

NCA ACCOUNTABILITY FRAMEWORK

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NORWEGIAN CHURCH AID
actalliance

Norwegian Church Aid's Quality & Accountability Framework

Norwegian Church Aid's Quality & Accountability framework states our commitments to rights-holders, host communities, partners and other stakeholders. The framework also outlines the management processes we use to implement our commitments. By stating our commitments, Norwegian Church Aid encourages our stakeholders to view and monitor our work, and to hold us accountable if we fall short of our commitments.

Introduction

Norwegian Church Aid is an ecumenical, diaconal, humanitarian and non-profit organisation mandated by churches and Christian organisations in Norway¹ to work for global justice, by empowering the poor and challenging the wealthy and powerful. Together with our constituency and our partners, NCA commits itself to the vision: Together for a just world.

Our work is guided by the following values: Integrity of Creation, human dignity, global justice, inclusive communities and compassion.

We are rooted in faith and believe that religion can be a power for positive change when people, across religious boundaries, identify and strengthen those forces within their own religion that affirm justice and protect the oppressed and destitute.

Our assistance is provided unconditionally and without any intention of influencing people's religious affiliation. We do not support proselytising activities and confront biases based on religion. We support all humanity irrespective of culture, gender, sexual orientation, age, functional abilities, ethnicity and political persuasion.

Translating visions into strategies and action, NCA is working on the following five Global Strategic Priorities: The right to Peace and Security, Gender Justice, Economic Justice, Climate Justice and, The right to Water and Health.

Our three working methods; long-term development, emergency preparedness and response and advocacy are interlinked. Combining and handling them under one management system is what we in Norwegian Church Aid understand as an integrated approach to social change.

Policies

All staff have to read and adhere to the policies that is relevant to their position and understand the consequences of not adhering to them (CHS commitment 8.2).

An overview of NCA approved policies are listed in attachment 1 below, grouped by the department owning the policy. These policies complement the mandatory ACT Alliance policies listed here:

<https://actalliance.org/about/standards-and-policies/>

Standards

Norwegian Church Aid is committed to key standards for our work. They are defined as obligatory standards.

Our affiliation to ACT Alliance implies obligations towards standards and policies developed by the alliance as well as standards shared with other organisations and alliances. Our compliance to standards is verifiable.

¹ Church of Norway, the Pentecostal Movement in Norway, the Evangelical Lutheran Free Church of Norway, the Free Evangelical Congregations, the Baptist Union of Norway, the Mission Covenant Church of Norway, the Salvation Army, the United Methodist Church in Norway, the Norwegian Sami Mission, the Domestic Seamen's mission, the Norwegian Universities and Schools Christian Fellowship, Norwegian YWCA-YMCA. Observer organisations: Global Aid Network, the Norwegian Council for Mission and Evangelism (NORME), Christian Council of Norway.

When working in particularly challenging situations Norwegian Church Aid might be unable to comply with all our standards. In such situations, Norwegian Church Aid has routines for justifying and deciding on exoneration and these are regularly followed up.

Norwegian Church Aid's standards:

A) Mandatory Standards and commitments related to ACT Alliance affiliation:

There are a number of overarching ACT mandatory standards to which all ACT members are obliged to adhere irrespective of their areas of work.

All mandatory ACT policies, standards and commitments are found on ACT Alliance website:

<https://actalliance.org/about/standards-and-policies/>, and in ACT Quality and Accountability Framework 2019: <https://actalliance.org/wp-content/uploads/2019/07/ACT-Quality-and-Accountability-Framework-2019.pdf>.

B) International and Global standards

Some of the standards listed below are also listed as a requirement as a member of ACT Alliance. These standards are marked with *:

- Agenda 2030 – the Sustainable Development Goals: <https://sdgs.un.org/2030agenda>
- Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations in Disaster Relief*: <http://www.ifrc.org/en/publications-andreports/code-of-conduct/>
- Core Humanitarian Standard on Quality and Accountability^{2*}: www.corehumanitarianstandard.org
- GDPR - General Data Protection Regulation: <https://gdpr-info.eu/>
- IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action: <https://interagencystandingcommittee.org/working-group/iasc-guidelines-integrating-gender-based-violence-interventions-humanitarian-action-2015>
- Minimum Standards for Child Protection in Humanitarian Action: <https://spherestandards.org/resources/minimum-standards-for-child-protection-in-humanitarian-action-cpms/>
- Minimum standards for education in emergencies, chronic crises and early reconstruction: <https://www.preventionweb.net/educational/view/4546>
- Sphere Standard*: <https://spherestandards.org/>
- UNFPA Inter-Agency Minimum Standard on Gender-Based Violence in Emergencies (GBViE): <https://www.unfpa.org/minimum-standards>
- WHO Inter-Agency Field Manual on Reproductive Health in Humanitarian Settings: https://www.who.int/hac/global_health_cluster/newsletter/2/fiels_manual_rh/en/

C) National standards Norway

- Adferdsnormen (Fundraising Norge): <https://fundraisingnorge.no/etisk-regelverk/>
- National laws and regulations for employees: <https://www.nho.no/en/english/articles/basic-labour-law/>
- Norwegian accounting standards for NGOs
- The Norwegian accounting Act
- The Norwegian Control Committee for fundraising: <https://www.innsamlingskontrollen.no/about-us/>
- The Norwegian zero tolerance policy on financial irregularities: https://www.regjeringen.no/en/dep/ud/about_mfa/zero_tolerance/id2623676/

D) NCA -specific standards

- NCA Security policy and standard

² Regarding the Principle for Humanitarian Action Neutrality included in CHS, Norwegian Church Aid will in certain contexts reserve the right to give political support to resistance with legitimate means against illegitimate regimes. This is in line with our mission as stated in Norwegian Church Aid's policy document.

D) NCA Sustainability Standards

As certified towards the Core Humanitarian Standard on Quality and Accountability (CHS), NCA commits to implementing the CHS commitments and other sustainability standards in all aspects of its work. For NCA, Sustainability Standards refer to:

- Rights-based approach
- Gender sensitivity
- Conflict sensitivity
- Anti-corruption
- Environmental impact; and
- Accountability

Non-discrimination and inclusion of all marginalised populations is at the core of these standards. To facilitate adherence, harmonisation and mainstreaming of the Sustainability Standards, all NCA supported interventions must report on each of the above-mentioned areas. Guidance on using the Sustainability Standards in programming is detailed in NCA's Operations Manual (ref. Implementing mechanisms below).

Commitments

In the NCA Statement of Principles, NCA has identified five standards that we are committed to translate into practice:

1. A commitment to rights
2. Women's rights and gender equality
3. Protection of the environment
4. Peace and reconciliation
5. Accountability

A Rights-Based Approach is at the base of all Norwegian Church Aid's work. As a duty bearer, Norwegian Church Aid is committed to the principles of accountability, transparency, non-discrimination, equality and respect for all people.

In addition to the commitments identified in the NCA Statement of Principles, NCA is committed to adhere to:

6. Charter 4 Change: <https://charter4change.org/>
7. The Climate and Environment Charter for Humanitarian Organisations: <https://www.climate-charter.org/>

Norwegian Church Aid strives for open and honest communication about our activities, where and how we carry out our mission and how financial and human resources are utilized. Publishing our global plans and reports, we aim to communicate openly with the public both at home and abroad, donors and authorities, our constituency, partners, individuals and groups that become involved and engaged in our work.

Implementing mechanisms

Implementation of our work is guided by policies and guidelines. Norwegian Church Aid has developed a handbook – Operations Manual, to contribute to securing that our work complies with our standards. The Operations Manual includes documentation pertaining to Norwegian Church Aid's governance, risk management, planning and budgeting, financial management, human resource areas, monitoring and reporting. The Operations Manual is an authoritative point of reference for applicable rules, guidelines and templates relevant to everyday work. Norwegian Church Aid undertakes continual improvement of its Operations Manual and strives to keep the content as updated as possible.

Partnership

Norwegian Church Aid works with partners. Rather than impose our accountability standards on our partners, we aim to share our standards and to facilitate support to partners who share our commitment of good

practice and improvement. We focus on improving the quality of our partnerships and together with our partners, develop good accountability mechanisms towards the rights-holders.

Norwegian Church Aid includes accountability in our capacity development and organizational support to our partners, and in monitoring our partners' work.

Declarations of interests

We cooperate with ecumenical organizations such as the World Council of Churches and the Lutheran World Federation. Norwegian Church Aid is a member of the ACT Alliance and we take part in several ecumenical networks with our sister organizations.

We are a member of networks among non-governmental organizations and faith-based organizations in Norway and take part in professional working groups. We also take part in working groups with the Norwegian government.

Norwegian Church Aid gets funding and resources from the Norwegian Government, other governments' agencies, our sister organizations, the United Nations and other agencies and private donors. See Annex II: NCA's Affiliations.

Approved by NCA Senior Management Team (SMT): 23/5/2011

- Updated and approved 01.11.2012
- Updated and approved 04.12.2013
- Updated and approved 21.03.2022

Attachment 1: NCA approved policies

Department of International Programmes		Finance Department	Human Resources Department		Communication and Policy Department
ACT Code of Good Practice	Counter-terrorism, NCA screening policy and procedures	ACT Anti-fraud and corruption policy	ACT Code of Conduct	NCA Harassment Policy	Communication Policy
ACT Complaints Policy	Evaluation and Research Policy	Archive and Document Management Policy	Duty of Care Policy	NCA Protection from Sexual Harassment, Exploitation and Abuse (PSHEA), and Child Safeguarding (CS) Policy	NCA Photo Policy
Civil Society Partnership Policy	Gender Justice Policy	Code of Conduct for contractors	NCA Salary Policy	Confidentiality statement for silence, consent salary and e-mail	Social Media Policy
Climate and Environment Policy	Policy for NCA's cooperation with ACT Alliance	Procurement Policy	NCA Global Personnel Policy		
Complaints and Response Policy and Procedures for NCA's programmes	Safety Risk Management System				

Attachment 2: NCA memberships and affiliations

Membership/affiliation	Type	Date	Description	Implications	Responsible
Formal/informal networks and cooperation with other actors	What kind of cooperation	Start of coop.	Short description of cooperation	Personnel recourses / time used + economic commitment for NCA	
Memberships					
ACT Alliance	Full member	2010	Membership agreement and obligations as implementer of appeals: www.actalliance.org	Membership fee: 1000 USD, Income-based fee 168 750 USD 2020: Voluntary contributions of 2.615.000 NOK.	DIP
Avonova	Member		Company health services. https://www.avonova.no/		HR
Arbeidsmiljøseneteret	Member		Support/training regarding our working environment: https://www.arbeidsmiljo.no/	NOK 2.900 per anno	HR
CHS Alliance (previously HAP)	Certified member	2015	Membership alliance owning the Core Humanitarian Standard. Member of HAP since July 2009 (https://www.chsalliance.org/)	Annual membership fee: CHF 10.000	DIP
Diakoniledermøtet (Network of Norwegian diaconal organizations)	Informal network	1993	Academic and thematic exchange and an arena for interaction (https://www.diakonihjemmet.no/stiftelse/diakoni/diakoniledermotet/)	N/A – two annual meetings	GS
European Network on Debt and Development (Eurodad)	Board member	Appr. 2000	Membership. Board member since 2007. Joint international advocacy on development finance, tax justice, climate financing and international financial institutions. www.eurodad.org	NOK 50.000	KOMP
FN Sambandet	Member	2013	https://www.fn.no/	NOK 685 per anno	KOMP
Forum for Environment and Development	Member		Joint advocacy and policy work among Norwegian NGOs www.forumfor.no	NOK 8.000	KOMP
Frivillighet Norge	Member		Works especially with volunteering framework conditions	NOK 54.000.per anno	Marketing

			in the society, among other things the VAT refund scheme (https://www.frivillighetnorge.no/)		
Fundraising Norge (Norges Innsamlingsråd)	Member		Industry association within fundraising that works for the organizations' framework conditions up to consumer authorities, banking and the telecommunications industry, as well as the development of industry standards. https://fundraisingnorge.no/	NOK 34.000 per anno	Marketing
HR Norge	Member		Human resource cooperation, HR Norge is a member organisation for HR and management personnel and others who take an interest in HR subjects. https://www.hrnorge.no/	NOK 7.100 per anno	HR
ICVA	Member	2016	ICVA is a global network of non-governmental organisations whose mission is to make humanitarian action more principled and effective by working collectively and independently to influence policy and practice. www.icvanetwork.org	CHF 12.000 per anno	DIP, HUM
Innsamlingskontrollen (The Norwegian Control Committee for Fundraising in Norway)	Member		NCA follows their rules for the collection of annual inspection of the measures on collection and administration costs. www.innsamlingskontrollen.no	NOK 40.000 One annual meeting	Marketing
International Campaign to abolish nuclear weapons (ICAN)	Member	2014	https://www.icanw.org/	Few implications	KOMP
KNIF (Kristen Norges Interessefellesskap)	Member		NCA owns shares and receives dividends. We buy all paper for BG3 through KNIFs procurement and we insure employees and the building in BG3 through KNIF Trygghet Forsikring. https://www.knif.no/	No fee	Finance
Mellomkirkelig Råd (The Church of Norway Council on Ecumenical and International Relations)	Ex Officio member of council		Represents NCA's constituency in Norway we are observers in each other's boards. Some joint programs and projects. https://kirken.no/nb-NO/om-kirken/slik-styres-kirken/mellomkirkelig-rad/	NOK 150.000 per anno	KOMP / GS
NHO/Abelia	Member	2016	New employer organisation (https://www.abelia.no/)		HR
Norges Kristne Råd (Christian Council of Norway)	Member		Support to Global info at Norges Kristne Råd (NOK 102.000) and membership fee (NOK 30.028). Also commits Norges Kristne Råd to assist in NCA's annual Lenten campaign (https://norgeskristnerad.no/)	NOK 132.028 per anno	GS/Marketing

Publish What You Pay (PWYP) Norway	Member	2006	Co-founder and board member. Network of Civil Society actors in Norway resource management in extractive industries. Partner and resource organization for NCA's work. www.publishwhatyoupay.no	NOK 10.000 per anno	KOMP
Slett U-landsgjelda – SLUG (The Norwegian Coalition for Debt Cancellation)	Member	1996	Memberships, dues and partner support. Joint advocacy and policy work on illegitimate debt, subordinated financing and international financial institutions. www.slettgjelda.no	NOK 10.000 per anno	KOMP
Tax Justice Network	Member		https://taxjustice.no/	NOK 10.000 per anno	KOMP
Transparency International			https://www.transparency.org/en		
Voice Network	Family member	2015	Collective European NGO response to humanitarian crises – main cooperation with EU on humanitarian aid (https://www.voicenetwork.eu/)	Euro 3.000 per anno	DIP, HUM

Affiliations					
Femmergruppen i Norge (The Big Five Development Organisations in Norway)	Informal network		Informal network between Norwegian Red Cross, Save the Children Norway, Norwegian Refugee Council, Norwegian Peoples Aid and NCA.	N/A	
Forut (Campaign for Development and Solidarity)	Cooperation	2009	Framework agreement on cooperation as a resource organization for NCA www.forut.no	NCA receives funding for NCA projects in Zambia and Malawi	
KFUK-KFUM Global	Cooperation agreement	2016	https://kfuk-kfum-global.no/		
LWF	Related agency	1948	Voluntary program support and participation in meetings. www.lutheranworld.org	Support in 2020: World Service (incl. Augusta Victoria and the country programmes) 7.890.000 NOK. DTMJ: 2.500.000 NOK.	DIP
WCC	Specialized ministry/ advisor	1948	Observer status in Central committee and assembly Voluntary program support and participation in particular meetings.	Support in 2020: 2.400.000 NOK. Plus, funding for EAPPI (ecumenical initiative, NCA is	DIP

		Secondment of advisor on issues of peace www.oikoumene.org	the national coordinating agency for EAPPI in Norway).	
YWCA	Cooperation	We support selected programme work (https://www.worldywca.org/)	NOK 500.000	DIP

Attachment 3: Humanitarian Thematic Networks and Alliances

WASH (Water, Sanitation and Hygiene)	
Global WASH Cluster (GWC)	https://washcluster.net/
Menstrual Hygiene Management (MHM) Network	
Incontinence Network	
Ecumenical Water Network's International Reference Group	https://www.oikoumene.org/en/what-we-do/ecumenical-water-network
Elrha WASH TWG	https://www.elrha.org/wash/#our-tools-and-research
The (Informal) Emergency Inger-Agency WASH Group	
UNHCR's WASH + Refugees meeting	
UNICEF's WASH meeting	
GBV (Gender Based Violence)	
GBV Area of Responsibility (GBV AoR)	https://gbvaor.net/
Policy & Advocacy Reference Group (PARG)	
Localisation Task Team	
Child and Adolescent Survivor Initiative (CASI)	https://www.cpaor.net/node/670
GPC Task team on Anti-Trafficking in Humanitarian Action	
Call to Action on Protection from GBV in Emergencies	https://www.calltoactiongbv.com/
IASC MHPSS RG	https://interagencystandingcommittee.org/iasc-reference-group-on-mental-health-and-psychosocial-support-in-emergency-settings
ACT PS CoP	
Elrha GBV Technical Working Group	https://www.elrha.org/gender-based-violence/#why-gbv
Side by Side for Gender Justice	
IGWG Male Engagement Task Force	
ASRH (Adolescent Sexual and Reproductive Health)	
IAWG RH in Crisis ASRH sub-working group	
Other thematic networks	
Geneva-based Cash Working Group (GbcWG)	https://www.calpnetwork.org/themes/cash-coordination/geneva-based-cash-working-group/
Environment in Humanitarian Action (EHA) Network	