

# COMMUNICATION ON ENGAGEMENT

## August 2021

William  
Fred  
Peter  
to co-operate  
in heaven.  
The teachers on  
co-operate

Give

552

564

517(12)

handicap  
international



humanity  
& inclusion

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# Period covered by this Communication on Engagement

From 1 September 2019 to 31 August 2021



# Part I

Statement of  
Continued Support

by Mr. Manuel  
Patrouillard,

Handicap  
International  
Federation's  
Managing Director

August 2<sup>nd</sup>, 2021



To our stakeholders,

I am pleased to confirm that Handicap International Federation, usage name Humanity & Inclusion (HI), reaffirms its support to the United Nations Global Compact and its Ten Principles with respect to human rights, labor, environment and anti-corruption.

Please find herewith **HI's Communication on Engagement with the United Nations Global Compact, for the period from 1 September 2019 till 31 August 2021**. We welcome any feedback on its content.

For this first Communication of Engagement, we have decided to share two examples of internal projects addressing in particular respect of human rights and prevention of human rights abuses (principles 1 and 2) and the elimination of discrimination in respect of employment and occupation (principle 6) :

1. The **project « Be Inclusive »** : a collective ambition to make HI a more inclusive organization and to develop our capacity to welcome more disabled employees in our teams, headquarters, national associations and programs overseas ;
2. And **HI's Safeguarding Framework**: for all HI's activities and to ensure the protection of beneficiaries and staff against abuses.

These last 2 years, HI has also defined an **environmental agenda**, declining the principle of "not harming" the environment and by making a commitment to reduce its ecological footprint (principles 7 to 9).

On the fight against corruption (principle 10), HI applies a zero tolerance policy through its **institutional policy on Anti-fraud, bribery and corruption** and relating Directives. HI takes active measures to prevent fraud and corruption: from training of all its staff, to control and audit, and through an internal reporting mechanisms. In 2020, HI has further reinforced its system for reporting, processing and monitoring of incidents through the use of a specialized professional service provider (NAVEX Global).

HI is definitely committed in supporting the Global Compact advancing these principles, and we will also go on communicating on these principles with our stakeholders and the general public.

Sincerely yours,

Manuel Patrouillard,

Managing Director, Handicap International Federation

[www.hi.org](http://www.hi.org)

# Part II

HI's mandate,  
work,  
and key events  
in 2019 - 2020

# HI's Mandate

An independent and impartial international non-governmental aid organisation



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- Working in situations of poverty and exclusion, conflict and disaster
- Alongside people with disabilities and vulnerable groups
- Taking action and bearing witness in order to respond to their essential needs
- And to improve their living conditions and promote respect for their dignity and fundamental rights



# Our values

They guide the actions of the whole HI network



- Humanity
- Inclusion
- Commitment
- Integrity



# Disability worldwide

- **15%** of the world's population lives with a disability, i.e. approximately 1 billion people
- Worldwide, **32 million** children with disabilities are out of school
- **Globally, fewer than 20%** of people with disabilities are employed

Sources:

-First info: OMS

-Second info: International Disability and Development Consortium (IDDC) Report, 2016

-Third info: Time for Equality at Work: Global Report under the Follow-up to the ILO Declaration on Fundamental Principles and Rights at Work.  
Geneva: International Labour Office, 2003

# HI beneficiaries <sup>1/2</sup>

- Populations at risk of diseases, violence or accidents liable to cause disability
- Vulnerable populations and in particular people with disabilities
- Refugee populations, populations living in disaster areas or populations displaced by crises, conflicts and catastrophes
- Populations threatened by weapons, munitions and explosive devices during or in the aftermath of military conflicts



# HI beneficiaries <sup>2/2</sup>

3,969,593

Direct beneficiaries in 2020

## BENEFICIARIES BY SECTOR OF ACTIVITY

HEALTH 2,360,290 people

SOCIAL & INCLUSION 1,404,761 people

REHABILITATION SERVICES 247,258 people

SAFEGUARDING AND RISK REDUCTION 613,271  
people

INCLUDING ARMED VIOLENCE REDUCTION  
411,436 people



# Sectors of activity <sup>1/2</sup>

- Health, Prevention, Rehabilitation
- Basic needs, Coordination and management of refugee camps and displaced people, Reconstruction, Disaster preparedness and disaster risk reduction
- Demining and mine/ERW risk education
- Management of the local supply chain, including logistics platforms





# Sectors of activity <sup>2/2</sup>

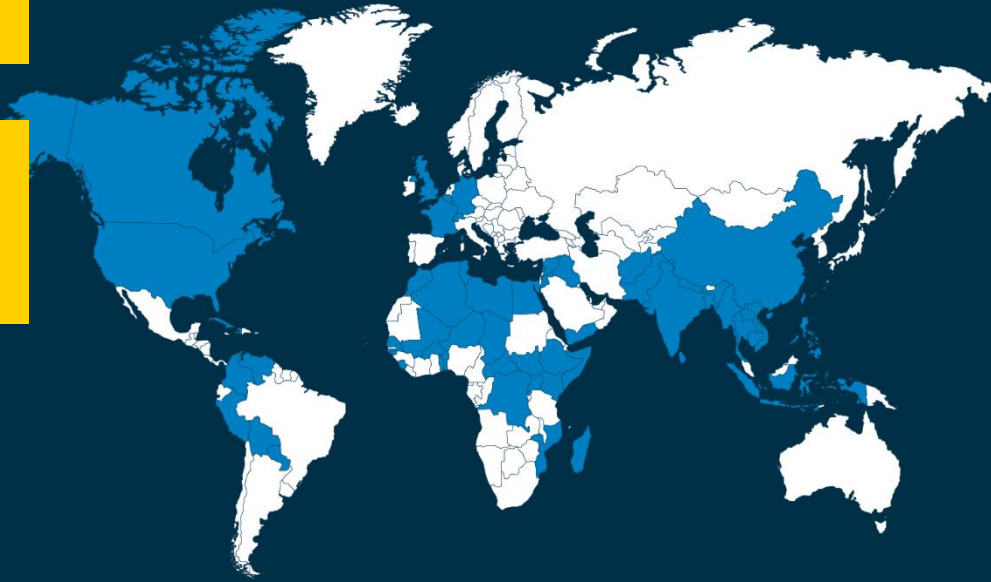
- Economic inclusion
- Social inclusion
- Education
- Local development
- Advocacy, disability rights
- Accessibility



# Worldwide presence in 2020

**59** countries  
including **8** national associations,  
**420** projects

**4 705** people including  
**3 953** national staff  
**315** international staff





# Key events in 2019

## **Yemen, HI's teams working on all fronts**

8,188 people were supported by HI

## **Bangladesh, assistance for the Rohingya: an ongoing priority**

more than 120 000 people were supported by HI

## **Madagascar and Haiti, a bold tele-rehabilitation project to provide access to home care**

## **Democratic Republic of the Congo, food security: a matter of survival**

more than 92 500 people received food aid between 2017 and 2019

## **Nepal, School for girls and boys with disabilities**

1 228 benefited from HI's inclusive education projects in Nepal

## **Chad, Drones for demining northern Chad**

1 165 849 m<sup>2</sup> of land contaminated by mines or explosive remnants of war was released back to the inhabitants



# Key events in 2020 <sup>1/2</sup>

## **COVID-19: Adapting to an unprecedented pandemic**

- 2.2 million people assisted in 46 countries
- First flight of a humanitarian air bridge organised on 7 May 2020 by the Humanitarian Logistics Network (of which HI is a founding member), the European Union and the French Ministry of Foreign Affairs
- Ensuring homeless people in Togo are not forgotten
- Mental health hotline in Sierra Leone

## **INTERNATIONAL RECOGNITION: Spotlight on our innovation projects**

- HI receives EU Horizon Award for its Odyssey 2025 drone demining project and TeReFa tele-rehabilitation project



# Key events in 2020 <sup>2/2</sup>

## **COLOMBIA: Supporting Venezuelan migrants living in extreme hardship**

- 3,466 people were supported in Colombia and 1,693 in Peru

## **SIERRA LEONE: Ensuring sustainable access to education**

- 19,567 direct beneficiaries of the inclusive education project

## **LAOS: Lao PDR's socio-economic development dependson mine action**

- 6,493 people benefited from armed violence prevention sessions and 6,515 benefited directly from our demining activities



# Part III

## Description of Actions



**Be Inclusive” targets the internal functioning of HI as employer.**

**HI has developed expertise on the issue of inclusive employer for persons with disabilities targeting external stakeholders.**

**HI intends to apply the same methodology to its own organisation so as to further improve its inclusion capacity of a more diversified workforce.**



1st Action:

**Be inclusive  
project**

# Objective of the « Be Inclusive » project: the inclusion of people with disabilities within HI

## Framing of the Be Inclusive project (started in May 2019):

- capitalizing on the many and varied **good practices** that HI has already implemented over time in this regard
- giving future HI activities **a more defined framework** and more precise methodological indications, in order to harmonize and coordinate all interventions in this area.

## General objective :

- **Make HI an organization recognized for its inclusiveness in terms of the employment of people with disabilities**

## Specific objective :

- Ensure the systematic and participatory operationalization of each of the 5 dimensions of inclusiveness throughout HI Organisation (HQ, HI National Associations and field programs), see afterwards





# Method of the « Be Inclusive » project (1/2)

## 5 dimensions:

- Committed leadership, up to General Assembly, Board Members and Executive Committee
- An inclusive internal culture
- Proactive HR policies and processes, such as during recruitment and onboarding
- The accessibility of our infrastructures (buildings, digital)
- And partnerships, as a source of inspiration and complementary skills in inclusion

# Method of the « Be Inclusive » project (2/2)

**POLITICAL will,  
Dedicated BUDGET  
KPI & DATA**

Commitment of the project manager with definition of SMART indicators related to people with disabilities, monitoring and evaluation mechanism, presence of the inclusion in the strategy of the organization/in the project terms, disability data, earmarked and dedicated budget for disability inclusion

**PARTNERSHIP  
for expertise**

Alliances and consultation of disability-specific services and experts for a real empowerment  
Active participation of people with disabilities in the project cycle, regular work with local DPOs

**Disability  
Inclusive  
Project**

**ADAPTATION and  
ACCESSIBILITY of project  
tools and methods**

Physical access of the activities and premises, accessibility of information and means of communication, identification and referral mechanisms for beneficiaries, twin tracks: personalized approach and support to services to become inclusive

**Human Resource  
Management for DIVERSITY**

Disability and diversity recruitment policy, building capacities to recruit people with disabilities , hiring and accommodating persons with disabilities within the project team without discrimination

**Staff MOBILIZATION  
Cultural change facilitating PARTICIPATION**

Commitment of the project manager and all staff  
Information, awareness, trainings, for a better understanding of the DGA stakes  
Adapted, kindly and positive internal attitudes and behaviors reinforcing meaningful participation

# Structure of the « Be inclusive » project

- The project is structured to ensure investment from internal stakeholders at the highest level of the organization: behind each branch of the project, a Director is responsible for deliverables.
- At head office level, a “global” Be HIinclusive project manager, has been appointed within the CSR Pole of the Transformation Division.

Main responsibilities are:

- Production of diagnostic tools,
  - Sharing of best practices
  - Monitoring of indicators
- A Steering Committee meets regularly: it sets the overall objectives of the project, the various deadlines and carries out the overall monitoring of the indicators.

# Be Inclusive project: concrete actions

More than a year of work has been done to lay down the framework for each of the 5 previously-mentioned dimensions.

- **April 2021:** launch of the diagnosis throughout the HI organization: HQ, National Associations and field programs.
  - ✓ The diagnosis will be repeated every two years and the Be Inclusive project will enter the 'run' phase in 2024.
- **August 2021:** Analysis of the diagnosis results and drafting of 3-year action plans for each country

## Other practical actions:

- Disability awareness session for all staff was developed and delivered by 5 facilitators to 50% of staff at headquarters in France. By the end of 2021 100% of staff in France will have followed the awareness raising, which will then be translated and delivered to English-speaking staff and then to all HI field programs.
- A negotiation process in France with DIRECCTE is underway
- Federal websites and several digital tools used internally have been assessed in terms of accessibility, self-assessment tools have been produced and accessibility has started.

# Be Inclusive Project : measurement of outcomes

## 2021/2023: PROJECT phase (3 years)

- Acquire standards, diagnostic tools and guidelines for implementation
- Create reflexes, keep teams involved and change HI's internal culture
- Systematize data collection for monitoring detailed diagnostics, budgeting and implementation of dedicated actions
- Implement the Action Plans for 2021/2023

## As from 2024: RUN phase

- Continue to plan and autonomously and systematically implement activities related to improving inclusiveness at HI (as employer)



**HI Safeguarding Framework to protect its beneficiaries and staff against Abuses**



2nd Action:  
A Safe Environment for All



# HI Safeguarding framework: Values and Objectives

Outraged by the injustice faced by people with disabilities and vulnerable populations, we aspire to a world of solidarity and inclusion, enriched by our differences, where everyone can live in dignity. **At HI, we believe that every child and adult have the right to protection and to live their lives free from sexual harassment and abuse, sexual violence, bullying, exploitation and any abuse of power, regardless of gender, ethnicity, political association, religion, sexual orientation and whether or not they have a disability.**

HI is committed to safeguarding everyone who works in, or meets, the organisation. **The guiding principles of safeguarding covers the responsibility of HI to make sure our staff, operations and programmes do no harm to children and vulnerable adults, or expose them to abuse or exploitation, and includes protecting our staff from inappropriate behaviour** such as bullying and all forms of harassment. Demonstrating awareness of this and respect for HI's values means behaving in an appropriate fashion and feeling responsible for and complying with its codes and ethical principles.

HI has put in place a full package of policies, directives and tools boxes for internal implementation and external communication and guidance. **This set of tools are fully in line with IASC Standards, UN's SG Bulletin and CHS Principles.**

A Safeguarding Framework

A range of Core Policies on PSEAH, Child Protection and Fraud & Corruption

A Code of Conduct

A range of guidances and tools boxes

A connexion with others keys policies and directives

**Humanity & Inclusion**

*Safeguarding Framework*

## A SAFE ENVIRONMENT FOR ALL

**BE SKILLED**

Read the Child Protection, PSEAH, Anti-fraud & bribery and Disability, Gender and Age policies!

Follow the e-learning trainings from the Safeguarding Learning Package!

**RESPECT THE CODE**

Read, sign and follow the Code of Conduct to behave appropriately when working with HI



**ACCESS**

Make sure to establish a range of participative feedback and complaint mechanisms accessible to all members of your host's communities



**PREVENT**

Prevent future harm with Safe recruitment, HR processes and risk analysis tools to be used by HI and its partners



**A SET OF ORGANISATIONAL POLICIES, PROCEDURES AND PRACTICES DESIGNED TO ENSURE THAT NO HARM COMES TO PEOPLE AS RESULT OF CONTACT WITH HI'S PROGRAMMES, OPERATIONS OR PEOPLE.**

**REPORT**

**YOU HAVE TO REPORT**

An **Internal Alert System** via your managers or H/Inside

An **external Mechanism** for the beneficiaries

All is received on **Ethics Point** - a secured and confidential platform

**RESPOND**

Keep these in mind:

**Follow a process or pathway** with an incident management process including professional investigations, reporting and transparent decisions

**PRESERVE & PROTECT**

Keep a victim – centered approach ensuring care, confidentiality, protection and follow up



**ACCOUNTABILITY**

A clear commitment from the Federal and National Boards & senior leaders to be transparent and to learn from experience



**Go to Hinside or hi.org if you want to raise an alert**

For support or confidential exchange you can contact: Mrs. Lucile Papon - HI Global Safeguarding Referent (l.papon@hi.org)

# HI Safeguarding framework : structured around 3 standards

## STANDARD 1:

### A culture of Safeguarding

- **A Safe environment and culture** – Organisational aspects (policies, directives, tools)
- **Safe People** – recruitment, induction, training staff conduct and equal opportunities and non-discrimination

## STANDARD 2: Safeguarding People

- **Safe Programs** – risk management in programs and partnership arrangements
- **Safe Reporting/Response** – whistle-blowing and investigations

## STANDARD 3: Accountability

- **Safe Governance** – accountability for safeguarding (institutional commitments, stats, analysis, etc)
- **Safe Communications & funding** – use of information and image

The framework, deployment and monitoring are structured around these 3 standards.

S1: Key contributors are Human Resources departments

S2: Key contributors are Operations (Fields missions, MEAL...)

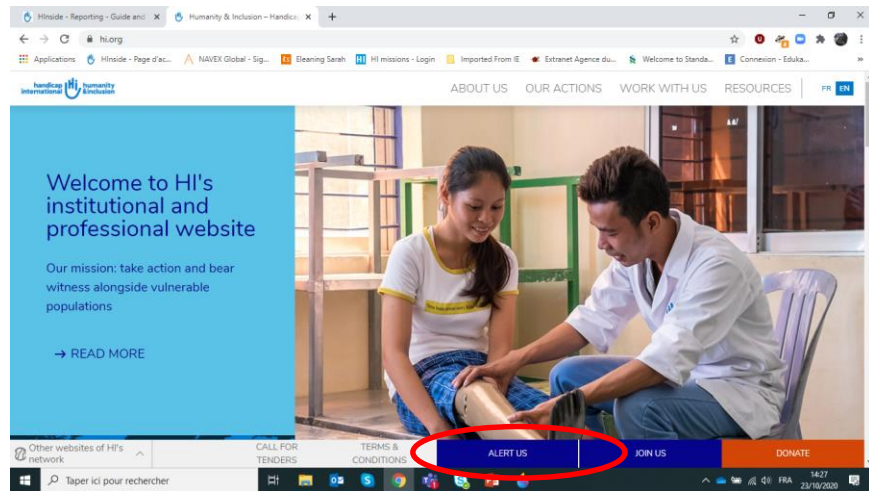
S3: Key contributors are Boards, Heads of Missions, Directorates, Fundraising Departments...

# HI safeguarding framework: RESOURCES

HI invested on specific resources to design, implement and monitor at long term the respect of Safeguarding principles within the organisation.

## 1 – Case Management System

HI benefits from an internal mechanism for alerts at HQ level since 2016. It allows to inform at the highest level of the organisation about the incidents related to fraud, corruption, exploitation, abuses, sexual harassment and others. This system is accessible for internal and external actors. Since July 2020, this mechanism is supported via a professional platform called **EthicsPoint** from NAVEX.



# RESOURCES



## 2 – Dedicated Human Resources

HI has dedicated at HQ level 2 Global Advisors on Safeguarding issues: one for Fraud & Corruption and one for PSEAH and Child Protection. In parallel, HI has defined a clear set of responsibilities for deployment and management over the fields of intervention with the Program Directors/ Head of Mission as primary contributors to the processes.

For each HI field missions, at least 2 Safeguarding Focal Points have been named and are supported via a set of trainings and coachings. At end of 2020, 160 Focal Points were in place over the whole organisation.



HI Learn'go  
Our platform for distance  
Learning & Development

## HI learn'go and Safeguarding

Two trainings on  
Safeguarding are  
available on  
HILEARN'GO

Last update : 01/02/2021

1

Connect to the platform

<https://hilearngo.handicap-international.org/>

2

Create your account

Click on « Register » and fill the form  
using your email address HI  
\*\*\*\*\*@hi.org to ID and email.



3

GET TRAINED !

Discover the 2 Safeguarding trainings.

- In HI Welcome (Chap 3)
- In the Fundamentals of HI



# CAPACITY BUILDING

HI has deployed a full training package for its staff – also available to support our local partners on their own design and deployment of Safeguarding Standards.

This package includes:

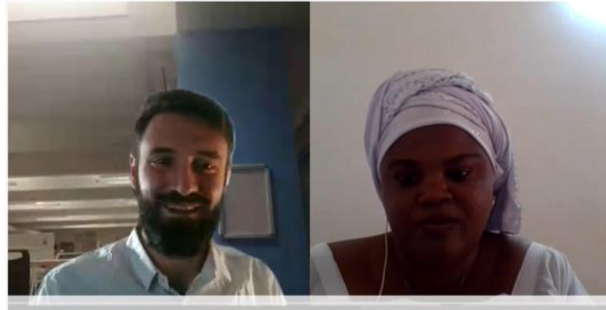
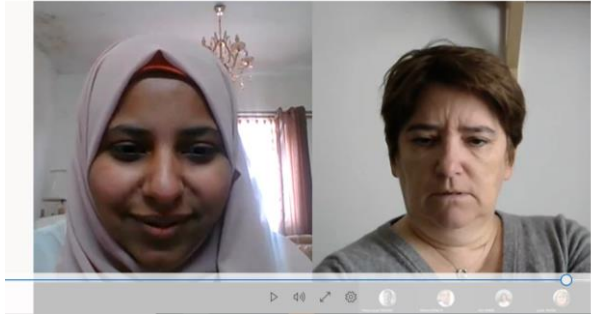
- A Basic Level on knowledge of Safeguarding Principles and Policies available on e-learning and mandatory for all
- A Level 1 on Safeguarding Policies for all managers available on e-learning.
- A Level 2 on contextualised practices with e-learning, distance & on site trainings as well as Podcasts.
- A Level 3 for specialised actors focusing on investigation aspects.



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# ACTIVITIES and RESULTS 2018-2021



Screen Capture role play – Focal Point distance –  
Training 2021

## 1 – Standard 1

The full Institutional Package is in place, the Safe recruitment process is launched, contractual chapters in partnership and suppliers are designed and deployed.

Training package Basic, level 1 and level 2 have been designed and implemented, the Field Focal Points identified and supported; Some Standard and adapted awareness tools have been made available, initial work has been initiated with partners and suppliers on safeguarding rules.

2500 HI staff have benefited at least of one training on Safeguarding.

# ACTIVITIES and RESULTS 2018-2021



## 2 – Standard 2

Tools for risks assessment and project risk scoring developed and dispatched to the field



Internal whistleblowing mechanism deployed and communicated; Structuration of the alert management with the EthicsPoint platform and launching; Design of the CFM for external whistleblowing and progressive deployment; first steps of investigation structuring and statist

*Active Listening and monitoring with beneficiaries on PSEAH and Child Protection issues.*



# ACTIVITIES and RESULTS 2018-2021



## CATEGORIES OF COMPLAINT FOR DISCRIMINATION

- Disability – based discrimination
- Gender – based discrimination
- Discrimination based on sexual orientations
- Racism : discrimination - based on ethnicity or color of skin
- Religious – based discrimination
- Discrimination (others)

## 3 – Standard 3

**Structuration of the channels of communication and templates for donors management; advocacy actions to balance or revise contractual obligations with some donors (UN).**

**Internal classification and statistical analysis launched; Deployment of Safeguarding Monitoring & Plans; nomination of 2 Safeguarding Champions from Boards; regular accountability reports to key duty bearers of the organization.**

# HI Safeguarding framework: measurement of outcomes

In order to ensure the standards within each policy are effectively in place and in line with international standards:

- HI Direction of Operations is monitoring the Safeguarding deployment Plan for programs at least 2 times per year with key milestones follow up in Dashboards;
- HI Audit & Risk Direction (DRA) is monitoring and reporting Case Management situation every month to Direction of Operations;
- The DRA analyses the Case Management situation and updates the risk to report to the Directorate Risk Committee 3 times per year;
- Activities, results and analysis of the Safeguarding implementation and management are presented to the Board sub-committees and National Association Boards / Federation Board at least once a year;
- The Safeguarding Advisor update each policy in a continuous process of alignment with the last internal evolutions and international standards with the validation of the Directorate and Board accordingly.

**Annual field Monitoring 2021 (compilation 60 countries).**

