The Core Humanitarian Standard on Quality and Accountability

Communities and people affected by crisis

1. Humanitarian response is appropriate and relevant.
2. Humanitarian response is effective and timely.
3. Humanitarian response strengthens local capacities and avoids negative effects.
4. Humanitarian response is based on communication, participation and feedback.
5. Complaints are welcomed and addressed.
6. Humanitarian response is coordinated and complementary.
7. Humanitarian actors continuously learn and improve.
8. Staff are supported to do their job effectively, and are treated fairly and equitably.
9. Resources are managed and used responsibly for their intended purpose.