World Vision International
Renewal Audit – Summary Report – 2025/06/30

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	Non- Profit Religious Charity International Relief and Development	
Head Office location	Virtual Global Centre, UK and US	

Total number of organisation staff	> 33,000

1.2 Audit team

Lead auditor	Nik Rilkoff
Second auditor	Gertrude Dendere-Chibwe
Third auditor	
Observers	Sarah Kambarami, Phillip Miller, Birgit Spiewok.
Expert	
Witness / other participants	

1.3 Scope of the audit

CHS:2014 Verification Scheme	Independent Verification
Audit Cycle	Second cycle
Type of audit	Renewal
Scope of audit	Category II and III (CAT II and CAT III) humanitarian responses and WVI headquarters, regional and worldwide branch offices, and affiliate and related entities engaged in these types of responses.
Focus of the audit	

1.4 Sampling*

Sampling unit	Category II and III humanitarian responses
Total number of responses included in the sampling	45 (12 CAT II / 33 CAT III)
Total number of sites for onsite visit	2
Total number of sites for remote assessment	4

Sampling Unit Selection	
Random Sampling — onsite/remote	**Purposive Sampling — onsite/remote**
Afghanistan Flood Response (CAT II) – remote	Bangladesh Rohingya Crisis Response (CAT III) - remote
Ghana Drought Response (CAT II) – onsite	Somalia Flood Response (CAT III)– remote
	Ukraine Crisis Response (Moldova) (CAT III) - onsite
	Venezuela Crisis Response (Colombia) (CAT III)- remote

Any other sampling considerations:
Responses were included based on proportional representation of CAT II and CAT III at the time the sample was taken. Beyond the category of emergency response, geographical representation as well as direct implementation or implementation through partners were considered, in order to assess the range of complexity of World Vision's humanitarian responses. Global Centre and Regional Office support staff were purposefully included based on roles and responsibilities in terms of both disaster response and accountability for aspects of the CHS Improvement Plan that was designed following the 2021 Initial Audit.
Sampling risks identified: No specific sampling risks identified. The auditor is confident in the findings and conclusions of this audit based on the sample.

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	2024/12/09	**Number of participants**	27
Location	Remote	**Any substantive issues arising**	None

2.2 Locations Assessed

Locations	**Dates**	**Onsite or remote**
Global Centre	10 December 2024 – 27 March, 2025	Remote
Moldova (Ukraine Response)	24-28 February 2025 - 3 April 2025	Onsite Remote
Ghana	10-14 March 2025	Onsite
Afghanistan	24-27 March 2025	Remote
Bangladesh	24-27 March 2025	Remote
Somalia	08-10 April 2025	Remote
Venezuela	25- 27 March 2025	Remote

2.3 Interviews

Level / Position of interviewees	**Number of interviewees**		**Onsite or remote**
	Female	**Male**	
Global Centre Staff			
Management	2	2	Remote
Staff	11	14	Remote
Responses			
Management	1	1	Remote

Staff	11	26	Onsite
Partner staff	18	7	Onsite
Others	3	7	Onsite & remote
Total number of interviewees	**46**	**57**	**103**

2.4 Consultations with communities

Type of group and location	Number of interviewees		Onsite or remote
	Female	**Male**	
Group discussion with Adolescent girls - Zabzugu Area Programme- Ghana	12		Onsite
Group discussion Women caregivers, farmers, economic empowerment - Zabzugu Area Programme- Ghana	15		Onsite
Group discussion with Farmers and Pastoralists Men - Zabzugu Area Programme-Ghana		16	Onsite
Group discussion with Community leaders - Zabzugu Area Programme- Ghana	1	8	Onsite
Group discussion with Adolescent girls – East Gonja Area Programme- Ghana	13		Onsite
Group discussion Women caregivers, farmers, economic empowerment - East Gonja Area Programme- Ghana	12		Onsite
Group discussion with Farmers and Pastoralists Men - East Gonja Area Programme-Ghana	1	7	Onsite
Group discussion with Community leaders - East Gonja Area Programme- Ghana	2	12	Onsite
Group discussion #9 children, child-friendly space (Puppet Show Licurici Centre) non-formal education activities, Chișinău, Moldova	8	6	Onsite
Group discussion #10 parents, child-friendly space (Puppet Show Licurici Centre) non-formal education activities, Chișinău, Moldova	12	1	Onsite
Group discussion #11 children, child-friendly space, Budesti Centre, Budesti town, Moldova	12	5	Onsite
Group discussion #12 parents, ORFEU special-needs school, Chișinău, Moldova	6		Onsite
Group discussion #13 parents, SOS Autism Centre	7		Onsite
Individual Interviews, cash voucher recipients, Chișinău, Moldova	1	1	Onsite
Total number of participants	**102**	**56**	**158**

2.5 Closing Meeting

Date	2025/04/14	**Number of participants**	19
Location	Remote	**Any substantive issues arising**	None

3. Background information on the organisation

3.1 General information	World Vision International (WVI) is a Christian organisation founded in 1950 that helps vulnerable children overcome poverty through development, humanitarian and advocacy work. The organisation implements long-term development programmes, largely funded through individual sponsorship funding. It also has a history of engaging in humanitarian work, which goes back to the foundation of the organisation. WVI also engages in advocacy to transform unjust systems and address the root cause of vulnerability. WVI provides global coordination for World Vision entities. In 2024 the WVI portfolio of disaster management work was USD1.1Billion, making it one of the largest international non-government organisations (NGOs) in the humanitarian sector.

WVI is in the second phase of its 15-year global strategy, "Our Promise, Building Brighter Futures for Vulnerable Children", which has maintained the following initial five strategic imperatives: Living out Christian faith, commitment to vulnerable children, focus on ministry for greater results, increased collaboration and advocacy, high quality sustainable funding.

WVI works in five key sectors: child protection, education, health & nutrition, livelihoods and WASH The organisation's seven thematic area include: child participation, gender equity & social inclusion (including disability), faith and development, environmental sustainability and climate action, social accountability, peacebuilding & conflict sensitivity, adolescent programming. Since the previous audit, WVI's Global Centre has merged several functions, bringing humanitarian and development capabilities under a shared leadership. This restructure was undertaken in acknowledgement of the nexus in communities and to achieve greater efficiency and effectiveness of programmes.

As of 2024, WVI employed over 34,000 staff members and volunteers across approximately 93 countries. In the same year, WVI generated a global income of USD 3. 31 billion, with nearly USD217 million received for multi-year humanitarian responses. There have been no major changes in these figures since 2020.

3.2 Governance and management structure	WVI's federal governance structure comprises members of the World Vision Partnership. The Board of Directors, guided by the Council, sets standards, appoints the chief executive officer, approves strategic plans, budgets, and international policies. The Council, consisting of the International Board and representatives from each National Office, meets every three years to alter fundamental elements of the Partnership's structure and mission.

The WV Partnership is guided by the Core Documents (Statement of Faith, Mission Statement, Core Values, Covenant of Partnership and the Vision Statement), the WVI Bylaws, and the Partnership policies. For purposes of governance, the Partnership is structured as a network of national offices with varying degrees of decision-rights, all subject to reserve powers, but which are all connected and have signed the Covenant of Partnership.

The entities that make up the Word Vision Partnership are:

The Global Centre (GC) - The international coordination offices, part of the WVI corporate entity, operating under the authority of the WVI Board.

National offices (NO) – The members of the Partnership. Field offices implement programmes and support offices raise funds. Support offices also support programme/project implementation in advocacy (national and international), domestic and international development services including technical expertise and fiduciary responsibility for funds raised. WVI has 58 NOs:
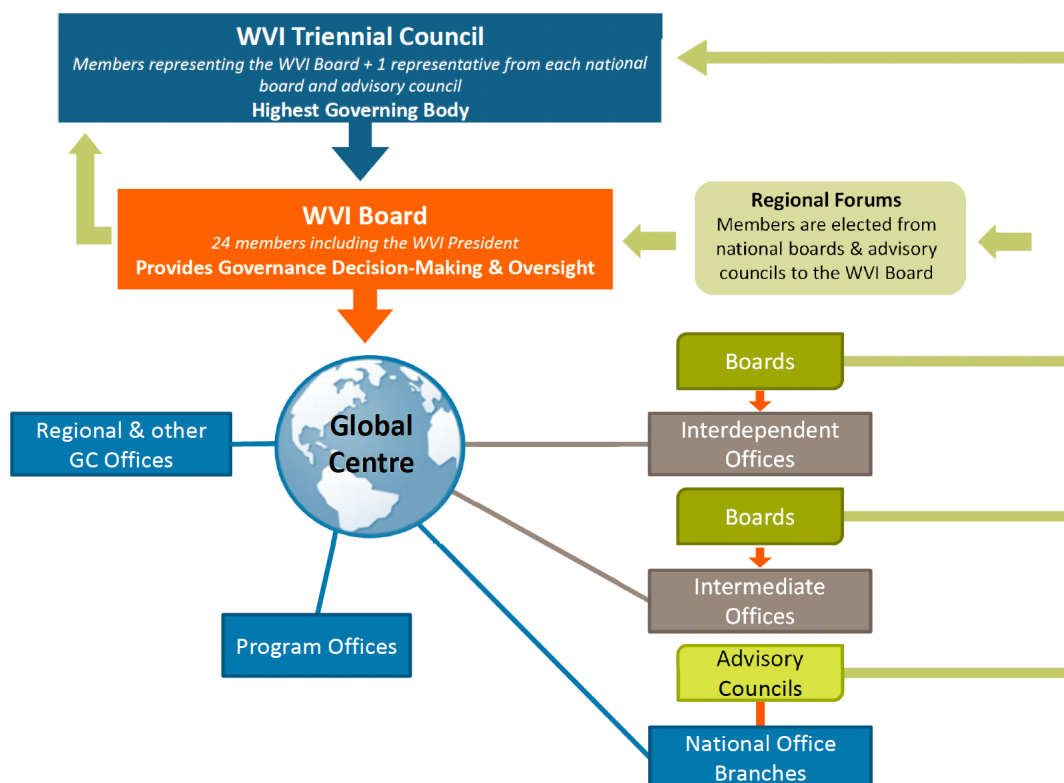Interdependent - independent, legally separate, local boards with governance and strategic responsibility (there are 24);
Intermediate - semi-autonomous, legally separate, local boards (there are 16);
Branches - local advisory councils, WVI takes on the liabilities (there are 18).

Programme and Response Offices deliver services, have no separate governance structure and are centrally managed by the GC through regional offices (there are 31).

WVI's governance structure is as follows:

3.3 Work with partner organisations

In this report, "Partners" refers to partner organisations, external to the WVI Partnership.

WVI responses generally involve working with local partners as implementing partners, based on the individual response context. In FY23, World Vision International provided 5.6% of its overall humanitarian funding to local and national actors.

WVI is committed to strengthening and becoming more strategic in its partnership approach, including by sharing learning and developing a joint vision and partnering policy between development and humanitarian programming. Procedures, agreements and partnering tools are being revised with a focus on equitable partnering.

To realise learning and improvements identified in the 2021 Independent Verification Audit, WVI received funds from Aktion Deutschland Hilft (ADH) for *"Improving response operations within the Ukraine Crisis and other Crises through stronger CHS mechanisms and accountability"* ('ADH project'). Partnership approaches in Ukraine and Sudan sought to collaboratively dialogue with local partners while strengthening their capacities and knowledge of humanitarian standards. WVI does not yet have a process for monitoring partner compliance with the CHS. The ADH project conducted WVI's first global, local and national partner survey and also gathered critical feedback on WV partnerships across regions and contexts.

In addition to local partnering, WVI also has operational partnerships with UN agencies, WFP and peer NGOs. The organisation is an active member in several global coordination mechanisms and the Steering Committee for Humanitarian Response (SCHR).

4. Overall performance of the organisation

4.1 Internal quality assurance and risk management mechanisms

WVI's Risk Management approach requires WVI partnership members to have risk management policies and follow a set of minimum standards in risk management. Quality assurance mechanisms apply to both development and humanitarian work and there are multiple self-assessment tools for key areas of compliance. A new system for global compliance in WVI, "Our Impact, Our Story" (OIOS) includes accountability indicators based on WVI's Programme Accountability Framework and the requirements of the CHS, facilitating stronger monitoring of both quality and accountability.

WVI continues to implement responses according to its Emergency Management System Manual (EMS) and accompanying disaster management guidance. Prior to January 2025, this guidance was detailed in the 2023 Disaster Management Standards (DMS), however a new Disaster Management Partnership Management Policy (DM PMP) has been developed that will be fully in effect by the next audit cycle. The EMS and DMS / DM PMP guide planning, delivery, monitoring and evaluation and detail expectations for quality, accountability and adherence to international and WV standards.

The Initial Audit (2021) stated that "...some CAT III responses may begin without strong monitoring and evaluation (M&E) systems or adequate levels of technical staff in place and the quality of the response may be hampered as a result..." The report suggested that CAT III responses must meet a higher standard of compliance. In actuality, as the scope of this Renewal Audit was extended to include CAT II responses, the opposite was found in terms of learnings for WVI. Smaller scale emergencies managed by National Offices are not able to systematically adapt existing systems (eg M&E) from the development context to emergency response and do not always have adequate technical or staff capacity to manage the response in line with relevant quality and accountability standards.

4.2 Level of application of the CHS

WVI continues to demonstrate strong commitment to accountability and to share related learnings with the humanitarian sector. WVI has institutionalised accountability mechanisms in policy as well as in practice at the response level, although further consideration is needed to ensure CAT II (or even CAT I) responses are held to the same expectations.

In response to its 2021 Initial Audit, WVI developed a CHS Improvement Plan with five themes and corresponding implementation plans. New policies, additional staff resources and funding have led to updated guidance (including both EMS and DMS), elevation of environmental stewardship and climate action to a policy, now being prioritised in operations and programming. For each WV policy, the owner establishes monitoring indicators for each WV office to report against annually.

A new digital accountability platform (DAP) has been piloted and is being rolled out to improve community feedback collection, analysis and adaptation, and to ensure case management is effective and efficient. Data management and protection has been a focus for staff and partner capacity building and improved beneficiary rights and consent processes have been implemented. The 2014 data protection policy was meant to be updated according to the 2021 CHS Improvement Plan, but this has not happened, although within WVI there is an expectation that policies are reviewed every 4 or 5 years depending on their scope. This potentially contributes to a policy environment that lags behind current sector good practice.

A new Learning for Adaptation (L4A) framework enables WVI's response teams to adapt programming to changing community needs and context, building on the Learning through Evaluation with Accountability and Planning (LEAP) monitoring and evaluation framework. L4A aims to make learning an intentional process in support of a culture of evidence-based decision making. The ADH project also supported a WV research partnership with ODI-HPG to better assess and monitor vulnerability to inform response design and implementation.

WVI performs well on cross-cutting issues, recently applying the NEAR Network's localisation performance measurement framework in a report on partnerships. WVI is currently finalising its position on localisation. The lowest thematic score for compliance with the CHS is for gender and diversity, with WVI's gender and equality road map implementation sitting with Global Programmes and Resources, while L4A and other learnings from the CHS Improvement Plan are held by Disaster Management, requiring proactive collaboration between the two to ensure cross-learning and sharing so that all responses can systematically improve in this area.

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
WVI policies commit to impartial assistance based on people's needs and capacities and to supporting disadvantaged and marginalised people. Responses are based on needs assessments and an understanding of vulnerabilities although there is no policy commitment to collecting disaggregated data based on vulnerability factors beyond sex and age. Context and stakeholder analyses are conducted and programmes are adapted based on changing context and needs.	
Feedback from communities: Communities feel they can influence the types of activities delivered and supported, and view selection criteria for participation in activities as fair. People from one response felt consulted regularly about whether the activities met their needs and whether additional or different interventions were required, while those in the other did not feel adequately consulted about whether the programme met their needs.	
Commitment 2: Humanitarian response is effective and timely	2.4
At the level of organisational policies, WVI commits to both timely and effective assistance through ongoing monitoring and evaluation of responses, using evidence from this to adapt and improve. Staff and partner staff apply technical standards and have good knowledge of the CHS. Programme designs seek to ensure actions are realistic and safe for communities. Timeliness of responses after declaration is an issue, particularly in CAT II as staff capacity to deliver the response is not systematically accurately assessed when significant additional work is added to people's roles. Gaps in monitoring capacity create the inability to identify and correct implementation delays or poor performance, if needed. Staff indicate practice for referring unmet needs to organisations with the relevant technical expertise and mandate, or advocating for those needs to be addressed.	
Feedback from communities: Communities feel activities are held in safe places and at appropriate times, although voucher recipients reflected that there was a long delay between registering/being informed of the activities and being called to participate, and there was then very short notice to receive vouchers, for example. Many felt there was a long delay between the onset of a crisis and the support received.	
Commitment 3: Humanitarian response strengthens local capacities and avoids negative effects	2.5
WVI's Emergency Management System Manual (EMS) and Disaster Management Standards (DMS), community-based disaster risk management processes and guidelines, joint multistakeholder approaches, cash-based support, and local commodity purchasing aim to build and strengthen local capacities and improve the resilience of communities affected by crises. Safeguarding policies and guidelines are in place to prevent negative effects. WVI	

utilises existing community hazard and risk assessments and preparedness plans to inform its responses. Data protection and privacy policies, Information Security Policy, and accompanying guidelines safeguard community information. WVI's internal compliance programme includes mandatory training on information security and data protection awareness for all employees, contractors, and volunteers with access to WVI's sensitive data and systems. Environmental considerations are not systematically included in country and response risk registers, and transition or exit strategies are not systematically developed or communicated to communities in the early stages of a response.

Feedback from communities: Communities are able to participate in WVI's programme activities and confirm that marginalised people with disabilities are encouraged to take up leadership positions in the programmes. They are able to explain how WVI activities strengthen their ability to participate in lead community roles and decision-making processes through participation in community committees and trainings. Communities participate in trainings to identify local hazards and risks. However, communities in a CAT III response had not been informed of the project exit or transition plans and WV had not made plans to sustain the results of the response which was ending.

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

The four pillars of WVI's Programme Accountability Framework (PAF) comprise the minimum standards WVI expects for providing information, consulting with communities, promoting participation and collecting and acting on feedback and complaints. Information is shared in languages, formats and media that are accessible and appropriate for communities, including children. The PAF does explicitly instruct staff to speak about how WVI expects its staff to behave, and WVI provides information and communication templates for staff to use when explaining expected staff behaviour. However, staff and partner staff are not systematically providing information to communities about the expected behaviour of staff. WVI's programming approach enables participation and engagement of communities throughout the project cycle but does not systematically ensure inclusive representation of the most vulnerable. WVI's external communications are accurate, ethical and respectful.

Feedback from communities:
Communities are informed about the organisation and how it expects staff to behave, but this is not systematic. Communication from WV staff is appropriate, with the format, language and messages appropriately tailored to different groups on age and literacy. People feel included and regularly asked for their ideas. Communities are aware of their right to give consent, or not, for use of their images.

Commitment 5: Complaints are welcomed and addressed	2.6

WVI's organisational culture promotes taking complaints seriously and acting on them according to defined policies and processes. Staff and partner staff welcome feedback and complaints, and explain the different approaches taken to consult people on their preferences in the complaint-handling process. Processes are designed to cover programming, sexual exploitation and abuse, and other abuses of power, with safeguarding protocols prioritising the safety of the complainant and those affected as complaints are managed. Some staff and partner staff report de-prioritising communication about expected staff behaviour so as to not overload participants, resulting in differing levels of community awareness about the behaviour they can expect of staff.

Feedback from communities: Communities know how to make a complaint and consider the methods of complaining accessible, but do not systematically know the scope of the mechanism, particularly in terms of WVI's commitment to PSEAH. In one country there was a feeling from communities that there was no need to have a complaint mechanism because the staff were good people. They do trust that if they make a complaint, it will be handled fairly, but some felt the channels to complain were restrictive and they would prefer options other than those provided.

Commitment 6: Humanitarian response is coordinated and complementary	2.8

WVI's policies and organisational documents indicate that it is committed to coordination and collaboration with others at different levels. WVI participates in the cluster system at global, national and response levels for coordination and information sharing, gap identification and to avoid duplication of humanitarian assistance. Guidance documents

support a systematic approach to establishing and managing partnership agreements, such as the Policy on Working with Partners, and WVI is currently finalising its organisational position on localisation. WVI's responses actively collaborate and coordinate with local partners, however, WVI does not provide adequate institutional support to its CAT II local partners.

Feedback from communities: Communities did not experience any overlap or duplication in activities from organisations, and good coordination was reported with local and national authorities.

Commitment 7: Humanitarian actors continuously learn and improve	2.5

WVI has effective systems for learning, monitoring and evaluation, however for CAT II responses, lessons from on-going monitoring and evaluation findings are not systematically captured in monitoring documents such as field visit reports and periodic project monitoring reports. Whilst there is evidence indicating that WVI designs its humanitarian responses based on lessons learned, WVI does not systematically incorporate lessons into response plans and programme design documents for its CAT II responses. WVI utilises various systems and internal platforms to share lessons learnt across the different organisational levels.

Feedback from communities:

Commitment 8: Staff are supported to do their job effectively, and are treated fairly and equitably	2.8

WVI has transparent recruitment processes, hiring qualified Christian employees where possible and remaining compliant with local employment laws and CHS guidelines. WVI conducts staff capacity assessments and reviews at various organisational levels. However, CAT II responses lack adequate capacity for certain key functions such as monitoring and evaluation. The organisation has implemented a performance management and development system designed to support staff in fulfilling their roles and enhancing their skills. WVI's policies are transparent, non-discriminatory, and comply with local employment laws. The organisation has policies for staff wellbeing and security, and a Code of Conduct detailing staff behaviour concerning exploitation, abuse, discrimination, etc. However, the Code of Conduct and staff complaint policies do not include definitions of bullying, although it is included in mandatory harassment prevention training. Policies are not always reviewed in line with documented review dates – see section 4.2. Staff have relevant job descriptions, adhere to the policies, and understand the consequences of non-compliance.

Feedback from communities: Communities and stakeholders perceive WVI's staff to be competent and effective in their duties and they are treated with respect.

Commitment 9: Resources are managed and used responsibly for their intended purpose	2.7

WVI has mature policies and systems in place to govern the use of resources, with the exception of Environmental Stewardship and Climate Action (ESCA) – this policy is new. Many initiatives were undertaken to ensure a sound policy, strategy and implementation plan for ESCA, however WVI does not yet systematically consider its impact on the environment when using resources. Response staff apply efficiency and quality considerations to programme design and implementation. Staff are able to describe multiple levels of control on financial transactions to ensure resources achieve their intended purpose, minimise waste and reduce the risk of corruption. Budgets are monitored and expenditure is tracked regularly.

Feedback from communities: Communities feel that WVI manages resources appropriately.

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 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 open weaknesses

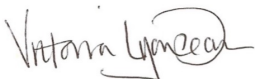| Weaknesses	Type	Status	Resolution timeframe
2025-2.2: World Vision International does not systematically deliver humanitarian response in a timely manner.	Minor	New	By Renewal Audit 2028
2025-2.5: WVI does not systematically monitor activities, outputs and outcomes of CAT II humanitarian responses in order to adapt programmes and address poor performance.	Minor	New	By Renewal Audit 2028
2021- 3.4: Transition or exit strategies are not systematically developed or communicated to communities in the early stages of a WVI response.	Minor	Extended	By Renewal Audit 2028
2021–3.6: WVI does not consistently identify and act upon unintended negative effects across all points a – f.	Minor	Closed	
2025-4.1: WVI does not consistently provide information to communities and people affected by crisis about how the organisation expects its staff to behave.	Minor	New	By Renewal Audit 2028
2021-5.6: WVI does not ensure that all communities consistently receive information about WV's values and expected staff behaviour.	Minor	Extended	By Renewal Audit 2028
2025-7.2: WVI does not systematically learn, innovate and implement changes on the basis of monitoring and evaluation, and feedback and complaints in CAT II responses.	Minor	New	By Renewal Audit 2028
2021-9.4: WVI does not systematically consider its impact on the environment when using local and natural resources.	Minor	Extended	By Renewal Audit 2028
Total Number of open Weaknesses	7		

6. Claims Review

Claims Review conducted	☒ Yes ☐ No	Follow-up required	☒ Yes ☐ No

7. Lead auditor recommendation

In our opinion, World Vision International demonstrates a high level of commitment to the Core Humanitarian Standard on Quality and Accountability and its continued inclusion in the Independent Verification scheme is justified.	
Name and signature of lead auditor: Nik Rilkoff	**Date and place:** 3 June 2025, Radium Hot Springs, BC, Canada

8. HQAI decision

Registration in the Independent Verification Scheme maintained:	☒ Accepted ☐ Refused
Start date of the current verification cycle: 2025/06/30 Renewal audit completed by 2028/06/30	
Name and signature of Head of quality assurance:	**Date and place:** Geneva 30.06.2025

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: *If yes, please give details:*	☐ Yes ☒ No
Acknowledgement and Acceptance of Findings: I acknowledge and understand the findings of the audit I accept the findings of the audit	☒ Yes ☐ No ☒ Yes ☐ No
Name and signature of the organisation's representative: Isabel Gomes Global Lead, Disaster Management	**Date and place:** Geneva 18/07/2025

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