



PREMIERE URGENCE INTERNATIONALE INSTITUTIONAL POLICY ON PROGRAM QUALITY

1. INTRODUCTION:

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization.

The mission of Première Urgence Internationale is to uphold fundamental human rights as defined in the 1948 Universal Declaration of Human Rights, and to provide direct assistance to people affected by natural disasters, economic crises and armed conflicts. Our commitment is to enable victims to regain control of their future by helping them recover their autonomy and dignity, and safeguard their universal right to health.

PUI's programmatic approach is an integrated approach, which is built around:

- i. A systemic, comprehensive and cross-sectional analysis of local-level problems;
- ii. Joint multi-sectorial planning working towards one common goal and applying the same performance indicators across these sectors ;
- iii. Targeting of a particular area with common beneficiaries across the different sectors ;
- iv. Coherent and coordinated management of operations;
- v. Implementation of a joint monitoring, evaluation, accountability and learning mechanism.

This approach also places great importance on innovation, an approach which the organization believes to be crucial to the success of any humanitarian action.

The realization of PUI's core principles, as set out in the PUI charter, is intricately linked to the achievement of the high standards of excellence and quality of services in all the organization's services.

The "humanitarian program" forms the backbone of PUI's activities and, as such, its quality is at the heart of the organization's perpetual and identity search for excellence.

Beyond statements of principle, the idea of “Program quality” must translate into a tangible operational reality forming an integral part of PUI’s identity. The aim of this document is to outline the organization’s commitments in terms of the indicators that define and quantify the quality of humanitarian programs implemented by PUI. These indicators are internationally recognised and the organization adopts them and commits to measure them thanks to the systematic implementation of a monitoring, evaluation, accountability and learning framework.

2. PREMIÈRE URGENCE INTERNATIONALE COMMITMENTS

2.1. INCLUSION AND COORDINATION:

PUI works closely with the supported communities and their representatives in planning, implementation and finalization of the organization’s humanitarian activities. PUI believes that the systematic involvement of communities - and notably the involvement of the most vulnerable people¹ from within these communities - in identifying needs, in defining the appropriate response and in implementing the organization’s activities is crucial to the success of any humanitarian action.

PUI understands that in order to deliver high quality humanitarian action, joint and coherent efforts are required by all those involved in the provision of aid (*local communities, local and national authorities, national and international civil society actors, governments, national and international institutions, and private sector actors*) and, as such, PUI is highly involved in all coordination bodies at local, national and international level.

Likewise, PUI endeavours to build its interventions by partnering with national or international stakeholders involved in supporting those affected by the crises, partnerships that offer either specific expertise or project implementation capacity. This includes the referral of any identified needs which are not covered by the organization to external actors.

2.2. EFFECTIVENESS AND TIMELINESS:

In all of its activities, PUI’s constant concern is to have a timely and effective impact for the supported populations. For each of the organization’s operations, there are clearly defined objectives and results, whose timely achievement is measurable using a set of performance indicators. As such, the overall management of PUI programs is carried out within an operational framework and an organizational culture dedicated to achieving the right result at the right time.

¹ The idea of vulnerability in this instance must be analysed in context and will vary according to the community affected and the typology of the crisis. Any specific vulnerabilities linked to age, gender, socio-economic or ethnic group are taken into account when designing and implementing the organization’s projects.

2.3. RELEVANCE AND EFFICIENCY:

The overriding aim of PUI operations is to meet the identified or expressed needs of its beneficiaries. As such, PUI is committed to implementing procedures that analyse and monitor beneficiaries' needs - and the situation in general - on an ongoing basis, so as to be sure that any action remains adequate and appropriate.

Furthermore, in line with PUI's ongoing commitment to the coherence and overall relevance of its activities - and in keeping with its charter, its institutional policies, its integrated approach and its varied frameworks for sector-specific responses - PUI's activities are also compatible with local, national or international institutional strategies. These strategies are defined by either the competent authorities of the countries where PUI is providing aid, by agreements, or by recognised international bodies².

PUI is aware of the huge scale of needs worldwide and of the ever increasing level of resources that are required in order to provide an adequate response. As such, the definition and the implementation of PUI's projects are carried out alongside ongoing rationalisation of costs and impact/optimal cost-effectiveness overviews. Above and beyond its stated institutional desire for pragmatism and rational use of resources, PUI believes that it is its moral duty, vis-à-vis those affected by the crises as well as its partners and donors, to ensure that the allocated resources are managed and used responsibly so as to achieve the humanitarian aims that have been set.

2.4. MITIGATION OF NEGATIVE EXTERNAL FACTORS:

PUI is aware of the potential negative impact that humanitarian action can have on the communities within its intervention areas as well as on their environment³. Therefore, the organization is committed to acknowledging, monitoring and mitigating negative external factors linked to the implementation of its projects, and to ensuring that the various external stakeholders - and mainly the beneficiaries of the action - are kept informed of these factors, in accordance with the "Do No Harm" principle.

2.5. FROM EMERGENCY TO AUTONOMY: THE "CONTIGUUM":

The ultimate objective of PUI is to help those communities affected by crises to regain their dignity, well-being⁴, and autonomy⁵. Therefore, PUI interventions aim at supporting and strengthening the resilience of communities affected by crises through a dual and simultaneous approach: covering

² UN system, thematic international conventions...

³ Natural environment, socio-economic environment, security environment, institutional environment...

⁴ The notion of well-being in this instance is associated with the conditions deemed necessary for an individual to live healthily, such as: good physical and mental health, good quality of life, good social integration, access to social rights.

⁵ From international aid actors mainly.

affected communities primary needs while developing their capacity to fulfil their own needs. PUI endeavours to implement this “contiguum” from emergency to development⁶ approach in all its projects, from the outset of its emergency response.

2.6. ACCOUNTABILITY AND TRANSPARENCY:

As an international, civil society humanitarian organization, PUI considers accountability to be of fundamental importance vis-à-vis the organization’s beneficiaries, its members, the local or national authorities of the countries where it intervenes, its donors and its partners. This commitment is also extended towards all collaborators of the organization. PUI further endeavours to implement accountability on an institutional level and in all its intervention areas through accountability frameworks and formal feedbacks and complaints mechanisms.

Likewise, PUI is firmly committed to the principles of transparency and openness with regard to the running of the organization, its missions, its policies and its activities. PUI endeavours to actively communicate on these matters and to ensure that all information is available⁷ to its beneficiaries, collaborators and partners, to local, national or international authorities and to the general public.

3. MONITORING, EVALUATION AND LEARNING:

In line with the aforementioned criteria and the constant commitment to excellent quality standards, PUI has adopted a formal and systematic monitoring, evaluation and learning framework which allows the quality of its actions to be measured objectively and constantly improved.

As such, PUI commits to monitor and evaluate all its programs on an ongoing basis, while permanently applying the lessons that have been learned from these monitoring and evaluation processes in the design and implementation of future actions. Implementation processes shall be carried out in a participatory manner, involving the beneficiaries of the organization’s projects and its collaborators, as well as the various external stakeholders⁸ involved in the aid environment.

Signed in Asnières-sur-Seine, 11 March 2017

Vincent Basquin

President

⁶ The notion of “contiguum” as linked to the idea of “connectedness” is based on the attempt to simultaneously work towards short, medium and long term goals in response to humanitarian crises.

⁷ On condition that collaborator security is not compromised.

⁸ Local and national authorities, national and international NGOs, UN and international organizations, Private and institutional financial backers