



HAP Newsletter, Issue no. 19, December 2011

Dear Colleague,

Since the last HAP Newsletter in October 2011, 4 full members and 2 associate members joined the partnership. HAP International currently counts 83 members, ranging from agencies with a mandate of emergency relief and development activities to institutional donors.

In November 2011, a HAP member agency achieved certification from HAP International. The new certified member, Norwegian Church Aid, is the first agency to achieve certification against the revised 2010 HAP Standard in Accountability and Quality Management. We hope that in the coming months more HAP member agencies will enrol in the HAP certification scheme against the 2010 HAP Standard.

The HAP Guide to Certification, which presents key information about the HAP certification process, was also published in November 2011. In addition, the 2010 HAP Standard in Accountability and Quality Management is now available in Japanese.

In December 2011, Ms Abby Stoddard was elected as a new independent member of the HAP Certification and Accreditation Board (CARB). Hugh Cholmondeley and Nicholas Morris, current independent CARB Board members, are stepping down.

Staff changes are also taking place at Secretariat level. Coleen Heemskerk, Chief Auditor of HAP, will be leaving the HAP Secretariat at the end of December. Ester Dross, former Complaints Handling and Investigation Advisor, has taken over the certification and audit processes as of 1 December 2011.

We wish you all good reading of this edition of the HAP Newsletter, as well as a well-deserved Christmas break and a very happy New Year!

Best regards,

The HAP Secretariat

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2010 HAP Standard now available in Japanese

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New full members

- [ActionAid](#)
- [Australian Lutheran World Service](#)
- [Pakistan Fisherfolk Forum](#)
- [Rural Development Project](#)

New associate members

- [Keeping Children Safe](#)
- Poorvanchal Gramin Vikas Sansthan

HAP membership as of December 2011: **83**

- 64 full members
- 19 associate members

of which:

- 12 are certified
- 17 have undertaken a baseline analysis

For more information visit the

The Japanese translation of the 2010 HAP Standard in Accountability and Quality Management was provided by a committee composed of representatives of Church World Service Asia/Pacific, OXFAM Japan, Japan NGO Center for International Cooperation (JANIC), Institute for Human Diversity Japan, National Christian Council in Japan (NCCJ) and Peace Boat. All these agencies are part of the Quality and Accountability Working Group, which was established to carry out this translation work and which will continue to meet in the future. Download the [2010 HAP Standard in Accountability and Quality Management in Japanese](#) (pdf, 793 Kb).

[Current Members](#) section of the HAP website.

Supporters of HAP

HAP is grateful for the continued financial support provided by:

[Australian Agency for International Development \(AusAID\)](#), Australia

[Bureau of Population, Refugees, and Migration](#), United States of America

[Danish International Development Agency \(Danida\)](#), Denmark

[Department for International Development \(DFID\)](#), United Kingdom

[IrishAid, Department of Foreign Affairs](#), Ireland

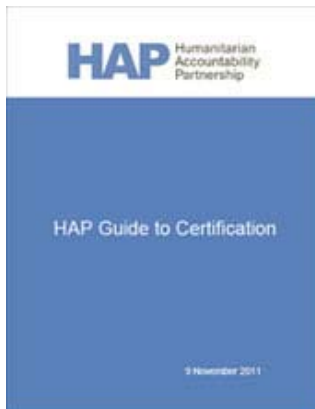
[Netherlands Ministry of Foreign Affairs](#), The Netherlands

[Oak Foundation](#), Switzerland

[Swedish International Development Cooperation Agency \(Sida\)](#), Sweden

[Swiss Agency for Development and Cooperation \(SDC\)](#), Switzerland

HAP Guide to Certification



In November 2011, HAP International published the HAP Guide to Certification, a manual intended for organisations interested in enrolling in the HAP certification scheme.

The manual presents key information about the HAP certification process. It covers issues of management and specifies who makes decisions on certification. It explains the key components of certification and how they link to each other. It also sets out the six main phases of the process, from the moment that an organisation applies for certification until the certificate expires. Download the [HAP Guide to Certification](#) (pdf, 258 Kb).

Certification



Norwegian Church Aid received certification from HAP International in November 2011. Norwegian Church Aid (NCA) is the first agency to achieve certification against the revised [2010 HAP Standard in Accountability and Quality Management](#) (pdf, 777 Kb). This major achievement was made possible thanks to the dedication and hard work of the management and staff of Norwegian Church Aid.

[HAP certification](#) is valid for a period of 3 years and NCA will need to apply for re-certification before the certificate expires in November 2014.

NCA works for justice by empowering the poor and fighting with them to hold those in power accountable. NCA works with emergency response, long-term development and advocacy, and is mandated by churches and Christian organisations in Norway. Learn more about [Norwegian Church Aid](#).

New Certification and Accreditation Board (CARB) member elected

Ms Abby Stoddard was elected as a new independent member of the HAP Certification and Accreditation Board (CARB). Hugh Cholmondeley and Nicholas Morris, current independent CARB members, are stepping down.

Abby Stoddard, PhD, has coordinated research on international humanitarian action since 2000 at New York University's Center on International Cooperation, where she now holds

the title of Senior Program Advisor. Prior to that, she was Program Director for Doctors of the World (Medecins du Monde-USA), and worked in field and headquarters positions at CARE USA. Read more about the [new Certification and Accreditation Board member](#).

New members

Since the last HAP Newsletter of October 2011, 4 full members and 2 associate members have joined the partnership. New full members include ActionAid, Australian Lutheran World Service, Pakistan Fisherfolk Forum and Rural Development Project Pakistan. New associate members include Keeping Children Safe and Poorvanchal Gramin Vikas Sansthan.

The total number of HAP members is now **83**. For more details visit the [Current Members](#) page on the HAP website.

Greater coherence amongst standards in humanitarian response

The Directors/Manager of HAP International, the Sphere Project and People In Aid, as well as the Chairs of their respective Boards, have met regularly in the last months to address concerns about the proliferation of standards and the potential impact on aid workers' ability to put these standards into practice. These three organisations have agreed to explore ways to achieve greater coherence of standards in humanitarian response and to better equip aid workers and organisations to meet the rights of disaster-affected populations. Read more about [greater coherence of humanitarian standards](#).

Joint Standards Initiative deployment to the Horn of Africa



On 27 October 2011, staff members of the Joint Standards Initiative (HAP International, the Sphere Project and People In Aid) deployed to Nairobi, Kenya. The aim of the deployment was to support humanitarian agencies in providing accountable and appropriate programming that meets accepted standards of quality and accountability. Read about the findings and the recommendations of the [joint deployment to the Horn of Africa](#).

HAP workshops in Haiti



In November 2011, HAP International conducted two workshops in Port-au-Prince, Haiti. The first one gathered participants from 15 different organisations (national, international, Red Cross Movement and United Nations) and concentrated on investigating complaints against humanitarian workers, including cases of sexual exploitation and abuse. The second workshop was dedicated to establishing efficient and safe complaints handling mechanisms. Learn more about the two [workshops in Haiti](#).

2011 Floods Response in Pakistan



Hannele Kankuri, "Hanski", works as Networking & Coordination Officer at Finn Church Aid. In 2011, she was seconded to Church World Service Pakistan/Afghanistan (CWS P/A) to assist with NGO coordination and advocacy within the UN cluster structure during the floods response. In particular, she worked with Church World Service Pakistan/Afghanistan in the Sindh province of Pakistan. Read about [Hannele's experience working with a HAP member agency](#).

HAP Secretariat news

FAREWELL

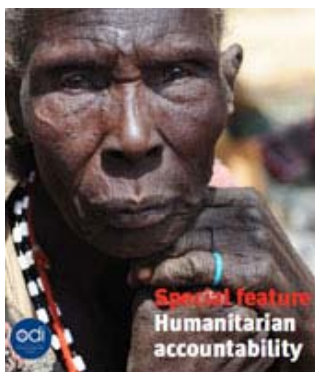
Coleen Heemskerk, Chief Auditor of HAP, will be leaving the HAP Secretariat at the end of December to take on a new assignment as Programme Officer with Church of Sweden in Uppsala. The HAP Secretariat is very grateful to Coleen for her contribution to HAP over the past years and is very delighted that she will work with a HAP member agency.

CHANGE

Ester Dross, former Complaints Handling and Investigation Advisor, has taken over the certification and audit processes as of 1 December 2011. Ester has been with HAP since April 2007 and brings extensive experience to this position. In particular, she has developed and facilitated training courses on accountability, complaints handling and prevention of sexual exploitation and abuse. We wish her all the best in her new role.

All requests for information related to certification should be addressed to Ester Dross (edross@hapinternational.org). Training requests and information about membership services should continue to be addressed to Smruti Patel, Membership Services and Training Coordinator (spatel@hapinternational.org).

Resources from other networks



The 52nd edition of **Humanitarian Exchange**, published by the Humanitarian Practice Network in October 2011, focused on accountability in humanitarian action. Topics included collective accountability, real-time evaluations in improving humanitarian response, NGO certification, human resources management policies, humanitarian leadership and the role of donors in enhancing quality and accountability. It also included practical examples of communications in Haiti, as well as an article written by HAP Accountability Advisor on local perspectives of the Haiti emergency response. Download the [October 2011 edition of Humanitarian Exchange](#) (pdf, 1.2 Mb).