

## Key Messages on Quality and Accountability during humanitarian response to Earthquake affected communities

1. The rights of earthquake survivors should be respected. They have the right to impartial humanitarian assistance, life with dignity, and the right to protection and security.
2. Sphere Minimum Standards and its companion standards are developed on a rights-based approach, and are important to follow for ensuring dignity, protection and security of affected communities.
3. The commitment to quality and accountability starts with each and every one of us.
4. The safety and security of people in situations of disaster is of particular humanitarian concern.
5. The state has the primary role and responsibility to provide timely assistance and to protect those affected.
6. No single stakeholder is able to meet all the needs of the affected population, therefore coordination and collaboration is key.
7. Vulnerable groups should be given particular attention during a disaster.
8. Ensure that people with disabilities, children, women and the elderly equally participate in all aspects of the humanitarian response along with other members of the community.
9. Ensure that people with disabilities, children, women and the elderly who are affected by a disaster receive assistance that is appropriate and relevant to their needs.
10. Humanitarian interventions shall empower the affected populations to claim and exercise their rights.
11. Earthquake-affected populations play a central role, especially in the initial stage of conducting needs assessments.
12. The “Code of Conduct” provides guidance on how to behave during humanitarian interventions and it is the responsibility of organizations to ensure that their staff adheres to it.
13. Representatives from all groups within the community should be involved in design, planning, implementation, monitoring and evaluation of humanitarian work.
14. The queuing time for receiving aid should take no more than 30 minutes.
15. The environment in which the affected population lives should be free from human feces.
16. The disaster-affected population’s access to appropriate nutritional support should be protected, promoted, and supported.
17. When unfamiliar food is distributed, provide instructions on its preparation to those who prepare meals. Preferably this should be done in the local language.
18. Ensure safe access to all shelters and settlement locations and to essential services.
19. In the aftermath of an earth children are especially vulnerable to higher risk of morbidity and mortality. Addressing their specific health needs requires child-centric interventions.
20. Complaints provide learning opportunities and drive service improvement; this needs to be incorporated in all types of projects.
21. Complaint handling is not merely about answering telephone calls, but it is a profession centered on improving services to affected communities.
22. Even if the affected community member(s) express only minor dissatisfaction, the complaint should be handled in a serious manner.