

# Certification Summary Audit Report of HAP 2007 Standard

## Application Organisation Information

<b>Organisation:</b>	Church World Service-Pakistan/Afghanistan	<b>Audit Ref / No:</b>	AS010/0311H
<b>Location:</b>	Karachi; Thatta and Islamabad Pakistan	<b>Head Office/Programme Site:</b>	Head office and Programme Audit
<b>Auditors:</b>	Katharina Samara Coleen Heemskerk Naveed Ul Haq Mirza (Observer last 2 days)	<b>Date (s):</b>	5 – 11 February 2011
<b>CWS-P/A Representative:</b>	Zainab Raza	<b>Role of Representative</b>	Deputy Director, Organisational Development

## Background

Church World Service-Pakistan/Afghanistan (CWS-P/A) is an ecumenical organisation which began operations in 1954. It is part of the CWS global network under the umbrella of Church World Service Inc. USA. CWS-P/A works in humanitarian aid and development in three programme areas: Disaster Management, Capacity Building and Social Development. As an ecumenical organization CWS-P/A's **mission** is to *struggle for a community based on social justice, regardless of class, religion, gender and culture; by assisting marginalized communities to achieve economic prosperity and improve human and social capital through participatory endeavour, which liberates people and enhances their capacities to take control over their lives.*

## Methodology

CWS-P/A applied for HAP certification and the head office and programme site audit took place in Kirachi, Islamabad and Thatta, Pakistan from 5-11 February 2011. CWS-P/A achieved certification on 11 April 2011.

The audit comprised of the following phases:

- Phase 1, document review: *Documents of processes and policies presented by CWS-P/A in support of their accountability and compliance statement.*
- Phase 2, review of programme site summary reports received. *Summaries were reviewed from the 4 completed programme site surveys.*
- Phase 3, on site audit at head office and programme sites in Karachi, Islamabad and Thatta. *Document verification and interviews with head office and programme staff, partners and disaster survivors took place.*

This report covers the combined summary findings of all three phases. The detailed findings report compiled by the HAP Regulatory Services Director, Katharina Samara and the HAP Audit Officer Coleen Heemskerk, make up the full audit report.

## Findings

CWS-P/A demonstrates a high commitment to accountability and quality and is playing a leadership role in capacity development in the region with partners and other national stakeholders. CWS-P/A is only the second audited agency to be certified without any minor non-conformity.

We, as the HAP Regulatory Services Director and Audit Officer audited CWS-P/A to examine its conformity with the HAP Standard. The audit was carried out from 5-11 February 2011.

The Senior Management of CWS-P/A are responsible for the evidence provided in support of on-going compliance with the HAP Standard and the implementation of commitments outlined in the CWS-P/A Accountability Framework. The audit team's responsibility is to express an opinion both on the evidence provided, the interviews carried out and the practice observed during the audit.

The certification audit was conducted in accordance with the procedures approved by the HAP Certification and Accreditation Review Board, and following the ISO 19011:2002 Auditor Standard, which together require that an audit be planned and performed in a manner that gives reasonable assurance about an agency's compliance with the HAP Standard.

We have audited CWS-P/A on a sample test basis through an examination of documentary evidence disclosed and through interviews with CWS-P/A staff, partners and beneficiaries. We believe that the audit provides a reasonable basis for our opinion.

In our opinion, CWS-P/A conforms with the requirements of the HAP Standard. Detailed findings are laid out in the rest of this report.

*K. Samara* *Coleen Heemskerk*

Summary Report compiled by the HAP Regulatory Services Director, Katharina Samara and the HAP Audit Officer Coleen Heemskerk, HAP International.  
20 April 2011

## Summary Table of Findings

HAP Standard	Head Office	
Qualifying Norms	Met	
Covenant	Met	
Non-Compliances	MAJOR	MINOR
Benchmark 1		
Benchmark 2		
Benchmark 3		
Benchmark 4		
Benchmark 5		
Benchmark 6		
Total	0	0

### Audit Key

**Major Non Conformity:** this will result in a delay in the recommendation for certification process which can only proceed once the correction actions have been met and verified. A major non conformity could be due to a number of reasons such as:

- Complete absence of a procedure as noted in the Standard
- A series of minor non-conformances all focused on the same element of the standard
- A serious violation of qualifying norms and/or humanitarian principles
- A clear lack of control on some key management issues
- Immediate dangers for the beneficiaries or for the quality of the service to the beneficiaries
- A Minor detected in a previous audit not addressed within the specified time
- False Declarations

**Minor Non Conformity:** this will not result in a delay of the recommendation for certification but will require corrective action within a specified time frame. A minor non conformity could be due to a number of reasons such as:

- Failure to implement management system policy / guidelines systematically
- Incomplete key documents / records
- Oversight

**Exoneration:** this is when, due to the context of the location audited, a justifiable and up to date explanation has been given by the CWS-P/A as to why a benchmark / requirement has not been met – rationale should be based on the humanitarian accountability principles in the Covenant.

**Recommendation:** This is a non-binding improvement proposition given by the auditor that if not addressed could weaken the CWS-P/A's humanitarian accountability and quality management assurance.

**Observation:** An observation is the value added input an auditor can give to draw the CWS-P/A's attention to issues noted during the audit that could impact the CWS-P/A either negatively or positively. It captures both observed good practice and areas where improvement should be looked into.