Fundación Tierra de Paz (TdP)
Initial Audit – Summary Report – 2025/03/18

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	TdP is registered as a Non-profit civil corporation under Colombia law.	
Head Office location	Popayan, Cauca (Colombia)	
Total number of organisation staff	59	

1.2 Audit team

Lead auditor	Jorge Menendez
Second auditor	Nancy Vallejo
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 includes TdP Head Office, and all humanitarian programming implemented by TdP.
Focus of the audit	-

1.4 Sampling*

Sampling unit	Project
Total number of Project included in the sampling	6
Total number of sites for onsite visit	2
Total number of sites for remote assessment	1
Sampling Unit Selection	
Random Sampling — onsite/remote	**Purposive Sampling — onsite/remote**
Integration and coexistence of victims and displaced persons of the armed conflict and Venezuelan migrants in Cauca and Cali, Colombia - Onsite	Reducing Armed Violence in Colombia's Mine-Affected Communities - Remote
	Protection and humanitarian assistance for people affected by the armed conflict in Colombia and the

	complex Venezuelan crisis in Colombia and Venezuela – Onsite
Any other sampling considerations: None.	
Sampling risks identified: There are no sampling risks 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	2024/10/21	**Number of participants**	15
Location	Remote	**Any substantive issues arising**	None

2.2 Locations Assessed

Locations	**Dates**	**Onsite or remote**
Popayán, Cauca, Colombia	21 October to 5 November 2024 11 to 13 November 2024	Remote and Onsite
Cali, Valle del Cauca, Colombia	14 November 2024	Onsite

2.3 Interviews

Level / Position of interviewees	**Number of interviewees**		**Onsite or remote**
	Female	**Male**	
Management	5	2	Remote
Staff	9	4	Remote
Partner staff	1	1	Remote
Stakeholders	6	6	Onsite
Total number of interviewees	**21**	**13**	**34**

2.4 Consultations with communities

Type of group and location	**Number of interviewees**		**Onsite or remote**
	Female	**Male**	
Group discussion #1 –Male and Female project participants, Cauca, Colombia.	2	2	Onsite

Group discussion #2 – Youth project participants, Cauca, Colombia.	-	9	Onsite
Group discussion #3 – Teacher and parents project participants - Cauca, Colombia.	2	5	Onsite
Group discussion #4 – Members of the Community Response Team - Cauca, Colombia.	5	4	Onsite
Group discussion #5 –Male and Female project participants - Cauca, Colombia.	3	5	Onsite
Group discussion #6 –Member of the Community Association project participants - Cauca, Colombia.	5	-	Onsite
Group discussion #7 – Youth leaders project participants - Cauca, Colombia.	2	3	Onsite
Group discussion #8 –Male and Female project participants - Cauca, Colombia.	6	2	Onsite
Group discussion #9 – Members of the Indigenous Guards project participants - Cauca, Colombia	8	8	Onsite
Group discussion #10 – Teacher and students project participants - - Cauca, Colombia	6	2	Onsite
Group discussion #11 – Migrants families project participants - Valle del Cauca, Colombia	6	2	Onsite
Group discussion #12 – Migrants families project participants - Valle del Cauca, Colombia	6	1	Onsite
Group discussion #13 – Members of the People with disabilities association project participant - Valle del Cauca, Colombia	2	2	Onsite
Total number of participants	53	45	**98**

2.5 Closing Meeting

Date	2025/01/29	**Number of participants**	8
Location	Remote	**Any substantive issues arising**	None

3. Background information on the organisation

3.1 General information	The Tierra de Paz Foundation (TdP) is a non-governmental organisation that was legally constituted on 28 November 2005 in the city of Popayán, department of Cauca. TdP is registered in Colombia and regulated according to decree 0427 of 4 March 1996. TdP aims to improve the living conditions of vulnerable populations and communities affected by the armed conflict and natural disasters in Colombia through the strengthening of local capacities and the promotion of a non-violent culture with man and nature. TdP advocates for a change in social and institutional relations that are harmful to communities and the environment. TdP's work is governed by the principles of humanity, independence, impartiality, transparency, solidarity, innovation and eco-efficiency. Currently, TdP operates in the departments of Cauca and Valle del Cauca in Colombia, with 59 employees. Among them, 32 have labour contracts, 1 has a learning contract, and 26 have service provider contracts, which are project-based contracts. TdP has two main lines of action: 1- Humanitarian Action.

2- Sustainable Development.

For each line of action of its work, TdP has the following lines of activities:

Humanitarian Action:

1- Emergency care and assistance.

2- Protection and leadership for children, adolescents and young people.

3- Protection and empowerment of women.

4- Integrated action against anti-personnel mines.

5- Peace education and peaceful conflict resolution.

6- Assistance and accompaniment to victims.

7- Basic protection infrastructures and Community Welfare.

Sustainable Development:

1- Strengthening of productive chains to benefit, above all, vulnerable populations.

2- Implementation of eco-efficient solutions in rural and urban communities.

3- Promotion of ecotourism as an alternative to conserve biodiversity and culture and foster local development.

According to TdP's 2023 financial statements, total revenues reached US$ 2.218.471 (COP 8.620.643.812,84), with expenses of US$ 2.175.077 (COP 8.452.020.591,88) and a result of US$ 43.394 (COP 168.623.220,96).

| 3.2 Governance and management structure	The General Assembly (GA) is the highest body that meets in ordinary annual assemblies, and it is composed of all the active members of the foundation. The honorific members have no voting rights but are allowed to speak. The GA meets in ordinary sessions once a year and in extraordinary sessions as often as necessary to resolve specific issues. The main functions of the GA are to:

- ensure the correct functioning of the entity,

- elect the members of the Board of Directors (BoD),

- appoint the statutory auditor for a period of 2 years,

- approve the annual accounts of the foundation,

- approve amendments to the articles of association.

The BoD is responsible for strategic planning and control of the management team. It is composed of the President, the Secretary and 5 members. The BoD meets in ordinary sessions every three months and in extraordinary sessions as often as necessary to resolve specific issues. The BoD is responsible for appointing the Director.

The Director is the organisation's legal representative. The Director 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 (statutes). The Director represents TdP externally and is accountable to the BoD.

The management structure is made up of the Director, the Statuary Auditor and the coordinators of the units.
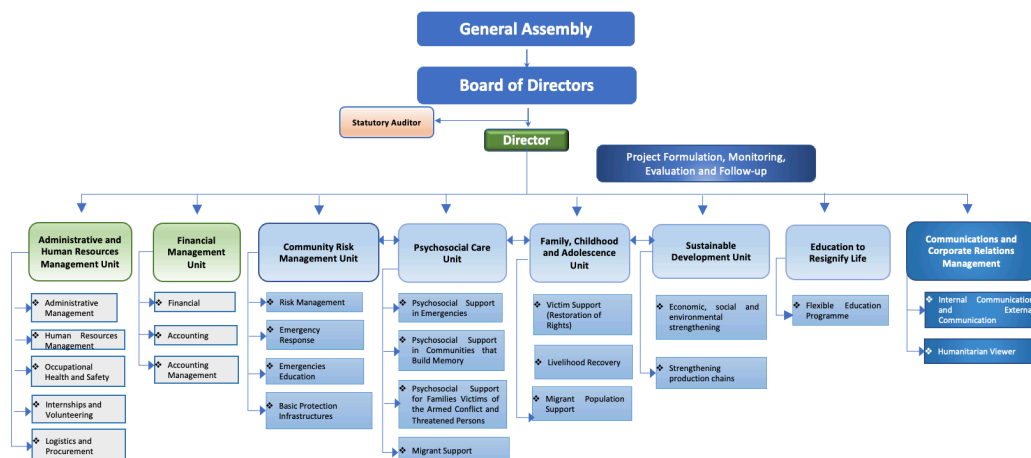
3.3 Work with partner organisations	TdP does not work with partner organisations to implement projects in Colombia. TdP is an implementing partner for Terre des Hommes Suisse, Open Society Policy Center, Diakonie Katastrophenhilfe, and Humanity & Inclusion. TdP has signed partner agreements detailing the responsibilities and commitments of each partner.

TdP does not have a Partnership Policy or other document that outlines 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 clearly define the roles and responsibilities of the GA, BoD, and Director. However, the secretariat of the BoD also holds a management position within the organisation. This overlap poses several risks to the organisation, such as potential conflicts of interest and increased risk of fraud. Although TdP has mechanisms and procedures in place to mitigate these risks, as explained below, it remains a critical area of organisational risk that requires careful management.

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

The organisation evaluates the existing risks of its projects and develops actions to mitigate them; however, the organisation does not assess the main risks at the organisational level.

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. The organisation adheres to minimum standards and guidelines set by legal requirements, donor and funding partner requirements, and community expectations.

The organisation has the necessary accreditations and certifications to work in Mine Risk Education, which ensures that the organisation has the necessary capacities to implement projects in this field.

Financial management and supply chain procedures are clearly described and well understood in the Administrative and Financial Procedures Manual. In addition, in 2024, TdP |

developed the new Anti-Corruption and Transparency Policy, which governs TdP's anti-fraud control environment. However, the new Policy is not fully in place yet.

The recruitment and selection handbook details the procedures 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. The organisation has clear procedures known to all workers for working in high-risk areas that minimise the safety risks of its workers and ensure that its actions in the community do not pose a risk to the community.

TdP has a good knowledge of, and relationship with the community, which allows it to identify and minimise the main risks in the programme. In addition, TdP has community liaisons that enable the organisation to quickly identify any problems. Since 2023, TdP has implemented a new community-level complaints mechanism; however, the organisation has not currently received any complaints from the community, and the community has mainly used it to congratulate them on its work.

It is important to highlight that since 2023, TdP is in the process of developing policies and procedures to enable it to manage the organisation in a more standardised way.

4.2 Level of application of the CHS	TdP 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:

- Response to emergencies: TdP provides a humanitarian response to emergencies in less than 72 hours, usually being the first actor to support crisis-affected communities.

- Safe programmes: TdP programmes are designed to ensure that the actions are realistic and safe for communities. This is important as TdP works in areas affected by armed conflicts.

- Collaboration and coordination: TdP effectively collaborates with cluster members, working groups, local and national authorities, and partners, ensuring their projects complement other humanitarian efforts.

- Impartial assistance: TdP provides assistance based on community needs and capacities, considering diversity and including marginalised groups.

- Capacity building: TdP strengthens local capacities and resilience, empowering local leaders and organisations as first responders.

- Program adaptation: TdP adapts programs to changing needs, capacities, and contexts.

Weaknesses identified in the audit:

- Data collection: TdP does not have all the relevant policies and processes required to disaggregate data at least by gender, age, and disabilities.

- Contract procedures: TdP does not have clear procedures for signing labour or service provider contracts with its staff.

- Exit strategy: TdP does not ensure that all programs and projects have a transition or exit strategy in place.

- Information to the community: TdP does not systematically provide information on the duration of the programmes, how it expects its staff to behave, and the

organisation's commitments to prevent Sexual Exploitation, Abuse and Harassment (SEAH).

- Complaints Handling Mechanism (CHM): TdP does not systematically communicate the scope of issues the complaints mechanism can address and ensure the safety of the complaints.

- Evaluation and learning: TdP does not have documents that indicate the procedures, methodologies and tools for evaluation and learning.

- Risk Management: TdP does not develop a risk matrix and mitigation plans for all its programmes and for the organisation.

- Partnerships and acceptance of funds: TdP has no protocols for partnerships or acceptance of funds.

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

This audit raises 8 Minor CARs (1.5, 3.4, 4.1, 5.2, 5.3, 7.4, 8.5 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	2.7

TdP's actions are based on impartiality, non-discrimination and protection of the most vulnerable communities. TdP systematically analyses context, needs and actors in a participatory manner with communities.

TdP develops programmes and projects based on this analysis and takes the diversity of communities into account, including the disadvantaged and vulnerable groups. However, TdP does not systematically disaggregate data according to age, gender and disability.

TdP adapts programmes, projects and actions to change in context, based on the information received by the communities and community liaisons.

Feedback from communities:

Community members are satisfied with the way TdP works and analyses needs and risks together with them.

Community members consider that TdP takes local capacities well into account.

Community members are satisfied with the way TdP adapts activities to changes in the context.

Commitment 2: Humanitarian response is effective and timely	3.1

TdP's programmes are in line with its capacities and benefits from the relevant accreditations where these are necessary to undertake specific activities. TdP responds within 72 hours to emergencies in the community, making decisions and acting without unnecessary delay. All stakeholders, partners, and the community have confirmed this.

TdP develops programmes with the participation of communities and organises frequent regular meetings with them to ensure that actions are safe and realistic.

TdP systematically and consistently monitors activities and adapts them as necessary. The staff have the technical expertise and work with relevant standards to undertake their work.

TdP refers systematically unmet needs to other actors with relevant mandates.

Feedback from communities:

Community members are satisfied with the safety, quality, effectiveness and timeliness of the response. Community members highlight that TdP is the fastest and most effective organisation providing humanitarian assistance when there is a crisis.

Community members perceive that TdP staff have adequate technical skills.

Community members state that their inputs are listened to and taken into consideration and that their views are sought on the activities, outputs and outcomes of responses.

Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects	2.6

TdP is firmly committed to the "Do No Harm" principle, which is integrated into policies, procedures and actions, including regarding SEAH and other abuses of power and discrimination.

TdP safeguards personal data that it collects from staff and communities, which could put them at risk.

TdP's participatory approach with communities to needs and risk analysis ensures the prevention of unintended negative effects. TdP acts timely and systematically on identified negative effects in the areas of people safety and security, SEAH by staff, culture, gender and social relationships, livelihood, local economy and the environment. However, TdP does not systematically operate livelihood and market analysis or environmental assessments prior to implementing its projects, which creates the risk that unintended negative effects may be overviewed and/or acted upon untimely. TdP has developed a mechanism to manage complaints, but this is too young to allow a fair assessment of its ability to avoid or minimise negative effects, for example, when dealing with sensitive cases.

TdP's participatory approach to needs and risk analysis strongly participates in strengthening community-based risk assessments and local capacities. TdP's programmes emphasise improving the capacity and resilience of communities, including early recovery and developing local leadership. Specific participatory mechanisms ensure the participation of marginalised and most vulnerable groups within the communities.

TdP does not systematically include an exit or transition strategy in the first phases of projects.

Feedback from communities:

Community members are satisfied with the support they get from TdP to identify and avoid, or mitigate main risks. Similarly, they report an increase in their capacity to address emergencies and are better prepared thanks to TdP's work. However, not all communities are aware of when the projects will end.

Commitment 4: Humanitarian response is based on communication, participation and feedback	2.6

TdP has policies in place for information sharing that promote open communication and feedback, and TdP takes age, gender and diversity into consideration.

TdP has different mechanisms to involve and engage communities in decision-making related to projects and in monitoring committees, including the inclusive representation of vulnerable and marginalised groups. This ensures that the follow-up responds to communities' needs and feedback.

TdP uses its community liaisons to communicate in local languages whenever necessary. TdP uses formats and media that are accessible to communities (e.g. social networks). However, key printed visual materials (e.g., the expected behaviour of staff and the organisation's commitments to prevent SEAH) are not always adapted.

TdP communication material presents communities in an accurate, ethical, respectful and dignified manner. TdP systematically requests prior informed consent to use any communication material and images. However, TdP does not always present information about the programmes and expected behaviour of staff in a way that communities remember having been informed.

Feedback from communities:

Community members confirm that all members of the community participate and provide feedback, and that TdP makes systematic efforts to reach out to people who cannot participate directly, including the most vulnerable.

Community members state that the community liaisons ensure that the most vulnerable members have their say.

Community members confirm that TdP always asks for consent before taking photos or videos.

Commitment 5: Complaints are welcomed and addressed	1.9

TdP welcomes complaints. Its policies, procedures and tools document the complaints handling process (CHM) and cover sexual exploitation and abuse, corruption, conflict of interest and other abuses of power. TdP has consulted the development, implementation and monitoring of the CHM with community leaders but not with all the groups within the communities.

TdP's CHM insists on the importance of timely, fair and safe management of complaints. It also states that psychological and legal support will be provided to victims of SEA. The CHM establishes that cases that fall outside its scope will be referred to relevant organisations.

TdP's CHM is still at a very early stage of implementation, and there is not sufficient hindsight to assess fairly its effectiveness. The CHM lacks clarity about the operational mechanisms that ensure the safety of complainants and whistleblowers.

TdP does not systematically communicate the scope of issues that the CHM can address, nor does it have a mechanism in place to ensure the communities fully understand its scope.

Feedback from communities:

Community members are aware of TdP's commitments to prevent sexual exploitation and abuse and how the staff should behave. However, some communities do not remember having been informed by TdP.

Community members are confident that they can complain and trust that TdP will handle complaints in a fair and timely manner, especially in relation to the SEAH.

Commitment 6: Humanitarian response is coordinated and complementary	2.7

TdP has a clear commitment to coordination and collaboration with other stakeholders, which is articulated in its main policies and procedures and has been confirmed by partners and stakeholders. TdP's staff actively participate in working groups and clusters at local and regional levels, sharing information with partners, coordination groups, and other relevant actors during regular meetings.

TdP has a very good knowledge of the different actors working in the same areas and ensuring the complementarity of their activities with other humanitarian actors and the government. There is no duplication of community support in TdP projects, and stakeholders have indicated that they coordinate very well with TdP. However, TdP does not systematically document the different stakeholders' roles, responsibilities and capacities.

TdP shares knowledge and research through multiple channels in the humanitarian sector, mainly at a local and regional level.

TdP implements all its programmes directly and does not sub-contract or partner with other organisations to deliver its programmes; the agreements with the donor partners are clear, and each partner's mandate, obligations, and independence are respected. However, there is a lack of partnership policy or procedure that clearly defines TdP's criteria and conditions for a partner selection.

Feedback from communities:

Community members state that there is no duplication of activities and that TdP coordinates well with local authorities and other organisations.

Community members highlight that TdP always coordinate with them on all activities and consider the assistance and programme activities to be coherent, without unnecessary demands on their resources.

Commitment 7: Humanitarian actors continuously learn and improve	2.3

TdP commits to evaluating, monitoring, and learning in its Programme Management Manual and in the Monitoring and Monitoring Policy and Plan. Funds for monitoring, evaluation and learning are included in the budget. However, these documents do not clearly indicate the procedures, methodologies and tools that TdP uses for evaluation and learning.

TdP draws from lessons learned and experiences when designing projects, programmes and relevant documents. Findings from monitoring and feedback are discussed during the meetings for project adaptation and improvement.

However, neither the complaint's mechanism process nor the Programme Management Manual indicate how TdP learns, innovates and implements changes based on the complaints received.

TdP shares learning and innovations amongst peers and within the sector during meetings with its partners, consortia members, and clusters at local and regional levels. TdP does not have a procedure, protocol or mechanism that ensures staff systematically share learning with communities and people affected by the crisis.

Feedback from communities:

Community members have identified positive changes in projects overall.

Some community members recall that TdP has shared learning and innovation with them; however, it is not a systematic practice.

Commitment 8: Staff are supported to do their job effectively, and are treated fairly and equitably	2.4

TdP has effective policies, systems, and processes to ensure that management and staff are recruited, inducted, managed, and supported and that they have the capacity and capability to deliver its programmes. TdP staff work according to the mandate and values of the organisation. TdP has a staff procedure and regulations that describe the rights and duties of TdP's staff. However, TdP has no procedure indicating the type of contract under which the staff should be hired (labour contract or service provider contract). TdP staff have up-to-date job descriptions and receive performance appraisals during the regular meetings.

Staff are aware of the Code of Conduct, safety and security plans and the main policies and procedures. The internal regulation of the staff describes the sanctions in case of breaches of the main policies; however, this document does not apply to staff with service provider contracts, and TdP does not have another that describes the sanction in case of breaches of the main policies for the staff with service provider contracts.

The Code of Conduct establishes the obligation of staff not to exploit, abuse or otherwise discriminate against people. Protection against Sexual Abuse (PSEA) principles are reflected in the Code of Conduct, including the duty to report allegations or suspicions of SEA.

TdP has clear procedures in place for the management of staff safety and security. Stakeholders emphasise staff professionalism and consider them competent, technically skilled, and able to act with integrity.

Feedback from communities:

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

Communities perceive TdP staff as highly competent and technically proficient.

Commitment 9: Resources are managed and used responsibly for their intended purpose	2.5

TdP has zero tolerance for fraud, corruption, and bribery. TdP has policies and processes in place for the use and management of resources; however, these policies and processes do not cover the use of its resources in an environmentally responsible way, how funds and gifts-in-kind are accepted and ensure that the acceptance of funds does not compromise its independence. The new accountability policy indicates that TdP has to assess and mitigate the risk; however, TdP has not developed a risk matrix and mitigation risk plans for all programmes and the organisation.

The organisation has several policies and mechanisms to prevent and address corruption, fraud, conflicts of interest, and misuse of resources, such as the Code of Conduct, Anti-corruption and Transparency policy, Administrative and Financial Procedures Manual, the separation of duties in the procurement procedure, and external audits. Systems and procedures for designing and implementing programs that balance quality, cost, and timeliness are in place, and TdP manages resources to minimise waste.

TdP uses local and natural resources and takes into account that they do not have a negative impact on the environment. However, the absence of established mechanisms that measure the potential impact on the environment and the fact that the procurement process does not require consideration of environmental impact when selecting suppliers creates a risk that TdP is not aware of the potential impact on the environment when using local and natural resources.

Feedback from communities:

Community members state that TdP does not waste its resources.

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

* 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).

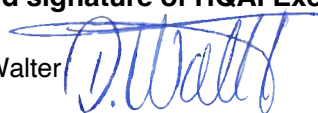# 5. Summary of non-conformities

Corrective Action Request (CAR)	Type	Status	Resolution timeframe
2025 – 1.5: TdP Policies do not require to collect disaggregated data for all the programmes by age, gender and disability.	Minor	New	By Renewal Audit 2028.
2025 – 3.4: TdP does not systematically plan a transition or exit strategy in the early stages of the humanitarian programme.	Minor	New	By Renewal Audit 2028
2025 – 4.1: TdP does not systematically provide information on the duration of the programmes, how it expects its staff to behave, and the organisation's commitments to prevent SEAH.	Minor	New	By Renewal Audit 2028
2025 – 5.2: TdP does not systematically communicate the scope of issues the complaints mechanism can address.	Minor	New	By Renewal Audit 2028
2025 – 5.3: TdP does not systematically prioritise the safety of the complainant at all stages.	Minor	New	By Renewal Audit 2028
2025 – 7.4: TdP does not have documents that indicate the procedures, methodologies and tools for evaluation and learning.	Minor	New	By Renewal Audit 2028
2025 – 8.5: TdP does not have clear procedures indicating the criteria and requirements for signing a labour contract or a service provider contract with its staff.	Minor	New	By Renewal Audit 2028
2025 – 9.6: TdP 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	8		

* _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, TdP conforms with the requirements of the Core Humanitarian Standard on Quality and Accountability. We recommend certification.	
Name and signature of lead auditor:	**Date and place:**
Jorge Menendez	Buenos Aires, 11 March 2025

7. HQAI decision

Final decision on certification:	☒ Issued ☐ Refused
Start date of the certification cycle: 2025/03/18 Next audit before 2025/03/18	
Name and signature of HQAI Executive Director: Désirée Walter	**Date and place:** Geneva, 18 March 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: *If yes, please give details:*	☐ Yes	☒ No
Acknowledgement and Acceptance of Findings: I acknowledge and understand the findings of the audit	☒ Yes	☐ No
I accept the findings of the audit	☒ Yes	☐ No

Name and signature of the organisation's representative:	Date and place:
	Popayán, 21 de marzo del 2025

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.	**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