

# Accountability Framework

## DRC TURKEY

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This accountability framework summarizes those DRC/DDG commitments to our stakeholders in Turkey that are additional to DRC's global accountability framework. The global accountability framework is valid for DRC and DDG everywhere; it is available on [www.drc.dk](http://www.drc.dk)

DRC has been present in the Middle East since late 2003 and was one of the first international humanitarian organizations able to provide assistance following the invasion of Iraq in 2003. Over the years the program has developed in both geographical spread and the types of assistance provided following the multiple conflict-induced displacement in the region.

DRC currently has presence and operations in Iraq, Syria, Lebanon, Jordan, Turkey, Tunisia and Libya. DRC is addressing the needs of the most vulnerable Iraqi, Palestinian, Libyan and Syrian refugees, IDPs, returnees and migrants in the region.

## 1. DRC Turkey's Objectives, Partners and Stakeholders

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DRC Turkey seeks to strengthen protective environment of protracted-displacement affected and migrant populations in Turkey through resilience and social cohesion as well as addressing basic needs of displacement affected populations and migrants.

### 1.1. Partnership

To achieve its objectives, DRC Turkey will partner with Turkish institutions, Turkish and Syrians NGOs as well as establish a close collaboration with the Provincial Government of Turkey and local authorities.

**TÖMER (Turkish and Foreign Languages Research and Application Center of Ankara University)**

Founded in 1984 by Mehmet Hengirmen; TÖMER is the first language institution in Turkey which teaches Turkish as a foreign language to the foreigners.

To the March, 2015, there are 10 branches and a central office in TÖMER. Central office and two branches are in Ankara, two more branches are situated in Istanbul, and others branches in various cities of Turkey. TÖMER has also a branch in South Korea and provides Turkish courses to Koreans.

Language courses are organized throughout the year, with weekday and weekend classes. TÖMER has about 55 thousand learners who receive language education in one academic year. Languages taught in TÖMER include Turkish, English, Arabic, German, French, Spanish, Italian, Russian, Japanese, Modern Greek, Dutch, Korean, Bulgarian, Chinese, Ottoman language, Polish and languages of the Central Asian Turkic Republics.

Turkish language certificate given by TÖMER is recognized all over Turkey including the government institutions, universities, high schools and so on.

DRC offers English and intensive Turkish courses to beneficiaries with TÖMER, since December 2015. Up until today over 25 classes have been opened both in Hatay and Şanlıurfa.

### **RAINBOW (Antioch Rainbow Language Center)**

It was founded in June 2007 by Yıldız Soytürk and A. Kurtuluş Batmaz for the purpose of teaching the English language to people residing in Hatay. They are currently providing German, English and Arabic courses in their two branches in Hatay.

Rainbow offer courses at six levels from beginner to advanced according to the Common European Framework of Reference for Languages. Each level takes 80 hours to complete the course.

The certificate provided by Rainbow at the end of each course is also in accord with the European Framework and valid all over Turkey.

In Antakya, DRC has partnered with Rainbow to provide intensive 8-week language courses for 34 Beneficiaries.

## ENGLISH TIME INSTITUTE \_ Şanlıurfa

English Time is an international group of language schools with branches in London and Turkey. English Time strives to provide high quality English courses, combining academic tuition (grammar, writing, etc.) and practical skills (e.g. presentation and job interview training) in small, lively classes. English Time offers courses at six levels, from beginner to advanced. Each level takes between two and four months to complete.

In Şanlıurfa, DRC has partnered with English Time to provide intensive 8-week language courses for approximately 120 beneficiaries.

### 1.1.1 STATE INSTITUTIONS

#### ISKUR (Turkish Employment Agency)

Turkish Employment Agency (İŞKUR) is the public authority in charge of designing and implementing Active and Passive Labour Market Policies in Turkey. ISKUR is an associated body of Ministry of Labour and Social Security that was founded in 1946, following the emergence of social state policies in Turkey.

In accordance with the needs of labor market; the mission of ISKUR is enabling, maintaining, developing, diversifying the employment and providing a temporal income support to unemployed people. Via the implementation of active labor market policies ISKUR focuses on enhancing the employability of workforce.

Within the scope of the active work-force programme, ISKUR offers vocational and on-the-job trainings to Turkish citizens and to Syrian nationals under the status of Temporary Protection.

DRC is in ongoing conversation with ISKUR, to develop a referral process for connecting individuals in its Livelihood Database to vocational and “on the job” training opportunities that will open up to Syrians. As well, in collaboration with ISKUR, DRC will facilitate job placement of Syrians by referrals to the employment agency in order to link them with the private sector.

#### PUBLIC EDUCATION CENTER (sub-branch within the Ministry of Education)

Public Education centers are the governmental non-formal education institutes under Ministry of Education, founded with the aim of fostering people’s economic, cultural and social self-improvement.

Within the frame of **Lifelong Learning Programme** by the regulation of Ministry of Education; the Public Education Centers offer a large array of vocational trainings.

DRC has signed a memorandum of understanding with Ministry of Education both in Şanlıurfa and Hatay provinces. This protocol allows DRC to provide the beneficiaries with Ministry of Education-accredited courses at Livelihood Centers.

#### KADHIM (Women-Family Consultation and Service Center)

Under the supervision of Public Education Center, KADHIM is founded in 2013 with the aim of supporting women’s empowerment and revitalizing the local art sinking into oblivion.

KADHIM primarily targets women, offers educative and formative services, as well as income-generating training programmes.

Women attendees are welcomed to sell their handiwork in the store held by KADHIM at the end of the vocational trainings.

KADHIM also conducts awareness raising sessions, always with a focus on women's resilience, on the topics such as domestic violence, stress management, consumer rights, etc.

DRC is working with KADHIM since January, 2016, organizing co-joint activities with the participation of Syrian and Turkish women.

Following the obtention of Turkish language certificates, DRC refers interested Syrian women to KADHIM's vocational trainings.

### **GAP (The Southeastern Anatolia Project)**

The Southeastern Anatolia Project (with its Turkish acronym GAP) is a major and comprehensive initiative, under the regulation of the Ministry of Development, that aims at improving the income level and life quality of people living in the region, reducing regional disparities and contributing to country's economic and social development by mobilizing and utilizing the resources of the region.

Parallel to worldwide developments taking place in the 90s, the Southeastern Anatolia Project adopted the philosophy of sustainable development and based its activities upon the principles of human development, participation, equity and social justice.

The GAP Administration develops projects in line with its Social Action Plan and executes these in a participatory manner. What follows is the two components of the above mentioned Action Plan which are carried out for this purpose:

### **ÇATOM (Multipurpose Community Centers)**

GAP's Multi-Purpose Community Centres (ÇATOM) were first launched in 1995 in the region and at present there are 44 ÇATOMs active of which 2 is situated in Kilis and 7 of them operates in Şanlıurfa Province.

ÇATOMs are operating as Community Center/a safe space for women, or as Livelihood Center, up to the need. Safe spaces prioritize psychosocial support, leisure activities, and putting an emphasis on promoting social cohesion between Turkish and Syrian women. In the Livelihood centers the following courses are provided: language courses (Turkish, English), technical skills (sewing, handcrafting, and hairdressing).

Following the good relationship that DRC established with two ÇATOM centers in Kilis, ÇATOMs are looking forward work with DRC in the framework of their GAP ÇATOM Social and economic integration for Syrian Women Project (1 Year project starting March 2016).

### **SODES (Social Support Programme)**

SODES is the project-based social support programme that aims to support disadvantaged provinces of Turkey in terms of both human capital and social cohesion. SODES consists of three components: employment; social integration; and culture, art and sports. This social development programme is formed by multiple local projects that are executed by the province governorates and implemented by various local actors. SODES' primarily targets socially and economically disadvantaged groups with the aim of enhancing the employability and fostering their social integration.

By financing various projects, SODES promotes social integration, offers vocational trainings, and organizes cultural activities for women, youth, and children, disabled and elderly...

It is to note that, SODES was a part of the first social action plan and in 2010, it has surpassed its initial geographical limits and started to be implemented by the in 35 provinces of Turkey.

Following multiple meetings, SODES Şanlıurfa branch and DRC agreed on the establishment of a Vocational Training Center that will be opened in Şanlıurfa city following the completion of mutual signatures.

### **HATMEK (Hatay Vocational Training Center)**

Hatay Vocational Training Center has been founded by Hatay Municipality in 2013.

They offer a large array of vocational trainings upon beneficiaries' request, and in partnership with Antakya Public Education Center and with the Ministry of Education.

Some of the courses they provide are as following: computer software workshop, technical service, graphics, animation and photography, cooking, child development, language courses (English, Turkish), jewelry, advertising, design and digital printing, etc.

DRC is in ongoing conversation with HATMEK to refer beneficiaries to their vocational trainings.

#### **1.1.2 LOCAL NGOs**

### **MARAM FOUNDATION (Maram Foundation for Relief and Development)**

It is a non-profit organization, and Humanitarian Pooled Funds (HPF) partner, operating since the beginning of the Syrian crisis. Registered in both Houston, Texas and Gaziantep, Turkey, it employs over 150 staff and volunteers from all over the world.

Its work started when it established the first non-governmental IDP camp, servicing 60000 Syrians in need in "Olive Tree" Atmeh refugee camp in Syria, and has moved forward to implement projects that aim towards long-term sustainability. It seeks to build local development capacity, expand empowerment opportunities for the most vulnerable, and provide improved protection services for women and children.

The areas reached by the Maram Foundation in Turkey include Istanbul, Gaziantep, Hatay, Şanlıurfa and Kilis. In the future, they are planning to start their operations in Izmir, Mardin, Adiyaman and Diyarbakır.

They also have operations inside 10 cities in Syria.

Specifically in the town of Reyhanlı (Hatay), Maram launched the Vocational Empowerment-Training program for female refugees in need of work skills, and trained 95 women who were enrolled in Maram's Child Center (Orphanage). This program was created in partnerships with Trieste University in Italy, whose professors came to provide counseling on Post Traumatic Stress Disorder-related issues as well.

DRC is in ongoing conversation with Maram Foundation to refer beneficiaries in Reyhanlı to specific vocational trainings that will be organized by Maram Foundation. Currently, Maram Foundation is conducting a small-scale market assessment in Reyhanlı with the knowledge of DRC in order to grasp the labor power dynamics and job possibilities in the town. According to the result of this assessment, the content and scope of the vocational trainings will be decided by Maram Foundation and DRC.

## SYRIAN FORUM

The Syrian Forum is a consortium of non-profit organizations that started activities in 2011. Its mission is “to attempt to serve the Syrian cause in all aspects of life, and empower Syrians to overcome the challenges and set the ground for the establishment of a society of justice and dignity that is founded on internal capacities.” The Syrian Forum is registered in Turkey, Austria, and USA, and has a current staff of approximately 100. Its six constituent organizations are:

- ***Ihsan for Relief and Development*** – a service-oriented organization that provides programs focusing on alleviating suffering, fostering economic and social development, supporting a vibrant civil society, and building the capacity of local councils.
- **Alsouria.net** – a Syrian media outlet that aims to use print media, audio-visual and electronic news to enrich national discourse and spread information about events inside Syria. It empowers media activists by providing them with a platform to share their work.
- **Omran for Strategic Studies** – an independent research institution that plays a leading role in forming an objective understanding of Syria and the impact of the Syrian conflict on the region and internationally.
- **Bousla** – an independent training institution that provides capacity building trainings for local councils and civil society organizations.
- **RIZK** – started as a pilot project in Sanliurfa in June 2014; focuses on the professional development of Syrians and job placements.
- **Fener** – established in November 2014 to address the challenges of displacement, assist in the integration of Syrians in Turkey, and improve communication with Turkish institutions. Seeks to provide indirect services to the Syrian community in Turkey by means of a general and comprehensive guide containing information that would help Syrians in all fields. Conducts community workshops, public lectures, and regular activities that support, stabilize, and empower the Syrian community and builds bridges and stronger relationships between Syrians and Turks.

DRC has established a strong relationship and a general collaboration in line with its complementary approach with Syrian Forum in order to avoid the overlap and ensure the coordination within all partners.

## SHAFAK SHAM CHARITY

Shafak Sham is a non-governmental non-profit charity organization which is working independently, and was founded by Aboud Al-Hussein (current Manager, based in Kilis) in Idlib and Aleppo in 2004, with a certified permission from the city mayors. Shafak Sham opened their Center in Kilis (Besevler) on October 4, 2014, and got legal license from Turkish Government on September 31, 2015.

They have four integrated institutions in Syria and Turkey:

- **IQRAA** Educational Institution: establishing modern educational facilities
- **OFUQ** Economical and Development Institution: establishing economic development projects for income generation, promoting investments opportunities, collaborating with private institutes
- **SHIFA** Medical Institution: Providing health services
- **ATHAR** Humanitarian Organization: Providing psychosocial support

The OFUQ Institution has been running a sewing workshop in Kilis since October 2015. The duration of one course is of one month with one trainer, 30 trainee capacity per course and with 35 machines in total. As of March 2016, they have given two sets of courses in Kilis for 60 students (30 trainees per course), and one course to 50 trainees in Gaziantep (total number of graduated trainees 110). Shafak Sham has noted that 60% of graduates from their courses have found employment following their training. Some of the graduates are employed in the workshop.

DRC and Shafak Sham are keen to collaborate on multiple activities. DRC will refer beneficiaries to Shafak Sham who will offer sewing, as well as entrepreneurship courses and other skills training using their wider network of international recognized trainers.

### **KAREEMAT CENTER**

Kareemat Center is a non-governmental non-profit organization that was founded by Najla Asheekh (current Manager) in Kilis in 2014, as a private initiative.

Kareemat's aim is to provide support and means to improve Syrian women's resilience in Kilis through a twofold approach: educational development and economic empowerment.

They provide courses for the following activities: language courses (Turkish, English), technical skills (sewing, handcrafting, and hairdressing), literacy courses, awareness/information sessions, and psycho-social support.

As an outcome of several meetings conducted, Kareemat is ready to sign a service provider contract with DRC and to provide skills training courses for the referred beneficiaries.

### **IBC (International Blue Crescent) \_ Kilis**

IBC Community Center in Kilis has been founded in 2014.

The CC provides the following activities: Education, Protection, Health, and Livelihood.

The Livelihood component is within CC mandate. They offer: language courses (Turkish, English, Arabic, and German), computer, handcraft, hairdressing, and soft skill courses (entrepreneurship, communication skills...). They are running 5 Temporary Education Centers (in partnership with Halk Egitim) and provide services to about 4000 beneficiaries per month.

IBC and DRC are exploring the ways of collaboration in order to enhance for the coming period.

### **YUVA (Home) \_ Hatay**

Yuva is a non-governmental organization based in Hatay which was founded by Erdem Vardar and Özge Sönmez, in 2010.

Under the Syrian Refugees Support Programme, YUVA aims to empower Syrian community and the local people through non-formal adult education, to improve and strengthen their professional skills through vocational trainings and income generating activities, and to increase the dialogue and solidarity between Syrian refugees and the local people.

## **1.1.3 INSTITUTIONS TRAINING PROVIDERS**

## **WATAN - SYAN**

In 2012, WATAN was founded as non-profit organization, operating as a framework for various organizations and institutions, some of which were founded in 2006. WATAN in fulfillment of its mission statement operates as non-political, non-denominational organization striving to foster various activities to contribute to various aspects of the social development of all Syrians.

SYAN training programs, as the sub-branch of WATAN, are conducted in different countries through SYAN teams distributed there, in addition to our focus on the training programs inside Syrian and the neighboring countries. SYAN has a complete team in Gaziantep, Turkey, which is about 100 km. away from Aleppo; and another work team in Reyhanli, Turkey, at the borders with Syria.

In Turkey, they are providing the following courses that foster the capacity building for the beneficiaries: (1) Needs & Resources Assessment in Emergencies, (2) First Aids, (3) Logistics & Support Services, (4) Monitoring & Evaluation, (5) Classroom Management & Active Learning, (6) Cultural Diversity & Community Engagement, (7) Time Management, (8) Entrepreneurship & Small Business Management, (9) Team Building, (10) Negotiation, Compliant & Conflict Resolution, (11) Effective Communication Skills, (12) Operational Planning, (13) Situational Leadership, (14) Orientation on Turkish Legal System/Requirements, (15) CV Writing & Interview Skills, (16) Social Media Management, (17) Secretary Skills, (18) Orientation day for Entrepreneurship, (19) Financial Management.

Up until now, DRC has organized more than 30 trainings including M&E, Classroom Management & Active Learning, Entrepreneurship & Small Business Management, Orientation on Turkish Legal System, CV Writing & Interview Skills and Financial Management for beneficiaries in its Livelihood Center as well as in several meeting rooms of the hotels.

## **EMI (Eastern Mediterranean Institute for Studies and Training)**

The mission of the Eastern Mediterranean Institute for Studies and Training (EMI) to provide training services, consultancies, and research, and engage in project implementation to contribute to the establishment and improvement of institutions that promote effective administrative management and good governance.

EMI, which has been active since 2013, is registered in Turkey (based in Gaziantep) and has three offices in Syria (Aleppo, Idlib, and Daraa). EMI has partnered with international organizations and local entities including Creative Associates, GIZ, For Syria UAE, Watan Organization (USA), and the interim government ministries. Its five departments are: training, monitoring and evaluation, peace building, research and consultancy, and project implementation and support.

Trainings provided include financial management, project design and development, negotiation, strategic planning, digital security, small business management, and others. EMI is also able to provide language and computer courses in Turkey.

DRC organized several meetings with EMI and agreed on partnering with them in order to provide transferrable skills to beneficiaries; such as Financial literacy, small business management, CV training, and legal orientation for small businesses.

## **7 ARALIK UNIVERSITY\_ Kilis**

The University was founded in 1987 as a Vocational School of Higher Education (Meslek Yuksek Okulu) and gained University status in 2007.

They provide education as follows:

6 faculties: Literature and Sciences, Financial and Administrative Sciences, Architecture, Religious studies, Agricultural studies and Muallim Rifat faculty (private funding)

2 Schools of Higher Education (Yukse Okul): Health and Sports

2 Vocational School of Higher Education

3 Institutes: Sciences, Social Sciences, Health

Their DOMER (Dil Ogretimi uygulama ve Arastirma Merkezi/Language training and research Center) provides Turkish, Arabic and English language courses.

For the 2015/2016 academic year, they have 9.000 students enrolled, with more 200 foreign students, 158 of which are Syrian.

The University has been facilitating the enrollments of Syrian since their arrival (not going through YOK examination procedure).

DRC is in ongoing conversation with the university in order to ensure the collaboration with the University while providing scholarship to Syrian undergraduate students for the coming academic year.

#### 1.1.4 SOCIAL COHESION ORGANISATION

##### **TOPLUM GÖNÜLLÜLERİ VAKFI (Community Volunteers Foundation)**

Toplum Gönüllüleri Vakfı (TOG) was founded in December 2002 with the aim of contributing to the personal development of young people through encouraging them to participate in the social responsibility projects as volunteers.

TOG supports projects designed and implemented by young people, organizes peer-to-peer training seminars, helps and mobilizes youth both in national and international levels.

TOG operates in 77 provinces of Turkey focuses on increasing the young people's community involvement on a voluntary basis.

DRC and TOG organized several meetings and projected on a co-joint language-exchange activity that will take place on regular basis, with the aim of enhancing the social cohesion between Syrian youth and young community volunteers.

## **1.2. Duty Bearers and Stake holders**

Taking into consideration the high number of Syrian refugees along the border, the large number of vulnerable families put a strain on host communities who mobilize resources to support them. Tensions at local level are expected to grow. DRC work allows us to record numbers of abused against Syrian refugees, and particularly against women head of household. Employment is a growing challenges as the refugees cannot support their life cost on their savings anymore. In the cities of Urfa, Kilis and Antakya, the local government is trying to keep tensions at their lowest. If their discourses shows the strength of the government in responding to the needs, it is nonetheless that the situation could easily switched given the number of refugees in these

provinces. In addition, related speeches tend to change, requesting support under covered words. The support and commitment of the international NGOs is felt, even if the government made its request under cover. Investment in local communities becomes screaming. In some communities, infrastructures are overstretched. Strengthening the relation between INGOs, local NGOs and local government becomes a prerogative to ensure social cohesion within host communities.

## 2. DRC Turkey Organigram

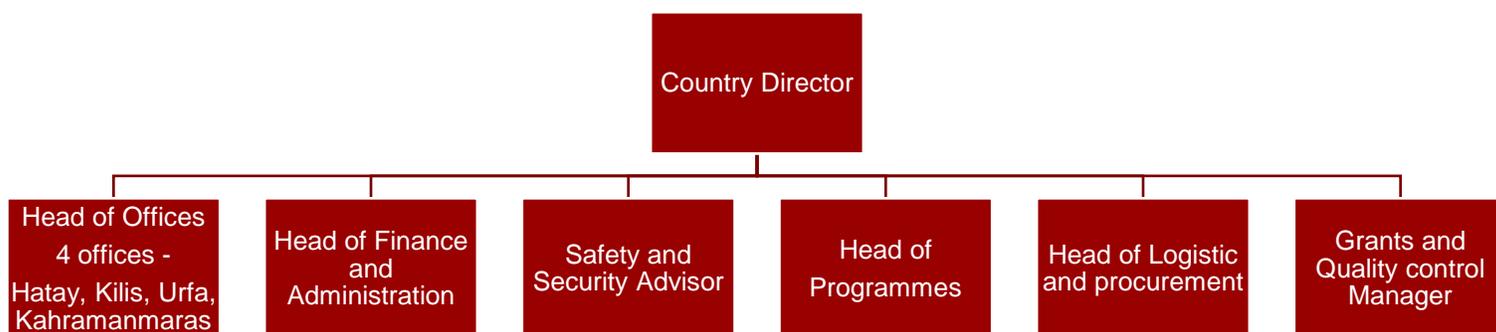
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The management of DRC Turkey is committed in implementing and maintaining the Accountability Framework. This commitment includes: ensuring that the HAP requirements are clearly understood, appropriately addressed while gradually introducing the CHS commitments, the Anticorruption policy is understood, implemented and monitored at all levels of the organization, Accountability improvement plans are established as necessary and that the responsibilities of all functions with regard to HAP and CHS are clearly defined.

Management will make provisions for all necessary resources and personnel to maintain the partnership, including the Accountability/Risk and compliance manager who will ensure that the requirements of this framework are implemented properly.

Below, the organogram for the SMT as well as by Offices.

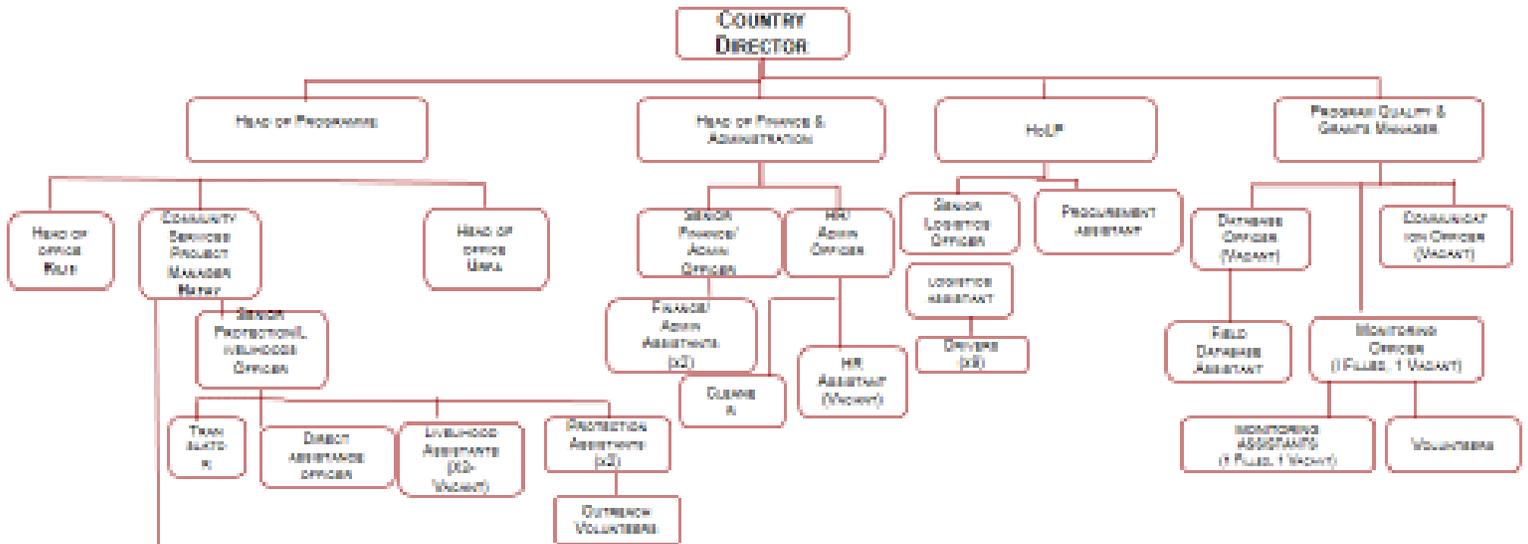
### 2.1. DRC Turkey SMT Organogram



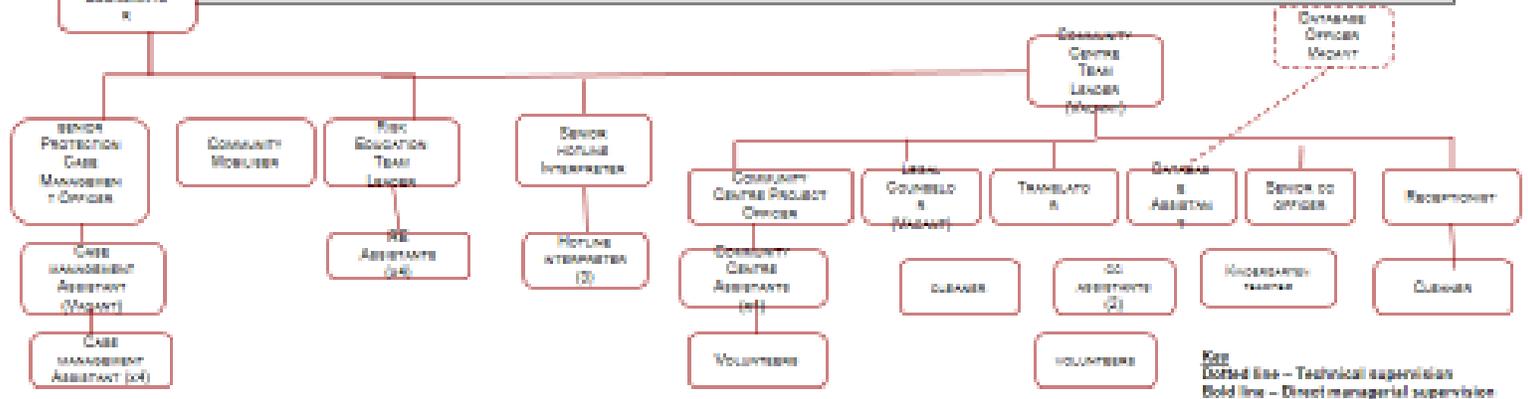
### 2.2 DRC Organogram by Office

**DRC – TURKEY ORGANIGRAM**

**HATAY OFFICE- DECEMBER 2015**



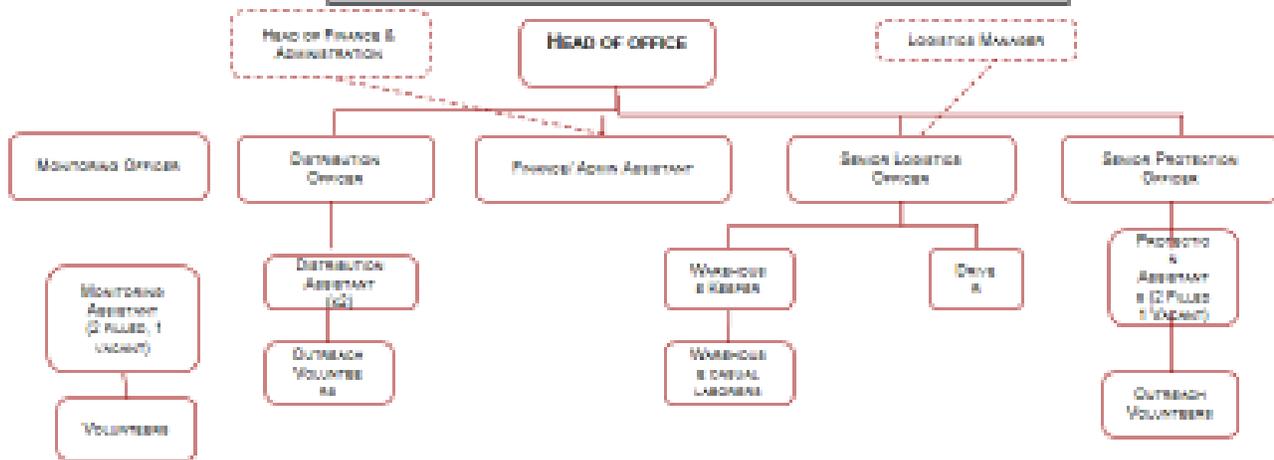
**ALTINÖZÜ COMMUNITY CENTRE- FEBRUARY 2015**



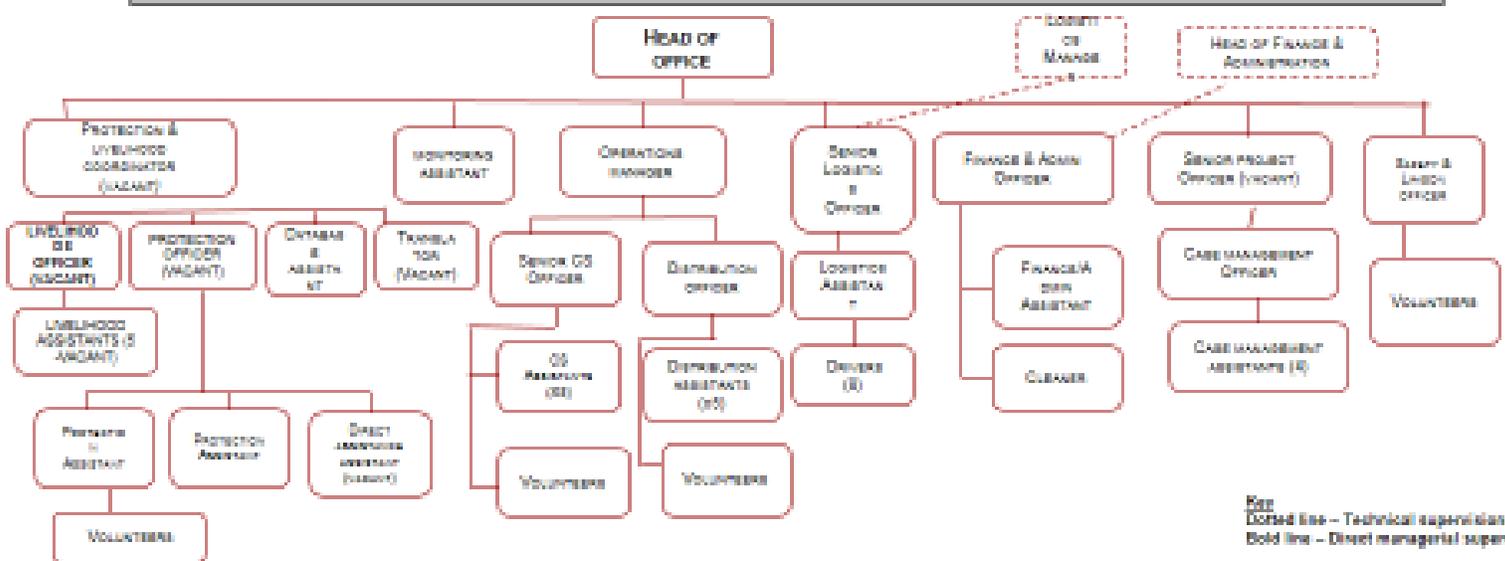
**Key**  
Dotted line – Technical supervision  
Bold line – Direct managerial supervision

**DRC – TURKEY ORGANIGRAM**

**KILIS OFFICE-DECEMBER 2015**



**ŞANLIURFA OFFICE- DECEMBER 2015**



Key  
Dotted line – Technical supervision  
Bold line – Direct managerial supervision

### **3. Beneficiaries relations and complaints mechanism**

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#### **3.1. Feedbacks from beneficiaries**

DRC Turkey has a team of Monitoring and Evaluation to facilitate the management of programmes. This team has the responsibility to liaise with the beneficiaries in order to collect their impression and appreciation of the implemented activities. Opinions and feedbacks are then reported to the programme teams in order to adapt the implementation. Moreover, analysis of feedbacks and trends are integrated in the lessons learned of each project in order to adapt implementation of future programming. Lessons learned are taken into consideration during programme development and are shared with the team during the launching meeting of new programmes.

#### **3.2. Complaints Mechanism**

DRC recognizes that the people it aims to assist, as well as staff and other stakeholders have the right to raise a complaint and receive a response.

Being accountable to crisis-affected people, DRC aims to develop quality programmes that meet those people's needs, and to reduce the possibility of mistakes, abuse and corruption. One of the main ways to be accountable is to provide appropriate avenues to receive complaints from beneficiaries, staff and other stakeholders, as well as ensuring these complaints are processed in a confidential and sensitive manner. For this purpose DRC Turkey developed a complaint procedure for all its projects in order to enable beneficiaries to raise complaints which are responded to with appropriate action.

The complaint mechanism propose several ways for beneficiaries to enable complains. DRC Turkey has Hotline system to facilitate complaints regarding operational or programmatic issues. The complaints received through the complaints hotline will be registered by the Monitoring Assistant who will take contact details and the general nature of the complaint.

Complaint boxes are also distributed in all Community Centres, Livelihoods Centres and at distribution sites for beneficiaries, staff and other stakeholders to raise a serious complaint using the complaint form. Complaints can also be raised through emails. DRC Turkey has established an e-mail address for beneficiaries, staff and other stakeholders to raise a serious complaint via e-mail. The e-mail address is as follows: [feedback@drc-turkey.org](mailto:feedback@drc-turkey.org).

Finally, complaints can be raised directly to management staff. When complaints are raised from a staff member to the management or suspicions of serious CoC violations comes directly from the management, the relevant member of the Management Team will let the registrar know in order for the complaint to be officially registered.

A strict procedure was established in order to proceed with complaints. Since February 2016, the system was strengthened to better handle complaints. All DRC staff are responsible to report any serious breaches of the code of conduct with their line manager or senior management team.

The Code of Conduct Committee (CoCC) for the DRC Turkey office meets once per month. In urgent cases the CoCC can meet on an ad hoc basis. At least the Authorising Officer and one CoCC member must be present to hold a CoCC meeting. CoCC members are selected from the full-time employees of the Turkey Office. The committee has 4 members to ensure that meetings can be held even when 1 or 2 members are out of the office. HR and Safety must be represented on the committee to ensure the availability of expertise in these areas. The committee must include at least 1 male and 1 female employee and at least 1 international and 1 national employee. The Country Director is responsible for appointing the members, but may consult with the SMT or conduct an election.

#### 4. List of current projects

##### Project 1

|               |   |
|---------------|---|
| Title         | Humanitarian response to Syrian vulnerable refugees in southern Turkey  |
| Locations     | Kilis - Hatay- Sanliurfa - Marash - Bodrum-Edirne-Izmir provinces   |
| Donor         | ECHO  |
| Objective     | Respond to the urgent needs of Syrian protracted displaced persons from Syrian conflict and mixed migrants conflict displaced urban refugees living in Turkey through the provision of access to basic needs and protection services. |
| Beneficiaries | 40,000 individuals  |
| Partners      | Multeci Der   |

##### Project 2

|               |  |
|---------------|--|
| Title         | Support, Strengthen & Sustain: Enhanced Protection Services for Displacement-Affected Communities in Turkey  |
| Locations     | Hatay, Sanliurfa provinces   |
| Donor         | BPRM   |
| Objective     | Displacement-affected communities in south and south-eastern Turkey have increased access to quality protection and essential services through sustainable community structures. |
| Beneficiaries | 14,800 individuals   |

##### Project 3

|               |   |
|---------------|---|
| Title         | Respond to and prevent Displacement crises in the Middle-East and North Africa region                               |
| Locations     | Kilis province  |
| Donor         | DANIDA  |
| Objective     | To provide protection and promote durable solutions to displacement-affected populations throughout the MENA region |
| Beneficiaries | 6,300 individuals   |
| Partners      | Tomer, Rainbow as training institution/service provider   |

##### Project 4

|               |  |
|---------------|--|
| Title         | Addressing acute humanitarian needs and promoting the self-reliance of conflict-affected populations in Syria and neighbouring countries in preparation for durable solutions. |
| Locations     | Hatay, Kilis, Sanliurfa provinces  |
| Donor         | DANIDA   |
| Objective     | Protection and promotion of durable solutions to refugee and displacement problems, on the basis of humanitarian principles and human rights                                   |
| Beneficiaries | 1,000 individuals  |

## Project 5

|               |   |
|---------------|---|
| Title         | Enhanced protective environment through strengthening community capacities and coping mechanisms  |
| Locations     | Hatay, Sanliurfa provinces  |
| Donor         | UNHCR   |
| Objective     | To strengthen community capacity and coping mechanisms through effective protection prevention and response activities in Urfa and Hatay. |
| Beneficiaries | 22,225 individuals  |

## 5. Accountability Improvement Plan

The Accountability Improvement Plan was included in the Result Contracts (RC) in order to ensure its implementation follow up by the regional office. DRC Turkey is reporting implementation on a quarterly basis. The RC is summarized in the matrix below.

|   |   |   |
|---|---|---|
| <b>RC period capability objectives for 2016</b>   | Implemented of a strong programme strategy focusing on resilience and protection, through certain protection components, livelihood and social cohesion for both refugees and migrants.                       |   |
|   | Improved Safety and Security, HR, finance and logistics systems in place, with HQ/RO support and necessary training   |   |
|   | Response to emergencies planned with tailored interventions through a strong cross-border interagency coordination.   |   |
|   | MOSS compliance reached and maintained at high level (over 90%) in all area of operations   |   |
|   | Mainstreamed a lessons learned methodology within our programmes in order to build coherence among current and future actions and feed the regional monitoring system to improve support to Turkey Programmes |   |
| <b>Capability results required to achieve DRC/DDG's program objectives:</b>   | <b>Deadlines for implementation</b>   | <b>Responsible</b>                                    |
| Lessons learned are systematically integrated in new proposals, "Plan B" are developed in collaboration with donors and implemented without delays when necessary.                        | 6/30/2016   | Country Director & Grants and Quality Control Manager |
| RO: Strengthened donor compliance through systematic implementation and monitoring of DRC MENA grant management guidelines to build awareness of, and compliance with donor requirements. | 12/31/2016  | Country Director                                      |
| DRC Turkey meets the CoC project indicators (CoC training, CoC communication to stakeholders, Gate A procedure, consistent disciplining and communication                                 | 3/31/2016   | Grants and Quality Control Manager                    |

|  |            |   |
|--|------------|---|
| of misconduct, case registration in global online tool) and reports received by the CoCRM are handled within the guidance timeframes (5 days; 4 weeks; 3 months) |            |   |
| RO: Beneficiaries are participating in programme committees, consulted in programme design, and informed about what we are doing                                 | 12/31/2016 | Country Director / HRM                                |
| Information from relevant databases regularly collected, analyzed and disseminated; support provided to Technical Advisor analysing                              | 12/31/2016 | Grants and Quality Control Manager                    |
| CI: Significant gaps in compliance with the Core Humanitarian Standard are identified and measures to fill them planned, resourced and implemented.              | 12/31/2016 | Grants and Quality Control Manager & Country Director |
| At least 60% of CAST recommendations are implemented   | 9/30/2016  | Head of Finance and Administration & Country Director |
| National risks analysis has been conducted and revised twice a year  | 12/31/2016 | Finance and Administration                            |
| A consolidated M&E plan developed and compliant with the minimum MEL standards are applied and reflect to local context.   | 12/31/2016 | Grants and Quality Control Manager                    |
| At least 4 M&E trainings and mentoring a year for relevant staff   | 12/31/2016 | Grants and Quality Control Manager                    |