

Core humanitarian standard

The Core Humanitarian Standard on Quality and Accountability (CHS) was launched in 2014 as a joint initiative involving Groupe URD, HAP International, People In Aid and the Sphere Project. It replaces the 2010 HAP Standard, People In Aid Code of Good Practice and Core Standards of the Sphere Handbook.

The CHS sets out nine commitments that organisations and individuals can use to improve the **quality and effectiveness** of humanitarian assistance - through aligning their own procedures, with the CHS, and by using it as a basis for verification of performance.

Guidance notes and key indicators provide clarification on the key actions needed, and ways to take this forward. It also facilitates **accountability** to those affected by crisis: as, knowing what humanitarian agencies have committed to, enables them to hold these agencies to account.



CHS Alliance

The CHS Alliance

Improving quality, accountability and people management.

Bringing together more than two decades of experience in quality, accountability and people management, the CHS Alliance forms one of the largest and most influential networks in the humanitarian and development sector.

The Alliance will benefit from the reputations, legacies and successful working practices of HAP International and People In Aid, the two organisations which merged to form the Alliance.

“Humanity is a good thing. Effective humanity is the right thing.”

Hugo Slim, Oxford Institute for Ethics, Law and Armed Conflict

Commitments to communities and people affected by crisis	Quality criteria
1. Receive assistance appropriate and relevant to their needs.	Humanitarian response is appropriate and relevant.
2. Have access to the humanitarian assistance they need at the right time.	Humanitarian response is effective and timely.
3. Are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.	Humanitarian response strengthens local capacities and avoids negative effects.
4. Know their rights, entitlements, have access to information and participate in decisions that affect them.	Humanitarian response is based on communication, participation and feedback.
5. Have access to safe and responsive mechanisms to handle complaints.	Complaints are welcomed and addressed.
6. Receive coordinated, complementary assistance.	Humanitarian response is coordinated and complementary.
7. Can expect delivery of improved assistance as organisations learn from experience and reflection.	Humanitarian actors continuously learn and improve.
8. Receive the assistance they require from competent and well-managed staff and volunteers.	Staffs are supported to do their job effectively and are treated fairly and equitably.
9. Expect that organisations assisting them are managing resources effectively, efficiently and ethically.	Resources are managed and used responsibly for their intended purpose.

Additional resources on All In Diary website

Humanitarian Accountability Report, CHS Alliance, 2015
Core Humanitarian Standard, CHS Alliance, 2014
CHS Guidance notes and indicators © CHS Alliance et al, 2015

Web links for further information

CHS: <http://www.corehumanitarianstandard.org>
CHS Alliance: <http://chsalliance.org>
Sphere Project: <http://SphereProject.org/CHS>