

Emergency Check List: HAP Standard

No.	Standard Action	Status	Action needed
1. Accountability commitments are made to disaster survivors (Minimum right)	<ul style="list-style-type: none"> • <i>To make information available</i> <ul style="list-style-type: none"> ○ Who you and your agency are ○ What you can do, where and when ○ How beneficiaries are selected ○ What aid you will give & future plans ○ Progress updates (frequency) ○ How beneficiaries can contact you to give feedback or complain • <i>To enable participation and seek informed consent</i> <ul style="list-style-type: none"> ○ Ensure analysis of disaster affected community according to vulnerabilities ○ What is your commitment at each stage of the project cycle? • <i>To provide staff who:</i> <ul style="list-style-type: none"> ○ Are skilled ○ Are knowledgeable for the role they have ○ Have good attitude (treat all with respect & dignity) ○ Have appropriate cultural behaviour (Staff are supervised) • <i>To put in place a safe and accessible means to feedback or complain to you / your agency</i> • <i>To learn and apply lessons.</i> 		
2. Transparency & information sharing	<ul style="list-style-type: none"> • Communication means considered to ensure accessibility of information under point 1 above • Selection criteria and deliverables – information accessible for all • Your contact details – accessible • Your team – their responsibility / line management – accessible for all 		
3. Participation & informed consent	<ul style="list-style-type: none"> • Means of enabling participation of disaster survivors and host community (groups, time, means, place etc.) • Beneficiaries are enabled to participate in: <ul style="list-style-type: none"> ○ Project design ○ Implementation ○ Monitoring ○ Evaluation 		
4. Staff Competence	<ul style="list-style-type: none"> • Staff have a clear job descriptions • Staff know their responsibilities with regards to the commitments your agency has made • Agency has means to supervise and ensure staff are performing well • Capacity building support is provided to staff. 		
5. Feedback / Complaint Handling System	<ul style="list-style-type: none"> • You discussed with beneficiaries the best way to hear, collect and respond to feedback or complaints • A safe and accessible system is in place that: <ul style="list-style-type: none"> ○ Lets beneficiaries know how they can feedback ○ Clarifies the scope of dealing with complaints ○ A way of checking that they understand their right to complain ○ A means of tracking and responding to complaints or feedback. • Can staff lodge a complaint of feedback a suggestion? 		
6. Continual Learning	<ul style="list-style-type: none"> • System in place to capture lessons and apply them • Agreement with partners to support their capacity to be accountable to beneficiaries and other disaster-affected communities 		

For more information is available at www.hapinternational.org