

## RedR UK

### Verified Compliant to the People In Aid Code

#### Why did RedR want to obtain a Quality Mark?

RedR were a founding member of the working group for "People In Aid" which, in 1997, produced the Code of Best Practice in the Management and Support of Aid Personnel, a document which would eventually become the People In Aid Code of Good Practice.

Their mission is to train, support and provide aid workers to relief programmes across the world. Given that their ethos fits in with capacity building and promoting best practice, it was a logical step for them to adhere to the People In Aid Code of Good Practice and as such, in April 2009 RedR again renewed their Quality Mark 'Verified Compliant to the People In Aid Code'

#### How did you do this?

The renewal of their Verified Quality Mark was done through three key steps:

- An employee survey
- Consultation with trustees
- A review of policy structures and practices



#### What were the main challenges?

The employee survey proved to be the most challenging of the three steps.

Since renewing their Quality Mark, RedR has implemented another employee survey and, in doing so have evaluated the success of the one used for Certification.

The changes identified as needing to be made included the length of the survey; people felt there were too many questions. Also given that the survey was disseminated to those in countries of operation and included national staff, the English used was too complex and this hindered all staff from filling in the answers to their true extent. This has been combated in future surveys through designating responsibility of the survey to in-country managers: managing it locally means more control and support being able to be offered.

#### What are the benefits to RedR from the Quality Mark

Being given the opportunity to review RedR's policies resulted in a number of different practices being changed. A national staff handbook was developed along with a new code of conduct and volunteer staff policy. These have helped strengthen both management skills throughout the organisation and the HR function of RedR specifically.

*"The Verified Compliant status has been beneficial for RedR both externally, by illustrating to funders and other stakeholders how importantly we take people management and also internally; the certificate is framed on our wall as you walk into our office and acts as a reminder to staff of how seriously we take our HR and management responsibilities.*

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