

Trócaire

Renewal Audit – Summary Report – 2025/09/15

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	Trócaire is registered and operates as a not-for profit company under formal legal structures in both the Republic of Ireland and Northern Ireland. Trócaire is a registered charity in the Republic of Ireland and with the Charity Commission for Northern Ireland.	
Head Office location	Maynooth, Ireland	
Total number of organisation staff		More than 400 both in Ireland and in Country Programme offices.

1.2 Audit team

Lead auditor	Birgit Spiewok
Second auditor	Julle Bergenholtz-Foglander
Third auditor	-
Observer	-
Expert	-
Witness / other participants	-

1.3 Scope of the audit

CHS:2024 Verification Scheme	Certification
Audit Cycle	Second cycle
Type of audit	Renewal Audit
Scope of audit	All international work of Trócaire, including development, humanitarian and advocacy mandates.
Focus of the audit	This is Trócaire's first audit under the CHS:2024 standard. As such, corrective actions (CARs) from the previous version are neither closed nor extended; instead, they are used to guide the audit's risk-based approach and are tracked against related requirements in this audit. Additional focus areas include changes introduced in the revised CHS, particularly requirements concerning environmental protection, diversity, and localisation.

1.4 Sampling*

Sampling unit	Country Programmes
Total number of sampling units	16

Sample size	4 – reduced sampling number due to low risk and according to HQAI procedures on risk-based auditing
Total number of onsite visits	1
Total number of sampling units for remote assessment	3
Sampling Unit Selection	
Random Sampling – onsite/remote	Purposive Sampling – onsite/remote
Country Programmes	
South Sudan – selected for remote	
Sierra Leone – selected for onsite	
Ethiopia – selected for remote	
Humanitarian ((Special humanitarian appeals programmes) – not selected	
oPt/Israel – selected for remote	
Any other sampling considerations:	
All programme sites were selected from the random sample.	
South Sudan presents itself as a special case: Trócaire's programme in South Sudan is implemented through a partnership model with the Catholic Agency for Overseas Development (CAFOD). In April 2015, Trócaire South Sudan merged its operations with CAFOD's, forming the joint "CAFOD and Trócaire in Partnership" (CTP) programme. Within this setup, CAFOD leads on programming and holds financial and administrative responsibility, while Trócaire contributes funding, technical support, capacity strengthening, and oversight. As CAFOD is CHS certified, and to avoid duplication of auditing work, the auditing scope for the South Sudan Programme was limited to Trócaire's specific role in the partnership and the oversight provided.	
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	2025/05/22	Number of participants	27
Location	Trócaire Head Office, Maynooth, Ireland	Any substantive issues arising	None

2.2 Locations Assessed

Locations	Dates	Onsite or remote
Head Office, Ireland	2025/05/22	Onsite
South Sudan Country Office	2025/05/22	Remote
oPt/Israel Country Office	2025/06/11	Remote
Sierra Leone Country Office	2025/06/16-2025/06-20	Onsite

Ethiopia Country Office	2025/06/24-2025/06/26	Remote
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2.3 Interviews

Level / Position of interviewees	Number of interviewees		Onsite or remote
	Female	Male	
Head Office			
Management (2 nd level and senior management)	6	1	onsite
Staff	5	3	Onsite (one remote)
Sierra Leone Country Programme			
Management	1	1	onsite
Staff	1	5	onsite
Partner staff of 4 partners	15	15	onsite
Stakeholders	1	5	onsite
Ethiopia Country Programme			
Management	1	2	remote
Staff	2	2	remote
Partner staff of 2 partners	2	3	remote
oPt/Israel Country Programme			
Staff	1	1	Onsite in Maynooth and remote
South Sudan Country Programme			
Management	1		Onsite in Maynooth
Total number of interviewees	36	38	74

2.4 Consultations with communities

Type of group and location	Number of interviewees		Onsite or remote
	Female	Male	
Port Loko District / Rosarr Community Female Group – Village Savings Groups	18		onsite
Port Loko District / Rosarr Community Male Group – Village Savings Groups		7	onsite
Port Loko District / Rogbet Community Female Group	26		onsite
Port Loko District / Rogbet Community Male Group		13	onsite
Kambia District / Katic Community Female Group	21		onsite
Kambia District / Katic Community Male Group		11	onsite

Kambia District/ Gballan Thallan Community Mixed Group	10	5	onsite
Bombali District / Manokoh Community Female Group	20		onsite
Bombali District / Manokoh Community Male Group		12	
Total number of participants	95	48	153 onsite

2.5 Closing Meeting

Date	2025/07/09	Number of participants	20
Location	Remote	Any substantive issues arising	None

3. Background information on the organisation

3.1 General information

Trócaire (Irish for compassion) is the overseas development agency of the Catholic Church in Ireland. It was founded in 1973 with the purpose of challenging poverty and injustices, and supporting the populations affected by them. The organisation is a company limited by guarantee, registered under Part 18 of the Irish Companies Act 2014, with a constitution, memorandum and articles of association. Trócaire's country offices are considered branches of Trócaire. The organisation is active in 15 countries with both long-term development programmes and short-term humanitarian interventions. The organisation also focuses on human rights advocacy.

Trócaire describes itself as a social justice organisation working in partnership with local organisations and communities to tackle the root causes of poverty, injustice and violence and to support people to create positive and lasting change. Trócaire organises its work based on five overall goals:

- Defend human rights
- Achieve Climate & Environmental Justice
- Ensure Women's & Girls Protection, Voice & Influence
- Save Lives & Protect Human Dignity
- Mobilise the Public to Achieve Global Justice

In its 2021-2026 Strategic Plan, Trócaire focuses on countries with severe human rights deficits, fragile and conflict-affected states, and states affected by climate change and gender inequality. The Strategic Plan identifies two major shifts in Trócaire's ways of working: shifting the power (Localisation) and focus on stronger programmes and clearer understanding of contexts. Core values stated in the plan include courage, solidarity, participation, perseverance and accountability.

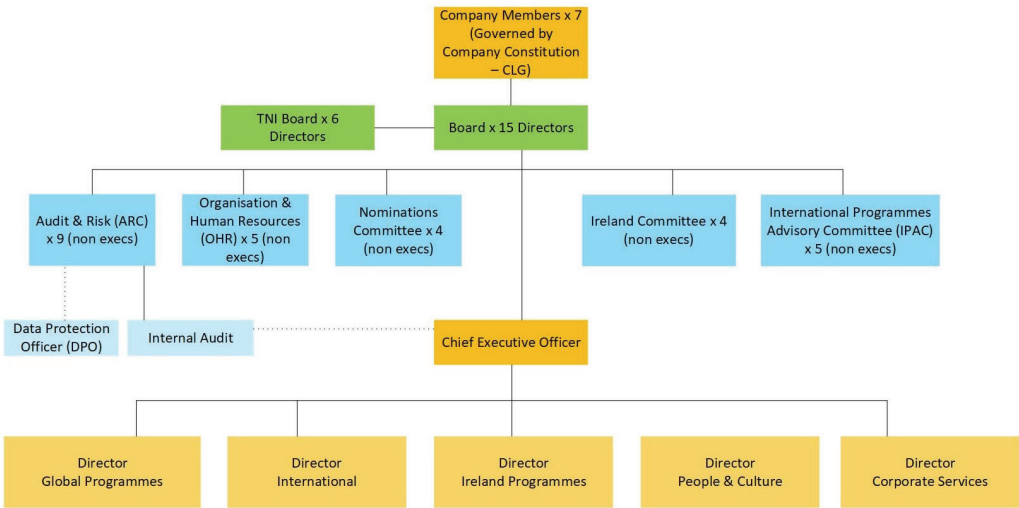
Trócaire is a signatory of the Charities Governance Code, which is mandatory to all charities registered in the Republic of Ireland. Trócaire annually assesses and reports to the Charities Regulator in Ireland on its compliance with the Code. Trócaire maintains full compliance with the Code. Trócaire also follows the Irish Triple Lock standard on ethical fundraising, reporting and governance. It is a member of the CHS Alliance, Caritas Internationalis, Charter4Change and Dóchas. The Trócaire annual report 2023-2024 states that its total income for the year was 86.45 million Euros, an increase of 2.3 million Euros from the year before. Trócaire works mostly in Eastern Africa, Central and Southern Africa, with significant programming in the Middle East and Central America.

3.2 Governance and management structure

The Company Members are custodians of Trócaire’s mission and values. The members (seven in total) are appointed by the Irish Episcopal Conference and approve the appointment of Board Directors and external auditors. In accordance with the Trócaire Constitution, the Trócaire Board currently comprises of 12 Directors (can go up to 15 max), serving a maximum of two three-year terms.

The Terms of Reference (ToR) of the Trócaire Board states that every effort should be made to ensure that the Board Directors and its Committees are gender balanced, reflective of the diversity of Trócaire’s stakeholders and having the necessary skills and experience to carry out duties. The Board and TNI Board are supported by five Committees: Audit and Risk Committee, Organisation and Human Resources, Nominations Committee, Ireland Committee, International Programmes Advisory Committee. The Board meets at least four times annually.

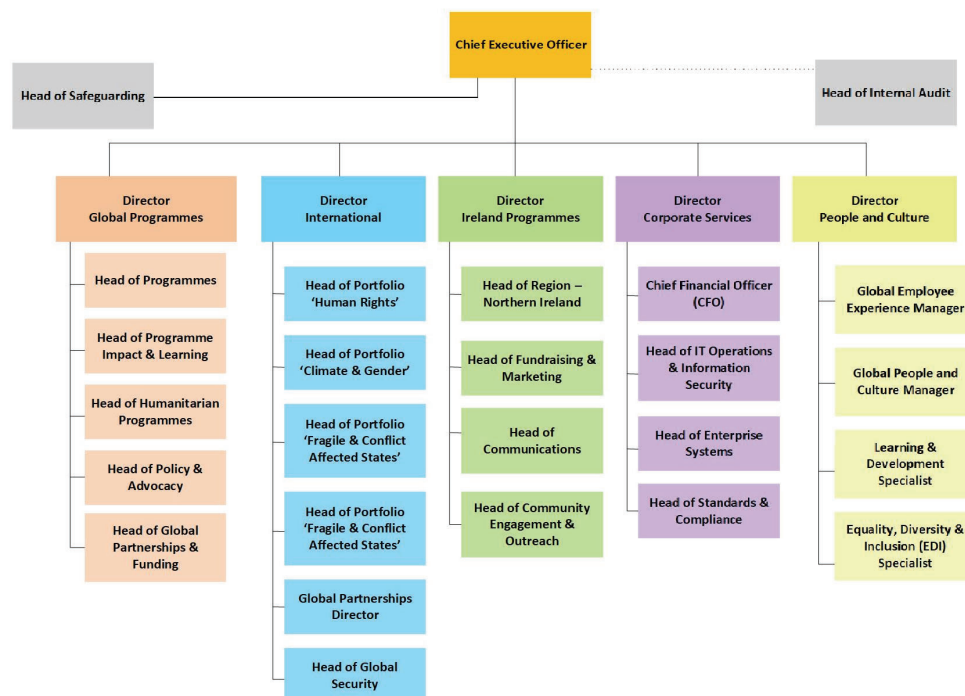
GOVERNANCE AND MANAGEMENT STRUCTURE TRÓCAIRE



The Trócaire CEO manages five divisions, each with its own director: Global Programmes; International; Ireland Programmes; Corporate Services and People & Culture. All directors participate in the Executive Leadership Team, headed by the CEO, which manages Trócaire’s organisation strategy and operations. The Head of Safeguarding reports directly to the CEO, the Head of Internal Audit reports to the Audit and Risk Committee of the Board. Technical support for humanitarian, development and advocacy programmes falls under Global Programmes, whilst line management of country offices sits with International.

Under the current strategy, countries are grouped into the portfolios of Fragile and Conflict-Affected States, Human Rights, and Climate & Gender. Organisational learning takes place within portfolios and across functions, for example for Country Directors, Programme Managers, and Gender Advisors.

TROCAIRE HQ ORGANOGRAM – AUGUST 2025



3.3 Work with partner organisations

In its development and humanitarian programming, Trócaire works almost exclusively through partnerships, with the Trócaire Strategic Plan 2021-2026 stating that partnership is at the centre of Trócaire's work and identity. This is further emphasised through the commitments stated in its Partnership and Localisation Strategy and its Partnership Policy. One exemption is the Somalia programme where Trócaire provides direct health services together with District Health Boards. Trócaire maintains a Global Hub on Partnership and Localisation in Kenya, leading the work in close coordination with partner organisations to realise the ambitions and goals of its Partnership & Localisation Strategy.

The Partner Capacity Assessment and Support (PCAS) is used to analyse partner policies, procedures and management, including organisational governance, programme quality, risk management and financial management. The tool spans across the CHS commitments and is carried out every three years. While the Minimum Requirements assessment constitutes the foundation of Trócaire's partner due diligence, PCAS supports wider organisational capacity strengthening and is also monitored through internal systems.

Trócaire carries out at least two monitoring visits per year for all partners to assess programme quality and delivery. Annual partner meetings are held in each country office to assess the partnership and identify action and risks to work on jointly moving forward. Partners confirm that Trócaire is a valuable partner in strengthening partner quality and accountability procedures.

4. Overall performance of the organisation

4.1 Internal quality assurance and risk management mechanisms

Trócaire has robust internal quality management systems in place to ensure that resources are used effectively and efficiently. Compliance with these systems is regularly reviewed by management and through internal audits. Since the Initial Audit in 2022, Trócaire has taken significant steps to strengthen its organisational approach to risk management, addressing identified non-conformities. As part of this process, the organisation updated its risk management framework and developed both a formal statement on risk appetite and a tool for risk identification and management. While risks are systematically identified at the Country Office and programme levels, they are not currently assessed at the institutional level of partners.

The organisation has strong safeguarding and partnership systems that support quality and accountability. It regularly conducts monitoring, evaluation, and learning activities across programme, country, and organisational levels. Overall, staff perceive Trócaire's policies and structures to be clear and well-developed, though some consider the systems to be somewhat administratively heavy. This can in some cases lead to processes not always being applied or updated as regularly as planned (e.g. country level contingency analysis) due to multiple competing requests and high workloads at country level. Nevertheless, country office staff also express appreciation for the high level of guidance provided by HO through policies and procedures.

4.2 Level of application of the CHS

Trócaire continues to demonstrate a strong commitment to the Core Humanitarian Standard. Since the Initial Audit (2022), Trócaire has successfully addressed issues which had led to the Corrective Action Requests (CARs) and observations raised. In this audit, Trócaire is certified against the revised 2024 version of the Core Humanitarian Standard (CHS), which introduced several new requirements. As a result, a few new Corrective Action Requests (CARs) and observations related to protection of the environment have been identified.

Strengths:

- **Safeguarding:** The organisational safeguarding culture of Trócaire is of the highest standard, combining policies at international best practice level with solid processes to promote systematic implementation and rigorous adherence to them. Trócaire's framework aligns with international safeguarding standards and actively promotes good practice through sector-wide learning events. Trócaire promotes safeguarding in its day-to-day work with partners and all partners interviewed fully endorse this. Community members provided clear testimony of feeling safe, listened to, and empowered by Trócaire and its partners.
- **Complaints handling:** Trócaire has well-established procedures in place with the purpose of ensuring that community members can report both sensitive and non-sensitive complaints through feedback and complaints handling mechanisms (FCHMs).
- **Data protection:** Trócaire has very strong data protection systems in place, including policy commitments, clear guidelines, regular awareness raising and training sessions. Data Protection Champions are nominated among staff in all locations to promote adherence to and awareness of the importance of data protection.
- **Equitable partnership:** Trócaire places strong emphasis on equitable partnerships, fostering relationships based on mutual respect, shared values, and joint accountability.

Weaknesses:

- **Environmental protection:** The organisation is committed in policy and guidance to reducing potential negative impact on the environment. However, Trócaire does not

meet its own goal of measuring and reporting annually on its Carbon Footprint. Environmental concerns are well integrated in livelihood programming and technical expertise supports partners, but not all project plans systematically include an environmental risk analysis.

- The organisation is committed to sharing information with communities and partners fulfil this requirement, particularly relating to staff behaviour and safeguarding commitments. However, Trócaire does not have a systematic approach to information sharing with communities and no clear guidance for staff or partners on what information to share and how often in different contexts.

The requirement to have an organisational approach to ensure the organisation works in ways that protect the safety, security, rights and dignity of people and communities and prevents all forms of exploitation and abuse, including sexual exploitation, abuse and harassment by staff and volunteers, in line with recognised good practice (4.4) has been awarded special recognition of performance in relation to meeting the requirement at a high standard (score of 4).

4.3 PSEAH

Trócaire has an exceptionally strong organisational commitment on safeguarding. The organisation has a global safeguarding policy (updated in 2023) detailing its procedures and commitments on safeguarding. Trócaire has also integrated safeguarding perspectives in a diverse set of organisational policies such as Code of Conduct, procurement, communication, fundraising and security. Each department within the Head Office as well as each country office has a safeguarding focal point in place that serves as a resource person on safeguarding, strengthening capacity and awareness on PSEAH. Trócaire actively engages and works with partner organisations to implement strategies and guidance to prevent sexual exploitation and abuse. Partners included in the audit generally have safeguarding procedures in place and show commitment to take sensitive complaints seriously in line with set procedures. Trócaire country staff, partners and communities confirm that information on expected staff behaviour is consistently relayed in Trócaire supported programming.

Since the previous certification, Trócaire has revised and enhanced the assessment of partner safeguarding procedures in its Minimum Requirements framework, which has deepened the understanding of partner capacity needs on PSEAH. Every year, Trócaire also arranges a safeguarding week, focusing on a particular theme within safeguarding identified as a key subject for capacity strengthening and sharing with partners.

4.4 Organisational performance against each CHS Commitment

Strong points and areas for improvement	Average score*
Commitment 1: People and communities can exercise their rights and participate in actions and decisions that affect them.	2.5
Trócaire has a solid organisational system in place to ensure communities can participate in actions that relate to them, including clear information sharing routines on safeguarding. The organisation is clear in its commitment to ensure that the communities are at the centre of the response, with programmes showing that the participation is meaningful to the communities taking part. Trócaire also shows solid procedures in terms of communicating in languages understood by communities and in ensuring that communication materials are based on informed consent from community members.	

Trócaire does not, however, have clear approaches and procedures in place on what and when they shall present to communities to ensure they feel well informed about the commitments and responsibilities of Trócaire and/or the partner as relevant. While information on safeguarding is always assured across programmes, details about Trócaire as an organisation, along with how it supports the partner and how communities could report complaints directly to Trócaire if needed, is not shared regularly. Trócaire programming also does not consistently consider how multiple vulnerabilities intersect in its support to communities.	
Feedback from communities: Communities confirm being able to participate and take part in decisions meaningfully within Trócaire supported programming. Many community members were however not familiar with partner organisations being supported by Trócaire.	
Commitment 2: People and communities access timely and effective support in accordance with their specific needs and priorities.	2.8
Trócaire has clear and well-established procedures in place to analyse the context and culture it operates in and both the capacities and the needs of the communities, including an understanding of risks and vulnerabilities they are facing. Country programmes are grounded in implementation plans designed in collaboration between Trócaire and its implementing partners and are carefully monitored based on country and programme specific MEAL plans. Partners consider Trócaire's technical support to be an added value in the partnership which consistently strengthens partner capacities on technical standards in the sector. Though Trócaire programming in general does refer community needs, there is limited organisational guidance on how this referral process should take place across Trócaire programmes, which risks the referral process not being carried out consistently.	
Feedback from communities: Communities feel that the support from Trócaire programming is timely. Communities also feel that they are consulted and listened to when they describe their needs, and that they understand which criteria has been used to select which community members that will be supported.	
Commitment 3: People and communities are better prepared and more resilient to potential crises.	3.0
Trócaire has clear organisational commitments and procedures towards strengthening the preparedness and resilience of community members. Programming is consistently designed to strengthen local leadership and decision-making structures, where partners confirm Trócaire's support on disaster risk reduction and creating emergency preparedness plans is a clear added value for the partnership. Trócaire programmes are created with the intention of creating long-term positive impact for the community to ensure that communities are better equipped to face crises in the future, where partner and community input are clearly integrated to ensure meaningful impact. Localisation is a key strategic goal of Trócaire, which is being applied consistently across its programmes.	
Feedback from communities: Communities feel empowered by Trócaire programming and express that they can make decisions regarding preparedness and Disaster risk reduction (DRR) to reduce their vulnerability. Community members consider that Trócaire programmes have improved their lives, livelihoods and local economy.	
Commitment 4: People and communities access support that does not cause harm to people or the environment.	2.6
The organisational safeguarding culture of Trócaire is of the highest standard, combining policies at international best practice level with solid processes to promote systematic implementation and rigorous adherence to them. Trócaire's framework aligns with international safeguarding standards and actively promotes good practice through sector-wide learning events. Trócaire promotes safeguarding in its day-to-day work with partners and all partners interviewed fully endorse this. Trócaire also has very strong data protection systems in place, including policy commitments, clear guidelines, regular awareness raising and training sessions. Data Protection Champions are nominated among staff in all locations to promote adherence to and awareness of the importance of data protection.	

Environmental concerns are well integrated in livelihood programming and technical expertise supports partners, but not all project plans systematically include an environmental risk analysis. Although Trócaire voices its commitment to environmental protection in policies and external communication and advocacy work and has integrated this into its strategy and international programming, the organisation itself has identified a need to improve its work towards reducing negative environmental impacts of the organisation. To meet this, some activities include drafting a sustainability strategy and employing a sustainability reporting coordinator. These and other activities are still work in progress and not fully in place yet.	
Feedback from communities: Communities confirmed that they feel safe and listened to. No incidences of harm were reported by communities, including negative effects on their safety, dignity and rights. Communities involved in livelihood activities explained having become more aware of environmental concerns through training provided by Trócaire and partners.	
Commitment 5: People and communities can safely report concerns and complaints and get them addressed.	2.7
Trócaire has well-established procedures in place with the purpose of ensuring that community members can report both sensitive and non-sensitive complaints through feedback and complaints handling mechanisms (FCHMs). Trócaire regularly ensures that communities understand the expected staff behaviour of partners and check if communities feel comfortable in reporting sensitive and non-sensitive complaints. Trócaire complaints handling procedures further show clear commitment and procedures to apply a survivor-centred approach in addressing misconduct, while also having well-established in-country structures for managing complaints from programming sites. While Trócaire supported programmes in general have complaints mechanism established, not all partners have functioning feedback and complaints mechanisms in place yet, although Trócaire is working to support them with this. Trócaire also have limited guidance in key organisational policies on how to monitor that communities have understood how to report concerns and complaints, and how they will be addressed.	
Feedback from communities: Communities confirmed that they feel they can safely give feedback, raise concerns and complain if necessary. Communities also confirmed that partners are open to complaints and complaints systems are accessible to them. There is a wider general understanding among community members about Trócaire's commitment to the prevention of fraud and corruption and SEAH and all communities interviewed confirmed that they are well aware of what kind of behaviour they can expect from staff of Trócaire and partners.	
Commitment 6: People and communities access coordinated and complementary support.	2.8
Trócaire implements its programmes through national and local partners that are selected carefully and supported throughout the partnership. The organisation ensures that its work is aligned with, and complements, locally led actions, community-based efforts, and the activities of relevant stakeholders. The Partnership Policy, the Localisation Policy and the organisational strategy all promote equitable partnerships based on shared decision-making and respect for each partner's roles and responsibilities, including commitments related to PSEAH. All partners are assessed using an assessment tool and all partners have a partnership agreement with Trócaire which is reviewed regularly. Grant agreements have clear funding and reporting requirements and staff and partners report that these are respectful, realistic and fair.	
Feedback from communities: Communities appreciate the community led programmes and feel that Trócaire and partners engage well with other organisations. Communities state that the work is truly locally led. Community members recognise the organisation's commitment to coordination and collaboration in its work with other stakeholders, which reduces the demand for their time and resources.	
Commitment 7: People and communities access support that is continually adapted and improved based on feedback and learning.	3.0

Trócaire has solid organisational structures and practices in place to ensure that learnings are consistently captured and assessed to adapt and improve programming. This is carried out through regular consultations with partners and communities, monitoring visits, annual partner meetings and regular interaction between Trócaire and partners. Reports show that Trócaire and partners continuously assess information from community consultations, feedback and complaints to adapt programme design, including collecting relevant disaggregated data to inform decisions. Trócaire consistently ensures that learnings and adaptations carried out within programming are shared with communities and stakeholders.	
Feedback from communities: Communities feel that their feedback is listened to and that actions are being made based on what they convey to Trócaire and partners. Community members have identified positive changes in programmes overall and gave examples on how they can contribute to future activity planning.	
Commitment 8: People and communities interact with staff and volunteers that are respectful, competent, and well-managed.	3.0
There is a strong culture of quality and accountability at all levels of the organisation, and partner staff are supported in delivering on these commitments. Human resource management systems and procedures enable staff to meet organisational goals through training and capacity building, while also supporting partner staff in strengthening their own capacities. HR policies are seen as fair and ethical, and these include safety and security measures. Trócaire ensures that staff sign and adhere to its Code of Conduct, and the organisation provides multiple appropriate channels for raising concerns, including whistle blowing. New staff are given training on Code of Conduct and Safeguarding. Staff express confidence in the integrity of the organisation's systems and staff are seen by partners, stakeholders and communities as both capable and dedicated. Trócaire leadership puts great emphasis on promoting a culture of accountability and transparency and this is fully endorsed by staff.	
Feedback from communities: Communities express that staff of Trócaire and partners are professional and competent, and that they behave respectfully and in a culturally sensitive way. Communities and partner staff feel that Trócaire staff listen to them, and that they can approach them with any concerns.	
Commitment 9: People and communities can expect that resources are managed ethically and responsibly.	2.7
Trócaire has robust systems in place to ensure ethical, effective, and responsible resource management. This includes strong financial oversight of partner projects, procurement, and anti-corruption measures, supported by rigorous financial controls, internal and external audits, and continuous risk analysis at both Country Office and partner levels. Fraud risks are proactively addressed through established response protocols, and partners confirm transparent and principled fund use. Financial planning, including budget forecasting and contingency measures, ensures operational continuity and alignment with organisational commitments. Trócaire's structure and systems are fit for purpose, guided by clear policies, ethical fundraising, and strong governance through finance and integrity oversight bodies. Staff and partners are supported to manage resources responsibly; procurement controls reinforce accountability. While environmental impact is considered in some programming, the organisation does not fully report on its Carbon Footprint in line with its own commitment.	
Feedback from communities: Communities expressed no awareness of waste or of any financial impropriety. Community members state that they have not experienced any incidents of corrupt activities or extortion from staff. They report that they see resources being distributed fairly and according to the programme plans.	

** Note: 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 (CHSA Verification Framework – Scoring Grid, 2024).*

5. Summary of open non-conformities

Corrective Action Request (CAR) / Weaknesses	Type	Status	Resolution timeframe
2025-1.2: Trócaire does not systematically ensure that communities receive relevant and timely information on their rights in relation to the commitments and responsibilities of the organisation.	Minor	New	By the 2028 Renewal Audit
2025-4.2: Trócaire does not ensure that potential negative impacts of programmes on the environment are systematically identified, prevented and mitigated.	Minor	New	By the 2028 Renewal Audit
Total Number of open CARs	2		

6. Claims Review

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

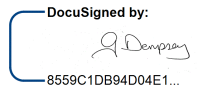
In my opinion, Trócaire continues to demonstrate no major non-conformities in its application of the Core Humanitarian Standard on Quality and Accountability. I recommend renewal of certification.	
Name and signature of lead auditor: Birgit Spiewok 	Date and place: Berlin, 4 August 2025

8. HQAI decision

Certificate renewed:	☒ Issued ☐ Preconditioned (Major CARs)
Start date of the current certification cycle: 2025/10/11 Next audit before 2026/09/15	

Name and signature of HQAI Executive Director: Désirée Walter 	Date and place: Geneva, 15 September 2025
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9. Acknowledgement of the report by the organisation

Space reserved for the organisation	
Any reservations regarding the audit findings and/or any remarks regarding the behaviour of the HQAI audit team: <i>If yes, please give details:</i>	☐ 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:  8559C1DB94D04E1... Gwen Dempsey, Interim Chief Executive Officer (CEO) - Trócaire	Date and place: 26/9/2025 18:28 BST Maynooth, Ireland

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