

# Mission East

## Maintenance Audit 2 – Report - 2026/05/05

### 1. General information and audit activities

<b>Role / name of auditor(s)</b>	Daniel Rogers, Lead Auditor	
<b>Audit cycle</b>	Third Cycle	
<b>Opening Meeting</b>	<b>Date / number of participants</b>	<b>Any substantive issues arising</b>
	19 February 2026 / 3 participants	None
<b>Closing Meeting</b>	23 April 2026 / 1 participant	None
<b>Interviews</b>	<b>Position / level of interviewees</b>	<b>Number</b>
	Director or Manager Head office	2
	Officer / Head Office	1

### 2. Actions and progress of organisation

#### 2.1 Significant change or improvement since the previous audit

There were no CARs identified in the previous Renewal Audit. Mission East continues to maintain CHS awareness and application across the organisation and has sought to mainstream its commitment to quality and accountability.

Since the previous audit, Mission East has updated several key policies and procedures. These include the value for money policy, local leadership and ownership strategy, disability and inclusion policy, greening policy, code of conduct (which all staff have signed), accountability, safeguarding and PSEAH policies, complaints and whistleblowing policies. Rollout of all of these revised and new policies and procedures including training for staff and partners is planned for 2026 and will be reviewed at the 2027 renewal audit. The revision of policies has sought to make it easier for staff and partners to communicate Mission East's commitments and obligations to people and communities with whom they work.

Since the previous audit Mission East has also rolled out improved finance, HR and fundraising systems.

In the last few years a number of changes have taken place regarding Mission East's geographical presence. The Nepal office is in the process of closing by the end of 2026. Mission East has also withdrawn from Iraq as the humanitarian context had improved considerably and has closed its operations in Myanmar due to a mix of funding concerns and access challenges. In the last few years, operations have started operations in Nigeria, Sudan and Chad. The Tajikistan office continues to operate as a regional hub and has increased finance and technical staff presence, including 3 head office staff who are located there.

Mission East's income has dropped since the previous audit. The organisation is in the process of applying for a new 5-year strategic partnership agreement with the Danish Ministry of Foreign Affairs, which if successful will account for at least 25% of Mission East's funding.

Local leadership and ownership is taking an increasingly important role for Mission East, with a revised strategy in place, and will be reviewed in detail during the next renewal audit.

## 2.2 Summary on corrective actions

Corrective Action Requests (CAR)	Type and resolution timeframe	Progress made to address the CAR and in response to the findings of the indicator	Evidence (doc no., KII)
None	N/A	N/A	N/A


## 3. Summary of non-conformities

Corrective Action Requests (CAR)	Type	Status	Resolution timeframe
<b>Total Number of open CARs</b>		0	

## 4. Claims Review

<b>Claims Review conducted</b>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<b>Follow-up required</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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## 5. Lead auditor recommendation

<p>I In my opinion, Mission East has demonstrated that it continues to demonstrate no major non-conformities in its application of the Core Humanitarian Standard on Quality and Accountability.</p> <p>I recommend maintenance of certification.</p>	
<p><b>Name and signature of lead auditor:</b></p>  <p>Daniel Rogers, Senior Auditor</p>	<p><b>Date and place:</b></p> <p>23 April 2026 Brighton, UK</p>

## 6. HQAI decision

<input checked="" type="checkbox"/> Certificate maintained <input type="checkbox"/> Certificate suspended	<input type="checkbox"/> Certificate reinstated <input type="checkbox"/> Certificate withdrawn
<p><b>Surveillance audit before:</b> 2027/03/21</p>	
<p><b>Name and signature of HQAI Executive Director:</b></p> <p>Désirée Walter </p>	<p><b>Date and place:</b></p> <p>Geneva, 05 May 2026</p>

## 7. Acknowledgement of the report by the organisation

<b>Space reserved for the organisation</b>	
Any reservations regarding the audit findings and/or any remarks regarding the behaviour of the HQAI audit team:  If yes, please give details:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Acknowledgement and Acceptance of Findings:</b>  I acknowledge and understand the findings of the audit  I accept the findings of the audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Name and signature of the organisation's representative:</b>  Betina Gollander-Jensen	<b>Date and place:</b> 18 May 2026, Hellerup, Denmark

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

\* Scoring Scale from the CHSA Verification Scheme 2020