
DANCHURCHAID'S QUALITY & ACCOUNTABILITY FRAMEWORK

Introduction

DanChurchAid (DCA) Quality and Accountability Framework states DCA's primary commitments and the standards of quality towards which DCA can be held to account by our stakeholders. For DCA, accountability means the responsible use of power, including the acknowledgment and communication of the responsibility for our policies, decisions and actions as well as the consequences of these.

Purpose and long-term goals

DCA's Statutes:

Article 3

DanChurchAid's purpose shall be to empower the world's poorest in their struggle for a dignified life. This effort shall be based on a Christian view of human nature as well as respect for the individual's human rights and the equal worth of all human beings.

Article 4

DanChurchAid shall conduct humanitarian aid and development assistance in close cooperation with churches and other cooperative partners. This means that DanChurchAid shall engage popular and political powers and seek to influence decision makers in order to improve conditions for the world's poorest. These efforts shall be conducted on local, national and global levels.

Article 5

DanChurchAid shall not discriminate in any way. Our assistance shall be aimed at those in most need, irrespective of their religion, gender, political conviction, race, nationality or ethnicity, disability or sexual orientation.

DCA's Values:

In DanChurchAid, we live through our four values, which are our compass at all levels of the organisation and guide the priorities, decisions and daily actions and behaviour of both management and staff.

Compassionate

We respect and welcome differences and are obligated to help others. We walk that extra mile with people in need and encourage dialogue whenever possible. We work hard to ensure that people have equal rights and are treated equally.

Proactive

We create positive change by taking action when needed. We create space for innovation and are constantly curious about new ways of working. We seek engagement with others to break new ground.

Responsible

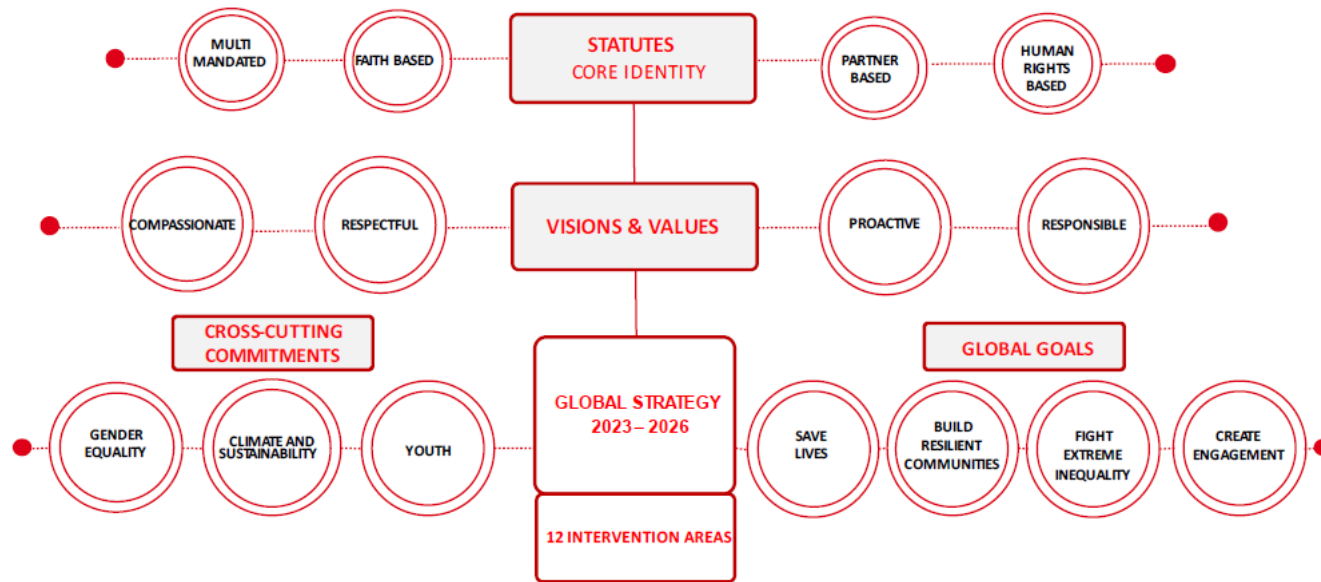
We are transparent and accountable in all actions and create sustainable solutions. We inspire trust by leading by example with integrity. We consider the bigger picture and develop solutions that will provide sustainable and effective aid work.

Respectful

We respect the wishes and preferences of the people we help and act with fairness in all activities. We learn from our colleagues and partners to strengthen our organisation.

DCA's Global Strategy 2023-2026 highlights DCA's four Global Goals – save lives, build resilient communities, fight extreme inequality, and create engagement; as well as DCA's cross-cutting commitments – gender equality, climate and environment and youth. The 12 intervention areas specify what DCA has decided to focus on under each strategic global goal within the strategic period. These are all outlined in DCA's Global Results Framework.

DCA's strategic hierarchy is shown below:



In Denmark, DCA works to create engagement among individuals, networks and partners in Denmark, and act together with them to benefit the world's poorest.

DCA has four organisational commitments that are important in all the organisation's activities:

- Fundamental principles: Multi-Mandated – for lasting change, Human Rights-Based – for just change, Faith-Based – for systemic change, Partnerships – for global change.
- Cross-cutting commitments: Gender Equality, Youth, Climate and Sustainability:
- Fit for purpose: Organisation and Structure, Competences and Capacity, Risk Management, Quality Management and Accountability, Innovation, Learning, Environmental Sustainability.
- Financial sustainability: Financial targets and Strategic priorities.

Working in **partnerships** and with partners is fundamental to our international work and cooperation. This is further reflected in DCA's Partnership Policy. DCA works with partners of all backgrounds in Denmark and in the international work yet pays particular attention to Christian and other Faith Based actors. We actively support that Southern-based organisations play an increased and more prominent role in humanitarian response and we continue to strive to meet our commitments as a signatory to the '**Charter for Change (C4C)**' and '**Grand Bargain (GB)**', including a key target which is to transfer 25% of our total humanitarian funding to local actors.

Today, DCA works together with a variety of local, international, and Danish partners within civil society, social movements, research institutions, the private sector, investors, and our Danish popular and church-based constituency. We act as a bridge builder and facilitator between stakeholders and across sectors – connecting the dots to secure engagement in Denmark and greater impact in our programme countries. capacity strengthening as a key driver of sustainable change.

DanChurchAid's Accountability Statement

Accountability is a fundamental aspect of the DanChurchAid's governance, strategy and operational implementation. We define accountability as a mutual commitment, by DanChurchAid, our partners and other stakeholders, to hold ourselves and each other accountable to the people we aim to assist by abiding to our policies, values and mutual agreements, while also assuring quality and results in all our work. DCA is accountable to donors,

supporters¹, governments, partners, communities, and people supported. DanChurchAid strongly believes in close dialogue and openness in order to learn and improve. In our programme work, management systems and quality management, we strive to involve, respect and respond to the valuable knowledge contribution and feedback from local partners, stakeholders and, first and foremost, the people we aim to assist, to improve our development, peacebuilding and humanitarian work.

DanChurchAid focuses on improving the quality of our partnerships and together with our partners develop good accountability mechanisms between us and towards the people we aim to assist. This focus includes mutual capacity development, organisational support to our partners, and monitoring our partners' work.

DanChurchAid is a member of the CHS Alliance and is certified against the Core Humanitarian Standard (CHS) for its humanitarian, development and advocacy mandates since 2017. As a member of the Action for Churches Together (ACT) Alliance, we have signed up to the Alliance's conditions for Membership, Policies and Guidelines. We abide by our ACT membership requirements that are summarised in the ACT Accountability Framework, and ACT Code of Good Practice. These include the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief and the Humanitarian Charter and the Minimum Standards in Disaster Response, the Sphere Standards and its companions for humanitarian work.

DanChurchAid abides by Danish labour law and, in countries where we have a staff presence, the national labour legislation. With the aim of preventing misconduct, DCA has a Code of Conduct for all our staff, that lays out the guiding principles and standards of behavior that DCA subscribes to, as well as the policies it refers to: DCA's Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy, DCA's Anti-Corruption Policy, and DCA's Child Safeguarding Policy.

¹ For DCA, supporters can be people who support through different actions: donating money, time (voluntary work) or voice (activating network, sharing on social media, signature collections etc.)

Within our development, peacebuilding, humanitarian and advocacy work, DCA adheres to our crosscutting policies on Gender Equality, Human Rights, Climate and Environment, and Partnerships. DCA is dedicated to fulfilling its responsibility to prevent, stop, and address rights violations by incorporating protection principles throughout the project cycle of all interventions and by implementing specialized, targeted protection activities where there is a clear value-add and technical resourcing to do so. In conflict affected and prone contexts, DCA adopts conflict sensitive approaches that ensure unintended harmful impacts on conflict dynamics are pre-empted and mitigated, and potential contributions to peacebuilding efforts are identified and, where possible, incorporated.

DCA works to improve the adherence to international human rights standards; primarily the International Convention on Economic, Social and Cultural Rights, International Convention on Civil and Political Rights, Convention on Elimination of all forms of Discrimination Against Women (CEDAW), Convention on Elimination of Racial Discrimination (CERD), and International Humanitarian Law. In Mine Action, DCA is guided by several international guidelines and regulative bodies. The main emphasis of these guidelines is the empowerment and training of national actors to carry out all aspects of mine action programs, on securing peace and national reconstruction and linking mine action to the development initiatives. On a technical level, DCA works in accordance with our Standard Operating Procedures that comply with the UN International Mine Action Standards (IMAS) and National Mine Action Standards (NMAS) in the countries of DCA operations.

In DCA, working with accountability means taking account of, and being held accountable to those who are primarily affected by the exercise of power. It is about making sure that the targeted individuals are involved in planning, implementing, and judging our response to their needs. This reflects that Accountability to Affected Populations (AAP) is integral to all aspects of DCA's work, encompassing everything from core principles to project design and program processes.

DCA adopts three basic principles to put AAP into practice in our work. These include:

- **Taking Account through Information Sharing:** Providing information to affected communities about DCA and/or DCA partners' activities.
- **Giving Account through Active Participation:** Ensuring that decisions taken by DCA and/or DCA partners are informed by the views of affected communities.
- **Being Held to Account through Feedback and Complaints Systems:** Enabling affected communities to assess and comment on DCA and/or DCA partners' performance, including for sensitive complaints.

The Table below summarises the quality and accountability commitments DCA subscribes to:

Commitment	Description
The Core Humanitarian Standard (CHS)	<p>DCA is audited each year by external CHS auditors; its last four-year CHS certificate was renewed in 2021 and remains valid until January 2025. DCA is currently in its renewal audit cycle to renew the CHS certificate for three more years.</p> <p>The CHS helps us to assess the quality of our programmes and projects, as well as improve the way we work. It also reduces the risk of errors, abuse, and corruption – for the benefit of the organisation, but not least for the people we work for.</p> <p>Being CHS certified means that DCA must meet the nine obligations that constitute the Core Humanitarian Standard, through the list of CHS indicators on which DCA is audited every year, and which in many ways capture most of our global ambitions and commitments to quality programming.</p>
The Accountability Improvement Plan (AIP)	<p>The Accountability Improvement Plan (AIP) template is an important tool for DCA Country Offices to deliver on their commitments to quality programming and for DCA’s global organisation to maintain and document our performance against our global commitments.</p> <p>The first objective of the AIP is to combine a baseline of the country office and its partners’ progress on the implementation of accountability commitments, with a working plan of how to maintain and manage and where possible improve their work.</p> <p>The second objective of the AIP is to reduce the amount of time that a country office uses to prepare for each CHS audit.</p>
The DCA Code of Conduct (CoC)	<p>A new version of the DCA Code of Conduct (CoC) was launched in September 2023. With its 17 commitments, the CoC is a set of rules that lays out the guiding principles and standards</p>

	<p>of behavior that DCA subscribes to and which all employees and third parties interacting with DCA are expected to abide by.</p> <p>DCA has a code of conduct for the following reasons:</p> <ul style="list-style-type: none"> • To clearly outline DCA’s mission, values and principles and standards of professional conduct • To serve as a central guide and reference for employees supporting day-to-day decision making • To protect the persons supported by DCA as well as DCA employees • Lessons Learnt from other humanitarian organizations
<p>DCA’s Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy</p>	<p>The main purpose of the DCA PSEAH policy is to promote greater accountability and outline the key responsibilities and obligations of staff. The aim is that the human rights of all staff as well as every stakeholder, and community member whom DCA seeks to assist or support should be respected and protected.</p> <p>The objective of this policy is to increase awareness and prevent misconduct, including sexual exploitation, abuse and harassment by providing clear guidance to address these issues.</p> <p>DCA PSEAH Policy is one of zero tolerance, where DCA does not tolerate any form of exploitation, abuse and harassment by DCA staff, volunteers, or by implementing partners. DCA is therefore committed to the prevention, detection and investigation of all forms of exploitation, abuse and harassment, in all its offices and among its implementing partners.</p>
<p>DCA’s Child Safeguarding Policy</p>	<p>DCA has developed the Child Safeguarding Policy to prevent and minimize the risk of harm to children who are involved in DCA supported activities. It complements, but does not replace, the DCA Staff Code of Conduct and the DCA’s PSEAH Policy as well as the International Code of Conduct for the International Red Cross and Red Crescent Movement and Non-</p>

	<p>Governmental Organisations (NGOs) in Disaster Relief. The policy also builds on and adheres to the Act Alliance Child Safeguarding Policy, May 2015.</p> <p>The objective of this policy is to promote and to ensure respect for the rights to safety, well-being and development of all children affected by DCA's activities. It aims to prevent and minimize the risk of any kind of abuse of children and to ensure that suspicions and cases of misconduct are identified, reported, and addressed in an appropriate and timely manner.</p> <p>DCA Child Safeguarding Policy is one of zero tolerance, where DCA does not tolerate any form of abuse, neglect, trafficking and exploitation of all people it works with, including children, perpetrated by DCA staff, volunteers, or by implementing partners. DCA is therefore committed to the prevention, detection and investigation of all forms of abuse, neglect trafficking and exploitation of children in all its offices and among its implementing partners.</p>
<p>DCA 's Anti-Corruption Policy</p>	<p>DCA has a great responsibility towards donors, partners and recipients to ensure that the funds made available to DCA are used in a responsible, proper and transparent manner. This also means that DCA needs to ensure that its employees and partners are properly equipped to act responsibly in corrupt societies.</p> <p>The purpose of the DCA anti-corruption policy is to support a behavior characterized by high standards of personal and organisational integrity, both internally and with other external partners and stakeholders. This policy hence aims to minimise the chances of occurrence of fraud and corruption within DCA as well as within DCA partners, thereby ensuring that the funds and the assets that have been raised are protected from fraud and corruption-related losses.</p>

	<p>DCA anti-corruption work ensures that the funds reach the right people, and that DCA employees actively counter corruption and its harmful effects.</p> <p>DCA's Anti-Corruption Policy is one of zero tolerance, where DCA does not tolerate the fraudulent and corrupt use of funds and resources by DCA staff, volunteers, or by implementing partners. DCA is therefore committed to the prevention, detection and investigation of all forms of fraud and corruption, in all its offices and among its implementing partners.</p>
<p>Accountability to Affected Populations (AAP)</p>	<p>The term "Accountability to Affected People" (AAP) is commonly used within the humanitarian sector to describe the commitments and mechanisms that humanitarian agencies have put in place to ensure that communities are meaningfully and continuously involved in decisions that directly affect their lives.</p> <p>DCA and partners should adhere to the three principles of AAP while engaging with communities:</p> <ol style="list-style-type: none"> 1) Information sharing is essential to DCA and is further elaborated in DCA's Monitoring, Evaluation, Accountability and Learning (MEAL) Policy 2024 as well as the Guidance on Information Sharing about DCA Code of Conduct (CoC) and expected staff behaviour (2023). DCA pays special attention to sharing information and communicating using transparent, collaborative, and open methods. Sharing information with people supported and involving people supporting DCA is a critical first step to ensure that accountability mechanisms can function and shape DCA's work. 2) DCA and partners explore ways for communities to participate in and influence activities proactively at different stages during the programme, project, or intervention life cycle. For DCA, participation means sharing information on activities with communities and consulting with them on specific processes and at different stages: at project design stage to help us understand their needs and design effective programmes, during implementation

	<p>stage to see how things are going and make adjustments, and at project finalisation stage to review our work and improve for the future. DCA and partners must facilitate the inclusion of marginalised and vulnerable individuals, groups from diverse background, households, and communities to participate in decisions that affect them.</p> <p>3) DCA has an organisational commitment to respect human rights. We aim to work in an open, transparent, fair, and learning manner and to be accountable for our actions. An effective and human rights compatible feedback and complaints system can help us respect the rights and dignity of those who raise a complaint with us, and improve our accountability to partners, rights holders and other stakeholders. DCA and partners listen to and address feedback and complaints from those that it works with and those who support it through having an effective feedback and complaints system in place. DCA and partners systematically collect and act upon feedback from communities and people affected by crisis on their level of satisfaction with the quality and effectiveness of assistance, paying particular attention to the gender, age and diversity of those giving feedback. Similarly, the DCA complaints systems focuses on the importance of it being accessible to people from different backgrounds, needs and vulnerabilities (including people with disabilities and children).</p>
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Revision Approved by DCA's International Director, August 2024