**The Nine CHS Commitments**

**Commitment One**

Communities and people affected by crisis receive assistance appropriate to their needs.

**Quality Criterion:** Humanitarian response is appropriate and relevant.

**Commitment Two:**

Communities and people affected by crisis have access to the humanitarian assistance they **need** at the right time.

**Quality Criterion:** Humanitarian response is effective and timely.

**Commitment Three:**

Communities and people affected by crisis are not negatively affected and are more prepared,resilient and less at-risk as a result of humanitarian action.

**Quality Criterion:** Humanitarian response strengthens local capacities and avoids negative effects.

**Commitment Four:**Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

**Quality Criterion:** Humanitarian response is based on communication, participation and feedback.

**Commitment Five:**

Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

**Quality Criterion:** Complaints are welcomed and addressed.

**Commitment Six:**

Communities and people affected by crisis receive coordinated, complementary assistance.

**Quality Criterion:** Humanitarian response is coordinated and complementary.

**Commitment Seven:**

Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.

**Quality Criterion:** Humanitarian actors continuously learn and improve.

**Commitment Eight:**

Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

**Quality Criterion:** Staff are supported to do their job effectively, and are treated fairly and equitably.

**Commitment Nine:**

Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.

**Quality Criterion:** Resources are managed and used responsibly for their intended purpose.