



Social Welfare and Rehabilitation Organization
(SWRO)

Accountability to Affected Population Policy

Drafted by SMT:

First version December 2019



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Accountability Defined:

For SWRO, accountability is the acknowledgment, communication and assumption of responsibility for actions, decisions, and policies including administration, governance, implementation and consequences of the implementation of all activities SWRO is involved in. It involves the responsible use of power.¹

Introduction:

SWRO Accountability Framework (AF) summarizes standards of quality towards which SWRO can be held to account by its stakeholders. It states SWRO's primary commitments and the different responsibilities of the organization, governance in relation to SWRO's accountability mechanisms. SWRO Policies and procedures and code of conduct outlines SWRO's longer term plan for strengthening quality, accountability, learning and impact of the work undertaken by SWRO both individually (staff) and collectively (as organization). The annual work plan of the SWRO includes all activities related to improvement and putting the framework into practice. The AF is monitored and evaluated as part of that process. The AF seeks to ensure that the SWRO maximizes the quality and impact of its work in humanitarian disasters, long-term development work and advocacy. It also seeks to ensure that both main and field offices have mechanisms in place that provide greater accountability to beneficiaries.

Commented [i-1]: What is SWRO's Accountability Framework.

SWRO Stakeholders:

SWRO stakeholders includes: communities with whom SWRO work and the people SWRO aims to assist, donors, supporters and the public including SWRO governance.

Vision, Mission and the Strategy:

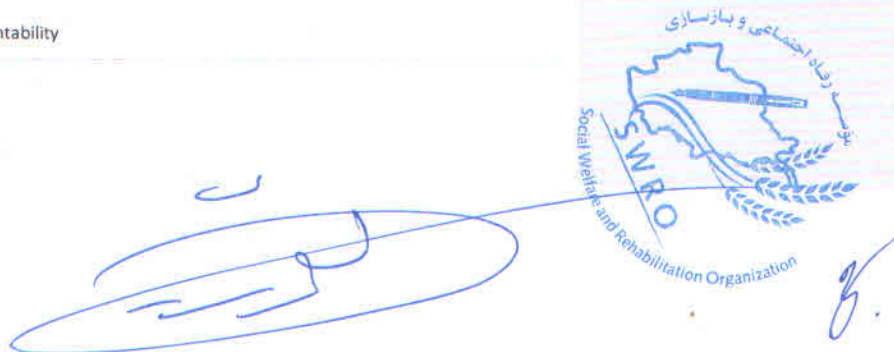
Our vision is Prosperous communities in which everyone, understanding and enjoying their rights, benefit from sustainable livelihoods and high quality basic services, while participating in the decision-making process. Our mission is SWRO is dedicated to delivering community development projects in order to empower the rural poor to improve their living standards and claim their rights. SWRO work together for positive and sustainable change in the lives of people affected by poverty through coordinated and effective humanitarian, development, and advocacy work. SWRO will attain its vision and mission through its main programmatic priorities of the organization strategy 2018 to 2022:

- i) Rural Livelihoods
- ii) Education
- iii) WASH
- iv) Health
- v) Emergency Response

SWRO Governance:

The governance of the SWRO consists of a general assembly, a governing board, elected from the general assembly, and an executive committee elected from and by the governing board. The governing board has the overall responsibility for the governance of SWRO between general assemblies and meets at least once a year. The executive committee supervises the implementation of policy and exercises responsibility for the annual plan and financial decisions between meetings of the governing board and

¹ Adopted from the HAP definition of accountability



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meets at least twice a year. It is the responsibility of SWRO managing director and Chairman of the board to organize at least two board meetings annually to discuss key policy revision, annual plan, budget and approval of annual audited financial statements. SWRO management will also include the progress and action being taken by the executive committee in relation to the organization accountability framework.

Mandatory standards and commitments:

SWRO is committed to the following standards and policies:

1. Core Humanitarian Standard (CHS), which focuses on accountability to rights-holders, host communities, partners and stakeholders
2. SWRO contextualized Code of Conduct;
3. Code of Conduct for the International Red Cross and Red Crescent movement and NGOs in Disaster Relief (1994);
4. Afghanistan NGO code of conduct;
5. The Humanitarian Charter and Minimum Standards in Disaster Response, the Sphere Project;
6. IASC Gender Handbook and Gender Marker;
7. The 'Do No Harm' framework;
8. Anti-fraud and corruption policy;
9. Complaint Response Mechanism;
10. Gender Policy;
11. And Information Sharing Policy

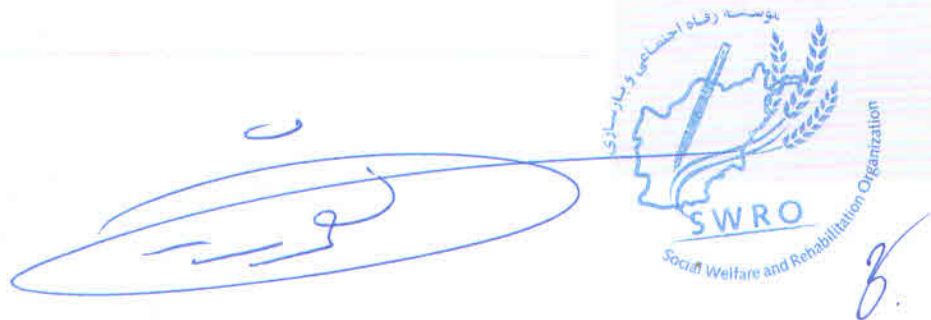
The Core Humanitarian Standard (CHS):

Defines an international standard on accountability and quality of humanitarian action to communities and people affected by crises and provides nine commitments and quality criteria to assess, improve and recognize achievement of such standards. The aim of applying the CHS is to promote improved quality and accountability to communities and people affected by humanitarian crises. SWRO is committed to apply the nine standards of CHS in the humanitarian, development and advocacy work.

Develop the organization commitment, the content of the policy will be considered and integrated in all stages of the project cycle and related process e.g. partnerships and monitoring the implementation of the policy, committed to ensure that the affected population will know SWRO's accountabilities and staff commitment for compliance with the policy

Information Sharing and Transparency:

To provide an opportunity for the beneficiaries and stakeholders- women men including people with disabilities of SWRO information to hold SWRO accountable. SWRO has a responsibility to ensure that SWRO stakeholders have access to timely, relevant and clear information about the organization and its activities.



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SWRO will ensure that the affected population is aware of SWRO information disclosure policy and that SWRO to provide timely and accurate information related to SWRO activities in the area. SWRO will ensure that the information is prepared in an easy language that is clearly understood by the beneficiaries, host communities and the people we aim to assist. SWRO will make this information available in languages and media accessible to the people with whom we work.

Commented [1-2]: Consider emergency situation , discuss it more ,

For details what information to be shared and which information to be restrict refer to SWRO information sharing policy.

Inclusion:

SWRO is committed to include both women, men, boys and girls and all who are assisted by SWRO to include them in the project planning, implementation and reporting. SWRO is committed to Principe 3 of CHS which clearly states 'Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them'. SWRO will take the following action into consideration:

1. Provide information to communities and people affected by crisis about the organization, the principles it adheres to, how it expects its staff to behave, the programs it is implementing and what they intend to deliver.
2. Communicate in languages, formats and media that are easily understood, respectful and culturally appropriate for different members of the community, especially vulnerable and marginalized groups.
3. Ensure representation is inclusive, involving the participation and engagement of communities and people affected by crisis at all stages of the work.
4. Encourage and facilitate communities and people affected by crisis to provide feedback on their level of satisfaction with the quality and effectiveness of the assistance received, paying particular attention to the gender, age and diversity of those giving feedback.

Commented [1-3]: Move it under information sharing

As organization we strive to:

- Policies for information-sharing are in place, and promote a culture of open communication
- Policies are in place for engaging communities and people affected by crisis, reflecting the priorities and risks they identify in all stages of the work.
- External communications, including those used for fundraising purposes, are accurate, ethical and respectful, presenting communities and people affected by crisis as dignified human beings.

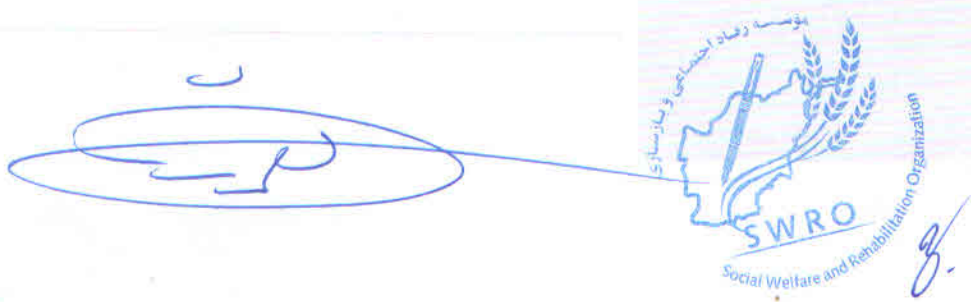
Commented [1-4]: Move it under information sharing

Commented [1-5]: Same as above

Do No Harm:

SWRO collaterally as organization and individual staff strives to support communities based on the mandate without risking the life of the people we assist. Likewise we are committed to Principe 3 of CHS 'Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.'

SWRO will provides Do No Harm training to all main and project staff ensuring that they do not exacerbate the conflict, rather they need to mitigate conflict. For any project implemented context and



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conflict analyses is a pre-requisite which ensures that our staff is fully aware of the context, the conflict and to deliver the assistance to the affected population and not to favor any particular group, race etc.

Dignity:

SWRO is committed to universal human rights declaration article 1. In action we are also committed to CHS principle 3 'Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.' With the key action to:

- Identify and act upon potential or actual unintended negative effects in a timely and systematic manner, including in the areas of:
 - a) People's safety, security, dignity and rights;
 - b) sexual exploitation and abuse by staff;
 - c) culture, gender, and social and political relationships;

SWRO in the design, implementation and reporting of the program and assistance will be accountable to keep the dignity of affected population during the delivery of assistance. Our delivery of services are indiscriminately delivery to affected people. SWRO as organization is also accountable to take into account the sphere standards while delivery services to affected population.

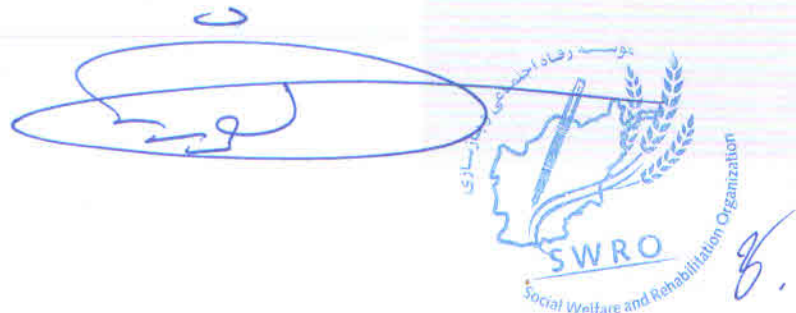
Complaint Response Mechanism

To strive for high quality and continuous improvement in SWRO's humanitarian, development and advocacy work. SWRO aims to ensure that complaints are addressed fairly, appropriately, and in a timely manner. SWRO has a responsibility to handle and respond to the complaints it receives from its stakeholders. SWRO will adopt the spirit and principles of the SWRO Complaints Policy to ensure that all complaints are handled professionally and effectively. SWRO strives in ensuring that complaints mechanisms are accessible to all women, men, boys and girls with whom they work. In the area where SWRO do not have the capacity to address complaints related to abuse, exploitation or gross misconduct SWRO will strive to explore a safe referral system in place to address, at a minimum, allegations of sexual exploitation and abuse and fraud and corruption. SWRO during startup of the project implementation will inform communities of their rights and SWRO program-related entitlements and how to make a complaint.

For details to SWRO Complaint Response Mechanism Policy.

Gender Balance Performance:

SWRO has developed Gender Policy which focuses on inclusion of both men, women, boys and girls in all program interventions. SWRO believes in an end to gender inequality and injustice, gender-based discrimination and violence, and in closing the gender gap and address unequal power relationships for the promotion of human dignity for all. SWRO is committed to increase inclusivity and gender equality and minimize the risk of gender-based discrimination and violence among rights holders (affected population) who come into contact with SWRO activities and those working or associated with SWRO.



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SWRO will organize orientation sessions to formally introduce the gender policy to main and project staff, provide gender training to staff. Ensure that gender policy is applied to entire staff, volunteers and all those who are given access to projects and communities). SWRO will ensure that the gender balance is increased from the current situation at least to 50%. Anything less than 40% of women or men for SWRO will mean corrective action (equal participation and opportunities).

During project design, implementation and all stages of project cycle both women and men, boys and girls shall equally be given the rights to be heard and to take active participation in the discussion and feedback.

SWRO to ensure that during project monitoring and evaluation provide safe access for women to be consulted, interview and their views are correctively reflected in the monitoring and evaluation the organization making. SWRO M&E to report the project results and findings disaggregated by gender.

For more details please refer to SWRO Gender Policy.

Coordination , and joint assessments

Sexual exploitation and abuse

Design

Orientation to filed staff about policies

M&E

Mechanism for impelementation of the policy , View it from committmenmt to operation , discuss generally how the committmet will be translated in to operation

Draft version:

Endorsed by Senior Management Team

December 12, 2019

