

# NCA Standards and Commitments

SMT 04/12/13			Annex I	
NCA Standards and Commitments	Formal status of commitment	Implementation Mechanism	Hyper-Links	Working with partners
<b>1. A commitment to Rights</b> (Ref 'Statement of Principles' 4,1)				
1. A: Rights Based Approach, analysing power relationships identifying rights holders and duty bearers	Compulsory in all projects and programs	Guidelines in R&G on assessment planning implementation monitoring and evaluation Project and Program planning format. Global Outcome menus require all CO to work towards at least one outcome on holding duty bearers accountable and one outcome on mobilising rights holders.		NCA Expects partners to include RBA in their work
<b>2. Women's rights and gender equality</b> (Ref 'Statement of Principles' 4,2)				
2. A: Gender-sensitive planning and implementation	Compulsory in all project and programs and for NCA as an organization	ACT Gender Policy Gender Annual compliance report to NCA Management Team Gender and Empowerment Impact Assessment Manual Mainstreaming methods Capacity building for NCA and partners in: ACT RBA and Gender Equality Curriculum E-learning IASC Gender and GBV Guidelines	<a href="#">ACT Gender Policy</a>	NCA will promote towards all partners NCA partners should include gender principles in their PME standards Partners expected to be involved in, attend and contribute to capacity building and training courses
<b>3. Protection of the environment</b> (Ref 'Statement of Principles' 4,3)				
3.A The work of NCA shall contribute to ensure sustainable livelihood for poor people, without harming the environment	Guiding as part of planning new projects and assessment of existing projects	Environmental Vulnerability assessment . Protect biodiversity, sustainable management of natural resources; political initiatives to ensure that environmental considerations are incorporated into international policies.		NCA expects partners to take environmental concerns into consideration in their project work
<b>4. Peace and reconciliation</b> (Ref 'Statement of Principles' 4,4)				
4. A. NCA shall use conflict sensitive approaches and tools	Guiding for our work in conflict zones	Conflict analysis should be formulated and inform programs in areas of potential-, on-going- and post conflict and Program staff trained in <a href="#">Do no Harm</a>		Gurinding for partners work in areas where there are potential, on-going or post conflict
<b>5. Accountability</b> (Ref 'Statement of Principles' 4,5)				
Humanitarian Accountability Partnership (HAP) Six Benchmarks 5A - 5F NCA is accountable to rights holders, host communities, partners and other stakeholders by the HAP Benchmarks.				
5. A: Accountability: Delivering on commitments  HAP Benchmark 1: NCA sets out the commitments that we will be held accountable for and how they will be delivered	Compulsory	NCA Accountability Framework (narrative) with Attachments on I: Standards and Commitments (current document) II: List of affiliations  Evaluations policy (approved 12/2013) and plans stating Accountability as a mandatory subjects to be addressed	<a href="#">NCA-accountability-framework</a>  <a href="#">NCA Eval Policy.pdf</a>	NCA commits working with partners and agreeing on mutual accountability with each other and how we are accountable to those we aim to assist. NCA commits to: - communicate clearly to partners about our commitments to policies and standards as defined in our Accountability Framework. - make clear to each partner what we expect from our commitments and polices and that they also apply to the partner. -jointly identify means for strengthening partners accountability in capacity development and organizational support to our partners.
5. B: Accountability: Staff competence  HAP Benchmark 2: NCA ensures that staff have competencies that enables them to meet organisational commitments	Compulsory	Contracts and agreements with staff ACT Code of Conduct for the prevention of sexual exploitation and abuse, fraud and corruption and abuse of power. & Code of Conduct for the International Red Cross and Red Crescent Movements and Non-Governmental Organisations (NGOs) in Disaster Relief. Introduction of new staff Staff Performance and Development Reviews Staff training programs Annual refreshment in NCA units. Incident Reporting (IR) The management line is responsible for following up that their staff are up to date on the CoC and IR system/Code of Conduct part of contract (see 5H) Annual refreshment in NCA units. Incident Reporting (IR) NCA stakeholders informed about NCA's Code of Conduct	<a href="#">ACT Code of Conduct</a>  <a href="#">Red Cross-Crescent Code-of-conduct</a>	Partner should be informed about NCA's commitment to ACT Code of Conduct and RC/RC Code of Conduct, when signing MoU. NCA will follow up with ACT partners that their staff has signed the CoC NCA will support partners in developing Code of Conduct or ethical standards for own staff  NCA commits to: - make sure that any staff in a liaison role with partners understand the implications of the partnership agreements for NCA and the partner  NCA expects partners to: - demonstrate transparent government and management and have clear expectations on their own staff's knowledge, skills and attitude - establish or sign up to codes of conduct (standards of behaviour for staff), including prohibition of explorations and abuse, and that applications of this Code of Conduct is monitored.
5. C. Accountability: Transparency  HAP benchmark 3: NCA ensures that people we seek to assist and other stakeholders have access to timely, relevant and clear information about us and our activities	Compulsory	Contextual information plans per country NCA web pages  NCA's Principles for information and communications in order to improve transparency and accountability. <a href="http://www.kirkensnodhjelp.no/en/About-NCA/About-NCA/Accountability-Commitments/">http://www.kirkensnodhjelp.no/en/About-NCA/About-NCA/Accountability-Commitments/</a>	<a href="#">ACT Public Inf Disc Policy</a>	NCA expects partners to: - provide information to rights holders on activities and support provided. - make clear their commitments to polices and standards to the right-holders, host communities and other stakeholder (incl. NCA) they work with. - make clear if and how they will interact with right holder and host communities
5. D: Accountability: Equality and respect  HAP Benchmark 4: NCA listens to people we aim to assist, enabling them to provide regular feedback and influence or make programme decision at different stages.	Compulsory	ACT Code of Good Practise Participatory approaches are integrated in NCA systems for assessments, programming, implementations, monitoring and evaluations. (Routines and Guidelines). Participation is also a goal for NCA projects and programs and measured in achievements of results (mobilisation outcomes)	<a href="#">ACT Code of Good Practice</a>	NCA commits to: - invite partners to help us identify key issues that NCA should be working on to shape our future plans. - will monitor partners' work in relation to accountability, including how they interact with rights-holders and host communities  NCA expects partners to: - identify the different groups of right holders they aim to assist, referring to gender, age and specific needs - secure that the different groups of rights-holders participate, are involved and empowered in all stages of a project; assessment, planning, implantation, monitoring and evaluations
5. E: Accountability: Handling complaints  HAP Benchmark 5: NCA enables people we aim to assist and other stakeholders to raise complaints and receive a response through and efficient, accessible and safe process	Compulsory	NCA Complaints Handling and incident Reporting System (Routines and Guidelines chapter 3) ACT Code of Good Practise NCA complaints handling policy	<a href="#">NCA Complaints Mechanism</a>	NCA commits to partners: • In agreement with each partner make public at the appropriate level the names of our partners, their main activities and a financial summary of funded programs -inform our partners of their responsibility to hold us to account, especially in regards to our commitments - agree with partners on processes and routines for complains handling mechanisms adapted to each project  NCA expect partners to: - develop feedback and complains handling mechanisms in their projects.  - make sure information about NCA as back donor of a project is provided along with information as to how rights-holders can contact NCA.
5. F: Accountability: Learning and continual improvements  HAP benchmark 6: NCA learns from experience to continually improve our performance	Compulsory	Framework for learning PMER guidelines ( Routines and Guidelines) PMER plans per country Learning from evaluation (evaluation policy forthcoming)	<a href="#">ACT Code of Good Practice</a>	NCA commits to: - Regularly monitor and evaluate projects, programs and partnership together with our partners in order to consciously improve the work that we do. ACT Code of Good Practise  NCA expects partners to: - monitor, evaluate and report on their use of resources and the difference they make in the lives of men and women. -Provide information on expected goals and achieved goals to right-holders and host communities
<b>Accountability: Specific Commitments: 5G - 5J</b>				
5. G: Accountability: Transparency  Anti-fraud and corruption	Compulsory in all project and programs and for NCA as an organization	ACT anti-fraud and corruption policy E-learning module - compulsory for all staff Incident reporting External audits	<a href="#">ACT Anti-fraud and corruption policy</a>	NCA expects partners to: - be open and transparent towards right holders and NCA - meet NCA's financial reporting requirements, as specified in the project.
5. H Accountability: Transparency  Financial Management and Accounting standards	Compulsory in all NCA work	Part of R&G E-learning module Incident reporting External audits Accounting standatds: Specify if following the IFRS or GAAP standard in the country "The Norwegian Control Committee for Fundraising in Norway" Membership obligations: Navn	<a href="#">Innsamlingskontrollen</a>	NCA Commits to: - secure informative and reliable financial information (such as reports) from all partners - enhance partners' ability to deliver financial reports of high quality  NCA expects partners to: - be open and transparent towards right holders and NCA - meet NCA's financial reporting requirements, as specified in the project.
5. I: Accountability :  Equality: Work place policy	All staff should be briefed about this standards, support system implemented upon request	All staff brief when signing contract The HR Department is responsible for ensuring that the policy is timely updated and supervised. The Management line is responsible for the implementation and budgeting for necessary activities and actions according to this policy. Terms and conditions for expats as well as national staff available in R & G Ch. 11 & 12 + Personnel Handbook HO NCA work place policy on hiv/aids: ACT Code of Good Practise	<a href="#">ACT Code of Good Practice</a>	Not mandatory for NCA partners
5. J Accountability:  Minimum standards in Disaster Response	Compulsory in emergencies	The Humanitarian Charter and Minimum Standards in Disaster Response, the Sphere Project. Briefing and debriefing and TOR Training Part of planning monitoring and evaluations of projects and partners.	<a href="#">The Sphere Handbook</a>	Obligatory (?) for all partners NCA work with in emergencies

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<b>6. Standards covering all or several of NCAs five standards and commitments</b>				
6. A: Security Policy	Compulsory for all staff, according R&G chapter 3	NCA Security Policy (link:,,,) Introduction course Personal security training with exercise (3 days) Personal security training without exercise (2 days) Security Management training (3 Days) SMT describes who should participate in training at different levels and HO / field Security briefings by NCA Representative and Security advisors All NCA offices/field missions has an annually updated security plan Crisis Exercise annually Special Hot Spot focus (Security Advisors) Security plans defining procedures, responsibilities and risk analysis at all NCA offices, approved by Director of International Department		NCA Country Security plans reflect an aim to assist partners in developing appropriate security policy and plans.
6. B: Financial contribution from the business sector	Compulsory globally	NCA employees dealing with potential financial contribution from the business sector shall be familiar with the Guidelines (October 2013) and tools and be able to apply them. Decisions on accepting contributions are taken by management. Decisions on larger contribution (above USD 100 000) is always taken by the NCA Senior Management Team.	<a href="#">Guidelines for cooperation with private enterprises.</a>	Not mandatory for NCA partners
6. C: Ethical Guidelines for procurement	Compulsory globally	Norwegian Church Aid is member of Ethical Trading Initiative (IEH) and prefers to cooperate with suppliers that seek to reduce ethical risks, promote sustainable development and environmental protection. Ethical Trading Initiative (IEH) Guidelines incorporated in Procurement Guidelines	<a href="#">Ethical Trading Initiative</a>  Link: NCA Guidelines (??)	Not mandatory for NCA partners
6. D: Respect national laws and regulations	Compulsory all representations	In Norway: The Working Environment Act Globally: Ref Mandate for NCA Representations Paragraph 1. Respecting national laws and regulations Registration /Operation Agreement National Office Manual at Representations checked against national laws/regulations. i.e. Finance, personnel management, procurements etc Monitored by Finance controllers and Internal Audit		Partners are expected to follow national laws and regulations
<b>7. Additional commitments stemming from our ACT Affiliation Standards</b>				
7. A: ACT membership Requirements	Compulsory as part of ACT membership obligations	ACT membership Agreement Membership disciplinary Policy ACT Alliance National/regional Forum Policy Procedure for funding the ACT Alliance	<a href="#">ACT Members. Agreem.</a>  <a href="#">Membership disciplinary Policy</a>	Partners who are ACT affiliated carry the same membership obligations as NCA.
7. B: Partnership	Compulsory as part of ACT membership obligations	Principles for Good Partnership Status in NCA? Ref ACT AF	<a href="#">Principles of Partnership</a>	
7. C: Protection Policy	Compulsory as integrated and used in all projects and programs.	ACT Protection Policy Training, briefing and debriefing of staff Part of all TOR Part of programming, monitoring and evaluation Protection principles visible in all work	<a href="#">ACT Protection Policy</a>	Compulsory for all partners NCA work with
7. D: Emergency response	Guiding when implementing ACT Appeals	ACT Alliance Response to an Emergency Policy Guidelines and Tools	<a href="#">ACT Alliance Response to Emergency</a>	Guiding for NCA partners implementing ACT Appeals