



Re-Certification Audit Summary Report Of HAP 2007 Standard

Application Organisation Information

Organisation:	Danish Refugee Council	Audit Ref / No:	E002/0307-HAP
Location:	Denmark (Copenhagen) Kosovo (Prishtina, Peja/Pec, Mitrovica)	Head Office/Field Site:	Summary Report
Auditor (s):	External auditor Asmita Naik	Date (s):	29 th March 2010
Agency Representative:	Niels Bentzen Kristen Stec	Role of Representative	Policy and Programme Support Unit Programme Representative

Background

DRC achieved certification in 2007 and underwent a mid-term progress review in late 2008/early 2009. This is a re-certification audit as required every three years by the HAP Standard. The overall re-certification audit comprises three elements: a head office audit; a field site audit; and field self-assessments.

The audit was carried out by an external auditor in spring 2010. The methodology involved documentary review; meetings with stakeholders; and observation. The compliance of DRC's International Programme with the HAP Standard was examined by a visit to the DRC Head Office in Copenhagen; and through a visit to DRC Kosovo, a field site chosen on the basis of random selection as being representative of DRC's field operations as a whole. In addition, other field sites were required to submit self-assessments reflecting on their own compliance with the HAP Standard.

Findings

DRC Head Office Audit

The audit finds DRC Head Office compliant with the HAP Standard. There are no major non-compliances which would impede certification. Three minor non-compliances are found: benchmark 2 (requirement 2.1.); benchmark 5 (requirement 5.4); and benchmark 6 (requirement 6.2.). Corrective Action Requests are set up for these and must be addressed within the given timeframe.

DRC Kosovo Audit

The audit finds DRC Kosovo compliant with the HAP Standard. There are no major non-compliances which would impede certification. Two minor non-compliances are found: benchmark 2 (requirement 2.1.) and benchmark 5 (requirement 5.4.). Corrective Action Requests are set up for these and must be addressed within 16 months.

DRC Field self-assessments

The auditor can verify that the system of field self-assessments is functioning and that DRC is making progress in implementing the HAP Standard across its field operations. The auditor does not thereby confirm the compliance of specific field operations with the HAP Standard since this would require further independent scrutiny beyond the scope of the methodology envisaged by the certification process.

Conclusion

I, as an auditor of the HAP Humanitarian Accountability and Quality Management Standard, audited the Danish Refugee Council (DRC) to examine its conformity with the HAP Standard. The audit was carried out between 1st and 31th March 2010.

The Board and Senior Management of DRC are responsible for the evidence provided in support of ongoing compliance with the HAP Standard and the implementation of commitments outlined in the DRC Accountability Framework. My responsibility is to express an opinion both on the evidence provided, the interviews carried out and the practice observed during the audit. I confirm that I meet the formal requirements for HAP auditors concerning professional competence and independence.

The re-certification audit was conducted in accordance with the procedures approved by the HAP Certification and Accreditation Review Board, and following the ISO 19011:2002 Auditor Standard, which together require that an audit be planned and performed in a manner that gives reasonable assurance about an agency's compliance with the HAP Standard.

I have audited the DRC on a sample test basis through an examination of documentary evidence disclosed and through interviews with DRC staff involved in the Head Office and the Kosovo operation, including interviews with staff, partners and beneficiaries. In addition, I have dealt with the remaining programmes on a collective basis in order to verify that DRC has a system in place for implementing the HAP Standard across country/regional programmes and for monitoring its own progress. I believe that the audit provides a reasonable basis for my opinion.

In my opinion, the DRC International Programme is compliant with the HAP Standard in that the Head Office/International programme and the Kosovo operation satisfy the HAP Standard, and because DRC is making progress in implementing the HAP Standard across other country/regional programmes. Detailed findings are laid out in the Head Office report, the Kosovo Programme report and the Summary of Field Self-assessments.



Summary Report Compiled by Asmita Naik
External Auditor

Date: 29th March 2010