

Naba'a – Developmental Action Without Border

Maintenance Audit 1 – Report – 2026/07/31

1. General information and audit activities

Role / name of auditor(s)	Phillip Miller, Lead Auditor			
Audit cycle	Fourth cycle			
Opening Meeting	Date / number of participants	Any substantive issues arising		
	2026/07/02 – 3 participants	None		
Closing Meeting	2026/07/16 – 3 participants	None		
Interviews	Position / level of interviewees	Number of interviewees		Onsite or remote
		Female	Male	
	Management	2	1	Remote
	Totals:	2	1	Grand Total: 3

2. Actions and progress of organisation

2.1 Significant change or improvement since the previous audit

Since the Renewal Audit, the changes in Naba'a have been at the operational level in response to the changes in the environment in which it works. The bombardments by Israel and its occupation of the south of Lebanon have resulted in a new humanitarian crisis. Naba'a has responded to the situation by ramping up its humanitarian work, particularly to support Internally Displaced Persons (IDPs) in emergency shelters with food, informal education, WASH and psychosocial support. Naba'a's response has been coordinated with, and supported by, the various Lebanese line ministries. By leveraging its contingency planning and pre-positioning of aid items as well as drawing on its own contingency funds to finance its emergency response, Naba'a was able to respond within 24 hours of the crisis unfolding. Despite also receiving some humanitarian funding support from institutional donors and growth of its emergency programming, the scale of Naba'a's overall programming is smaller than a year ago. It is noteworthy that staff of Naba'a have also been directly impacted by the conflict and Naba'a has supported them to relocate to safer locations within Lebanon.

Naba'a has developed a plan to guide its actions to address the CARs raised at their last Renewal Audit. The organisation has taken a comprehensive and staged approach to addressing the CARs. Whilst some progress has been made on each of the three CARs raised, Naba'a has prioritised actions to address CAR 2025-3.2. Actions to build communities' capacities to reduce risks of disasters have been integrated into its current emergency response. Naba'a has also taken steps to strengthen how it protects and improves the environment through its work at the policy and field level. However, Naba'a acknowledges that the current war situation in Lebanon and the priority of responding to the urgent needs of displaced people, lack of funding from donors for environmental work and the absence of a government environmental framework limits the extent to which Naba'a can comprehensively support environmental aspects of its work.

2.2 Summary on corrective actions

Corrective Action Requests (CAR)	Type and resolution timeframe	Progress made to address the Corrective Action Request (CAR) and in response to the findings of the requirement	Evidence (document no., Key Informant Interview etc)
2025-3.2: Naba'a does not have processes in place at project level which systematically build capacities of local communities to anticipate and reduce the risks of potential crises or disasters across the communities it works with.	By the 2028 Renewal Audit	Naba'a has made good progress on addressing this CAR. Naba'a has updated its Risk Management Policy (V2) and it now describes appropriate and thorough preparedness and community resilience activities that Naba'a will undertake with communities which are at risk of armed conflict, displacement, natural hazards, disease outbreaks and other emergencies. This provides the framework through which Naba'a can ensure a consistent approach to building community level capacity to reduce risks of disasters. As part of Naba'a's current emergency response supporting people displaced by the war with Israel, the organisation has worked with local governments and displaced communities to integrate resilience building activities into the emergency response. Examples of this include expanding activities to provide potable water in emergency shelters in order to reduce risks of disease; facilitating training of vulnerable people and labour force participation opportunities; supporting small business start-ups; and psychosocial support to assist displaced people to deal with the impact of trauma. These activities were designed based on consultations with communities and local governments and an understanding of the risks and priorities of local communities.	Documents: 01, 07, 11, 12, 13 Interviews with staff
2025-4.2: Naba'a does not have processes in place to identify, prevent, mitigate and address potential and actual negative impacts of programmes on the environment.	By the 2028 Renewal Audit	Naba'a is in the process of developing the mechanisms at project level through which it can consistently identify, prevent and mitigate negative environmental impacts. As described in Naba'a's progress in addressing CAR 2025-4.5 below, Naba'a now has a framework in place to strengthen its management of environmental risks. The development and implementation of the tools to ensure that its environmental risk management procedures can be systematically implemented and monitored are part of Naba'a's next phase according to the framework. Nevertheless, there are numerous examples of project level activities which are designed to have a positive impact on the environment. These include cash for work activities for sanitation and removal of rubble; awareness raising of children and tree planting activities at Naba'a's informal education centres through its Green Generation project; and environmental restoration at emergency shelters (schools). At the organisational level, Naba'a has installed solar power at all its centres as well as initiated practices to conserve water and power.	Documents: 02, 03, 06, 08, 09, 10, 11, 12, 13 Interviews with staff

2025–4.5: Naba'a has not established a coherent organisational approach to reduce the negative environmental impacts of the organisation and its work in line with recognised good practice.	By the 2028 Renewal Audit	Despite the funding constraints and the need to prioritise its emergency response to the war, Naba'a has made commendable progress on addressing this CAR by making changes at policy level and processes to support implementation. Naba'a has revised its Environmental Policy (V2) which now includes a number of procedures relating to organisational level initiatives to reduce impact on the environment. Procedures also describe steps Naba'a will take at the project level in relation to environmental management and mitigation, monitoring and reporting. In its new Environmental Management Framework, Naba'a has mapped out how it will implement the changes described in its Environmental Policy over the next three years to specifically address the gaps raised in the previous audit. The Framework covers all aspects of environmental management from organisational level initiatives to reduce carbon footprint and reduce waste to project level activities to engage communities and increase accountability. Although these instruments reflect a coherent organisational approach to reducing negative environmental impacts, it is noted that the revised Risk Management Policy (V2) of Naba'a does not align with these changes as environmental risks are not included in that policy. To support the implementation of the Environmental Policy (V2), Naba'a has drafted an Environmental Self-Assessment Checklist. This is based on principles underpinning internationally recognised frameworks such as the IFRC Green Response Framework, UNEP Environmental Sustainability Principles, Sphere Handbook as well as CHS requirements. The Checklist mirrors the procedures in the Environmental Policy covering organisational initiatives, procurement and governance as well as project level risk assessment and implementation. Roles and responsibilities of Naba'a employees have been updated to include the requirement to comply with the Environmental Policy and take specific actions in line with the objective of Naba'a to reduce impact on the environment. Naba'a plans to develop MEAL tools to help the organisation understand the baseline at community level as well as track environmental impacts.	Documents: 01, 02, 03, 04, 05 Interviews with staff
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3. Summary of non-conformities

Corrective Action Requests (CAR)	Type	Status	Resolution timeframe
2025–3.2: Naba'a does not have processes in place at project level which systematically build capacities of local communities to anticipate and reduce the risks of potential crises or disasters across the communities it works with.	Minor	Open	By the 2028 Renewal Audit

2025-4.2: Naba'a does not have processes in place to identify, prevent, mitigate and address potential and actual negative impacts of programmes on the environment.	Minor	Open	By the 2028 Renewal Audit
2025-4.5: Naba'a has not established a coherent organisational approach to reduce the negative environmental impacts of the organisation and its work in line with recognised good practice.	Minor	Open	By the 2028 Renewal Audit
Total Number of open CARs		3	

4. Claims Review

Claims Review conducted ☒ Yes ☐ No	Follow-up required ☐ Yes ☒ No
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5. Lead auditor recommendation

In my opinion, Naba'a has demonstrated that it is taking the necessary steps to address the CAR(s) identified in the previous audit and continues to demonstrate no major non-conformities in its application of the Core Humanitarian Standard on Quality and Accountability.

I recommend maintenance of certification.

Name and signature of lead auditor:



Phillip Miller

Date and place:

17 July 2026

Melbourne, Australia

6. HQAI decision

- ☒ Certificate maintained
☐ Certificate suspended

- ☐ Certificate reinstated
☐ Certificate withdrawn

Maintenance Audit 2 to be completed by 2027/09/29
Renewal Audit to be completed by 2028/09/29

Name and signature of HQAI Executive Director:

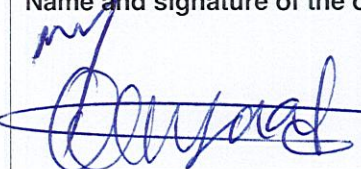
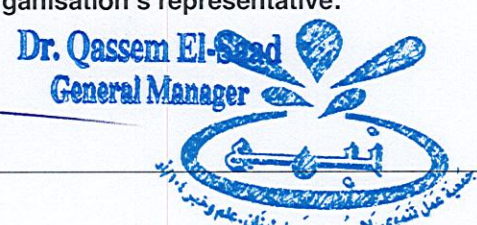
Désirée Walter



Date and place:

Geneva, 31 July 2026

7. 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:  Dr. Qassem El-Saad General Manager 	Date and place: 07/08/2026 Saida, Lebanon

Appeal

In case of disagreement with the quality assurance decision, the organisation can appeal to HQAI within 14 workdays after being informed of the decision.

HQAI will transmit the case to the Chair of the Advisory and Complaint Board who will confirm that the basis for the appeal meets the appeals process requirements. The Chair will then constitute an appeal panel made of at least two experts who have no conflict of interest in the case in question. The panel will strive to come to a decision within 45 workdays.

The details of the Appeals Procedure can be found in document PRO049 – Appeals Procedure.

Annex 1: Explanation of the scoring scale*

Scores	Meaning for all verification scheme options, including self-assessment and third-party audits	Guidance for scoring requirements
0	Your organisation does not currently meet the requirement and indicates a major issue that is so significant that the organisation's ability to meet the commitment is compromised. For third-party auditing schemes: Independent verification: A major weakness. Certification: A major non-conformity that compromises the integrity of the commitment which leads to a major corrective action request (CAR).	To give a score 0, not all of the measurable components of the requirement are verified to be in place and the issue(s) identified are so significant that the organisation's ability to meet the commitment is compromised.
1	Your organisation does not currently meet the requirement. For third-party auditing schemes: Independent verification: A minor weakness. Certification: A minor non-conformity that compromises the integrity of the requirement which leads to a minor corrective action request (CAR).	To give a score 1, not all of the measurable components of the requirement are verified to be in place.
2	Your organisation currently meets the requirement, but there is an opportunity for improvement that deserves attention so that the requirement is not compromised in the future. For third-party auditing schemes: Independent verification: Requirement is met with an observation. Certification: Conformity with an observation.	To give a score 2, all measurable components of a requirement are verified to be in place, however, one or more opportunities for improvement are observed which deserve attention so that the requirement is not compromised in the future.

3	Your organisation meets the requirement, with organisational systems ensuring it is being met consistently throughout the organisation. For third-party auditing schemes: Independent verification: Requirement is met. Certification: Conformity.	To give a score 3, all measurable components of a requirement are verified to be in place.
4	Your organisation meets the requirement in an exemplary way, demonstrating innovation and/or special recognition of performance, and organisational systems ensure this high quality throughout the organisation. For third-party auditing schemes: Independent verification: Requirement is met in an exemplary way. Certification: Conformity in an exemplary way.	To give a score 4, all measurable components of a requirement are verified to be in place. In addition, the following must be verified: • An organisational system (or systems) that demonstrate an innovative approach to meeting the requirement at a high standard throughout the organisation are in place. and/or • The organisation has been awarded special recognition of performance in relation to meeting the requirement at a high standard, and this is built into organisational systems so that the high quality is ensured throughout the organisation.
	Guidance notes for scoring commitments: • Commitments are scored by taking the mean average score of the requirements, i.e. the sum of all the requirement scores in a commitment divided by the number of requirements in that commitment. • Except when a major non-conformity/weakness is issued, in this case the overall score for the Commitment is 0.	

* Scoring Scale from the CHSA Verification Framework 2024