

Honduran Red Cross

Initial Audit – Summary Report - 2025/01/23

1. General information

1.1 Organisation

Type	Mandates	Verified
<input type="checkbox"/> International <input checked="" type="checkbox"/> National <input checked="" 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 checked="" type="checkbox"/> Advocacy
Legal registration	Special legal status: Operates as a humanitarian, voluntary, private and non-profit association, endorsed by the state through Decree 475 which established its status in 1937. Registered with the Directorate of Regulation, Registration and Monitoring of Civil Associations.	
Head Office location	Tegucigalpa, Honduras	
Total number of organisation staff	504	

1.2 Audit team

Lead auditor	Agnes KONRAT
Second auditor	-
Third auditor	-
Observer	-
Expert	-
Witness / other participants	Mabel SANDRES, local facilitator

1.3 Scope of the audit

CHS:2014 Verification Scheme	Certification
Audit Cycle	First
Type of audit	Initial Audit
Scope of audit	The Honduran Red Cross (HRC) is a National Society (NS) part of the International Red Cross Red Crescent (RCRC) Movement. The audit covers the NS, including its Head Office in Tegucigalpa and its 53 local councils. Projects are implemented nationally and directly. This audit covers all projects excluding the Blood Bank projects.
Focus of the audit	The focus of the audit is HRC's four thematic areas : Community Health, Integrated Risk Management, Social Development, and Organisational Development.

1.4 Sampling*

Sampling unit	Project
Total number of Project sites included in the sampling	34
Total number of sites for onsite visit	2

Total number of sites for remote assessment		2
Sampling Unit Selection		
Random Sampling – onsite/remote		Purposive Sampling – onsite/remote
Project “Alianza Programática Año 3”- Onsite		Project “Comunidades y Migrantes Resilientes PAO-Sur Fase II, 2022 – 2024” - Onsite
Project “Restablecimiento del Contacto entre Familiares” – Not Selected		Project “Fortalecimiento de las Capacidades de la Región I y II de la CRH” - Remote
Project “Iniciativa de solución local a inundaciones en 4 colonias del sector de Chamelecón, 2024- 2025” – Not Selected		Project “Protección a los Servicios de Salud (HCiD)” - Remote
Project “Fortalecimiento de las capacidades de la Cruz Roja Hondureña para mejorar los servicios de Emergencia Sanitaria, la gestión de riesgo con enfoque en el cambio climático año 2” – Not Selected		
Any other sampling considerations:		
The auditor purposively selected projects in each of the organisations’ thematic areas, with different budget sizes and funded by different donors (RCRC funds, other funds) to obtain a relevant sample of sectors and ways of work of HRC. The auditor, together with HRC, purposively selected the list of staff, volunteers, communities, partners and stakeholders to interview in each project.		
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	2024/10/01	Number of participants	41
Location	Tegucigalpa, Honduras (remote)	Any substantive issues arising	None

2.2 Locations Assessed

Locations	Dates	Onsite or remote
Honduras, Tegucigalpa, Head office	11–13/10/2024	remote
Honduras, Tegucigalpa, Head office	14–18/10/2024	onsite
Honduras, Choluteca, Project “Comunidades y Migrantes Resilientes PAO-Sur Fase II, 2022 – 2024”	14–15/10/2024	onsite
Honduras, El Paraíso, Project “Alianza Programática Año 3”	16–17/10/2024	onsite
Honduras, Atlántida, Francisco Morazán, Valle, Choluteca, El Paraíso, Olancho, Comayagua, La Paz e Intibucá, Project “Protección a los Servicios de Salud (HCiD)” and Project “Fortalecimiento de las Capacidades de la Región I y II de la CRH”	21–24/10/2024	remote

2.3 Interviews

Level / Position of interviewees	Number of interviewees		Onsite or remote
	Female	Male	
Head Office			
Management	5	6	Onsite and remote
Staff	1		Onsite
Board Member		1	Onsite
Project Sites			
Management	3	1	Onsite
Staff		1	Onsite
Volunteers	2	1	Onsite
Partner staff	3	1	Onsite
Total number of interviewees	14	11	25

2.4 Consultations with communities

Type of group and location	Number of interviewees		Onsite or Remote
	Female	Male	
Group discussion with youth – Social Development Project – Choluteca	5	5	Onsite
Group discussion with community leaders from Barrio Sagrado Corazón – Social Development Project – Choluteca	6	4	Onsite
Group discussion with community leaders from Barrio Las Arenas – Social Development Project – Choluteca	4	4	Onsite
Group discussion with community leaders from Barrio Las Arenas – Social Development Project – Choluteca	7	4	Onsite
Group discussion with community leaders – Integrated Risk Management Project – Los Almendros	10	0	Onsite
Group discussion with community leaders – Integrated Risk Management Project – Los Almendros	7	3	Onsite
Interviews of migrants at the Humanitarian Service Point – El Pescadero	5	1	Onsite
Total number of participants	44	21	65

2.5 Closing Meeting

Date	2024/11/12	Number of participants	34
Location	Tegucigalpa, Honduras (remote)	Any substantive issues arising	none

3. Background information on the organisation

3.1 General information

The Honduran Red Cross (HRC) was founded in 1937 as a humanitarian, voluntary, and non-profit organisation. It was subsequently recognised by the Honduran state (1937), the International Committee of Red Cross (1938), and gained membership in the International Federation of Red Cross and Red Crescent Societies (1945).

HRC's mandate is shaped by the Movement's Fundamental Principles, emphasising humanity as its core value alongside impartiality, neutrality, and independence. This framework enables autonomous operations while maintaining its auxiliary role in humanitarian action.

Strategic priorities established in the 2021-2025 National Development Plan focus on four main areas:

- Integrated Risk Management
- Community Health
- Social Development
- Organisational Development

Programming encompasses three key domains:

- Humanitarian assistance
- Community development
- Humanitarian advocacy

Geographic coverage is managed through a regional model dividing operations into four regions overseeing 53 local councils. Each council implements programmes and manages local volunteers within their jurisdiction, ensuring nationwide coverage.

In 2023, HRC operated with an annual budget of 23.7 MUSD, implementing its work through 504 paid staff and a network of over 17,000 volunteers.

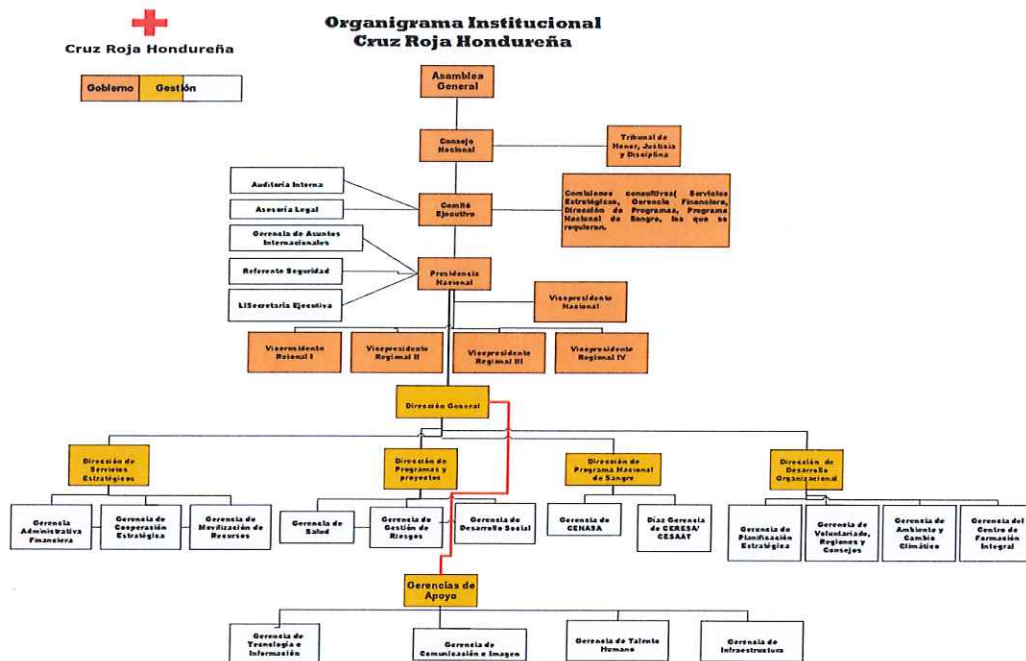
3.2 Governance and management structure

HRC operates through a dual governance system consisting of a Governance Structure for strategic direction and a Management Structure for operations.

The Governance Structure consists of the General Assembly, National Council, and Executive Committee as primary decision-making bodies. The National Presidency heads this structure, supported by units for Institutional Security, Legal Advice, Internal Audit and Executive Secretariat. Leadership at national, regional, departmental, municipal and local levels serve four-year terms. The Board of Director's key responsibilities include reviewing and approving strategic plans, budgets and partnerships, defining policies and standards, and supervising the General Director.

The Management Structure is led by the General Directorate overseeing four main directorates:

- Strategic Services: Strategic Cooperation, Human Resources, Finances and Administration
- Programmes and Projects: Integrated Risk Management, Community Health, Social Development
- National Blood Programme: National Blood Centre and the Regional Blood Centre
- Organisational Development: Strategic Planning and Reporting; Volunteers, Regions and Councils; Environment and Climate Change, and the Training Centre



Support departments including Communications, HR and IT provide cross-cutting functions. The Strategic Services department works across all programmatic areas under the Programs and Projects directorate. This structure enables coordination between headquarters and HRC's 53 local councils throughout four geographic regions.

3.3 Work with partner organisations

As a National Society (NS) member of the RCRC Movement, HRC implements projects directly through its 53 local councils, and managed 41 projects in 2024.

The organisation works through three main partnership categories:

- Government partnerships reflect HRC's auxiliary role to public authorities in humanitarian action, and is developed within the Executive Agreement number 475-1937, within HRC's Statutes, and within its National Development Plan.
- RCRC Movement partnerships involve technical, doctrinal and financial collaboration through bilateral, tripartite and multilateral arrangements or cluster coordination based on humanitarian interests. Within the Movement, work is carried out in accordance with the Seville Agreement 2.0, which defines clear roles and responsibilities between HRC and other components (IFRC and ICRC). When working with external members of the Movement, various operational or strategic coordination mechanisms are established and letters, agreements, or memorandums of understanding are signed, depending on the scope of work.
- External partnerships with private sector, international organisations and NGOs require partners to demonstrate alignment with humanitarian principles and commitment to effectiveness and accountability.

Partnerships are formalised through Conventions, Agreements or Letters of Understanding following HRC's partnership policies.

4. Overall performance of the organisation

4.1 Internal quality assurance and risk management mechanisms

HRC has established comprehensive internal quality assurance and risk management systems through multiple complementary approaches. Since 2016, the organisation uses three key evaluation tools: the Organisational Capacity Assessment and Certification (OCAC) at the national level, Branch Organisational Capacity Assessment (BOCA) at council level, and since 2020, a HRC-specific categorisation system for council assessment. These tools form the foundation of the quality assurance approach.

Financial oversight is maintained through:

- Internal Audit function providing guidance on financial processes and controls
- Systems, Applications, and Products in Data Processing (SAP) Business One software consolidating financial operations with clear traceability
- Fraud and Corruption Prevention Policy compliance monitoring

Human resources quality management operates through the 'Sistema de Talento Humano' (SISTAH) online portal, which manages both staff and volunteer data, including ID issuance, training records, and personnel history.

Risk management is integrated at multiple levels:

- Headquarters and program-level risk assessment processes
- Project planning and implementation risk mitigation strategies
- Regular monitoring by program coordinators and regional offices

Quality assurance and monitoring is primarily overseen by:

- Monitoring, Evaluation and Reporting Unit (UMER) managing project frameworks and indicators
- PMI (Information Management Platform) enabling real-time monitoring and reporting
- Regional technical offices providing local-level quality assurance

The Organisational Development department, in conjunction with the President's office, oversees the CHS certification process to ensure humanitarian standards alignment across operations. This comprehensive system enables HRC to maintain standardised project monitoring, reporting and financial audits.

4.2 Level of application of the CHS

HRC's board and management demonstrate a clear understanding of, and strong commitment to the CHS. Overall, HRC demonstrates a good level of application of the CHS, supported by appropriate systems, policies and procedures.

HRC's main strengths in applying the CHS include:

- Strong project implementation demonstrating appropriateness, relevance and timeliness.
- Well-integrated Community Engagement and Accountability (CEA) approach with dedicated focal point and new strategy.
- Consistent application across all staff levels of Fundamental Principles and Code of Conduct (CoC), which lay out the expectation of exemplary behaviour in all interactions.

HRC's main weaknesses in applying the CHS include:

- Inconsistent documentation and implementation of feedback and complaints mechanisms (FCMs) across projects.
- Limited community awareness of complaint scope and management processes.
- Gaps in systematic risk assessment implementation.

HRC's commitments to protection and prevention from sexual exploitation and abuse (PSEA) are supported through a dedicated focal point and are integrated in the CoC. HRC members receive PSEA trainings and clear guiding documents on SEA misconduct scenarios. The organisation has drafted a new PSEA policy and a new procedure for SEA complaints.

HRC performs well in relation to gender and diversity. Its Gender and Inclusion Policy particularly addresses barriers for vulnerable groups including women, LGBTQIA+ individuals, people with disabilities, and indigenous populations. This commitment was clearly evidenced at the operational level during the onsite audit visits and communities confirm the relevance of programmes in terms of inclusion of vulnerable groups.

HRC's Do No Harm approach is embedded in its strategies and policies, but the organisation does not have a systematic approach to identifying and acting upon the full range of negative effects that its projects could have. HRC has drafted new documents that lay out its commitment to the protection of data.

4.3 Organisational performance against each CHS Commitment

Strong points and areas for improvement	Average score*
Commitment 1: Humanitarian assistance is appropriate and relevant	3
<p>HRC demonstrates robust systems for ensuring humanitarian response is appropriate and relevant. The organisation's policies commit to impartial assistance based on needs, supported by systematic data collection through the PMI platform which can capture standardised disaggregated data across all projects including services type, sex, age, disability, and migrant country of origin.</p> <p>Staff conduct ongoing context analysis and needs assessments at community level, using vulnerability assessments with technical teams and comprehensive needs assessments. Programs are designed based on this analysis with inclusive selection criteria clearly communicated to communities. The organisation demonstrates responsiveness to changing needs, evidenced by practical adaptations such as modifying assistance kits based on feedback and context changes.</p>	
<p>Feedback from communities:</p> <p>Communities confirm that HRC conducts thorough context and needs analysis across multiple dimensions and provides inclusive assistance through diverse outreach methods including door-to-door visits, public announcements, and work through community leaders. While communities report clear communication about selection criteria and feel processes are fair, there were some gaps in understanding programme adaptations.</p>	
Commitment 2: Humanitarian response is effective and timely	3
<p>HRC demonstrates strong capacity to deliver effective humanitarian response through systematic operational processes. Programs consistently follow established technical standards, exemplified by health projects adhering to Ministry of Health protocols, while UMER, the monitoring, evaluation and reporting unit, provides comprehensive oversight including baselines, intermediate and final evaluations.</p> <p>Staff design and implement programs with clear chronograms, and systematic monitoring is conducted through field visits. The organisation maintains effective referral systems, particularly in health case management, with established follow-up procedures, although they are not systematically documented. Programmes are aligned with the organisational capacities as part of the 2021-2025 National Development Plan, and supported by M&E plans across all projects to ensure quality and timeliness.</p>	
<p>Feedback from communities:</p> <p>Communities report feeling safe during HRC activities, with the organisation taking security measures like ensuring safe meeting times/locations, providing accompaniment during mobility, and following protocols about home visits. While communities confirm HRC generally delivers timely assistance and exhibits strong technical competence, some noted delays or lack of follow-up on specific requests (like waste bins for youth networks and flood drainage works), and several expressed uncertainty about project timelines and communication regarding changes or delays in planned activities.</p>	
Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects	2.5
<p>HRC's policies integrate Do No Harm principles and support local capacity strengthening, including specific policies on Environment and Climate Change, Gender and Social Inclusion. The organisation systematically builds community resilience through multiple approaches, such as establishing local emergency contact networks with firefighters and national agencies responsible for disaster risk management.</p> <p>Programmes strengthen local capacities through community-based hazard mapping, risk assessments with community participation, and training local first responders through the national training centre. Local economic engagement is evidenced by the use of local suppliers and the implementation of Cash and Voucher Assistance (CVA) programs.</p>	

However, data protection practices show some gaps, with systems to safeguard community information not consistently understood or implemented across the organisation. While policies exist, staff awareness varies and digital transformation strategies including data protection remain in draft form. Additionally, HRC's approach to identifying and addressing negative effects lacks comprehensive implementation across key areas including dignity and rights, protection from exploitation and abuse, cultural sensitivity, and environmental impact.

Feedback from communities:

Communities confirm HRC builds local resilience through capacity development, particularly in disaster preparedness and water management, with examples including establishment of local committees anchored to permanent community structures and provision of emergency contact information for other institutions. However, while communities acknowledge being told about project sustainability, several expressed uncertainty about exit strategies, with mixed awareness about transition plans and unclear communication about project end dates across different community groups.

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

2.9

HRC demonstrates robust communication frameworks through its strategy and operational guides, which establish principles for open communication and include clear guidance on communication scenarios for staff and volunteers. The organisation has designated CEA focal points and is developing a comprehensive CEA strategy to systematise community engagement.

Information sharing and feedback collection are culturally sensitive and context-appropriate, with multiple channels including satisfaction surveys, suggestion boxes, and WhatsApp groups. External communications are guided by policies and the CoC, which includes protocols for photo consent and dignified representation, while ensuring inclusive engagement across diverse groups.

However, while feedback mechanisms exist, they vary by project and are not documented in a consistent way.

Feedback from communities:

Communities report that HRC effectively communicates its principles, values and programme information through various accessible means including door-to-door visits, community murals and WhatsApp groups, with communities confirming they are consulted on preferred communication channels. While communities acknowledge being asked for feedback and that communication is inclusive of diverse groups (women, at-risk youth, LGBTQ+), some noted inconsistency in how input is gathered, and not all received systematic responses.

Commitment 5: Complaints are welcomed and addressed

1.9

HRC demonstrates mixed performance in complaints handling, with established processes varying across different stakeholder groups. A CoC guides reporting of misconduct including PSEA, with documented complaint processes for staff and volunteers. Multiple feedback channels exist for communities including suggestion boxes, meetings, and WhatsApp platforms, though these lack consistent documentation and systematic management procedures.

While staff explain feedback mechanisms throughout programme cycles and communities understand the CoC, there are significant gaps in implementation. Communities are not systematically consulted on complaints mechanism design, and staff do not consistently communicate the scope of issues that can be addressed. The organisation has draft versions of both an institutional feedback mechanism and PSEA policy, but neither is operational yet.

However, HRC shows some positive elements with a culture where complaints are taken seriously, and are managed in a timely, fair and appropriate manner.

Feedback from communities:

Communities indicate significant variation in their awareness and access to complaints mechanisms, with some reporting they can raise issues directly with coordinators or through WhatsApp groups, while others mention recently installed complaints boxes without clear understanding of how they function or who manages them. While communities generally feel confident there would be no reprisals for complaining, some express uncertainty about how to raise sensitive issues like sexual exploitation and abuse, with many relying on implicit trust in HRC's values rather than clearly understanding formal complaint procedures and pathways.

Commitment 6: Humanitarian response is coordinated and complementary	3
<p>HRC effectively coordinates with public authorities through humanitarian dialogue as part of its auxiliary role, while maintaining clear boundaries that preserve its independence. Its policies and strategies include clear commitments to coordination and collaboration with partners while preserving humanitarian principles. Partnership work is governed by consistent agreements, with explicit clauses on Fundamental Principles, fraud prevention, and PSEA compliance. In practice, HRC effectively identifies and engages with stakeholders through its network of 53 councils, ensuring its humanitarian response complements that of authorities and other organisations. HRC actively participates in coordination bodies, leading several humanitarian clusters, and systematically shares necessary information through appropriate coordination channels.</p>	
<p>Feedback from communities: Communities acknowledge that HRC coordinates effectively with other organisations when present, citing examples of complementary support like an NGO providing materials while HRC provided labour for a health centre project. However, many communities reported having limited exposure to other organisations in their areas, making it difficult to fully assess HRC's coordination efforts from their perspective.</p>	
Commitment 7: Humanitarian actors continuously learn and improve	2.8
<p>HRC has established policies for evaluation and learning, with systematic logframe approaches and indicators for all projects. The organisation uses PMI, an information management platform that integrates with data collection and management tools, making knowledge accessible throughout the organisation. Digital Transformation is a cross-cutting priority in the 2021-2025 National Development Plan, with a draft strategy that includes objectives for innovation and knowledge management.</p> <p>While HRC effectively draws on lessons learned when designing programs, incorporating previous recommendations and sustainability proposals into project formulation, implementation of learning systems shows inconsistencies. The organisation learns from monitoring and evaluation activities, but because feedback and complaints are not consistently collected, there is a risk that learning opportunities are missed.</p> <p>Knowledge sharing and innovation processes function through established platforms, though the effectiveness of these systems varies across projects, with some showing stronger learning practices than others.</p>	
<p>Feedback from communities: Communities report that while HRC shares specific study results and explains some programme changes that affect them, they are generally not aware of lessons learned from previous project phases or how these inform new interventions.</p>	
Commitment 8: Staff are supported to do their job effectively, and are treated fairly and equitably	2.8
<p>HRC has comprehensive policies for the management of its human resources, including a robust CoC, and separate regulations for paid staff and volunteers. Staff security and wellbeing are addressed through specific norms for protection and safety, while professional development is supported through an integrated training centre. Staff work according to organisational objectives, understand relevant policies and demonstrate necessary competencies. However, gaps exist in workforce management. Despite having policies to prevent overwork, staff and volunteers interviews reveal work overload due to high turnover and positions not designed according to needs. This audit shows limited evidence of strategic analysis of staffing requirements or turnover rates and workload distribution. Despite these challenges, staff remain committed to the organisation and to effective programme delivery.</p>	
<p>Feedback from communities: Communities consistently express satisfaction with HRC staff and volunteers competencies and conduct, indicating staff treat them with respect and professionalism in line with HRC's values and fundamental principles.</p>	
Commitment 9: Resources are managed and used responsibly for their intended purpose	2.2

The organisation has established robust systems for financial monitoring and resource tracking, with clear procedures for accepting and allocating funds ethically, and regular auditing processes. An internal audit function provides oversight of financial processes, and staff interviews and documentation confirm effective operational oversight through SAP Business One and expenditure monitoring against budgets.

However, gaps exist in environmental commitments and risk management.

HRC's environmental policy commits to reducing its carbon footprint and conducting comprehensive environmental assessments for projects. A focal point is in place and significant progress has been made, in particular to train staff. However, HRC has failed to establish carbon emissions measurements due to lack of a national supplier availability, and audited projects do not yet systematically include environmental risk analysis.

Despite having policies to assess and manage various risks - including financial, security, and PSEA - HRC lacks systematic implementation across regions and departments. While risk assessment processes exist at institutional level, there is insufficient evidence of systematic risk mitigation procedures.

HRC has a fraud and corruption prevention policy with staff training, but its risk matrix lacks comprehensive preventive actions and mitigation plans. HRC's policies state commitment to maintaining independence in resource acceptance according to Fundamental Principles, however, there is no explicit documentation of how resource acceptance decisions are evaluated for independence impacts, or what criteria guide accepting or rejecting resources based on independence considerations.

Feedback from communities:

Communities perceive that HRC uses resources efficiently and without waste, and recognise environmental considerations in HRC's work, particularly in flood prevention and water and sanitation projects. The community feedback does not indicate any awareness of corruption cases.


* 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
2025-3.6: HRC does not have a comprehensive approach to identifying and acting upon the full range of negative effects.	Minor	New	By renewal Audit 2028
2025-3.8: HRC's systems to safeguard personal information collected from communities are not known by all staff.	Minor	New	By renewal Audit 2028
2025-5.1: HRC does not consult communities on the implementation and monitoring of complaints-handling processes.	Minor	New	By renewal Audit 2028
2025-5.2: HRC does not systematically communicate the scope of issues the complaint mechanism can address and how complaints are managed.	Minor	New	By renewal Audit 2028
2025-5.4: The complaints-handling process for communities and people affected by crisis are not consistently documented and in place.	Minor	New	By renewal Audit 2028
2025-8.4: HRC does not consistently analyse its staff capacity to deliver its programmes.	Minor	New	By renewal Audit 2028
2025-9.5: HRC does not systematically manage the risk of corruption.	Minor	New	By renewal Audit 2028
2025-9.6e: HRC policies and processes governing the use and management of resources lack practical guidance on how the organisation assesses, manages and mitigates risks on an ongoing basis.	Minor	New	By renewal Audit 2028

2025-9.6f: HRC policies and processes governing the use and management of resources do not consistently inform how they ensure that the acceptance of resources does not compromise its independence.			
Total Number of open CARs		8	

6. Lead auditor recommendation



CERTIFICATION In my opinion, HRC conforms with the requirements of the Core Humanitarian Standard on Quality and Accountability. I recommend certification.	
Name and signature of lead auditor:  Agnes KONRAT	Date and place: 2025/01/20 Paris, France

7. HQAI decision

Final decision on certification:	<input checked="" type="checkbox"/> Issued <input type="checkbox"/> Refused
Start date of the certification cycle: 2025/01/23 Next audit before 2026/01/23	
Name and signature of HQAI Executive Director: Désirée Walter 	Date and place: Geneva, 23 January 2025

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 checked="" type="checkbox"/> No
Acknowledgement and Acceptance of Findings:	

I acknowledge and understand the findings of the audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I accept the findings of the audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name and signature of the organisation's representative:   Joxe Juan Costas Hernandez	Date and place: 2025/01/27 Tegucigalpa, Honduras

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