

Improvement Analysis for Terre des Hommes International Federation 2019 Report

Evidence regarding the root causes of the problems you address & Stakeholders support your advocacy work and value changes achieved (F1 & F2)

It is explained that global advocacy is led by the TDHIS which acts in close collaboration with the member organisations and represents their voice, for example in the Initiative for Child Rights in the Global Compact. The TDHIS strives to ensure adequacy with its stakeholders' views and expectations through dialogue and consultations in the planning, implementation and evaluation of campaign phase. When it comes to advocacy public positions, the TDHIF has very strict rules regarding the content of the advocacy messages expressed at global level, which requires consultation with all countries concerned to ensure that positions taken are fully supported by the people we work for.

The panel would appreciate an explanation of how advocacy issues are chosen and prioritized, as well as an example of how consultations in the planning, implementation and evaluation of campaigns take place.

Recruitment and employment is fair and transparent (H1)

TDHIS staff gender and age range is provided. In H2 some benefits are mentioned such as flexible working hours, possibility for remote work, and improved maternity leave.

The panel would like to know whether there is a policy or documented practices guiding fair recruitment and employment.

Safe working environment (H3)



Measures to ensure a healthy workplace are listed, such as appropriate lighting and large size screens. In 2020, due to the pandemic, additional measures have been introduced and the ways of working were revised.

Staff rules are added to the contract of employees, and those include the procedure to raise grievances to management. In 2019 a whistleblowing policy was adopted by TDHIS.

A staff survey that monitors satisfaction, engagement and wellbeing, was held at the end of 2018, and the main issues raised were workload and concerns about the decentralisation within the network.

The panel has the following questions for future reports: Do all staff receive staff rules, including information on how to raise a grievance? How are all staff informed of the whistleblowing policy? Is there a specific policy addressing harassment in the workplace that is available publicly and reminded?

Complaints handling mechanisms and overview of complaints - external (J3)

A link to a [dedicated site](#) explaining the procedure to give feedback or file a complaint, is provided. The actual complaint handling mechanism management is transferred to the relevant TDH organisation, and the procedure is confidential. Three complaints were received through the TDHIS and channeled to member organisations during the reporting period.

The previous report stated that the complaints policy was being finalised and would be uploaded in the near future. The panel would like to know whether a policy has been produced. The recently updated [Sightsavers' complaints policy](#) can provide some guidance on what is expected in such a policy.

An email address is easily found (and linked in the report) in [the website](#) to raise safeguarding concerns. The report provides an overview of safeguarding allegations raised in 2019. A [video](#) available on the website is linked, which explains TDH safeguarding measures.

Each TDH organisation has its own whistleblowing mechanism.

The panel appreciates the expressed organizational commitment to sound complaints procedure. It looks forward to receiving the finalized complaints policy,



in particular, to understand how complaints are dealt with effectively, the protection afforded to complainants and the fairness of the procedure.

Complaints handling mechanisms and overview of complaints - internal (J4)

It is stated that a process for internal complaints is “embedded in the staff rules”, however the process isn’t described.

No internal complaints have been raised in the TDHIS during the reporting period.

The panel would like to understand how the internal complaints mechanism is aligned with the complaints mechanism under J3 and the whistleblowing policy. How is staff awareness raised about the existence of the complaint mechanism and its procedure so that staff feel empowered and safe using it?

The governing body and management are held accountable for fulfilling strategic promises (K1)

The response summarises what was already included in previous sections (J1) in regards to reporting lines between TDHIS and the International Board.

The panel would like to learn how management performance is assessed beyond reporting to the board. For instance, are there management performance reviews or 360 assessments? How is the performance of the International Board itself assessed? Moreover, how is management performance assessed across the federation or other stakeholders?