

TIN TUA

Initial audit - Summary report -2025/04/02

1. General information

1.1 Organisation

Type	Mandates	Audited
<input type="checkbox"/> International <input checked="" type="checkbox"/> National <input type="checkbox"/> Membership/network <input type="checkbox"/> Direct assistance <input type="checkbox"/> Federated <input type="checkbox"/> With partners	<input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input type="checkbox"/> Defence of interests	<input checked="" type="checkbox"/> Humanitarian <input checked="" type="checkbox"/> Development <input type="checkbox"/> Defence of interests
Legal registration	Non-governmental organisation Burkinabe national organisation, created in August 1989. Registered under number 00189/MFP/MSCP/SG/DG/-COOP/BSONG on 31 August 1992 in the register of non-governmental organisations. Governmental organisations of Burkina Faso.	
Location of headquarters social	Fada N'Gourma (Burkina Faso)	
Total number of staff the organisation	503	

1.2 The audit team

Auditor lead auditor	Agnès KONRAT
Second auditor	/
Third listener	/
Observer	/
Expert	/
Witness / other participants: Facilitators premises	Oumar DEMBELE Joyceline YAMEOGO

1.3 Scope of the audit

CHS:2014 Audit plan	Initial audit
Audit cycle	NA
Type of audit	Benchmarking
Audit scope	The entire organisation at head office, representative offices and operational offices. The projects that the organisation implements in all its areas of intervention, directly and with partners.
Subject of the audit	NA, the entire organisation is considered for this first audit.

1.4 Sampling*

Sampling unit	The sampling unit is the project
Total number of project sites included in the sample	20
Total number of sites for on-site visit	2
Total number of sites for remote evaluation	2
Selection of sampling unit	
Random sampling - on-site/remote	Purposive sampling - on-site/remote

Emergency food, medico-nutritional and EHA assistance to internally displaced populations and hosts in the East and Sahel regions of Burkina Faso - remote	Provision of integrated multi-sectoral emergency humanitarian aid to children (girls and boys), internally displaced people and host populations in the East region - remote
Climate project: Project to strengthen the resilience of vulnerable communities in the face of the challenges of climate change and the security crisis in the East and Centre-East regions of Burkina Faso. du Centre-Est du Burkina Faso - not selected	
Programme de Valorisation du Potentiel Agro-Pastoral dans l'Est du Burkina Faso (VALPAPE) - on site	
Projet de Formation et insertion Locale des jeunes ruraux de la région de l'Est du Burkina Faso (PROFIL II) - on site	
Any other sampling considerations:	
Sampling risks identified: A significant proportion of Tin Tua's programmes are located in areas of high security risk or with logistical complexity of access, making them inaccessible to facilitators. The combination of risk level and logistics left few options for on-site visits to programmes. However, based on the evidence gathered from the document review and interviews, the auditor is satisfied with the robustness of the audit findings and conclusions.	

**It is important to note that audit results are based on a sample of an organisation's activities, programmes and documentation, as well as direct observation. The results are analysed to determine the organisation's systematic approach and the application of all aspects of the Core Humanitarian Standard (CHS) in different contexts and working methods.*

2. Audit team activities

2.1 Opening meeting

Date	13/12/2024	Number of participants	12
Location	Ouagadougou, Fada N'Gourma, Dori, Burkina Faso (remote)	Any substantive issues raised	No

2.2 Locations evaluated

Location of sites	Dates	On-site or remote
Head office staff interviews	13-16 December 2024, 27 January 2025	Remote
VALPAPE project and PROFIL II project/ various localities (Diapangou, Tigba, Fada N'Gourma)	13-17 January 2025	On site
Interviews with programme staff	6 February 2025	Remote

2.3 Interviews

Level / Position of interviewees	Number of people interviewed		On-site or remote
	Female	Male	
Head office			
Management	1	6	Remote
Project sites			
Management	1	2	Remote
Project partners and stakeholders	7	16	Remote and on-site

Total number of people interviewed	9	24	33
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2.4 Consultations with communities

Type of group and location	Number of people interviewed		On-site or remote
	Female	Male	
VALPAPE project/ Diapangou locality/ Community focal group/ Mixed group/ Participation in IGA (income generating activities) and AVEC (Village Savings and Credit Associations) Savings and Credit Associations)	14	2	On site
PROFIL 2 project/ Diapangou locality/ Community focal group/ Women's group/ Participation in Farmer Field Schools (FFS)	20	0	On site
Projet PROFIL 2/ Tigba locality / Community focal group / Mixed group / Participation in CEP	16	3	On site
VALPAPE project/ Tigba locality/ Community focal group/ Mixed group/ Participation in AGR and AVEC	13	2	On site
PROFIL 2 project/ Tigba locality / Community focal group / Women's group / Participation in Espace Sûr	16	0	On site
Projet PROFIL 2/ locality of Fada N'Gourma / Community focal group communities / Mixed group / Participation in training and installation of the trade	2	6	On site
Total number of participants	81	13	94

2.5 Closing meeting

Date	17/02/2025	Number of participants	13
Location	Ouagadougou, Fada N'Gourma, Dori, Burkina Faso (remote)	Any substantive issues raised	No

3. General information about the organisation

3.1 General information

Association Tin Tua is a national non-governmental organisation founded in 1989 in Burkina Faso. Its mission is to "Promote sustainable development through education, training and strengthening citizen participation in local governance and social cohesion". Its vision is to create "a resilient community with better access to basic social services, contributing to virtuous governance in the East, Centre East and Sahel regions".

Tin Tua has a 2021-2025 Strategic Plan that defines its six strategic areas of intervention:

- Area 1: Education, training and vocational integration
- Area 2: Health, Protection, WASH
- Area 3: Food security and livelihoods
- Area 4: Participatory governance and social cohesion
- Axis 5: Emergency and humanitarian aid
- Area 6: Institutional and organisational strengthening

Geographically, Tin Tua operates mainly in the Est ¹ region (5 provinces, 27 communes, 806 villages), and also works in the Sahel and Centre-Est regions. Its head office is in Fada N'Gourma, with branches in Ouagadougou and Dori.

In 2023, Tin Tua had 503 employees, including 141 permanent staff, and a total budget of FCFA 5.76 billion (around USD 9.6 million).

The organisation works in different ways: direct implementation, partnerships with NGOS national/international at consortium collaboration with with organisations

¹Figures taken from Tin Tua's 2021-2025 strategic plan, published in December 2020.

organisations. It benefits from a wide range of technical and financial partnerships, including with UN agencies, the EU and various bilateral cooperation agencies.

3.2 Governance and management structure

Tin Tua has a governance structure comprising a General Assembly (GA), a Board of Directors (BOD), a statutory auditor and an executive management team.

The AGM meets once a year in the first quarter. It is the supreme body comprising the founding members, members, observers invited by the Board and representatives of the departments/programmes. It sets policy, elects Board members, approves activity and financial reports, and decides on amendments to the Articles of Association.

The 9-member Board meets every six months. It elects a 4-member Bureau (Chairman, Vice-Chairman, Rapporteur, Treasurer) and examines the Executive Board's management documents. Its members are elected by the AGM for a 4-year term by a 2/3 majority, and are eligible for re-election.

The Auditors, comprising three members elected by the AGM, meet as required to verify the accounts and commitments of the Board.

The Executive Board supervises:

- The human profile and sustainable development department
- The governance/ culture of peace/ humanitarian protection department
- Administration/ finance/ accounting
- Procurement/ logistics
- Security and access
- Communication/ monitoring-evaluation/ IT
- Internal control

3.3 Working with partner organisations

Tin Tua operates through several types of partnership:

- Direct receipt of donor grants
- Participation in consortia with other national/international NGOs
- Implementing partner for other organisations

Agreements are signed with these partners, including rules of governance and monitoring bodies such as technical committees and steering committees.

To implement its projects, Tin Tua also relies on :

- Local community organisations (the Diéma² and local associations) that implement community activities. Tin Tua relies on the local capacities of these organisations, which have pools of endogenous trainers and facilitators.
- National stakeholders: decentralised technical services, local authorities, administrative authorities, etc.

In its collaboration with local community organisations, Tin Tua has developed a graduated approach: simple collaboration with no transfer of resources, provision of human resources with the signing of individual agreements, or formal partnerships involving financial transfers governed by agreements that include code of conduct requirements and allow for greater control. Its relationship with national stakeholders is governed by collaboration protocols.

4. Overall performance of the organisation

4.1 Internal quality assurance and risk management mechanisms

Tin Tua has a risk management policy that defines how risks are to be assessed, treated, monitored and reported. In terms of safety/security, the organisation has a hierarchical incident management structure with focal points at different levels. A national security guide defines procedures, particularly for reporting and crisis management. A risk analysis by zone must be carried out and regularly updated. Some risk assessment and management processes are not systematically followed or updated.

² Diéma, which means "territory" in the Gulimancema language, is a group of at least 20 village groups operating in the same geographical area that have decided to join forces to carry out endogenous actions. By 2020, according to its strategic plan, Tin Tua was working with 19 Diéma groups, comprising 536 village groups. There has been no new count since then.

Tin Tua's financial policies and procedures, including its policies on combating corruption, fraud and conflicts of interest, are known and followed by its staff. The organisation has an internal and external audit system and publishes annual financial reports.

In terms of safeguarding, Tin Tua has a comprehensive policy framework that underpins the integrity requirements of the organisation and its staff, including a code of conduct and specific safeguarding policies and frameworks for protection from sexual exploitation and abuse (PEAS) and child protection. These requirements form an integral part of the contracts signed by Tin Tua staff.

The organisation also has an accountability policy structured around 8 pillars, including complaints management and feedback mechanisms. Reporting and case management mechanisms are in place and supported by focal points.

To monitor its programmes, Tin Tua has a structured monitoring and evaluation system with precise indicators and detailed data collection tools. Roles and responsibilities for monitoring and evaluation are clearly defined, from management to field staff.

4.2 Level of application of the CHS standard

Tin Tua demonstrates a strong commitment to community accountability and places community participation at the heart of its values. Tin Tua demonstrates a broad understanding of the Core Humanitarian Standard (CHS) and its commitments.

Key strengths include

- Strong community roots with excellent local acceptance and mechanisms to include communities in programmes
- Communities and stakeholders express high levels of satisfaction with the quality of services and materials provided
- Staff described as competent and respectful
- A clear code of conduct known to staff, as well as protection policies (child protection, PEAS, fraud, etc.).

The main weaknesses concern

- Delays in certain programmes
- Insufficient communication with communities about protection policies (PEAS, fraud, code of conduct), the behaviour expected of its staff, and the scope of its complaints mechanisms.
- Poor community involvement in the design of programmes and complaints complaint mechanisms
- The absence of an environmental policy or an environmental impact assessment system.

In terms of gender equality, Tin Tua demonstrates good practice, such as the representation of women on its programme committees and the disaggregation of data by gender for monitoring purposes. In 2023, the organisation supported 4,599 women out of a total of 7,048 beneficiaries.

In terms of PEAS, Tin Tua demonstrates good practice and has put in place:

- A PEAS policy with an action plan
- A trained PEAS focal point
- Reporting channels
- Annual training for staff

However, communities are not systematically informed of PEAS commitments.

In terms of localisation, Tin Tua demonstrates good practice. It relies heavily on existing community structures. It trains local committees and strengthens their capacities, while ensuring very inclusive representation on committees.

This initial audit identified

- 3 observations
- 13 minor weaknesses (in 1.2, 2.2, 3.4, 3.6, 4.1, 4.3, 5.1, 5.2, 5.6, 6.4, 6.6, 9.4, 9.6)
- No major weaknesses

4.3 Organisation's performance against each CHS commitment

Strengths and areas for improvement	Average score
Commitment 1: The humanitarian response is adapted and appropriate.	2.7
<p>Tin Tua has policies that commit it to providing impartial, needs-based assistance that takes into account the diversity of communities, disaggregated by gender, age, displacement status and disability. The organisation has an ongoing contextual analysis process via weekly safety meetings, collaboration with the International NGO Safety Organisation (INSO) and participation in inter-NGO alert platforms. The organisation adapts its programmes according to the changing context and needs of communities, as demonstrated by the adaptation of modalities according to community preferences and the transformation of aid modalities in response to the security context.</p> <p>However, the organisation does not systematically carry out community risk and capacity assessments.</p>	
<p>Feedback from communities:</p> <p>Communities and stakeholders confirm that the projects meet their needs and are appropriate. They appreciate the adaptation of programmes to their needs, as demonstrated by the adjustment of targeting criteria and the modification of assistance modalities according to their preferences. However, they do not recall being consulted about their capacities or involved in the initial diagnosis of projects.</p>	
Commitment 2: The humanitarian response is effective and timely The humanitarian response is effective and timely.	2.7
<p>Tin Tua has systems in place to ensure that programme commitments match its organisational capacity, with tools for planning and regular review. The organisation has policies to ensure that its activities are systematically monitored, that data is used to adapt its programmes, and that decisions are made and resources allocated appropriately. Its monitoring system is structured and includes a dynamic scorecard, post-activity surveys and regular evaluations. The organisation has demonstrated its ability to refer uncovered needs to other players, in particular through a regional referral circuit and specific management of cases of gender-based violence (GBV). It uses the relevant technical standards, and designs programmes that respond to constraints in a feasible and safe way, in particular through a structured security analysis system and adaptation to security constraints.</p> <p>However, the organisation does not systematically deliver the humanitarian response on time, with delays reported in several programmes.</p>	
<p>Feedback from communities:</p> <p>Communities report that aid is delivered in safe and accessible locations by competent and experienced staff. Aid generally arrives on time, but some communities have reported delays in the distribution of materials and equipment.</p>	
Commitment 3: the humanitarian response strengthens local capacities and avoids negative effects.	2.5
<p>Tin Tua's policies include clear commitments to local capacity building, and the organisation ensures that its programmes build on local capacity and strengthen community resilience through the training of local committees, support for local economic initiatives or the structuring of cooperative societies. Tin Tua promotes the development of the capacities of local leaders and organisations in their role as front-line stakeholders, and demonstrates inclusive representation on its committees. The organisation supports the local economy by setting up village savings and credit associations (VSCAs) and developing income-generating activities (IGAs). Tin Tua has systems in place to protect communities' personal information, including secure servers and specific protocols for managing GBV data. Tin Tua's policies include clear commitments to preventing negative effects such as exploitation and abuse, including an annual PEAS action plan, a PEAS focal point and staff training.</p> <p>However, the organisation does not have a system in place to identify and respond in a timely manner to all actual or potential negative effects of its actions in the areas of safety, dignity, sexual exploitation and abuse, culture, social relations, livelihoods, the local economy and the environment. In addition, Tin Tua does not systematically plan a transition or exit strategy at the outset of the programme.</p>	
<p>Community feedback:</p>	

<p>The communities appreciate the capacity-building provided through training and support. They confirm the positive impact of the economic initiatives on their incomes and the absence of negative effects from the interventions. However, although the programme initiatives are aimed at sustainability, the communities are not systematically informed of the end date of the programmes or their transition or exit strategies.</p>	
Commitment 4: the humanitarian response is based on communication, participation and feedback.	2.4
<p>Policies are in place to involve communities and reflect their priorities through participation mechanisms set out in the accountability policy and strategic plan. Tin Tua's information sharing policies promote a culture of open communication, with multiple channels including launch workshops, newsletters and radio communications. The organisation's external communications are factual, ethical and respectful, with specific codes of conduct and a communications management system that includes informed consent procedures. In its programmes and with its communities, Tin Tua communicates in a respectful and culturally appropriate way, using local languages via community relays and local facilitators, and adapting to local habits and customs. It invites communities to express their satisfaction with the quality and effectiveness of assistance, with particular attention to gender, age and diversity.</p> <p>However, the organisation does not systematically ensure that the communities and people affected are informed about the organisation's principles and its staff's code of conduct. Tin Tua engages communities from the start of its programmes but does not systematically ensure their participation in programme design.</p>	
<p>Community feedback:</p> <p>The communities appreciate the communication in their local languages and the patience of the staff in explaining the activities to them. They say they have been informed of the details of the programmes, but not all of them have been informed of the organisation's principles, the staff code of conduct or Tin Tua's protection policies. They confirm that they were able to give their opinion on certain aspects of the programmes, such as the choice of food, but were not consulted on the design of the programmes.</p>	
Commitment 5: Complaints are welcomed and dealt with.	2
<p>Tin Tua recognises the importance of treating complaints seriously and encourages its staff to report any inappropriate behaviour, including sexual exploitation or abuse, in its code of conduct and safeguarding policies. To promote and reinforce a culture where complaints are seen as opportunities for improvement, and to prevent inappropriate behaviour, the organisation implements internal awareness modules and training. Complaints management mechanisms are systematically put in place at programme level when communities are targeted, with complaints committees set up in each village and focal points identified. These mechanisms allow all stakeholders (staff, communities, partners) to report any problems. The organisation manages complaints appropriately, despite a very small volume of documented complaints.</p> <p>However, a number of significant weaknesses have been identified. Although Tin Tua has set up reporting channels and complaints management committees, it does not have a comprehensive, documented and operational complaints management process for communities. Detailed procedures for handling complaints, including stages, responsibilities and deadlines, are not clearly defined. In addition, despite community involvement in setting up committees, Tin Tua does not systematically consult communities on the design of complaints management processes. Nor does the organisation systematically inform communities about how to access the complaints mechanism and its scope.</p> <p>Finally, communities are not sufficiently aware of the behaviour expected of staff, including commitments to prevent sexual exploitation and abuse.</p>	
<p>Feedback from communities:</p> <p>The communities confirm the existence of complaints committees at programme level, but say that they have not been specifically informed of any particular process for reporting misconduct by NGO staff, nor have they been consulted on the design of the complaints mechanism. They feel safe to lodge a complaint and are aware of the village focal points and activity monitoring committees as potential channels for expressing their concerns. The few complaints mentioned mainly concerned the quality of materials or late information, and were resolved satisfactorily.</p>	
Commitment 6: the humanitarian response is coordinated and complementary.	2.3
<p>Tin Tua has policies that include a commitment to coordination and collaboration with other actors, including national and local authorities. It actively participates in the relevant clusters and consultation frameworks in order to</p>	

local authorities, devolved technical services and other national and international NGOs. The organisation takes a complementary approach by aligning its actions with local development plans and coordinating its actions with other technical and financial partners in the areas where it operates. Tin Tua identifies the roles, responsibilities and interests of the various stakeholders using a basic stakeholder map. Its work with partners is governed by agreements and conventions that respect the mandates and commitments of each party.

However, its work with local community organisations that implement community activities is not systematically governed by formalised agreements. In addition, Tin Tua does not systematically exchange the necessary information with all its partners and stakeholders.

Community feedback:

Stakeholders acknowledge Tin Tua's collaboration with local authorities and appreciate the use of existing community structures. However, some of them point to the absence of a collaboration protocol, and indicate that information sharing is not systematic and often has to be solicited.

Commitment 7: Humanitarian actors learn and improve continuously.

2.8

Tin Tua has evaluation and learning policies, including a structured monitoring and evaluation system, evaluations at different phases of programmes and processes for capitalising on experience. The organisation has mechanisms for capitalising on and archiving knowledge, including capitalisation sheets, a multi-project database and procedures for collecting and analysing information. Tin Tua contributes to learning in the humanitarian sector through its participation in coordination platforms. Tin Tua also encourages the exchange of lessons and innovations within the organisation and with communities through sharing and capitalisation mechanisms such as accountability sessions and annual inter-programme reviews. When designing programmes, Tin Tua uses the learning derived from previous experiences and capitalised on through these mechanisms. Throughout its programmes, Tin Tua learns, innovates and adapts its programmes on the basis of monitoring, evaluation and feedback from communities, even though its learning from complaints is limited by the small number of complaints.

Community feedback:

Communities say that Tin Tua has improved over time. However, they do not recall any sharing of lessons learned or feedback from Tin Tua.

Commitment 8: Staff are supported to carry out their work effectively and are treated fairly and equitably.

2.9

Tin Tua has personnel policies and procedures that are fair, transparent and comply with local employment legislation. Staff adhere to relevant policies by signing codes of conduct and participating in mandatory training, including PEAS. Policies are in place and known by staff to improve their skills and competencies, including ongoing training and performance appraisal processes. Tin Tua ensures the safety and well-being of its staff, with a comprehensive safety plan and support mechanisms. Job descriptions, work objectives and feedback processes are in place with structured appraisal systems. Tin Tua staff work in line with the organisation's mandate and values, despite the very heavy workloads of some positions and departments.

Feedback from the communities:

The communities appreciate the professionalism and competence of the Tin Tua staff, highlighting in particular their patience and their ability to explain activities properly. They confirm the good behaviour of the staff and their respectful approach.

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

2.3

Tin Tua has policies governing the use and management of resources, including how it accepts and allocates funds and donations in kind ethically and legally and how it ensures that the acceptance of resources does not compromise its independence. Its fraud and corruption prevention policies are supported by robust financial control systems, established anti-fraud mechanisms and staff training. The organisation carries out audits, verifies compliance and establishes transparent reports with internal and external audit mechanisms. Tin Tua designs programmes and implements processes that ensure efficient use of resources, records and monitors expenditure against the budget through rigorous financial control systems, including unannounced checks.

However, despite the existence of a risk management policy, the risk assessment and management processes are not systematically monitored or kept up to date. Nor does Tin Tua have specific policies and processes for responsible environmental management, or a system in place to assess and manage the environmental impacts of its programmes.

Feedback from communities:

Communities explain how Tin Tua's programmes protect the environment. They confirm that Tin Tua makes good use of its resources, in particular through the quality of the materials supplied and market prices. They also appreciated the transparency in the use of resources, although some noted that they were not aware of Tin Tua budgets.

* Note: The average scores are the sum of the scores per commitment divided by the number of indicators in each commitment, except if one of the indicators in a commitment scores 0 or if several scores of 1 on the indicators in a commitment lead to the issue of a major non-conformity/weakness at commitment level (in these two cases, the overall score for the commitment is 0).


5. Summary of weaknesses

Weaknesses	Type	Status	Resolution timeframe*
2025-1.2: Tin Tua does not systematically assess community needs, risks and capacities.	Minor	New	By 2028
2025-2.2: Tin Tua does not systematically provide a timely humanitarian response.	Minor	New	By 2028
2025-3.4: Tin Tua does not systematically plan a transition or disengagement strategy from the start of the programme.	Minor	New	By 2028
2025-3.6: Tin Tua does not have a system in place to identify and respond in a timely manner to all actual or potential negative impacts of its actions.	Minor	New	By 2028
2025-4.1: Tin Tua does not systematically ensure that communities and people affected by crises are informed about the organisation's principles and the code of conduct of its staff.	Minor	New	By 2028
2025-4.3: Tin Tua does not systematically ensure the participation of communities and people affected by crises in the design of its programmes.	Minor	New	By 2028
2025-5.1: Tin Tua does not systematically consult with communities and people affected by crises on the design of complaints management processes.	Minor	New	By 2028
2025-5.2: Tin Tua does not systematically inform communities of the scope of its complaints mechanisms.	Minor	New	By 2028
2025-5.6: Tin Tua does not systematically ensure that communities and people affected by crises are fully aware of and understand the behaviour expected of humanitarian personnel, including the organisation's commitments to prevent sexual exploitation and abuse.	Minor	New	By 2028
2025-6.4: Tin Tua does not systematically exchange the necessary information with its partners and stakeholders.	Minor	New	By 2028
2025-6.6: Tin Tua does not systematically have formal agreements in place to govern work with its partners.	Minor	New	By 2028
2025-9.4: Tin Tua does not systematically take into account the environmental impact of the use of local natural resources in its programmes.	Minor	New	By 2028
2025-9.6 b: Tin Tua does not have policies or procedures in place that specify how the organisation uses its resources in an environmentally responsible manner. 2025-9.6 e: Tin Tua's policies and processes for assessing, managing and mitigating risk on an ongoing basis are not systematically monitored and kept up to date.	Minor	New	By 2028

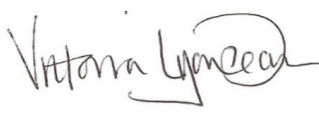
Total number of weaknesses	13
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* Note: Resolution times are given for information only as they are not relevant in the context of a benchmarking audit.

6. Lead auditor's recommendation

BENCHMARKING In our opinion, Tin Tua has demonstrated that it complies with the requirements of the fundamental humanitarian standard of quality and accountability.	
Name and signature of lead auditor : Agnès KONRAT 	Date and place : 24/02/2025, France

7. HQAI decision

Validity of the benchmarking report :	2025/04/02 until 2026/04/02
Name and signature of HQAI Quality Assurance Manager :  Victoria Lyon Dean	Date and place: Geneva 02.04.2025

8. Acknowledgement of the report by the organisation

Space reserved for the organisation	
Any reservations regarding the results of the audit and/or comments regarding the conduct of the HQAI audit team: <i>If yes, please specify :</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Acknowledgement and acceptance of findings :	
I acknowledge and understand the audit findings I accept the audit findings	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No

Name and signature of the organisation's representative :
Yembuani Yves OUOBA
Executive Director



Date and place : 15/04/2024

Appeal

In the event of disagreement with the quality assurance decision, the organisation may appeal to HQAI within 14 working days of being informed of the decision.

HQAI will refer the matter to the Chair of the Advisory and Complaints Committee who will confirm that the basis for the appeal meets the requirements of the appeals procedure. The Chair will then appoint an Appeals Panel consisting of at least two experts who have no conflict of interest in the case in question. The panel will endeavour to reach a decision within 45 working days.

Details of the appeals procedure can be found in document PRO049 - Appeals Procedure.

Appendix 1: Explanation of the scoring scale* (in French)

Scores	Meaning: for all audit scheme options	Technical meaning for all independent verification and certification audits
0	Your organisation is not working to implement the CHS commitment.	<p>Score 0: indicates such a significant weakness that the organisation is unable to meet the commitment. This leads to :</p> <ul style="list-style-type: none"> • Independent verification: major weakness. • Certification: major non-conformity leading to a request for major corrective action (CAR) - No certificate can be issued or immediate suspension of the certificate.
1	Your organisation is making efforts to apply this requirement, but these efforts are not systematic.	<p>Score 1: indicates a weakness which does not immediately compromise the integrity of the commitment, but which must be corrected if the organisation is to continue to meet it. This leads to :</p> <ul style="list-style-type: none"> • Independent verification: minor weakness • Certification: minor non-conformity, giving rise to a request for minor corrective action (CAR).
2	Your organisation is making systematic efforts to apply this requirement, but some key points are still not being addressed.	<p>Score 2: indicates an issue that warrants attention but does not currently compromise compliance with the requirement. This leads to :</p> <ul style="list-style-type: none"> • Independent verification and certification : observation.
3	Your organisation complies with this requirement and organisational systems ensure that it is met throughout the organisation and over time - the requirement is met.	<p>Score 3: indicates full compliance with the requirement. This leads to :</p> <ul style="list-style-type: none"> • Independent verification and certification : compliance.
4	The work of your organisation goes beyond the objective of this requirement and demonstrates innovation. It is applied in an exemplary manner throughout the organisation and the organisational systems ensure that a high level of quality is maintained throughout the organisation and over time.	<p>Score 4: indicates exemplary performance in the application of the requirement.</p>

* CSIA 2020 verification system rating scale