

Programme [write in row beneath]: <b>Yemen</b>	AIP was drafted by: Rachel Guha	AIP was approved by: Lisa Piper	Date: 14 April 2016
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CHS COMMITMENT	TARGET/INDICATOR(S) <sup>1</sup> FOR END- 2016	ACTIVITIES	FOCAL POINT	AUTHORITY <sup>2</sup>	DEADLINE	STATUS REPORT <sup>3</sup> DATE: ..... BY: .....
<b>Communities and people affected by crisis....</b>						
1. ...receive assistance appropriate to their needs.	1.1 Communities and people affected by crisis consider that the response takes account of their specific needs and culture.	A1.1 Assessments are conducted for every project meeting one of the following criteria: (1) seek to implement in new regions; (2) propose to implemented new activities/sectors; and/or (3) in which the context has changed dramatically.	M&E Coord.	PD	Quarterly	
	1.2 The assistance and protection provided correspond with assessed risks, vulnerabilities, and needs.	A1.2 Multiple sources of information are consulted in the development of each proposal, including DRC data and secondary information from clusters and partner organizations.	CAPS	PD	Quarterly	
	1.3 The response takes account of the capacities of people requiring assistance and/or protection.	A1.3 Responses are developed to address people's unique capacities and vulnerabilities and this is reflected clearly in each proposal.	Emerg. Coord.	PSM/ PD	Quarterly	
		A2.4 Data collection and indicator tracking tools are developed to facilitate the collection of data disaggregated by sex, age, and ability.	M&E Manager	PD	Quarterly	
		A2.5 One PDM or evaluation is conducted for every project, including a question regarding the appropriateness and relevance of the provided interventions. Another question is included concerning whether beneficiaries consider DRC to be impartial, independent and non-discriminatory.	M&E Manager	PD	Quarterly	
2. ... have access to the humanitarian assistance they need at the right time	2.1 Communities and people affected by crisis, including the most vulnerable groups, consider that the timing of the assistance and protection they receive is adequate.	A2.1 Cluster standards and other globally recognized standards are followed in the design and implementation of activities.	Emerg. Coord.	PSM/ PD	Quarterly	

<sup>1</sup> For 2016, the targets and activities are defined on the basis of the operation's self-assessment of Oct-Nov 2015 of its compliance with the [Core Humanitarian Standard](#). Use 'SMART' indicators: Specific, Measurable, Achievable, Relevant and Time-bound. Focus on critical gaps and be realistic; the shaded rows are to be used for targets deferred until the following year. If there already is a relevant plan in writing for (elements of) a CHS commitment, just refer to it instead of repeating it. Rows can be deleted or inserted, as appropriate. See also tools provided by the [CHS Alliance](#).

<sup>2</sup> The responsible management level.

<sup>3</sup> This column is blank at the outset and is to be used for reporting accumulated progress with respect to the target/indicator. When the target is met, it is sufficient to write "done". The matrix with the updated status report must be considered by the Annual Review. It can also be appended to the Quarterly Report.

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	2.2 Communities and people affected by crisis consider that their needs are met by the response.	A2.2 A detailed implementation plan is made no later than two months from the beginning of the project in order to ensure timely implementation. See also A2.3 below regarding PDM.	Program Sector Managers	PD	Quarterly	
	2.3 Monitoring and evaluation reports show that the humanitarian response meets its objectives in terms of timing, quality, and quantity.	A2.3 One PDM or evaluation is conducted for every project, including a question regarding the timing of the provided interventions and whether the interventions were able to address the needs of the project's beneficiaries.	M&E Manager	PD	Quarterly	
		A2.4 Clear processes exist to assess whether the organization has sufficient know how, financing, and the right staff available prior to making programming commitments.	HOFA	CD	Quarter 2	
		A2.5 Clear processes exist to define responsibilities and timelines for decision-making on resource allocation.	HOFA	CD	Quarter 2	
3. ... are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.	3.1 Communities and people affected by crisis consider themselves better able to withstand future shocks and stresses as a result of humanitarian action.	A3.1 All projects are designed with consideration to existing risks, hazards, and vulnerabilities through needs assessments.	Program Sector Managers	PD	Quarterly	
	3.2 Local authorities, leaders and organisations with responsibilities for responding to crises consider that their capacities have been increased.	A3.2 All projects integrate strategies to build local capacities and resilience.	Program Sector Managers	PD	Quarterly	
	3.3 Communities and people affected by crisis (including the most vulnerable) do not identify any negative effects resulting from humanitarian action.	A3.3 Stakeholder meetings are conducted at a minimum: (1) at project inception, (2) at the midway point, and (3) during the project evaluation phase.	Program Sector Managers	PD	Quarterly	
		A3.5 One PDM or evaluation is conducted for every project, including a questions regarding change in capacities and resilience, as well as any potential negative effects.	M&E Manager	PD	Quarterly	
		A3.6 A policy has been created to deal with situations of fraud, sexual exploitation, abuse, and discrimination and these are known to staff.	HOFA	CD	Quarter 2	
		A3.7 Monitoring and evaluation systems safeguard any personal information collected from communities and people affected by crisis	M&E Manager	HOFA	Quarterly	

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Lisa Piper

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		that could put them at risk.				
4. ... know their rights and entitlements, have access to information and participate in decisions that affect them.	4.1 Communities and people affected by crisis are aware of their rights and entitlements.	A4.1 Project specific accountability plans are created and focal points established. An important part of these plans will focus on effective communication and participation strategies with beneficiaries. It is expected that each project will produce, at minimum, a leaflet setting out the major components of the project which will be translated into Arabic. Compliance with these plans will be considered at each quarterly meeting.	CAPS	Program Sector Managers	Quarterly	
	4.2 Communities and people affected by crisis consider that they have timely access to relevant and clear information.	A4.2 Related to the first activity, DRC Yemen is in the process of developing an information sharing policy in order to promote effective and inclusive communication. However, this will have to be very general, and subject to change, in order to meet security restrictions.	CAPS	CD	Quarter 2	
	4.3 Communities and people affected by crisis are satisfied with the opportunities they have to influence the response.	A4.3 Feedback mechanisms will be implemented in each area of intervention in order to promote beneficiary participation. Specifically, hotlines will be utilized due to their extended reach to vulnerable populations. Field staff will also be trained on two-way communication with beneficiaries.	M&E Manager	PD	Quarterly	
		A4.4 One PDM or evaluation is conducted for every project, including questions regarding information sharing and participation. This will importantly sample vulnerable groups who often do not have access to information and participation opportunities in order to identify existing barriers and address them in future projects.	M&E Manager	PD	Quarterly	
5. ... have access to safe and responsive mechanisms to handle complaints.	5.1 Communities and people affected by crisis, including vulnerable and marginalized groups, are aware of complaints mechanisms established for their use.	A5.1 DRC Yemen has formalized the feedback mechanism and complaints handling protocol which were piloted in 2013. This is operational in most projects and will be expanded to all implementation areas. All new projects will operate the feedback mechanism from the kick	M&E Manager	PD	Quarter 2	

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		off meeting.				
	5.2 Communities and people affected by crisis, consider the complaints mechanisms accessible, effective, confidential, and safe.	A5.2 Key project staff will be trained on the complaint mechanism in order to facilitate awareness within the communities.	M&E Coord	M&E Manager	Quarter 2	
	5.3 Complaints are investigated, resolved, and results fed back to the complainant within the stated timeframe.	A5.3 90% of the received complaints are resolved within the time period specified by the complaint handling protocol.	Program Sector Managers	PD	Quarterly	
6. ... receive coordinated, complementary assistance	6.1 Communities and people affected by crisis do not identify gaps and overlaps in the response.	A6.1 Key project staff participate actively in the relevant clusters and share information about the organisation's competencies, resources, geographical areas, and sectors of work in order to ensure coordinated and complementary responses.	PD	CD	Quarterly	
	6.2 Responding organisations share relevant information through formal and informal coordination mechanisms.	A6.2 Coordination with other organisations should occur during the proposal phase in order to prevent duplication.	PD	CD	Quarterly	
	A6.3 Organisations coordinate needs assessments, delivery of humanitarian aid and monitoring of its implementation.	A6.3 Programming should focus on gaps in coverage as identified in the relevant clusters.	Program Sector Managers	PD/CD	Quarterly	
7. ... can expect delivery of improved assistance as organisations learn from experience and reflection.	7.1 Communities and people affected by crisis identify improvements to the assistance and protection they receive over time.	A7.1 All major feedback, complaints, and a summary of lessons learned, will be presented and reviewed at the quarterly programme review meeting. This will give all senior staff an opportunity to review innovation in other projects, and to share lessons learnt and best practice.	PD	CD	Quarterly	
	7.2 Improvements are made to assistance and protection interventions as a result of the learning generated in the current response.	A7.3 All project proposals incorporate lessons learned from previous projects and prior experience.	PD	CD	Quarterly	
	7.3 The assistance and protection provided reflects learning from other responses.	A7.2 A Lessons Learned Database has been developed in order to promote systematic documentation and the sharing of lessons throughout the programme and over time. The M&E team will encourage project staff to contribute to and consult the database during proposal development and project review meetings.	M&E Manager	PD	Quarterly	

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		A7.3 One key learning brief will be developed and shared with the regional office and headquarters twice per year.	FSL Manager; PSM	PD	Quarter 3; Quarter 4	
8. ... receive the assistance they require from competent and well-managed staff and volunteers.	8.1 Male and female staff feel supported by their organisation to do their work.	A8.1 Each staff member has completed an objective setting matrix and performance management plan. This will ensure that staff have reasonable goals and capacity building plans to help them meet the set goals.	HR Officer (Sana'a)	HOFA	Quarter 2; Quarter 4	
	8.2 Staff satisfactorily meet their performance objectives.	A8.2 All staff receive a training about the CoC and sign the document attesting to their commitment to upholding it.	HR Officers (Sana'a, Aden)	HOFA	Quarter 2; Quarter 4	
	8.3 Communities and people affected by crisis assess staff to be effective.	A8.3 No serious complaints about staff are received from beneficiaries. Minor complaints are addressed through appropriate remedial solutions.	Program Sector Managers	PD/CD	Quarterly	
9. ... can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.	9.1 Communities and people affected by crisis are aware about community-level budgets, expenditure and results achieved.	A9.1 Expenditure is monitored regularly and the reports are shared across programme management.	Program Sector Managers	PD/HOFA	Quarterly	
	9.2 Communities and people affected by crisis consider that the available resources are being used: (1) for what they were intended; and (2) without diversion or wastage.	A9.2 Services and goods are procured using a competitive bidding process.	Logs & Procurement Manager	HOFA	Quarterly	
	9.3 The resources obtained for the response are used and monitored according to agreed plans, targets, budgets, and timeframe.	A9.3 A safe whistle-blowing procedure is in place and known to staff, affected communities and other stakeholders.	M&E Manager	PD/CD	Quarter 2	