Islamic Relief Worldwide
Renewal Audit– Summary Report – 2023/05/11

1. General information

1.1 Organisation

Type	Mandates	Verified
☒ International ☐ National ☐ Membership/Network ☒ Direct Assistance ☐ Federated ☒ With partners	☒ Humanitarian ☒ Development ☒ Advocacy	☒ Humanitarian ☒ Development ☐ Advocacy
Legal registration	INGO	
Head Office location	Global	
Total number of organisation staff	2409	

1.2 Audit team

Lead auditor	Dorte Busch
Second auditor	Lucy Soar
Third auditor	
Observer	
Expert	
Witness / other participants	HQAI QA Claire Goudsmit (on-site country visit only)

1.3 Scope of the audit

CHS Verification Scheme	Certification
Audit cycle	Third audit cycle
Coverage of the audit	IRW's head office and country offices

1.4 Sampling*

Total number of Country Programmes (CP) included in the sampling			26
Total number of sites for onsite visit			1
Total number of sites for remote assessment			4
Name of Country Programme site	**Included in final sample (Y/N)**	**Rationale for sampling and selection / de-selection decision**	**Onsite or Remote**
Random sampling			
Turkey/Syria	Y	The CP represents a country which includes direct implementation and implementation by partners, and where IRW has a substantial budget and a large country office. Turkey/Syria represents a country office from within the MENA/Europe region for geographical representation of where IRW work.	Remote
Bosnia	N	Bosnia was part of the 2021 Recertification Audit (REC) and is therefore not included.	
Albania	Y	The CP represents a country that is relatively small in size and includes direct implementation and implementation by partners. CP is part of the MENA/Europe region.	Onsite

Somalia	N	Somalia was part of the 2021 REC and is therefore not included.	
Jordan	N	Jordan is not included in the Renewal Audis as it was part of the 2021 REC	
Purposive sampling			
Palestine		The CP was included as it is implemented exclusively though partners and it represents countries with medium budget and medium size country office. CP is part of the MENA region. CP was part of the 10 CPs randomly selected.	Remote
Philippines		The CP was included to ensure that the Asia region was represented in the sample. The CP is smaller, it is mainly implemented directly and includes only one partnership. CP was part of the 10 CPs randomly selected.	Remote
Kenya		CP was Included to ensure representation of the African region. The CP is implemented directly by IRW	Remote
Any other sampling performed for this audit: Considering that IRW's management systems have proven to be effective in previous audits, the sampling rate for CPs was 80% of the normal sampling rate. This is in accordance with HQAI sampling procedure. The REC 2021 recommended that the next audit include a site where IRW works through partners. In line with this recommendation, this Renewal Audit has purposively included projects implemented by local partners for the onsite visit as well as for the remote assessments.			
Sampling risks identified: IRW works in many high-risk areas which are not accessible for the auditors and combining access and implementation through partners left only few options for the on-site visit. The auditors first sampled Nepal where IRW works solely though partners for the on-site visit. However, since IRW has no office in Nepal; and since IRW finds its engagement in Nepal to be atypical and it is in the process of reviewing its engagement in the country, the auditors decided not to include it in the sample. To ensure that IRW's engagement with partner was thoroughly included in the audit (as recommended at REC2021), the auditors sampled countries where IRW works with partners and purposively selected projects implemented by partners from the sampled countries. The auditors conducted remote individual interviews with staff from IRW's local partners. Based on the sampling and evidence received, the auditors are confident of the robustness of audit findings and conclusions.			

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 Locations Assessed

Locations	Dates	Onsite or remote
Head Office	20/10 – 3/11 2022	Remote
Turkey/Syria; Philippines; Kenya; and Palestine country programmes	17-20/1 2023	Remote
Albania country programme	5–11/2 2023	Onsite

2.2 Interviews

Level / Position of interviewees	Number of interviewees		Onsite/ Remote
	Female	Male	
Head Office			
Management	1	8	Remote
Staff	3	8	Remote
Country Programmes: Kenya, Palestine, Philippines, Turkey/Syria			
Management		1	Remote
Staff	2	4	Remote
Partner staff	1	4	Remote
Country Programme: Albania			
Management		1	Onsite
Staff	8	2	Onsite
Partner staff	2	9	Onsite
Stakeholders	1	2	Onsite
Total number of interviewees	**18**	**39**	**57**

2.3 Consultations with communities

Type of group and location	Number of participants		Onsite or remote
	Female	Male	
Women farmers living with orphans, Shkoder, Albania	10		Onsite
Male farmers with large families or people living with disabilities (PLWD), Shkoder, Albania		5	Onsite
Women who received Ramadan support, Prilep, N-Macedonia	10		Onsite
Men who received Ramadan support, Prilep, N-Macedonia		8	Onsite
Women who received Covid support, Skopje, N-Macedonia	10		Onsite
Men who received Covid support, Skopje, N-Macedonia		7	Onsite
Elderly PLWD, Skopje, N-Macedonia	1	2	Onsite
Total number of participants	**31**	**22**	**53**

2.4 Opening meeting

Date	2022/10/20
Location	Online
Number of participants	19 (12M and 7F)
Any substantive issues arising	No

2.5 Closing meeting

Date	2023/02/28
Location	Online
Number of participants	23 (16M and 7F)
Any substantive issues arising	No

3. Background information on the organisation

3.1 General information	Islamic Relief Worldwide (IRW) is an independent, charitable company registered with the Charity Commission of England and Wales in the UK. IRW was established in 1984. Today IRW is operating in 40 countries, including fragile and conflict-affected states, by providing emergency assistance, carrying out long term development projects and campaigning for change. In 2021 IRW raised a total of GDP 166 millions for its activities.

IRW's mission is «a caring world where communities are empowered, social obligations are fulfilled, and people respond as one to the suffering of others». IRW's Global Strategy Framework 2023 – 33 Changing Lives and Empowering Communities focuses on three thematic outcomes: 1) Lives saved and vulnerability to humanitarian crisis reduced; 2) Communities empowered to tackle poverty and vulnerability; and 3) Global and local root causes eliminated through systemic change.

IRW is the single operational arm of the IRW family and implements programme activities through 26 country offices globally. The IRW family comprises 11 Islamic Relief (IR) family member organisations of which 9 are voting members of the International General Assembly (IGA) and 2 are non-voting members (see 3.2 below). IRW family members fund IRW's projects. They independently review and decide which projects they shall fund, and they monitor projects being implemented by IRW through IRW's reports and through onsite programme monitoring visits. However, IR family members have limited control over programme implementation, except for ensuring that back donor requirements are met, and that systems and procedures are uniform and adhered to. IR Family members are not part of IRW's CHS certification.

In addition to the above, 6 independent organisations are affiliated to IRW and deliver projects on behalf of IRW. |
| **3.2 Governance and management structure** | IRW's Governance structure is depicted below.

Since 2020 the **International General Assembly (IGA)** has been the highest body of the IRW governance structure. The IGA is made up of representatives elected by and from IR family members. IRW wishes that in future external experts will constitute one third of the IGA representatives. The IGA elects members of the IGA to the IRW Board of Trustees; approves changes of IRW governing policies and strategies; appoints the chair and members of the Membership Accreditation Committee (MAC); and appoints the chair of the Governance Committee.

IRW's **Board of Trustees** is made up of seven trustees representing seven family members from countries across five continents. Each trustee is a volunteer bringing a range of skills, knowledge and experience to the Board of Trustees. The trustees help IRW develop and respond to key challenges. The Board of Trustees: oversees the governance of IRW; oversees the development of IRW's strategy; sets priorities and objectives; approves the |

executive management structure; and appoints the CEO. The Board of Trustees also evaluates performance and approves policies and procedures.

The **IRW Family Council** is a forum that brings together the chief executives of IRW and IR family members to enhance communication, strengthen relationships and provide strategic relationships to improve processes within IRW and with IRW family members.

The **MAC** oversees the operations of the Board of Trustees and strengthens accountability within the IGA. The MAC makes recommendations on the suitability of members (both entities and individuals) to the IGA. MAC recommendations encompass an initial nomination, level of membership for member organisations, and renewals and ending of memberships.

The **Governance Committee** identifies best practice for all IR entities and ensures compliance with agreed standards, policies and systems.

The **Audit and Finance Committee** provides oversight of the financial reporting process, the audit process (internal and external), IRW's system of internal controls, risk management and compliance with laws and regulations.

IRW's management is comprised of the Chief Executive Officer (CEO) and the executive management team of 7 executive directors. The CEO is appointed by and accountable to the Board of Trustees, and the CEO and the executive directors make sure that policies and strategies agreed by the Board of Trustees are implemented. IRW's management supports the work of IRW staff and volunteers.
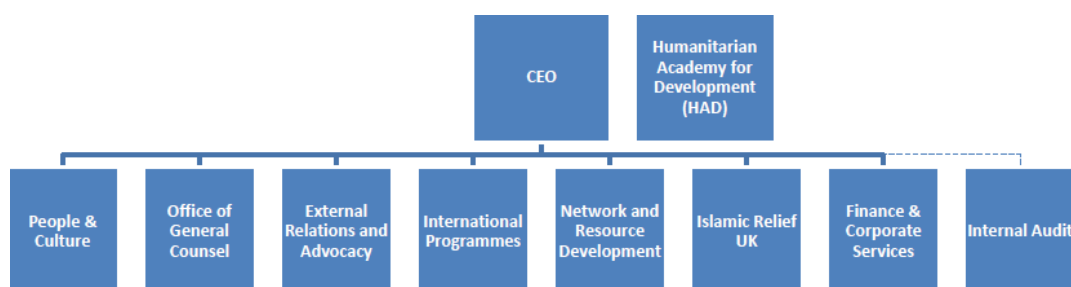
For large scale emergencies, the key decision-making body remains the emergency panel, which consists of the deputy director International Programmes Department (IPD), the head of global operations, the head of Disaster Risk Management Department (DRMD), the head of affected region, the country director(s), and a representative from communications. The group makes go/no-go decisions and decisions about allocation of emergency funding and deployment of rapid response personnel. Thereafter regional offices and country offices generally assume responsibility for managing responses.

IRW's Humanitarian Academy for Development (HAD) delivers training courses for IRW staff. The HAD also ensures that e-learning courses are available on the learning platform IR Connect.

| **3.3 Internal quality assurance mechanisms and risk management** | As noted in previous audits, IRW has a bespoke quality management system, the IHSAN Verification Framework (IHSAN), which integrates the requirements of the CHS, the Red Cross Code of Conduct, ECHO Framework Partnership and Disaster and Emergency Committee (DEC). IHSAN comprises eight standards: governance leadership and strategic planning; finance and managing resources; human resources; security and safety management; projects and programmes; disaster preparedness; networking and external partnerships; and communication, external relations and advocacy. Each standard has a number of indicators which are cross referenced to the CHS and define the minimum required evidence that has to be supplied for the indicator to be fully met. Country offices use IHSAN as a self-assessment tool. It was previously Excel-based, but a new interactive |

system has been rolled out since the REC 2021. The interactive system can be interrogated on demand. However, snapshots of IHSAN are taken at pre-determined points in the year and are reviewed together with the supporting evidence by IRW's regional offices, the IHSAN standard leads and IRW's global MEAL team.

IRW has a Risk Management Policy, and compulsory trainings are carried out on risk management. Risk management at the country office, headquarters and regional level is carried out using the JCAD (JC Applications Development) system. Country offices are required to have risk registers in place. IRW's internal audit team reviews country level risk registers each quarter. IRW's Audit Committee receives risk reports from the internal audit team and undertakes an annual risk review at IRW's head office.

All projects are required to have risk registers covering defined risk categories. The categories include financial, reputational, and compliance risks; potential impacts on the environment and the local economy; and risks concerning people's safety, security and dignity. Project risk registers are discussed and updated during project review meetings.

Country offices are audited by the IRW's Internal Audit Department at least every three years. Any corruption discovered at any time must be reported to senior management and investigated in line with procedures. The IRW Anti-Fraud, Bribery and Corruption Policy states IRW's zero tolerance of these crimes and sets out the responsibilities of IRW and staff in preventing and reporting them. IRW maintains a central fraud register showing details of all reported malpractice. IRW has a Whistleblowing Policy which is intended to ensure that all staff feel able to raise concerns confidentially and/or anonymously if they discover malpractice or impropriety.

The Islamic Relief Financial Guidelines outline the internal control processes and procedures that aim safeguard IRW's assets and to minimise the risk of fraud and corruption. The controls include the segregation of duties, computer security, screening of partners and suppliers, conflict of interest declarations and the retention of supporting documentation.

3.4 Work with partner organisations	IRW engages with a number of international partners including institutional donors, partners with whom IRW implement programmes, and partners with whom IRW advocate for change. IRW's international partnerships include amongst others with the CHS Alliance, the Gender and Development Network, UN organisations, the Swedish International Development Cooperation Agency (Sida), CARE, and CAFOD. During 2021 IRW also engaged with other faith-based organisations at the COP26. With the overall aim to empower communities, IRW's Global Strategy Framework 2023 – 2033 emphasises that IRW's will deliver programmes with and through civil society partners wherever practical and will increase their capacity to sustain programmes in the future. The strategy also acknowledges that the most effective responses are those where communities and local partners lead delivery. IRW implements most development projects and humanitarian actions directly through its 26 country offices. In 2020, IRW worked through 30 local implementing partners, representing approximately 11.8% of global expenditure. IRW does no longer calculate the percentage of its portfolio being implemented through local partners as IRW with its new global strategy will revisit its approach to working with local partners. In support of this process, IRW has created a localisation taskforce, comprising senior leadership and humanitarian practitioners. The localisation task force is in the process of analysing IRW's position on localisation. It will examine evidence-based practices and design a roadmap on how IRW should engage in localisation in the future.

IRW has robust systems and procedures in place for engaging with local partners. Its work with partners is guided by IRW's Partnership Policy which highlights that partnerships are formed based on shared values. IRW and the local partner sign a Memorandum of Understanding (MoU) and a Third-Party Sub-Contract Agreement when a local partner is engaged in a project. The MoU states the roles of IRW and the local partner in the collaboration and highlights that the agreement is based on mutual trust and respect. The Third-Party Sub-Contract Agreement states that IRW is committed to respect partner's mandate, obligations and independence when the partner implement a project on behalf of IRW. It also states that the partner will adhere to IRW's policies on complaints handling, whistleblowing, safeguarding, child protection and anti-fraud, bribery and corruption unless the partner already has such policies in place.

IRW apply a number of procedures and systems for analysing the capacity of its local partners to ensure an effective collaboration. These include the Partnership Due Diligence, the Partner Screening, and the Partner Capacity Self-assessment. The assessments refer to the CHS. Capacity assessments are foreseen undertaken every two years.

IRW also has systems in place to support local partners develop their capacity. These includes IRW's approach to ensuring capacity enhancing support and a capacity development plan.

4. Overall performance of the organisation

4.1 Effectiveness of the governance, internal quality assurance and risk management of the organisation	Since the REC 2021, IRW has continued its work to strengthen its governance structure in line with the 6 recommendations of the Charity Commission of England and Wales ('the Charity Commission') and the recommendations of IRW's Independent Committee from 2020. For example, it has carried out training for new and existing trustees and introduced new agreements between IRW and IR family members.

IHSAN is an effective quality assurance mechanism which directly links IRW's policies, systems and processes to compliance with the commitments of the CHS. IRW's global and regional teams check the country office self-assessments and documentary evidence to ensure robust oversight over the process. However, not all country offices sampled reported consistently on all IHSAN indicators.

The global policies described in 3.3 provide the overall framework of internal controls and to ensure that risks are identified and managed. For example, country office procurement manuals are harmonised with the Global Procurement Manual to ensure that resources are managed appropriately, and that there are processes in place to prevent wrongdoing. Staff are systematically trained on core policies and advised on policy revisions by email. Internal audits, project reviews and monitoring visits are conducted to confirm that internal controls over key areas of the CHS are operational. In general, these controls are effective. However, IRW does not ensure that all country offices include the risk of fraud and corruption in risk registers, or that the assessment of the risk of corruption is set at an appropriate level. IRW continues to develop the IHSAN Verification Framework to resolve any weaknesses detected in its performance. In addition, compliance with CHS commitments has become a regular feature of its internal and external reviews and evaluations. |
| **4.2 Level of implementation of the CHS and progress on compliance** | IRW is strongly committed to the CHS and is part of the CHS Alliance. Its policies and procedures are aligned to the CHS and IRW systematically address issues raised in previous audits. As also found by the REC 2021, IRW does not currently have any open CARs. IRW has effectively addressed the three observations from the REC 2021. In response to the observation for 2.5 that outcome indicators are not of a sufficient high level, IRW has invested in www.irw.indikit.net and has developed a new proposal template and guidelines which offer |

clarification around output, outcomes and impact indicators. Regarding the observation for 3.6 that IRW does not systematically identify and address unintended negative effects, IRW has established a community of practice on protection and inclusion and has provided technical support to selected country offices. Finally, IRW has discussed how to strengthen its consultations with communities on complaints handling process during its safeguarding summit, to address the observation for 5.1.

IRW has strong policies and procedures for safeguarding and child protection, including a Safeguarding Policy and a Child Protection Policy and a Code of Conduct, and all staff are required to attend mandatory safeguarding trainings before having direct or indirect contact with communities, including children and people at risk. The Safeguarding Policy sets out the obligation and procedure for the IRW staff to report safeguarding incidents and allegations. IRW's complaints handling process for communities and people affected by crisis is documented in the IRW's Complaints Policy. The policy includes complaints regarding sexual exploitation and abuse and other abuses of powers.

IRW's project and emergency response guidelines and templates require projects to give consideration to the safety and protection of communities. However, IRW still have project descriptions which do not address potential unintended negative effects in term of safety, security, dignity and rights and not all country offices systematically inform communities about the expected behaviour of IRW and local partners' staff.

IRW's policies consider the impact of its projects on the local economy and IRW engages in cash-based interventions where feasible. IRW supports the development of capacities of its local partners and community structures and IRW projects in general have a focus on resilience building. IRW's partnership approach builds on mutual respect and recognition of the mandates and roles of the local partner and IRW respectively. IRW policies also require that country offices identify local partners who can act as first responders in situations of emergencies. However, the policy is not always implemented in practice, and the role of external stakeholders is not always considered in projects. IRW also do not consistently assess the environmental impact of its projects.

IRW's policies, procedures and guidelines all call for an analysis of gender and inclusion, and project reports include sex and age disaggregated data, although not all projects are based on a gender and inclusion analysis. Country offices and partners communicate with communities in local languages using different means of communication, and IRW ensures that people living with disabilities (PLWD) are informed. IRW also use a number of mechanisms for communities to provide feedback on the services IRW provides, and projects are adapted based on the feedback, as feasible. IRW's staff policies also commit to equality and diversity, and IRW welcomes staff of different faith as long as the applicant agrees to IRW's values of sincerity, excellence, compassion, social justice and custodianship.

4.3 Performance against each CHS Commitment

Commitment	Strong points and areas for improvement	Feedback from communities	Average score*
Commitment 1: Humanitarian assistance is appropriate and relevant	IRW continues to perform well against this commitment. IRW's projects are based on needs assessments and context analyses. IRW consults communities on their capacities and experience during the planning of support. IRW undertakes regular project	Communities reported that IRW designs projects according to their needs. Communities had confidence that the support was impartial	2.8

	reviews and adapts projects in line with changes in communities' needs or context. However, IRW does not consistently ensure that criteria are specific enough to justify the inclusion or exclusion of communities from projects, and it does not consistently ensure that stakeholder analyses include all relevant stakeholders.	and provided to those in their communities that needed it. Communities reported that they are regularly contacted by IRW and/or partners to ensure that the support is relevant to their needs and that they were given the opportunity to provide feedback.	
Commitment 2: Humanitarian response is effective and timely	IRW continues to perform well against this commitment. IRW designs programmes that take constraints into account through gender, vulnerability and risk analysis. IRW maintains close working relationships with other agencies and government authorities, which allows it to refer unmet needs to relevant organisations. IRW policies and practices commit to systematic, objective and on-going monitoring and evaluation of activities and their effects. IRW has technical capacity to support projects in a timely manner. However, IRW does not ensure that its country offices have up to date business plans and disaster response plans in place.	Communities reported that their safety was considered in the implementation of projects. Communities felt that the support was received without unnecessary delay.	2.9
Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects	IRW continues to perform well against this commitment. IRW has policies in place for safeguarding, child protection, and data protection, and IRW monitors country offices' compliance with its policies thought the IHSAN. IRW also has measures in place on how country offices should identify and act timely upon potential and actual negative effects. However, IRW does not ensure that gender and inclusion analysis are conducted systematically and that project descriptions consider safety, security, dignity and rights. IRW works systematically to strengthen the capacity of its partners and communities, and in improving the resilience of communities. However, IRW does not have a systematic approach for when and where to work with local partners. IRW's template for Disaster Preparedness Plans do ask for an identification of local partners with who IRW can work in a disaster. However, not all country offices do systematically identify local partners as part of its emergency preparedness planning.	Communities reported that they felt safe to attend project interventions. Some communities did not recall being informed about when the support from IRW would come to an end.	2.5

Commitment 4: Humanitarian response is based on communication, participation and feedback	IRW continues to perform well against this commitment. Empowering communities plays a central role in IRW's Strategy Framework 2023-33, and IRW's policies promote a culture of open communication in which communities have access to information and have the right to be informed and engaged. IRW communicates in local languages and communication is culturally appropriate. IRW's policies for external communication require that communication is accurate, ethical and respectful. IRW have mechanisms in place to identify stakeholders and different groups of communities, and country offices are foreseen to have plans for engagement of communities across the project cycle. IRW informs communities about the organisation, its values and the projects it intends to deliver. However, information about the expected behaviour of IRW and partner staff is not shared systematically.	Communities reported that IRW and its partners welcomes and are attentive to the feedback provided and that adjustments are made to project interventions if feasible. Communities reported that IRW depicts them as dignified individuals in intern and extern communication. Not all communities reported being aware of the expected behaviour of IRW and partner staff.	2.9
Commitment 5: Complaints are welcomed and addressed	IRW continues to perform well against this commitment. IRW's Complaints Policy promotes an organisational culture where feedback and complaints are taken seriously. The policy covers programmatic feedback and sensitive complaints and sets a timeline for IRW to acknowledge the complaint and for addressing it. Training in IRW's complaints handling systems and structures is mandatory for staff, and IRW requires that its partners have mechanisms for community feedback and complaints. IRW commits to refer complaints that do not relate to IRW to the right third party. However, not all country offices ensure that a referral pathway for complaints that do not fall within the scope of IRW or its local partners are established. Furthermore, IRW's emergency response documentation does not systematically require that country offices and local partners inform communities about the expected behaviour of IRW and partner staff (see Commitment 4 above).	Communities reported that IRW avail a number of mechanisms for them to file complaints and that they were aware of how to file complaints and felt safe to do so. While IRW's framework for complaints handling clearly distinguish between feedback and sensitive complaints, communities did not fully comprehend the scope of different complaint mechanisms in relation to feedback and sensitive complaints.	2.6
Commitment 6: Humanitarian response is	IRW continues to perform well against this commitment. Globally, IRW takes part in a number of international coordination mechanisms	Local partners reported being well informed by IRW.	2.8

coordinated and complementary	including the CHS Alliance, and the IASC gender reference group. Country offices participate in clusters and coordination working groups, and IRW shares information and coordinates its engagement with government, local authorities and other NGO's to ensure that it complements responses by other actors. While IRW is well connected in the countries where it works, project stakeholder analysis still do not systematically consider roles and interests of external stakeholders. This could reduce IRWs possibilities for engaging effectively with others.	Communities reported a close collaboration between IRW and local authorities.	
Commitment 7: Humanitarian actors continuously learn and improve	IRW continues to perform well against this commitment. IRW has made its trainings and learning materials available to all staff at the learning platform, IR Connect. IR Connect includes mandatory learnings, communities of practice and learning resources. IRW contributes to learning and innovation in humanitarian responses through its participation in international fora including the CHS Alliance and by sharing evaluation reports and studies on its website. IRW's country offices also share learning at country level through their participation in coordination fora. Country offices record learning from project implementation and communities' feedback, and IRW adjust project implementation based on learnings, as relevant.	Communities reported that their feedback was valued and considered by IRW and its partners	3
Commitment 8: Staff are supported to do their job effectively, and are treated fairly and equitably	IRW continues to perform well against this commitment. IRW has established non-discriminatory staff policies, processes, and systems. IRW carries out mandatory trainings in key areas such as the code of conduct and safeguarding, and provides access to a range of courses for the professional development of staff. Staff have up to date and relevant job descriptions, codes of conduct and conflict of interest statements. Staff undertake at least annual performance appraisal against objectives and development plans. Head office and country offices' staff safety and security protocols are strong, and staff reported that IRW takes safety and well-being seriously. However, IRW's staff survey revealed that a quarter of respondents' wellbeing was negatively impacted by their jobs.	Communities reported that IRW staff are professional, supportive, and competent to perform their responsibilities.	2.9

| Commitment 9: Resources are managed and used responsibly for their intended purpose | IRW continues to perform well against this commitment with centralised systems and procedures for designing and implementing programmes that balance quality, cost and timeliness. IRW has a number of policies and procedures in place that govern the efficient and effective use of resources, including in emergency situations.

IRW manages resources to minimise waste. However, not all country programmes are implementing IRW's requirements regarding the environmental impact of projects.

In addition, IRW does not ensure that all country offices include the risk of fraud and corruption in risk registers, or that the assessment of the risk of corruption is set at an appropriate level. | Communities reported that they had not witnessed any wastage of resources and were not aware of any financial wrongdoing by IRW or partner staff.

However, communities are also not always aware of environmental considerations. | 2.7 |

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 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 open non-conformities / weaknesses

Corrective Action Request (CAR) / Weaknesses	Type	Resolution due date	Status	Date closed out
-	-	-	-	-
Total Number of open CARs/Weaknesses	0			

6. Recommendations for next audit cycle

Specific recommendation for sampling or selection of sites or any other specificities to be considered	The next audit should include a country with one of IRW's large-scale responses and a country where IRW work in partnership with local actors in accordance with its localisation agenda.

7. Lead auditor recommendation

In our opinion, IRW has demonstrated that it continues to conform with the requirements of the Core Humanitarian Standard on Quality and Accountability and we recommend maintenance of certification.	
Name and signature of lead auditor:	**Date and place:**
	March 30, 2023.

8. HQAI decision

Certificate renewed:	☒ Issued ☐ Preconditioned (Major CARs)	
Next audit: before 2024/05/11		
Name and signature of HQAI Deputy Director: Désirée WALTER	**Date and place:** Geneva, 11 May 2023	

9. Acknowledgement of the report by the organisation

Space reserved for the organisation	
Any reservations regarding the audit findings and/or any remarks regarding the behaviour of the HQAI audit team: *If yes, please give details:*	☐ Yes ☒ No
Acknowledgement and Acceptance of Findings: I acknowledge and understand the findings of the audit I accept the findings of the audit	 ☒ Yes ☐ No ☒ Yes ☐ No
Name and signature of the organisation's representative: Waseem Ahmad Chief Executive Officer	**Date and place:** 24th May 2023 Birmingham, UK

Appeal

In case of disagreement with the decision on certification, the organisation can appeal to HQAI within 14 days after being informed of the decision. HQAI will investigate the content of the appeal and propose a solution within 10 days after receiving the appeal.

If the solution is deemed not to be satisfactory, the organisation can inform HQAI in writing within 30 days after being informed of the proposed solution, of their intention to maintain the appeal.

HQAI will transmit the case to the Chair of the Advisory and Complaint Board who will constitute a panel made of at least two experts who have no conflict of interest in the case in question. These will strive to come to a decision within 30 days.

The details of the Appeals Procedure can be found in document PRO049 – Appeal 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.	**Score 0:** indicates a weakness that is so significant that the organisation is unable to meet the commitment. This leads to: • **Independent verification:** major weakness. • **Certification:** major non-conformity, leading to a major corrective action request (CAR) – No certificate can be issue or immediate suspension of certificate.
1	Your organisation is making efforts towards applying this requirement, but these are not systematic.	**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: • **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.	**Score 2:** indicates an issue that deserves attention but does not currently compromise the conformity with the requirement. This leads to: • **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.	**Score 3:** indicates full conformity with the requirement. This leads to: • **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.	**Score 4:** indicates an exemplary performance in the application of the requirement.

* Scoring Scale from the CHSA Verification Scheme 2020