

## IFRC- Accountability and Transparency Plan of Action Implementation report – Q3 2016

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>1. Cross-Cutting improvements applicable to all Areas of Activity</b>				
<b>1.1 Cross-cutting/Accountability principle 1: Setting expectations</b>				
<b>1.1.1 Greater consistent internal understanding of IFRC policies procedures</b> <i>Area for improvement: Ensure greater consistency in the internal understanding and application of IFRC policies and procedures.</i>	<b>Action point 1:</b> Standardized induction programme for new IFRC personnel.	The programme has been launched online.	100%	
	<b>Action point 2:</b> Implementation of standardized induction programme for new IFRC personnel	The classroom training to support the online programme is currently at the piloting stage. The launch is scheduled for Q3 and Q4 2016, with delay caused by the on-going restructuring.	75%	Q2 2016
	<b>Action point 3.</b> Introduction of compliance obligations in IFRC Job Descriptions and Performance Evaluations.	The job descriptions project is underway aiming to be completed in Q4 2016	75%	Moved to Q4 2016
<b>1.1.2 Adoption of a disclosure policy</b> <i>Area for improvement: Address a policy gap on information disclosure and a lack of clarity among stakeholders over what is disclosed and why. The need to increase information sharing with stakeholders while protecting the interests of the organization.</i>	<b>Action point 1:</b> Adopted Transparency/Disclosure Policy.	The Disclosure policy has been finalised and will be adopted shortly.	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>1.1.3 Documented decision making</b> <i>Area for improvement: Heightened consistency in regards to documenting decisions which necessitate the sign off of the Secretary General.</i>	<b>Action point 1:</b> Implemented Secretary General decision paper procedure.	<a href="#">Completed.</a>	100%	
<b>1.1.4 Strengthened Fraud and Corruption Prevention and Control Policy</b> <i>Area for improvement: Continued strengthening of IFRC fraud and corruption prevention through an expanded applicable definition of “fraud and corruption” and continued training and awareness-raising.</i>	<b>Action point 1:</b> Amended IFRC Fraud and Corruption Prevention and Control Policy.	The IFRC Fraud and Corruption Prevention and Control Policy was reviewed and has now been complemented by a Whistle-blower Policy (see below 1.3.1). Three training modules on Fraud and Corruption prevention and control have been developed in partnership with Transparency International (Norway) for the <a href="#">e-learning platform</a> . The modules have been launched and are currently available to all IFRC staff and National Societies. Two lectures on Fraud and Corruption prevention have also been developed and posted on the IFRC e-learning platform.	100%	
	<b>Action point 2:</b> Roll out of the agreed dissemination plan around the policy, including a complimentary key messages document .			
	<b>Action point 3:</b> Review of the level of staff and management understanding and compliance with the IFRC Fraud and Corruption Prevention and Control Policy.	The level of understanding and compliance by staff and management of the IFRC Fraud and Corruption and Control Policy is being reviewed, tested and reported upon during internal audit missions. The coverage has been significantly increased following the development and rollout of the Fraud and Corruption Prevention interactive training module which will be made mandatory for all IFRC staff. In addition, the investigation function that has been created will have a major role in providing training and support to management in issues related to fraud and corruption prevention. A number of training sessions have already been planned for West-	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
		Africa and South-America. Geneva Finance and the Regional Finance units have completed the modules for Fraud and Corruption prevention courses, and are supporting other team members in ensuring compliance.		
	<b>Action point 4.</b> Full integration of the Fraud and Corruption Prevention and Control Policy in external party agreements is ensured.	New templates have been developed and are being rolled out in a new IFRC contract template library. The process is expected to be completed in Q3 2016 pending finalization of new financial rules and therefore new grant agreement.	100%	
<b>1.2 Cross-cutting/Accountability principle 2: Information disclosure</b>				
<b>1.2.1 External communications on IFRC systems and working modalities</b> <i>Area for improvement: Communicating effectively about the IFRC; its nature, functions, activities and working modalities to address varying degrees of stakeholder understanding.</i>	<b>Action point 1:</b> Update of the brochure entitled The Way We Finance.	<a href="#">Completed.</a>	100%	
	<b>Action point 2:</b> Brochure explaining IFRC legal nature and structure.	A draft brochure is developed and is being reviewed. Finalisation is anticipated in 2016 Q4.	95%	Moved to Q4 2016
	<b>Action point 3:</b> Brochure explaining IFRC approach to monitoring, evaluation and reporting.	Done, see <a href="#">PMER Pocket Guide</a> available on public website.	100%	
	<b>Action point 4:</b> Brochure explaining the accountability framework and systems for each area of activity.	Upon revision of the brochure's concept, the draft is being edited accordingly.	40%	Moved to 2016
	<b>Action point 5:</b> A page on <a href="http://www.ifrc.org">www.ifrc.org</a> that includes accountability documents and information by activity area.	<a href="#">Completed.</a>	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>1.2.2 Presentation of financial results</b> <i>Area for improvement: Clarified consolidated financial statement presentation.</i>	<b>Action point 1:</b> Updated format of Financial statements' presentation.	Updated format has been used for IFRC 2014 consolidated financial statements. No issues have been raised by external auditors. Sign off of the financial statements by the Finance Commission was completed on 8 April 2015.	100%	
<b>1.3 Cross-cutting/Accountability principle 3: Feedback mechanisms</b>				
<b>1.3.1 Enhanced protection of whistle-blowers</b> <i>Area for improvement. Continue to ensure a perceived safe environment for reporting of breaches of the IFRC Code of Conduct.</i>	<b>Action point 1:</b> Adopted complementary whistle-blower protection policy.	A Whistle-blower Policy has been adopted.	100%	
<b>1.3.2 Expansion of confidential call line</b> <i>Area for improvement. Expansion and increased awareness of the IFRC's SafeCall system to confidentially report breaches of the IFRC's Code of Conduct.</i>	<b>Action point 1.</b> SafeCall system is expanded to cover vendors: the call number is included in IFRC template agreements and offer documents.	The following wording has been incorporated into the Request for Quotation and Purchase Order documents and similar information is posted on the IFRC procurement portal: "Calls can be anonymous and can be done through the independent company Safecall by calling +44 207 6965952 or by sending an email to <a href="mailto:ifrc@safecall.co.uk">ifrc@safecall.co.uk</a> or by filling directly a complaint on <a href="http://www.safecall.co.uk/file-a-report">http://www.safecall.co.uk/file-a-report</a> website."	100%	
	<b>Action point 2.</b> SafeCall system dissemination package is provided to each IFRC office.	Completed.	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>1.3.3 Review of the IFRC Internal Audit Charter and the independence of IFRC investigations</b> <i>Area for improvement. Need for the regular review of the independence of the IFRC investigative services and their adequate resourcing.</i>	<b>Action point 1.</b> IFRC procedures regarding the independence of the internal audit are reviewed; IFRC Internal Audit Charter is reviewed.	The Charter has been approved by the Audit and Risk Commission in September and its report, which includes the approval of Charter was presented to the Governing Board on the first week of November. The Charter is now awaiting being approved by the Secretary General.	95%	Q3 2016
	<b>Action point 2.</b> A full-time compliance officer post to focalizing the reporting, recording, conduct and coordination of investigations regarding financial fraud and corruption is established.	The Secretary General has approved the creation of an investigation function. The recruitment of one senior investigation officer within the Audit and Risk Management department has been completed with the appointment of Fraud Prevention and Investigation Senior Officer as from 1 <sup>st</sup> June 2015.	100%	
<b>1.4 Cross-cutting/Accountability principle 4: Learning and improvement</b>				
<b>1.4.1 Implementation of lessons learned</b> <i>Area of improvement: Continue to grow the IFRC culture of implementation of lessons learned.</i>	<b>Action point 1:</b> Develop Standard operating procedures (SOP) on evaluations.	An additional review of the draft SoPs is required to bring them in line with the recently (October 2015) approved procedure for hiring consultants. In complement to the SoP the PMER team has drafted an <b>IFRC Evaluation Strategy</b> to provide a framework to systematically guide how evaluations and related exercises are planned during 2016 and 2017 so that they generate reliable and useful information to support the strategic objectives of the <a href="#">IFRC Plan and Budget 2016-2020</a> . Specifically, the Strategy seeks to promote evaluations that contribute to the Plan and Budget in the following three key areas: <ol style="list-style-type: none"> <li>1. Strategic and operational decision making</li> <li>2. Organizational learning</li> <li>3. Accountability and transparency</li> </ol> The draft procedure for Real-time evaluations has	90%	Moved to Q4 2016

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
		been developed and will be finalised in December 2016.		
<b>1.4.2 Risk management culture</b> <i>Area of improvement: Continue to develop the IFRC risk management culture.</i>	<b>Action point 1.</b> Dedicated risk management personnel is assigned as necessary.	1. Risk management Framework has been revised. The draft framework will be shared with the GSMT and ARC for comments after which it will be finalised and published on FedNet. 2. Audit team conducted number of Risk Management Workshops during their audit visits to regional and country Representations in Q1 and Q2. 3. Additional Risk Management workshops have been planned for Q3 and Q4 2016. 4. The Top 10 Risks of the Federation have been endorsed by the Audit and Risk Commission which included the responsibility of each of the commissions and committee in the oversight of the management of these risks.	100%	Q3 2016
	<b>Action point 2.</b> Revise the Risk Management Framework.			
	<b>Action point 3.</b> Risk monitoring is ensured at governance level.	The Audit and Risk Committee (a sub-committee of the Finance Commission) plays a major part in monitoring risks at governance level. The Chair of the Committee presents, during each Governing Board (GB) meeting, those critical risks facing the Federation for GB and management action. The Chair also now regularly discloses fraud and corruption cases. Further improvements will be made following the constitutional revision and the separation of the Audit and Risk Committee and the Finance Commission. The Changes have been approved by the General Assembly in December 2015.	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<p><b>1.4.3 Oversight over implementation of audit recommendations</b></p> <p><i>Area of improvement: Continue the systematic evaluation and implementation of audit recommendations (internal and external).</i></p>	<p><b>Action point 1:</b> Dashboard of audit recommendations and their status is kept as a standing item of senior management items.</p>	<p>The Head of Risk Management and audit has been appointed by the SG to participate as a member in Senior Management Meetings as of January 2015. The Head of Risk Management and Audit attended the Global Senior Management Team (GSMT) in March 2015 where he presented an update on the implementation of critical audit recommendations for GSMT follow up and action. An update will be presented to SMT and GSMT during all future meetings.</p>	<p>100%</p>	
<p><b>2. Programmes and coordination</b></p>				
<p><b>2.1 Programmes and coordination/Accountability principle 1: Setting expectations</b></p>				
<p><b>2.1.1 Clarification of donor requirements</b></p> <p><i>Area of improvement: The need for continued clarification and harmonization of donor requirements consistent with the demands of operational efficiency and local implementation capacities.</i></p>	<p><b>Action point 1.</b> Prioritize the continued development and negotiation of donor terms and conditions consistent with IFRC systems and procedures with the top ten donors for which conditions remain to be standardized.</p>	<p>The requirements have been clarified with seven of eight identified donors:</p> <ul style="list-style-type: none"> <li>• Canadian Red Cross</li> <li>• Australian Red Cross</li> <li>• ECHO</li> <li>• Norwegian Red Cross</li> <li>• Swedish Red Cross</li> <li>• Netherlands Red Cross</li> <li>• Finnish Red Cross</li> <li>• German Red Cross.</li> </ul> <p>While negotiation and clarification with other partners are taking place as an ongoing process, the focus is now shifting to establishing long-term partnerships with selected donors. This action point is therefore considered as implemented.</p>	<p>100%</p>	<p>Q4 2015</p>

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<p><b>2.1.2 IFRC grant management procedures</b>  <i>Area of improvement: Consistent with IFRC's mandate, clarify and enhance IFRCs grant management procedures including grant award and assessment procedures, sub-grant management, monitoring, reporting and evaluation procedures.</i></p>	<p><b>Action point 1.</b> Standard IFRC grant award, assessment and management procedures are developed.</p>	<p>The approved IFRC Project Partner identification and selection policy/procedure are being implemented. Changes to assessment and management procedures are addressed under action point 2</p>	<p>100%</p>	
	<p><b>Action point 2.</b> Enhanced IFRC financial and operating modalities are developed.</p>	<p>The IFRC is piloting the planned procedural changes with eight (8) National Society Project Partners. By the end of Q3 2016, the IFRC expects to complete the following for the eight National Societies participating in the pilot:</p> <ul style="list-style-type: none"> <li>i) Project Partner capacity review</li> <li>ii) IFRC risk assessment</li> <li>iii) Risk mitigation measures</li> <li>iv) Framework agreement</li> <li>v) Project funding agreements</li> </ul> <p>The pilot was initiated in January 2016. The procurement capacity reviews and risk assessments have been completed for five (5) National Societies. The procurement review process for the remaining three (3) National Societies, subject to the financial risk assessment outcome whether it is required or not required.</p> <p>Procurement/Logistics working modalities have been developed and disseminated to those who will conduct the assessment process.</p>	<p>85%</p>	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
	<b>Action point 3.</b> Model recipient funding agreements are developed.	Model agreements would be tested as part of the pilot. The Framework funding agreement and the Project Funding agreement will be discussed and signed with the eight National Societies by the end of 2016, in order to commence the new modality in early 2017.	50%	2016
<b>2.1.3 IFRC Status Agreements</b> <i>Area for Improvement: Continue to ensure a facilitated external legal environment for the IFRC to undertake humanitarian and development activities in support of National Societies.</i>	<b>Action point 1:</b> Legal Status Agreements.	Efforts continue to secure agreements in the few countries where an explicit status fails to be articulated in writing. In the three prioritized countries (Haiti, Pakistan and the Philippines), the status quo remains.	ongoing	
<b>2.2 Programmes and coordination/Accountability principle 2: Information disclosure</b>				
<b>2.2.1 Clarified understanding of IFRC grant management systems</b> <i>Area for improvement: A comprehensive understanding by donor and recipients of IFRC grant management systems and how they relate to the other areas of IFRC activities.</i>	<b>Action point 1:</b> A funding recipient handbook covering IFRC grant management.	These activities are linked to the outcomes of 2.1.2 and are not considered any longer as a separate action point.	n/a	
	<b>Action point 2.</b> All relevant grant management materials are centralized in one publicly available location on www.IFRC.org; appropriate training is organized as needed.	These activities are linked to the outcomes of 2.1.2 that is planned to be accomplished in 2016. They are not considered any longer as a separate action point.	n/a	
<b>2.3 Programmes and coordination/Accountability principle 3: Feedback mechanisms</b>				
<b>2.3.1 Beneficiary feedback mechanisms</b> <i>Area for improvement: Continued development and roll out of IFRC beneficiary feedback mechanisms.</i>	<b>Action point 1:</b> Adopted beneficiary accountability policy; operationalized Manual for Red Cross and Red Crescent programme managers on	T The Movement CEA guide tested in the July training is finalized and a draft training package for NS is being revised The training package will completed in November 2016. The guide, training package and strategic framework	90%	Moved to 2016

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
	Community Engagement.	<p>on CEA are the foundation for the development of the CEA minimum standards framework, which are currently being planned for 2017.</p> <p>As part of the Grad Bargain commitment, the Movement is working towards developing the Movement wide approach to Accountability to Affected Population (AAP)/CEA that takes in to consideration respective mandates. The Movement is planning the adoption of a resolution on an AAP approach for the Movement at the International Conference (2019).</p> <p>NS Development unit is leading on the development of a broader Accountability Framework which will have a component on Accountability to communities.</p>		
<p><b>2.3.2 Escalation and sanctions mechanisms in case of grant award breaches</b></p> <p><i>Area for improvement: The lack of an agreed standardized internal escalation process and applicable internal sanctions in case of failure of recipients of funding to adhere to IFRC terms and conditions including its ethical standards.</i></p>	<p><b>Action point 1:</b> Consistent and in compliment to IFRC membership sanctions, development of an agreed regime of consequences and implementation options in case of material breaches of contractual terms and conditions, including its ethical standards, which would necessitate seeking alternative means of implementation.</p>	<p>These activities are linked to the outcomes of 2.1.2.</p>	<p>100%</p>	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<p><b>2.3.3 Coordination of audit requirements</b>  <i>Area for improvement: Finding ways to better manage the multiplicity of various donor audit demands.</i></p>	<p><b>Action point 1:</b> Incorporate all audit efforts into one integrated system. Maintain a record of all Secretariat and donor audit requirements. Liaise with auditees , auditors and donors in the fulfilment of their audit requests.</p>	<p>A full time officer has been assigned the responsibility for coordinating all donors audit requirements and external audit assignments.  An Excel database has been developed to capture all donors' audit requirements and requests. All audits are carried out on timely basis.</p>	<p>100%</p>	
<p><b>2.4 Programmes and coordination/Accountability principle 4: Learning and improvement</b></p>				
<p><b>2.4.1 Better synergies and complementarity between capacity building and grant management.</b>  <i>Area for improvement: Developing further the synergies and complementarities between long term institutional development efforts and grant management.</i></p>	<p><b>Action point 1:</b> Ensuring the systemic consideration of the overall Organizational Capacity Assessment and Certification (OCAC) results within the discussions on IFRC grant management systems and conditions, including complementarity on the various National Societies assessments, respecting the confidentiality of the individual OCAC processes.</p>	<p>The IFRC grants conditions have been largely used to inform the minimum standards set in OCAC. Aggregated OCAC results on related attributes have been fed back to key people working on NS financial management development, to support revision of the current grant management system and conditions. It is expected that the revised conditions will inform future changes of the OCAC tool and help redefine what is expected by NS worldwide.</p>	<p>ongoing</p>	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>2.4.2 Central database for fraud and corruption incident reporting</b> <i>Area for Improvement: The need to ensure a secretariat wide system of documenting allegations of fraud and corruption concerning IFRC resources or funding and the lack of internal comprehensive standard operating procedures setting out internal roles, responsibilities and accountabilities, means of recording action taken, file status and disclosure protocols with concerned stakeholders.</i>	<b>Action point 1:</b> A fraud and corruption incident reporting mechanism is established.	Database and incident reporting process have been developed.	100%	
<b>2.4.3 Database of non-eligible vendors</b> <i>Area of improvement: Need to systematically document vendors who fail to comply with IFRC vendor pre-requisites and ethical standards.</i>	<b>Action point 1:</b> Database of companies disqualified from tendering with its accompanying procedures.	The supplier data base is managed through the APPLE financial system and has the possibility to block non performant suppliers.  For logistic application, this functionality does not exist and a temporary manual solution (supplier assessment tool developed in Q1 2016) has been put in place for tracking supplier performance and the information on underperformance by any supplier is shared with all procuring entities.	100%	
<b>3. Supplementary services</b>				
<b>3.1 Supplementary services/Accountability principle 1: Setting expectations</b>				
<b>3.1.1 Roll out of disaster</b>	<b>Action point 1:</b> New integrated	DMDS has been designed to be implemented in lot	IT	Q4-2015 <sup>1</sup>

<sup>1</sup> The delivery of this action point is dependent on securing sufficient funding.

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>management delivery system</b> <i>Area of improvement: The continued development of a centralized procurement and logistics hub supported by appropriate information technology systems.</i>	disaster management delivery system is implemented.	and phased approach. The project has been put on-hold end of 2015 to review the way forward. An analysis paper outlining the different options for moving this project forward was produced by Logistics and ISD. A follow up meeting of the Steering Group is to be scheduled to review it and decide on next steps towards final decision making regarding the finalization of the DMDS system. During Q3 2016 contacts were made with other humanitarian organisations and private companies in order to explore the option of re-using their IT solutions. Decision paper on the way forward under-review and shall be presented in the course of Q4.	development - 65%  Roll-out to IFRC Logistics offices - 0%	Moved to Q4 2016
<b>3.1.2 Contracted services, sub-recipient management</b> <i>Area of improvement: Establish standard practices for working with contract sub-recipients.</i>	<b>Action point 1:</b> Developed standard procedures / working practices for contracted services.	As contracted services are not contemplated pursuant to the plan and budget 2016–2020, this action is no longer required. Any procedural issues for continuing contracts shall be addressed on a case by case basis.	n/a	n/a
<b>3.2 Supplementary services/Accountability principle 3: Feedback mechanisms</b>				
<b>3.2.1 Client satisfaction surveys</b> <i>Area for improvement: No systematic surveys of client satisfaction with IFRC service.</i>	<b>Action point 1:</b> Systemic country-level and logistics and fleet services client satisfaction surveys.	The satisfaction survey has been created, and will be launched in Q1 2015. Links to online and offline surveys will be embedded within the Fednet Catalogue of services, available in all 4 IFRC languages. National Societies will have an opportunity not only to give yearly systematic feedbacks, but also each time a service is delivered to them.  Also, GLS has already established a systematic customer satisfaction on-line survey which has been up and running since May 2014, collecting customer	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
		<p>feedback on logistics service delivery including procurement, fleet and warehousing. The generated feedback is analysed by logistics managers to drive improvements in service delivery. This on-line survey can be extended to include country level logistics services.</p> <p>Global Logistics Service (GLS) has already established a systematic customer satisfaction on-line survey which has been up and running since May 2014, collecting customer feedback on logistics service delivery including procurement, fleet and warehousing. The generated feedback is analysed by logistics managers to drive improvements in service delivery. This on-line survey can be extended to include country level logistics services.</p>		
<b>4. Secretariat membership services</b>				
<b>4.1 Membership services/Accountability principle 1: Setting expectations</b>				
<p><b>4.1.1 Membership regulatory and policy framework</b>  <i>Area of improvement: Clarification of the regulatory and policy framework binding on member National Societies.</i></p>	<p><b>Action point 1:</b>            Obsolete/outdated policies relating to National Society accountability and transparency are reviewed.</p>	<p>IFRC policies and policy-related documents have been mapped and are being categorised in order to provide a comprehensive view of the regulatory framework binding National Societies. Analysis of the status of the different policy documents will be provided by Q2 2017 in order for required action to be taken on the policies at the appropriate level (e.g. to be declared obsolete, to be reviewed or new policies to be developed). The analysis will also consider current gaps in the IFRC policies related to NS accountability and transparency, e.g. the IFRC is currently developing a Prevention of Sexual Exploitation and Abuse policy.</p>	<p>100%</p>	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
		IFRC has created a Policy, Strategy and Knowledge Department and within the department a position for Internal Policy. One of the objectives for this position is the review and regular updating of the IFRC body of policy.		
<b>4.1.2 Fraud and corruption prevention within the membership</b> <i>Area of improvement: Strengthening fraud and corruption prevention awareness and control mechanisms throughout the IFRC network.</i>	<b>Action point 1:</b> Federation-wide corruption prevention policy is implemented.	See also 1.1.4.  IFRC is currently mapping out which National Societies have a corruption prevention policy. In addition support is provided to those National Societies that want to develop such a policy.	100%	
<b>4.2 Membership services/Accountability principle 2: Information disclosure</b>				
<b>4.2.1 Dissemination and understanding of Principles and Rules obligations</b> <i>Area for improvement: Ensure the dissemination and understanding of the obligations on National Societies set out in the Principles and Rules for Humanitarian Assistance in particular as relates to accountability, uses of funds and resources, audit and investigation obligations.</i>	<b>Action point 1:</b> E-learning modules on the Principles and Rules of Humanitarian Assistance are available on the Learning Platform.	E-learning course on Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance (English) has been finalised and was launched on the IFRC Learning Platform in February 2015. By early April, 118 people have registered for the course. Further promotion of the course to National Societies will be done during the Q2 2015. Other language versions of the e-learning course will be developed if funding is available.	100%	
	<b>Action point 2:</b> Principles and Rules training modules are main steamed within applicable disaster management training.	The e-learning course is included into the preparation stage of the standard disaster management training courses (ERU, FACT, RDRT trainings). It will also be a mandatory course for all IFRC disaster management staff in the future.	100% and ongoing	
<b>4.3 Membership services/Accountability principle 3: Feedback mechanisms</b>				

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
<b>4.3.1 Beneficiary accountability framework for the membership</b> <i>Area for improvement: Work towards ensuring a harmonized and systematic Federation wide beneficiary complaint mechanism.</i>	<b>Action point 1.</b> A task force of National Society technical experts is created.	This action point is being reconsidered, see also 2.3.1	0%	Q4 2015
	<b>Action point 2.</b> A harmonized fraud and corruption prevention control policy is created.	Linked to 4.1.2.	100%	
<b>4.3.2 Strengthening of membership compliance system</b> <i>Area for improvement: Work towards clarifying National Societies' obligation to comply with agreed rules (mainly article 8 of the Constitution) and better understanding the mechanisms for compliance. Work towards the ability of the relevant IFRC risk oversight bodies to alert the Compliance and Mediation Committee to cases of National Societies' non-compliance with their obligations when this is putting the IFRC's reputation at risk.</i>	<b>Action point 1:</b> A standardized mechanism which allows National Societies to annually declare to the secretariat their understanding and willingness to comply with their constitutional undertakings.	The Constitution was adopted in December 2015. However, the General Assembly requested the IFRC to revisit it in the next two years especially in areas that were not sufficiently addressed. The standardized mechanism will be put in place through the upcoming round of revision of the Constitution that will take place in 2016 and 2017.	100%	
	<b>Action point 2:</b> Developed/strengthened current procedures on how cases of non-compliance by National Societies with their obligations can be brought to the attention of the Compliance and Mediation Committee.	Being discussed within the framework of the Constitutional Review Process 2014/2015. Criteria/guidance have been developed by the Compliance and Mediation Commission (CMC) for the Secretary General to submit potential breaches of integrity to the CMC. These criteria/guidance are being revised to include all IFRC bodies that have the right to submit allegations of breaches of integrity to CMC. The criteria/guidance have been submitted to the Governing Board in October and were approved. The Constitution review resulted in giving the right to present allegations of breaches of integrity to the Commission and Committees and the right of initiative to the CMC under certain conditions and after consultation with the President. Discussions on the right of initiative is being discussed within the CMC and Commission and Committees have been made aware of this right,	100%	

Improvement	Action point / deliverable	Action point / progress summary	Completion rate (%)	Due date
	<p><b>Action point 3:</b> Within the context of the Constitutional Review, re-consider the mechanisms and rules by which cases are brought to the Compliance and Mediation Committee, including potentially a right of initiative of this group.</p>	<p>The CMC Rules of Procedures have been revised in July 2014 and in July 2015 and endorsed by the Governing Board. The Rules of Procedures will be revisited upon finalisation of the Constitutional Review to take into account other changes.</p>	100%	Q4 2015
<p><b>4.4 Membership services/Accountability principle 4: Learning and improvement</b></p>				
<p><b>4.4.1 Monitoring of member National Societies' key performance indicators</b> <i>Area for improvement: Ensuring key performance indicators as relevant to the health and accountability of the membership are measured and analysed systematically over time and used in relevant decision making.</i></p>	<p><b>Action point 1.</b> Federation-Wide Data and Reporting System is further rolled out.</p>	ongoing.	ongoing	
	<p><b>Action point 2.</b> A dashboard to measure the general organizational strength of member National Societies is created.</p>	<p>The Governing Board approved the concept of “National Societies fulfilling their Statutory obligations” and the Dashboard in October, and will be regularly updated its developments. Development of potential sanctions for the NSs’ non-compliance is in progress.</p>	100%	