

AUDITOR'S STATEMENT

To be included in REDR UK's *People In Aid Staff and Volunteers Survey Report 2009*

Date of audit visit to REDR UK's London office: 29th January 2009

Interviewed: Justine Tordoff, HR Director

I received a copy of REDR UK's report from Graham Barker, Interim HR Director, on 24th September 2008. Graham left this post at the end of September and a new permanent HR Director, Justine Tordoff took over. I submitted my preliminary observations in December and arranged the date for the audit visit for 29th January 2009.

Following the audit visit, a revised version of the report was sent to me on 13th March 2009. I have also reviewed the detailed analysis of the social audit survey as well as reports and literature produced by REDR UK collected during my visit and a new policy matrix document.

REDR UK's principle activities are the delivery of training and capacity building activities for people in the humanitarian sector, and the selection, registering and placement of suitably qualified personnel with organisations and programmes working in humanitarian responses. Seventy employees work in Sri Lanka and the Sudan in training programmes and thirty in the London office including 5 part-time workers. The London office also employed eight volunteers at the time of the audit in London and three people working on contracts.

In relation to its core activities of training and recruitment the report states that, "the standards and ways of working used by the organisation in these activities also reflect the standards of the People in Aid Code". REDR UK plays a key role in the international development and humanitarian relief programmes of a wide range of agencies and has considerable influence in its use of the People In Aid Code of Good Practice.

In future reports, given the nature of REDR UK's activity, it would be useful to provide evidence beyond the staff survey of how this commitment is delivered and some evidence from training participants and 'recruited' humanitarian relief personnel of its effectiveness. The report I have audited contains some 'anecdotal' evidence of the quality of training programmes.

AUDITOR'S REMIT, INDEPENDENCE AND QUALIFICATIONS

I have been appointed by People In Aid to carry out audits of the reports submitted by member agencies on their performance against the People In Aid Code of Good Practice in the Management and Support of Aid Personnel.

The auditor is otherwise independent of both People In Aid and the member agencies and their stakeholders.

Richard Evans, the auditor, the Director of ethics etc.... is a Certified Member of the Institute of Social and Ethical AccountAbility. He has extensive experience of development (Intermediate Technology Development Group, Traidcraft, Christian Aid, Irish Agency for Personal Service Overseas) and has been involved in developing the AccountAbility AA1000 standards and the GRI Sustainability Reporting Guidelines.

PURPOSE OF THE AUDIT

The main purpose of my audit is to form an opinion as to whether REDR UK's *People In Aid Staff and Volunteers Survey Report 2009* gives an accurate and balanced view of the organisation's performance against the People In Aid Code of Good Practice, and whether there is adequate evidence to support the claims made.

In evaluating the content of the report I am seeking to apply the three principle tests set out in AccountAbility's AA1000AS Assurance Standard. As they relate to the People In Aid Code, these are:

- **Materiality** – Is the information relevant to staff's concerns and interests and will it help them make informed judgments about REDR UK's performance in relation to managing and supporting their work?
- **Completeness** – Does the report provide sufficient evidence that REDR UK has understood and reported on all its significant social and economic impacts in relation to the seven People In Aid Code Principles?
- **Responsiveness** – Does the report demonstrate REDR UK's responses and commitment to improving its performance?

As well as examining and testing the claims made in the report I also evaluate the scope of the people management policies in place and the systems for implementing these policies.

The aim of the audit process is to help managers reflect on their people management and support systems, to give them an external opinion as to whether they are in compliance with the People In Aid Code Principles and to provide an independent report to People In Aid, on the basis of which it decides whether to award the organization the Kite Mark verifying compliance with the People In Aid Code.

AUDIT METHOD

The audit of the report was limited to examining the report, reviewing supporting documentation and interviewing the HR Director regarding the claims made and the management systems that support staff in the UK, in field operations and on REDR UK's register. I have not interviewed other staff and have not visited any field operations.

FINDINGS

People management policies

Annexed to the report is an HR Policy Matrix, updated to March 2009. I can confirm that all seven People In Aid Code Principles are covered by up-to-date written policies that are to a level that I consider 'satisfactory' or better. REDR UK has stated that it is working on policies for Child Protection, Whistle Blowing and Performance Improvement.

Employee engagement survey

A critical part of the People In Aid social audit process, or any social audit process, is to find out what employees think about the HR policies and the performance of the organisation. REDR UK based its survey questionnaire on the model developed by People In Aid with member agencies.

The analysis of the results of the survey was carried out by the Interim HR Director (in post between May and September 2008). I am satisfied that the survey was carried out and analysed properly. The report contains an analysis of survey responses set out under the People In Aid Code Principles. The analysis is detailed and honest, particularly where staff was critical of the organisation's performance and HR management practices. The narrative analysis is followed by management commentary on the principal issues arising from the survey and relevant performance information drawn from the HR management data records.

Actions already taken or necessary have been set out in detail and I am satisfied that REDR UK has demonstrated its commitment to the People In Aid Code and to implementing improvements in its policies and practices.

My opinion

On the basis of the report, the documents I examined and my interview with the HR Director in London, I believe the report presents a *complete* and honest view of REDR UK's implementation of the People In Aid Code of Good Practice.

Further, I believe it has heard and addressed the issues which are of concern (*material*) to employees and has clearly set out how it will *respond* to shortcomings in its practice and to their needs.

Richard Evans

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Alnwick, 27th March 2009