

Fundación Halü Bienestar Humano (Halü)

Initial Audit – Summary Report – 2025/02/19

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 checked="" type="checkbox"/> Advocacy
Legal registration	Halü is registered foundation under Colombia law.	
Head Office location	Bogotá (Colombia)	
Total number of organisation staff	122	

1.2 Audit team

Lead auditor	Jorge Menéndez
Second auditor	Aninia Nadig
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 Halü's Head Office in Bogota and all the programmes and projects.
Focus of the audit	The audit focused on covering the organisation's main area of operation in La Guajira (Colombia).

1.4 Sampling*

Sampling unit	Project
Total number of Project included in the sampling	14
Total number of sites for onsite visit	3
Total number of sites for remote assessment	1
Sampling Unit Selection	
Random Sampling – onsite/remote	Purposive Sampling – onsite/remote
Protection and humanitarian assistance for people affected by the armed conflict in Colombia and the complex Venezuelan crisis in Colombia and Venezuela – onsite	Community management project for sustainable solutions in water, sanitation, hygiene in relation to health (Development). Project staff, documents and focus groups - onsite

Support access to and protection of the Sexual and reproductive health (SRH) rights of women and children affected by conflict and migration in the Norte de Santander - remote	Diverse Women as Agents of Change for the Construction of a Culture Free of Violence in the Territory of Maicao - La Guajira (DIVAL) - onsite
Any other sampling considerations:	
None	
Sampling risks identified:	
There is no sampling risk 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	2024/10/07	Number of participants	6
Location	Remote / On site	Any substantive issues arising	None

2.2 Locations Assessed

Locations	Dates	Onsite or remote
Bogota	7, 24 and 25 October 2024	Onsite and remote
La Guajira	8-10 October 2024	Onsite

2.3 Interviews

Level / Position of interviewees	Number of interviewees		Onsite or remote
	Female	Male	
Staff			
Management	3		Onsite & remote
Staff	8	2	Onsite & remote
Partner staff	2	1	Remote
Stakeholders		1	Onsite & remote
Total number of interviewees	13	4	17

2.4 Consultations with communities

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

Group discussion – female project participants – ECHO Project, Uribia, Colombia	6		Onsite
Group discussion – male project participants – ECHO Project, Uribia, Colombia		6	Onsite
Group discussion – youth project participants – ECHO Project, Uribia, Colombia	3	3	Onsite
Group discussion – female project participants – Joupanachon Project, Uribia, Colombia	20		Onsite
Group discussion – male project participants – Joupanachon Project, Uribia, Colombia		20	Onsite
Group discussion – members of organisations participants in the project – Maicao Colombia	6	1	Onsite
Total number of participants	35	30	65

2.5 Closing Meeting

Date	2024/12/05	Number of participants	10
Location	Remote	Any substantive issues arising	None

3. Background information on the organisation

3.1 General information

Fundación Halü (Halü) is a nonprofit humanitarian and development foundation founded in 2009 to support the most vulnerable populations, such as Indigenous, Black and peasant communities and those suffering humanitarian crises or emergencies. Halü is registered in Colombia and regulated according to decree 0427 of 4 March 1996.

Halü's mission is to manage alternatives for humanitarian response and overcoming the crises of people and communities, with collective, participatory and knowledge-sharing actions that contribute to recovering and improving dignified living conditions, developing capacities, strengthening grassroots organisations and protecting the planet. Throughout its fifteen years of existence, Halü has been implementing projects and programmes in the departments of Chocó, Valle del Cauca, Nariño, Putumayo, Amazonas, Guaviare, Meta, Arauca, Norte de Santander, La Guajira, Atlántico and Cundinamarca.

Currently, Halü operates in la Guajira, Caqueta, Norte de Santander and Nariño departments. Of its 122 employees, five have labour contracts, which provide them with full-time employment benefits, while 117 have project-based service provider contracts.

Halü has four programmes:

1. Rapid Emergency Response
2. Culture, Development and Peace
3. Dignified Ageing
4. Knowledge Management

Halü actions are focused on the following sectors:

1. Wash
2. Protection
3. Health
4. Cash and Voucher Assistance

5. Capacity building

Halü does not have a Strategic Plan that defines the direction of the organisation and sets medium and long-term objectives. Currently, the Strategy is mainly set and decided by the founder and members of the Board of Directors (BoD). It is mainly focused on the short term, with an approach that is based on the existing funding possibilities.

In 2022, Halü reached 58.738 people affected by crisis in Colombia. According to its 2023 financial statements, total revenues reached US\$ 3.601.717 (COP 13.995.730.805), with expenses and taxes of US\$ 3.600.383 (COP 13.990.543.997) and a result of US\$ 1.334,79 (COP 5.186.808).

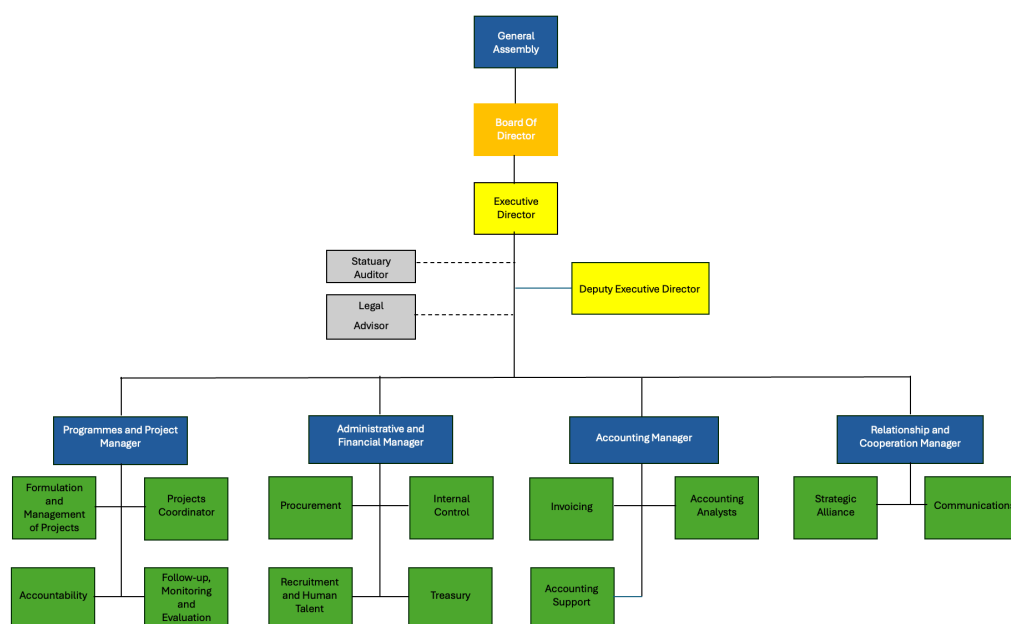
3.2 Governance and management structure

The General Assembly (GA) is the highest Governing body and is constituted by Founding and Adhering Members. The GA meets in ordinary sessions once a year and in extraordinary sessions as often as necessary to resolve specific issues. The GA appoints the Board of Directors, Statutory Auditor and the Executive Director.

The Board of Directors (BoD) is a permanent Governing body, elected by the GA for a period of two (2) years. It is composed of the President, Vice-President, Secretary and 2 members with their respective substitutes. The BoD may invite external advisors to support its management on a temporary basis or for the period covered by their appointment. The cost for the services of the advisors shall be approved by the Assembly. The BoD meets twice a year on an ordinary basis and when requested by the members of the BoD on an extraordinary basis.

The Executive Director (ED) is the organisation's legal representative and one of the founders of the organisation. The ED is responsible for the overall daily management of the organisation in accordance with instructions given by the Board and in line with the Articles of Association. The ED represents Halü externally and is accountable to the BoD and the GA.

The management structure includes the Executive Director, Deputy Executive Director, Legal Advisor, Programmes and Project Manager, Administrative and Financial Manager, Accounting Manager, and Relations and Communication Manager. The Programme and Project Director is responsible for designing, implementing and monitoring all programmes executed by Halü. However, at the time of this audit, not all positions in the organisational chart are filled.



3.3 Work with partner organisations

Halü is a cooperation and implementation partner with several international organisations such as the International Rescue Committee (IRC), Diakonie Katastrophenhilfe (DKH), FOS Feminista, Asociación Paz y Desarrollo (P&D), Fundación Amanée Wayúu, Première Urgence Internationale (PUI), agencies of the United Nations System (UNS), among others. It has signed agreements with them detailing the responsibilities and commitments of each party.

Halü, in fulfilment of its mission, contributes to the strengthening of local organisations with which it signs collaboration agreements within the framework of specific projects.

Halü 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 (statutes) clearly define the roles and responsibilities of the GA, BoD, and Director. 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. Although Halü is putting in place mechanisms and procedures to mitigate these risks, as explained below, it remains a critical area of organisational risk that requires careful management.

The articles of association require that the GA appoints a statutory auditor. The statutory auditor's opinion on the Annual Accounts 2022 and 2023 is that they give a true and fair view of the assets and liabilities and of the financial position of the Halü.

Halü is in the process of implementing an internal control system. At the time of the audit, Halü had an internal control officer responsible for document review to ensure that all projects and programs comply with the regulations of the country, donors, partners, and the organisation. However, Halü has not yet developed the policies and procedures to manage the Internal Control Department.

Monitoring and data collection mechanisms are primarily focused on obtaining information requested by partners or donors, reflecting a compliance-based approach to monitoring and evaluation. In line with this finding, the organisation adheres to minimum standards and guidelines set by legal requirements, donor and funding partner requirements, and community expectations.

Financial management and supply chain procedures are clearly described and well understood. The Transparency and Business Ethics Programme governs Halü's anti-fraud control environment. Staff at all levels know how to report fraud, bribery, or corruption.

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.

Halü has a good knowledge of the community, allowing them to identify and minimise the main existing program risks. Additionally, a complaints mechanism is in place at the community level, which helps limit the risks of staff abuse.

It is essential to highlight that Halü is in the process of developing a more standardised system to manage the organisation that allows it to ensure the quality of its projects and programmes and to minimise the risk. However, several of these documents, such as the Monitoring,

Evaluation, and Learning Manual, Transparency and Business Ethics Programme, and Field Security Protocol, are not in place yet.

4.2 Level of application of the CHS

Halü is dedicated to quality and accountability, adhering to humanitarian standards. The organisation's leaders emphasise that their motivation for CHS certification is to enhance learning, quality, and accountability.

Strengths identified in the audit:

- Collaboration and coordination: Halü effectively collaborates with network members, working groups, local and national authorities, and partners, ensuring their projects complement other humanitarian efforts.
- Impartial assistance: Halü provides assistance based on community needs and capacities, considering diversity and including marginalised groups.
- Complaints mechanism: Halü has a complaints mechanism in place at the community level.
- Capacity building: Halü strengthens local capacities and resilience, empowering local leaders and organisations as first responders.
- Program adaptation: Halü adapts programs to changing needs, capacities, and contexts.

Weaknesses identified in the audit:

- Data collection: Halü does not have all the relevant policies and processes required to disaggregate data by sex and disabilities.
- Monitoring, Evaluation, Accountability and Learning (MEAL): The new MEAL Manual does not cover all the CHS requirements.
- Learning from Feedback and Complaints. The organisation does not have a mechanism to ensure that the organisation learns and innovates from feedback and complaints.
- Contract procedures: Halü does not have clear procedures for signing labour or service provider contracts with its staff.
- Exit strategy: Halü does not ensure that all programs and projects have a transition or exit strategy in place.

It is also relevant to indicate that Halü has several relevant documents, such as the MEAL Manual, Accountability Policy, Transparency and Business Ethics Programme, among others, that have not yet been signed off.

Community Feedback: The community is highly satisfied with Halü's work, appreciating their involvement, contextual knowledge, transparent communication, and the absence of negative effects.

This audit raises 9 Minor corrective action requests (CARs) (1.5, 2.6, 2.7, 3.4, 7.2, 8.5, 8.6, 8.9 and 9.6).

4.3 Organisational performance against each CHS Commitment

Strong points and areas for improvement	Average score*
Commitment 1: Humanitarian assistance is appropriate and relevant	2.2
<p>Halü commits to reaching the most vulnerable people in their diversity, including disadvantaged and marginalised people. This is established in its key policy documents. Halü has a good understanding of the setup of the communities it works with and of people's needs. However, its policies do not require the collection of disaggregated data by sex and disability.</p> <p>Halü analyses context on the basis of needs. However, this is not done systematically, and there are no policy or procedure documents requiring a systematic and ongoing context and stakeholder analysis. Furthermore, not all the sampled projects have documented or registered context analyses. This creates a risk that Halü will not conduct an ongoing analysis of the context and stakeholders, if the donor or partner does not require it.</p> <p>Halü adapts programmes to changing needs, capacities and context.</p>	
<p>Feedback from communities:</p> <p>Communities share a deep appreciation for the assistance provided by Halü, stating that they feel satisfied with the support and that it is in line with their preferences, needs and capacities.</p> <p>Communities state that Halü consults them during assessments and implementation, and adapts projects, if necessary, to changing priorities, needs and capacities.</p>	
Commitment 2: Humanitarian response is effective and timely	2.0
<p>Halü has developed a project-oriented work culture, without having procedures or protocols in place to ensure that its capacity is adapted to programme commitments. This includes a lack of yearly or multi-year strategies and structural support to staff implementing the projects.</p> <p>Halü's MEAL Handbook is not adapted to providing effective guidance to systematically monitoring and evaluating projects, adapting them based on evidence, and making timely decisions.</p> <p>Halü's programmes and projects are realistic and safe for communities. They are delivered, and relevant decisions are taken, in a timely manner.</p> <p>Referrals of unmet needs are regularly made, but not based on documented processes for referring, recording and tracking unmet needs. Therefore, there is a risk that Halü does not systematically refer all the unmet needs to those organisations with the relevant technical expertise and mandate.</p> <p>Halü uses the standards and good practices required by its donors and partners. However, it does not systematically ensure that all the programmes and projects use relevant technical standards and good practice. In line with this finding, Halü's MEAL Handbook does not include related guidance. Therefore, there is a risk that Halü may not include relevant technical standards and good practices in all projects and programmes.</p> <p>Halü monitors projects in collaboration with its partners, adapts them and addresses poor performance. However, not all projects follow the monitoring schedule they established at the outset. This creates a risk that not all projects are monitored in a timely and appropriate manner.</p>	
<p>Feedback from communities:</p> <p>Community members feel that their views regarding the activities, outputs, and outcomes of the projects are sought.</p> <p>Community members are satisfied with the timeliness of projects. They state that they can access activities safely and without any fear of harm.</p>	

Community members consider that Halü staff have adequate technical skills.	
Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects	2.5
<p>Halü has policies in place to prevent programmes and projects from having negative effects. This includes policies on Protection from Sexual Exploitation and Abuse (PSEA) and on strengthening local capacities. The projects themselves have a strong focus on supporting communities to become more resilient and to understand and claim their rights. Halü supports the development of local leadership by focusing on marginalised and vulnerable people.</p> <p>Halü pays attention to cultural and ethnic sensitivities and consults communities on any known risks. However, it does not consistently conduct market, livelihoods and environment analyses to obtain the information needed to address potential or unintended negative effects on the environment, on communities' livelihoods and the local economy.</p> <p>Halü has a system to safely store personal information. However, the relevant policy documents are still in draft format. This poses the risk of security gaps for personal information.</p> <p>Halü designs and implements programmes that promote early recovery and benefit the local economy. However, it does not consistently plan a transition or exit strategy in the early stages of its projects and not all communities were informed about the end date of the project or any exit or transition strategies.</p>	
<p>Feedback from communities:</p> <p>Community members express appreciation for Halü and the capacity-building support it provides.</p> <p>Community members state that Halü's programmes and projects do not have any negative effects.</p>	
Commitment 4: Humanitarian response is based on communication, participation and feedback	2.6
<p>Halü promotes a culture of open communication, including respectful external communication about its activities. Halü also ensures that communities and people can voice their priorities and identify risks. However, not all key policy documents are signed off.</p> <p>Halü provides information to communities and people affected by crisis about the organisation, the principles it adheres to, how it expects its staff to behave, the programmes it is implementing and what they intend to deliver. It does so in appropriate languages and formats. However, the document supporting Halü's approach to information sharing has not yet been signed off.</p> <p>Halü ensures representation is inclusive and participative and encourages communities to provide feedback on their level of satisfaction with the quality and effectiveness of the assistance received. However, not all projects log community feedback consistently.</p>	
<p>Feedback from communities:</p> <p>Community members state that they are regularly informed about Halü, its programme activities and timing of activities and that information is accessible and easy to understand.</p> <p>Community members know their rights.</p> <p>Community members are aware of the expected behaviour of staff, including on SEA.</p> <p>Community members feel able to provide feedback to Halü staff and consider that their feedback is taken into account.</p>	
Commitment 5: Complaints are welcomed and addressed	2.9

Halü has a solid complaints mechanism. However, information is not always consistent between relevant documents, and not all of them are signed off. Furthermore, there is no mention of the complaints mechanism or a complaints email on Halü's website.

Halü has an organisational culture in which complaints are taken seriously and acted upon according to defined policies and processes have been established. Complaints that do not fall within the scope of the organisation are referred to a relevant party in a manner consistent with good practice.

Halü consults with communities on the design, implementation and monitoring of complaints-handling processes and communicates how the mechanism can be accessed and the scope of issues it can address. Halü also welcomes and accepts complaints and manages them in a timely, fair and appropriate manner that prioritises the safety of the complainant and those affected.

Feedback from communities:

Community members state that they have been consulted on the design, implementation or monitoring of the complaint mechanism.

Communities state that they trust the complaints mechanisms set up by Halü.

Commitment 6: Humanitarian response is coordinated and complementary

2.7

Halü is dedicated to ensuring the coordination and complementarity of its efforts, avoiding duplication and aligning activities with national and local authorities as well as other organisations. Halü's staff actively participate in working groups and UN Clusters, sharing information with partners, coordination groups, and other relevant actors during regular meetings.

Halü ensures that its work complements the efforts of national and local authorities and other humanitarian actors, aligning with local policies and priorities.

Halü has a strong understanding of other actors working in its areas of operation; however, this information is not systematically documented for all projects and programmes.

Halü has established transparent and equitable relationships with its funding and implementing partners, respecting each partner's mandate, obligations, and independence, recognising their respective constraints and commitments. However, Halü lacks a formal partnership policy or documentation outlining the procedures or criteria for entering into partnerships.

Feedback from communities:

Community members report that there is no duplication of activities and that Halü coordinates effectively with local authorities and other organisations.

Community members state that the assistance and programme activities are coherent and well-coordinated without placing unnecessary demands on their resources.

Commitment 7: Humanitarian actors continuously learn and improve

2.2

The organisation's approach to evaluation, monitoring, and learning is clearly articulated in the MEAL Manual, which provides the means to learn from experience and practice. In addition, the MEAL Manual outlines Halü's commitment to recording knowledge and learning from experience. However, the MEAL Manual has not yet been signed off.

Halü allocates funds for monitoring and evaluation in its budget and employs several mechanisms to capture knowledge, such as lessons learned, which are shared within the organisation. However, some staff members have reported difficulties in accessing lessons learned and innovations from other projects.

Halü draws from lessons learned and experiences when designing programs or planning documents. The organisation shares experiences and innovations internally and externally with partners, stakeholders, and some

communities. However, Halü lacks a procedure, protocol, or mechanism to ensure that its staff share learning with communities and people affected by crises.

Halü learns and innovates from monitoring during project meetings with partners at local and national levels and discussing main project findings with its funding partners. Project reports include lessons learned. However, Halü does not have a system in place to ensure that all recommendations, feedback, and complaints resulting from evaluations, community consultations, and field visit monitoring are stored and accessible.

Halü regularly shares learning and innovation with its partners and other stakeholders during meetings.

Feedback from communities:

Community members have identified positive changes in projects overall, including links to feedback provided to Halü.

Some communities recall that Halü has shared learning and innovation; however, it is not a systematic practice.

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

2.2

Halü has effective policies, systems, and processes to ensure that management and staff are properly recruited, inducted, managed, and supported, ensuring the organisation has the necessary capacity and capability to deliver its programs.

Halü has policies to ensure that staff are treated equitably and fairly and comply with labour laws. However, staff hired under a service provider contract do not receive the same benefits as those with a labour contract, such as performance evaluations and paid holidays. Although this type of contract is widely used by non-profit organisations and foundations in Colombia, Halü does not have clear procedures indicating the criteria and requirements for signing a labour contract or a service provider contract with its staff.

Halü staff have up-to-date job descriptions and receive training to improve their skills and competencies; however, Halü does not have a procedure in place to ensure staff receive performance appraisals.

Halü has a Code of Conduct (CoC) in place, which establishes the obligation of staff not to exploit, abuse, or otherwise discriminate against people. SEAH principles are reflected in the CoC, including the duty to report allegations or suspicions of SEAH. Staff are aware of the CoC and the main policies and procedures; in the case of breaches, sanctions are imposed, ranging from verbal warnings to contract termination. However, there is no mechanism in place to regularly refresh the CoC to staff.

Halü is aware of the emotional pressure and workload that humanitarian contexts generate in its teams and provides spaces for counselling, active listening, and psychosocial support for its staff. However, the organisation lacks a policy or procedure to ensure the welfare of its staff.

Halü is developing a Protocol for Field Security; however, the Protocol has not yet been signed off.

Feedback from communities:

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

Communities consider staff as highly competent and technically proficient.

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

2.7

Halü has zero tolerance for fraud, corruption, and bribery. Halü has policies and processes in place to ensure that resources are managed and used responsibly. Halü prioritises the receipt of humanitarian cooperation funds from UN organisations and agencies that are recognised for their ethical principles and transparency; in the case of new partnerships, due diligence is carried out; however, its policies and procedures do not explicitly state how funds and gifts-in-kind are accepted and allocated ethically and legally, and that their acceptance does not compromise Halü's principles and values.

The organisation has several mechanisms to prevent and address corruption, fraud, conflicts of interest, and misuse of resources. The Transparency and Business Ethics Programme commits to preventing and addressing these issues and indicates that the organisation must assess, manage, and mitigate risk. However, it has not yet been signed off.

Halü manages the risk of corruption through several activities, including the separation of duties in the procurement procedure, internal audits, and external audits. Systems and procedures for designing and implementing programs that balance quality, cost, and timeliness are in place, and Halü manages resources to minimise waste.

Feedback from communities:

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

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

* 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
2025-1.5: Halü does not have all the relevant policies and processes in place to take into account the diversity of communities, including disadvantaged or marginalised people, and to collect disaggregated data	Minor	New	By Renewal Audit 2028
2025-2.6: Halü does not have the organisational capacities to consistently meet programme commitments.	Minor	New	By Renewal Audit 2028
2025-2.7: Halü does not have the policies in place to ensure that systematic, objective and ongoing monitoring and evaluation of activities and their effects, that evidence from monitoring and evaluations is used to adapt and improve programmes; and timely decision-making with resources allocated accordingly	Minor	New	By Renewal Audit 2028
2025-3.4: Halü does not plan a transition or exit strategy in the early stages of the humanitarian programme that ensures longer-term positive effects and reduces the risk of dependency	Minor	New	By Renewal Audit 2028
2025-7.2: Halü does not ensure that the organisation learns and innovates from feedback and complaints.	Minor	New	By Renewal Audit 2028
2025-8.5: Halü does not have clear procedures indicating the criteria and requirements that indicate when the organisation sign a labour contract or a service provider contract with the staff	Minor	New	By Renewal Audit 2028
2025-8.6: Halü does not conduct a formal performance appraisal of its staff	Minor	New	By Renewal Audit 2028
2025-8.9: Halü does not have policies in place for the field security and the wellbeing of staff.	Minor	New	By Renewal Audit 2028


2025-9.6: Halü does not have all the relevant policies and processes in place governing the use and management of resources.	Minor	New	By Renewal Audit 2028
Total Number of open CARs	9		

* *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, Halü 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, 18 February 2025

7. HQAI decision

Final decision on certification:	<input checked="" type="checkbox"/> Issued <input type="checkbox"/> Refused
Start date of the certification cycle: 2025/02/19 Next audit before 2026/02/19	
Name and signature of HQAI Executive Director: Désirée Walter 	Date and place: Geneva, 19 February 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 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>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Name and signature of the organisation's representative:</p> <p>Claudia Lily Rodríguez Neira </p>	<p>Date and place:</p> <p>Bogotá, 20 february</p>

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.
	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).
	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