 2029 Renewal Audit
2026-1.4: CVC does not systematically provide opportunities for community participation in project decisions.	Minor	New	By the 2029 Renewal Audit
2026-1.6: CVC's approach to information sharing and community participation has not been fully articulated or implemented across the organisation.	Minor	New	By the 2029 Renewal Audit
2026-2.2: Selection criteria for inclusion are not made consistently transparent.	Minor	New	By the 2029 Renewal Audit
2026-3.2: CVC has not fully integrated emergency preparedness or disaster risk reduction activities across its projects.	Minor	New	By the 2029 Renewal Audit
2026-3.4: Mechanisms for local ownership and decision-making are not sufficiently integrated into CVC projects.	Minor	New	By the 2029 Renewal Audit
2026-4.2: CVC does not take systematic action to identify, prevent and address negative impacts of programmes on the environment.	Minor	New	By the 2029 Renewal Audit
2026-4.5: CVC's policy on climate adaptation and environmental sustainability is not well known among staff and has not been translated into systematic action.	Minor	New	By the 2029 Renewal Audit
2026-6.2: CVC does not state its commitments and expectations with regard to quality and accountability (e.g. PSEA) in partner/contractor contracts and MoUs.	Minor	New	By the 2029 Renewal Audit
2026-7.4: CVC does not currently actively share its learning and project adaptations from feedback and monitoring with people and communities.	Minor	New	By the 2029 Renewal Audit
2026-8.4: CVC's Code of Conduct is missing clear statements which prohibit discrimination and general misuse of resources.	Minor	New	By the 2029 Renewal Audit

Total Number of open CARs	11
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6. Lead auditor recommendation

<p>In my opinion, CVC Charity demonstrates no major non-conformities in its application of the Core Humanitarian Standard on Quality and Accountability.</p> <p>I recommend certification.</p>	
<p>Name and signature of lead auditor:</p> <p>Ivan Kent</p> 	<p>Date and place:</p> <p>16 March 2026, Canterbury, UK</p>

7. HQAI decision

<p>Final decision on certification:</p>	<input checked="" type="checkbox"/> Issued <input type="checkbox"/> Refused
<p>Start date of the certification cycle: 2026/04/28 Next audit before 2027/04/28</p>	
<p>Name and signature of HQAI Executive Director:</p> <p>Désirée Walter</p> 	<p>Date and place:</p> <p>Geneva, 28 April 2026</p>

8. Acknowledgement of the report by the organisation

<p>Space reserved for the organisation</p>	
<p>Any reservations regarding the audit findings and/or any remarks regarding the behaviour of the HQAI audit team:</p> <p><i>If yes, please give details:</i></p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>Acknowledgement and Acceptance of Findings:</p> <p>I acknowledge and understand the findings of the audit</p> <p>I accept the findings of the audit</p>	<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: Aya Abou Daher 	Date and place: Beirut, Lebanon, 06 May 2026
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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, including self-assessment and third-party audits	Guidance for scoring requirements
0	<p>Your organisation does not currently meet the requirement and indicates a major issue that is so significant that the organisation's ability to meet the commitment is compromised.</p> <p>For third-party auditing schemes:</p> <p>Independent verification: A major weakness.</p> <p>Certification: A major non-conformity that compromises the integrity of the commitment which leads to a major corrective action request (CAR).</p>	<p>To give a score 0, not all of the measurable components of the requirement are verified to be in place and the issue(s) identified are so significant that the organisation's ability to meet the commitment is compromised.</p>
1	<p>Your organisation does not currently meet the requirement.</p> <p>For third-party auditing schemes:</p> <p>Independent verification: A minor weakness.</p> <p>Certification: A minor non-conformity that compromises the integrity of the requirement which leads to a minor corrective action request (CAR).</p>	<p>To give a score 1, not all of the measurable components of the requirement are verified to be in place.</p>
2	<p>Your organisation currently meets the requirement, but there is an opportunity for improvement that deserves attention so that the requirement is not compromised in the future.</p> <p>For third-party auditing schemes:</p> <p>Independent verification: Requirement is met with an observation.</p> <p>Certification: Conformity with an observation.</p>	<p>To give a score 2, all measurable components of a requirement are verified to be in place, however, one or more opportunities for improvement are observed which deserve attention so that the requirement is not compromised in the future.</p>

3	<p>Your organisation meets the requirement, with organisational systems ensuring it is being met consistently throughout the organisation.</p> <p>For third-party auditing schemes:</p> <p>Independent verification: Requirement is met.</p> <p>Certification: Conformity.</p>	<p>To give a score 3, all measurable components of a requirement are verified to be in place.</p>
4	<p>Your organisation meets the requirement in an exemplary way, demonstrating innovation and/or special recognition of performance, and organisational systems ensure this high quality throughout the organisation.</p> <p>For third-party auditing schemes:</p> <p>Independent verification: Requirement is met in an exemplary way.</p> <p>Certification: Conformity in an exemplary way.</p>	<p>To give a score 4, all measurable components of a requirement are verified to be in place.</p> <p>In addition, the following must be verified:</p> <ul style="list-style-type: none"> • An organisational system (or systems) that demonstrate an innovative approach to meeting the requirement at a high standard throughout the organisation are in place. <p>and/or</p> <ul style="list-style-type: none"> • The organisation has been awarded special recognition of performance in relation to meeting the requirement at a high standard, and this is built into organisational systems so that the high quality is ensured throughout the organisation.
	<p>Guidance notes for scoring commitments:</p> <ul style="list-style-type: none"> • Commitments are scored by taking the mean average score of the requirements, i.e. the sum of all the requirement scores in a commitment divided by the number of requirements in that commitment. • Except when a major non-conformity/weakness is issued, in this case the overall score for the Commitment is 0. 	

* Scoring Scale from the CHSA Verification Framework 2024