



ACCEPTED
by the TBEC Board
on February, 11, 2025

A handwritten signature in blue ink, which appears to be "P. Sommerfeld", is written over a horizontal line.

Paul Sommerfeld,
Chair of TBEC Board

ACCOUNTABILITY TO AFFECTED PEOPLE POLICY

OF STICHTING TB EUROPE COALITION



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1. General provision

This Policy outlines the approach of Stichting TB Europe Coalition (“TBEC”) to Accountability to Affected People (“AAP”). It is designed to guide the commitments and mechanisms TBEC puts in place to ensure that communities we serve are meaningfully and continuously involved in decisions that directly impact their lives. TBEC has a long-standing track record of applying participatory approaches to supporting communities affected by TB and other related challenges (people living with HIV/TB/hepatitis, people who use drugs, sex workers, men having sex with men and LGBTIQ+ communities). TBEC’s engagement in the response to the humanitarian crisis caused by the war in Ukraine called for further alignment of TBEC policies and approaches with the core humanitarian standards and for more explicit articulation of TBEC’s commitment to accountability to the affected populations including people affected by the war and the resulting humanitarian crisis. The commitments outlined in this Policy should guide all relevant operational guidelines of TBEC and be promoted among TBEC partners.

From the accountability perspective, TBEC’s work with affected communities is focusing on the following objectives and principles:

- To listen to, understand and address communities’ assistance needs, priorities and preferences. Put enough effort in identifying issues related to power dynamics, age, gender, disability, diversity, and inclusion, and in understanding how these issues influence vulnerability of the affected people.
- To provide fairer and more equitable access to appropriate and relevant assistance. Based on specific situations and needs of diverse segments of the affected community.
- To identify, mitigate and manage risks facing the affected people, including those related to communities’ security and protection concerns. Take measures to ensure that all members of governing bodies, and consultants at TBEC as well as its partner organizations are aware of and comply with their legal and ethical responsibilities, particularly related to prevention of sexual exploitation, abuse and harassment (“SEAH”).
- To empower people and communities to actively exercise their rights to engage with and participate in decision-making processes and support them to advocate with relevant authorities and aid providers, including TBEC and its partners, to address their needs and priorities.
- To identify and facilitate mobilization of local communities’ capacities, knowledge and resources to reduce their vulnerability and develop and implement strategies to strengthen and increase their capacity and resilience to prevent and mitigate future situations of vulnerability or crisis.
- To improve the quality, effectiveness and sustainability of collective action and advocacy from the perspectives of people and communities.
- To build and reinforce relationships of trust, transparency and mutual respect between TBEC and its partners, and affected people and communities.

TBEC is committed to being responsive to the actual needs of affected people and design and adjust its programs in accordance with these needs and preferences taking into account the complexities of local contexts and specific circumstances. TBEC is committed to the responsible use of its resources by taking account of, giving account to, and being held to account by the people TBEC seeks to assist. TBEC considers its accountability to affected people and its obligation to respect, fulfill and protect human rights and dignity as essential principles for ensuring quality programming in any of TBEC areas of operation.



The core commitments of TBEC with regards to AAP relate to the following areas:

- Safeguarding and protection;
- Leadership and governance;
- Effective communication and transparency;
- Meaningful engagement, participation and inclusivity;
- Empowering communities, strengthening community capacity, supporting community initiatives;
- Feedback and response;
- Partnerships and coordination;
- Evidence-based advocacy and promotion of community perspectives;
- Organizational learning and adaptation.

2. Safeguarding and Protection

TBEC works to ensure that the affected communities are able to access our products, information and other assistance without any negative implications. TBEC implements safety, security, and protection measures, actions, and processes to ensure that our programs do not harm the communities and individuals accessing assistance or otherwise involved in our programs. Where required or appropriate TBEC develops and implements relevant systems and processes to promote the physical and emotional wellbeing of all affected populations, including recipients as well as providers of assistance.

TBEC endeavors to assess, identify, prevent and respond to protection risks faced by vulnerable people. This involves ensuring that they have safe, confidential, appropriate, equitable and inclusive access to mechanisms to register, refer, investigate and respond to protection issues including SEAH, and access the required quality support. TBEC assumes the responsibility to take appropriate actions to report and respond to cases of SEAH.

3. Leadership and Governance

In the area of leadership and governance TBEC demonstrates its commitment to accountability to affected populations by ensuring feedback and accountability mechanisms are integrated as appropriate into program strategies, program proposals, monitoring and evaluations, recruitment, staff inductions, trainings and performance management, partnership agreements, and highlighted in reporting.

4. Effective Communication and Transparency

Involving communities through effective, inclusive and consistent communication is an essential dimension of accountability. TBEC is committed to providing accessible, accurate, objective, relevant, timely and actionable information to affected populations on their rights and entitlements and on the opportunities and programs implemented by TBEC and its partners. This includes informing communities on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between TBEC and its affected populations over information provision. This also involves provision of safe, appropriate, equitable and inclusive access to health, safety and other relevant information including information on people's rights and entitlements and the mechanisms of exercising them. TBEC supports transparent, equitable, bi-directional communication taking into account the specific priority information needs and communication preferences of all affected and vulnerable communities. TBEC is committed to sharing information and communicating in languages, formats and media that are culturally appropriate for and accessible to all groups within affected communities. TBEC is committed to conducting its operations



in a transparent manner, promotes openness and mutual respect in the relations with the communities and partners and facilitates access to objective information that people require to access programs and overcome the challenges they face.

5. Meaningful Engagement, Participation and Inclusivity

TBEC encourages affected populations to play an active role in the decision-making processes that affect them, including through interviews, surveys, research, otherwise by establishing proper guidelines and practices to engage them appropriately and ensure that the most marginalized and affected are represented and have influence. This includes the decisions related to defining and prioritizing the interventions, as well as various other aspects of the relationship of TBEC with affected communities such as protection and safeguarding. TBEC ensures that it is accessible to various and diverse segments within affected communities and to all people irrespective of their race, ethnicity, gender identity, sexual orientation, age, disability and other personal characteristics or preferences. TBEC is committed to countering any stigmatization, discrimination and bias among the governing bodies, staff, consultants, partners and contractors.

6. Empowering Communities, Strengthening Community Capacity, Supporting Community Initiatives

TBEC works closely with and through local actors, formal and informal community structures and networks, as well as national coordination mechanisms, to define program objectives and outcomes and capacity building and resilience strategies. TBEC allocates and channels funding and resources to communities and local actors, and engages and empowers them to participate in the design, implementation, monitoring and management of programs. This includes the responsibility to invest in emergency preparedness, capacity building and resilience efforts before, during and after situations of crisis and emergencies, or in development interventions. TBEC is committed to support the affected communities and people to be resilient and achieve self-reliance. To this purpose TBEC identifies, facilitates, fosters and supports organic initiatives of the affected communities designed to address challenges, improve health and well-being.

7. Feedback and Response

TBEC actively seeks the views of affected populations to improve policy and practice in programming, ensures that feedback, inputs and complaints mechanisms are streamlined, appropriate and robust enough to deal with (communicate, receive, process, respond to and learn from) complaints about breaches in policy and stakeholder dissatisfaction as well as to actively explore proposals for further improvement of programs. Feedback, inputs and complaints from affected people regarding their experiences and perspectives on the quality and effectiveness of programs and their relationship with people and organizations providing services for them, including on sensitive issues, is the most important source of data on the quality of programs, current deficiencies and directions for improvement. TBEC takes the responsibility to ensure that appropriate and effective mechanisms are in place to systematically collect and analyze feedback to inform decision-making processes, adapt programs and activities if required, and report back to people and communities on any corrective actions taken in response to their feedback and complaints.

8. Partnerships and Coordination

TBEC actively builds and strengthens partnerships and coordination with communities, local, national and international actors and networks to minimize gaps and duplication and maximize the quality, coverage, reach and effectiveness of its programs. This includes the responsibility to promote individual and collective measures to coordinate and improve accountability to vulnerable people and



groups and ensure that their needs, interests, concerns and rights are at the center of decision-making at all levels.

9. Evidence-Based Advocacy and Promotion of Community Perspectives

TBEC is committed to advocating to duty bearers, service providers and other relevant stakeholders on behalf of vulnerable people and communities to address their priority needs and concerns in ways that respect their rights and dignity, including the right to participate in decisions that affect them. TBEC works to ensure that decision-making processes at the strategic, operational and program level are based on evidence that considers the views and perspectives of vulnerable people themselves. This includes the responsibility to document lessons learned and share this with relevant actors, including communities, to improve the quality, effectiveness and accountability of current and future programs.

10. Organizational Learning and Adaptation

TBEC ensures that the views of affected people systematically inform interventions, planning, priority setting, course corrections and evaluations. TBEC learns from continuous engagement with communities of concern and adapts interventions and programs in response to new knowledge gained through community participation and feedback, both in the short and long-term. TBEC undertakes to measure and improve accountability to all affected communities through assessments of organizational performance on accountability.

11. Integrating AAP In Other Policies, Operational Guidelines and Processes

Many of the aspects related to AAP are also addressed in other policies, operational guidance and processes at TBEC. TBEC policies closely related to AAP and addressing specific areas related to accountability include:

- Protection from sexual exploration, abuse and harassment policy
- Child protection policy
- Gender policy
- Whistle-blowing policy

At the operational level AAP is thoroughly considered and reflected in TBEC standard operating procedures, community feedback and response mechanisms, documentation and response to human rights violations, training manuals, practical guides, situation and capacity assessment instruments, project and program development guides, and human resource processes.