

简明语言版 CHS

本译文基于《CHS 九项承诺》简明英语版原文翻译而成，由“翻译无国界”语言工作人员精心译制。简明语言版 CHS 以使用常见用语为遵旨。同时，也使用有助于读者迅速和准确理解的句子结构和动词形式。

本文件的初衷在于通过一种能够让受危机影响的社区和个人轻松理解的方式来陈述人道主义组织的承诺。

作为受危机影响的个人，您可从我们的组织获得什么

当我们的组织与社区合作，帮助社区应对危机时，我们严格遵守九项基本承诺。本文件以简明易懂的语言解释了这些承诺，以便使您能了解可从我们这里获得的帮助。

紧急情况也会给我们带来问题。因此，尽管我们不遗余力地践行这些承诺，但有时我们难免力不从心。我们希望不断汲取经验并进行改善，并诚请您给我们提供反馈，帮助我们进步。

我们将竭力.....

1. 了解并满足您的需求。
2. 在您需要的时候给您提供支持。
3. 为您提供支持，帮助您恢复并准备好将来应对类似的紧急情况，并且在这一过程中，不对您造成伤害。
4. 告诉您可以获得的支持，以及您应得到的待遇。我们将尽力让您可以参与到与提供支持相关的决策中。
5. 确保您在对我们提供的支持或我们员工对待您的方式不满意时，能够顺利报告问题。确保您进行投诉时没有人伤害您。我们将采取行动，回应您的投诉。
6. 与其他提供支持的组织共同合作。我们努力整合我们的知识和资源，以更好地满足您的需求。
7. 汲取经验教训，使我们提供给您的支持能够不断改善。
8. 确保我们的工作人员具备为您提供支持所需的技能和经验。
9. 以负责、减少浪费且以给您带来最好结果的方式管理资源。

注：“资源”指诸如物资、资金和医疗服务等我们用来支持受紧急情况影响的人的所有东西。

CHS IN PLAIN ENGLISH

This plain English version of the nine CHS commitments was elaborated by a working group with the

expertise of Translator Without Border. It uses very commonly used words, identified as being in the top 2,000 English words in use according to the COCA word frequency list. It also uses sentence structures and verb forms that promote fast and accurate comprehension.

The original intention of the document is to provide a statement of humanitarian organisations' commitments in a way that can easily be understood by the communities and people affected by crisis.

What you can expect from our organisation as a person affected by crisis

When our organisation works with a community to help them respond to a crisis, we promise to follow nine general commitments. This page explains those commitments in plain language, so you know what you can expect from us.

Emergencies can bring problems for us too. So although we always try to follow the commitments, sometimes we might not be able to. But we want to learn and improve over time, so you can help us by providing us feedback.

We will do our best to:

1. understand and meet your needs.
2. give support when you need it.
3. provide support that helps you to recover and prepares you to respond to a similar emergency in the future. We should not harm you.
4. inform you about the support you can expect and how you should be treated.
We will do our best to give you a say in decisions about the support provided.
5. ensure that you can report problems if you are unhappy with the support we provide or with the way our staff treat you. No one should harm you if you make a complaint. We will take action in response to complaints.
6. work together with other organisations that provide support. We try to combine our knowledge and resources to better meet your needs.
7. learn from experience so that the support we give you improves over time.
8. ensure that the people who work for us have the skills and experience to support you.
9. manage resources in a way that is responsible, limits waste and has the best result for you.

Note: "resources" refers to all of the things, such as materials, money, and medical care, that we use to support people affected by the emergency.