



## 2018 Grand Bargain Annual Self-Reporting – [ZOA]

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## Work stream 1 - Transparency

**Transparency work stream co-conveners reporting request:** How will you use the data from IATI within your organization including, for example, for monitoring, reporting and vis-à-vis other Grand Bargain commitments?

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### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

At the time of signing up for the Grand Bargain, ZOA was already publishing timely and high quality data through IATI. ZOA uses Aidstream as tool for IATI reporting. For now, ZOA IATI reporting is limited to projects funded by the Dutch Ministry of Foreign Affairs (MoFa) and DFID. ZOA is not (yet) using Open Data for the purpose of analysis. IATI/Open Data has a lot of potential to be used for analysis, but the tools to do so are not yet in place. ZOA is involved in multiple Dutch platforms regarding IATI and Transparency. ZOA encourages local partners to publish data in annual reports and on their website. More capacity building needs to be done before local partners will be able to publish in IATI data independently. Joint investment in capacity building/training is required to achieve this.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

ZOA works with the Dutch Ministry of Foreign Affairs towards improved data publication. Within the Netherlands, many Dutch NGO's are working in consortia through the Dutch Relief Alliance (DRA), responding to a multitude of humanitarian crises worldwide. DRA is currently working towards standardization of the indicators and logframe and the development of an online dashboard to monitor IATI reporting. ZOA publishes quarterly DRA projects through IATI. All this is done in close consultation with the Dutch MoFa.

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

Apart from working on reporting in IATI, ZOA is also working on a new internal Project Management system that would make IATI reporting standard, expected to be running early 2019. ZOA encourages the development of a standard/joint IATI dashboard or visualizer that provides better insight into the data and will discuss this with other stakeholders.

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### 5. Good practices and lessons learned

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

The cooperation within the Dutch Relief Alliance and the Ministry of Foreign Affairs to report by all DRA members through IATI has been a good learning experience for all involved.

## Work stream 2 – Localization

**Localisation work stream co-conveners reporting request:** What percentage of your humanitarian funding in 2017 was provided to local and national responders (a) directly (b) through pooled funds, or (c) through a single intermediary?<sup>1</sup>

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### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

ZOA works in emergency relief and rehabilitation and has been working with local partners for decades. ZOA is both implementing directly as well as working with local partners. Most partnerships are in recovery programming. Local partner capacity development is important to ZOA. A capacity development plan is made jointly with the partner for each partnership. Capacity development includes organisational and institutional capacities (e.g. internal governance, donor diversification, strategy development) aiming for strong and independent local partners. ZOA does not limit itself to working with strong and capable partners, but ZOA invests in motivated and relevant partners. In some countries, ZOA participates in country based pooled funds and for instance in Yemen involves the local partner as well.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

Within the Dutch Relief Alliance ZOA participates in the Localisation working group.

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA will start to monitor the percentage of humanitarian funding spent through local partners to have a better view on how much is actually spent through local responders.

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### 5. Good practices and lessons learned

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

ZOA has experience in multi-country programmes with capacity strengthening of local partners as specific theme that were successfully implemented through the 5C model.

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<sup>1</sup> The "Identified Categories for Tracking Aid Flows" document agreed through silence procedure ([available here](#)) provides relevant definitions. The detailed data collection form ([available here](#)) may also assist you in responding to this question. Returning this form with your self report is optional, but encouraged.

A lesson learned was that it was possible to increase spending through local partners during the 5 year project period (from 40 -70%) because it was a specific goal of the project, carefully monitored, and included training to staff on partner relations and capacity building.

## Work stream 3 – Cash

### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

ZOA is implementing cash transfer programmes (CTP) in some of its humanitarian responses. Cash is since a few years regarded as one of the options in project design. Cash-based assistance is now seen as an appropriate response in terms of speed, flexibility, choice and dignity of beneficiaries. It is not always possible to do cash to meet the needs, such as access to water. Coordination, delivery, and monitoring and evaluation mechanisms are currently put in place for cash transfers in ZOA Nigeria, Iraq and Sudan programmes. ZOA follows the recommendations of the Cash Working Group (UN) and uses the RedRose platform. ZOA uses the DG ECHO decision tree. ZOA is careful to ensure data protection and reduce the risk to beneficiaries around cash transfer operations.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

ZOA has started with cash programming, including e-cash and voucher distributions; ZOA has offered training for staff and partners for instance on the digitalisation of cash transfer programming. Although “cash” is used in the terminology, cashless systems are increasingly used due to the availability of internet and mobile phone-based systems. Cashless systems reduce the security risk to the provider and the recipient of cash. Cash programming is easier to monitor and it gives people a choice.

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA has developed guidelines on cash programming. ZOA aims to increase the use of cash programming in its projects by sharing good practices throughout the organisation.

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

ZOA has experience with E-cash and E-vouchers, making use of SMS, bankcards or e-cards. The costs to establish the infrastructure may be higher compared to traditional transfer methods (physical cash) but there are a number of significant gains with E-cash. For instance, the security risks are much lower, the recurring costs are lower as a distribution system only has to be set up once, e-transfers offer improved accountability and financial control for agencies, it is less labour intense in the roll out, greater privacy and security is offered to beneficiaries, and automated procedures allow for delivery at large scale. Pre-conditions to

be met: good mobile network coverage and the presence of ATMs or merchants accepting e-cards.

### **5. Good practices and lessons learned**

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

Start working with cash transfer programmes and the use of tools to analyse contexts and markets which is crucial to decide if and which kind of cash transfer is suitable. A thorough understanding is needed of the context in which CTP is implemented. This is done through a needs assessment and context analysis that covers the needs of the target group, selection criteria, financial infrastructure in country, understanding of the power balances at different levels, local practices, etc. Besides, a solid market analysis is needed in order to determine whether beneficiaries will be able to buy what they need at reasonable prices and within an acceptable timeframe. Also important is a thorough understanding of the effect that the injection of cash or vouchers may have on the local market.

## Work stream 4 – Management costs

**Management costs work stream co-conveners reporting request:** What steps have you taken to reduce the number of individual donor assessments (if a donor) or partner assessments (if an agency) you conduct on humanitarian partners?

ZOA has its own processes in place to assess partners. ZOA has reduced the number of assessments as part of working in consortia or networks.

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### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

ZOA aims to reduce costs and improve efficiency with innovative technology. For instance for monitoring ZOA has started to pilot the KOBO Toolbox, a digital device for data collection in the field.

ZOA participates within the Integral Alliance and the Dutch Relief Alliance in joint assessments and evaluations. Joint reporting formats and information about partners are shared within these networks when suitable. DRA has defined joint budget definitions.

ZOA considers its cost charging standards regularly. ZOA does relatively little direct procurement. ZOA is implementing requirements of the Data Protection Act.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA is prepared to adhere to a transparent and comparable cost structure and is willing to participate in developing the standards.

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### 5. Good practices and lessons learned

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

## Work stream 5 – Needs Assessment

**Needs assessment work stream co-conveners reporting request:** What hurdles, if any, might be addressed to allow for more effective implementation of the GB commitment?

It would be good to have standardized categories to enable organisations to use similar terminology to be able to exchange collected information.

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### **1. Baseline (only in year 1)**

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

Needs assessments, baseline surveys and context analyses feed into the design of any ZOA project. When working in consortia or through clusters, assessments are shared or undertaken together. ZOA participates in joint needs assessments with Dutch Relief Alliance partners and Integral Alliance partners. DRA and Integral members share the needs and capacity assessments to get a picture of the humanitarian needs overview.

### **2. Progress to date**

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

### **3. Planned next steps**

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA considers starting using HDX where relevant.

### **4. Efficiency gains**

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### **5. Good practices and lessons learned**

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

## Work stream 6 – Participation Revolution

### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

ZOA participates actively in Cluster and coordination platforms, regularly and especially in times of crises. ZOA is working to take complaints handling and collecting feedback from informal to formal levels and practiced in all country programmes. ZOA monitors beneficiary complaints in quarterly reports. One of the points of the internal assessment process of project proposals is whether beneficiaries have been consulted in the preparation phase.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

ZOA is member of the CHS Alliance and uses the Core Humanitarian Standard (CHS) since 2015 as a mechanism improve accountability to communities. ZOA has undertaken a Self-Assessment to the CHS in 2017.

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA is working to integrate the CHS requirements throughout its own policies and processes and quality assurance mechanisms. ZOA will start the certification process in 2018 and expects to be CHS certified in 2019.

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

Working on the collection of feedback and complaints has given ZOA more insight in the views of beneficiaries and communities and has contributed to adaptation of programmes to the benefit of the people that receive assistance.

### 5. Good practices and lessons learned

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

The CHS Self-Assessment process brought new learning on beneficiary accountability and participation to the organisation and the development of new practices such as setting up complaints mechanisms.

## Work stream 7 - Multi-year planning and funding

**Multi-year planning and funding work stream co-conveners reporting request:** Please report the percentage and total value of multi-year agreements<sup>2</sup> you have provided (as a donor) or received and provided to humanitarian partners (as an agency) in 2017, and any earmarking conditions.<sup>3</sup> When reporting on efficiency gains, please try to provide quantitative examples.

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### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

As chair of the DRA, ZOA has actively engaged with Dutch Ministry of Foreign Affairs to change from annual to multi-year (3-4 years) planning and funding for the Dutch Relief Alliance (DRA), the Dutch funding mechanism for humanitarian aid. The DRA members decide how and where the funds will be allocated.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### 5. Good practice and lessons learned

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

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<sup>2</sup> Multiyear funding is funding provided for two or more years based on a firm commitment at the outset

<sup>3</sup> For the Grand Bargain definitions of earmarking, please see Annex I. Earmarking modalities, as contained with the final agreement, available [here](#).

## Work stream 8 - Earmarking/flexibility

**Earmarking/flexibility work stream co-conveners reporting request :** Please specify if possible the percentages of 2017 vs 2016 of:

- Unearmarked contributions (given/received)
  - Softly earmarked contributions (given/received)
  - Country earmarked contributions (given/received)
  - Tightly earmarked contributions (given/received)
- 

### **1. Baseline (only in year 1)**

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

No efforts made in this domain.

### **2. Progress to date**

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

### **3. Planned next steps**

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

### **4. Efficiency gains**

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### **5. Good practices and lessons learned**

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

## Work stream 9 – Reporting requirements

### 1. Baseline (only in year 1)

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

ZOA has simplified and standardised reporting requirements for local partners.

### 2. Progress to date

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

In 2017, ZOA started an IT project to invest in new internal IT systems to improve data management and access to information throughout the organisation. This will lead to a more standardised way of internal reporting and facilitate learning and exchange of information.

### 3. Planned next steps

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA is interested to participate in a pilot to simplify reporting formats and requirements.

### 4. Efficiency gains

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

### 5. Good practices and lessons learned

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?

## Work stream 10 – Humanitarian – Development engagement

### **Humanitarian-Development engagement work stream co-conveners reporting request:**

What has your organisation done to operationalise the humanitarian-development nexus at country level? ZOA works both in relief and recovery. When ZOA responds in a humanitarian crisis, ZOA continues with recovery programmes (income generation, livelihoods) and works on with local structures on sustainability and resilience as part of our exit strategy.

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#### **1. Baseline (only in year 1)**

Where did your organisation stand on the work stream and its commitments when the Grand Bargain was signed?

Sustainability and conflict sensitivity is part of ZOA's programme design. Protection principles guide ZOA's humanitarian action. ZOA works on building peaceful and resilient communities through its peacebuilding activities. ZOA has given more importance to peacebuilding by promoting Peacebuilding from a cross cutting theme to a focus sector of work in 2015, besides its sectors of Livelihoods and Food security, WASH, Shelter and Basic education. Peacebuilding activities aim to strengthen social cohesion and trust and promote community-based security, conflict prevention and resolution mechanisms. ZOA works with displaced people as well as with host communities. ZOA works on durable solutions for instance livelihoods programming to create employment.

#### **2. Progress to date**

Which concrete actions have you taken (both internally and in cooperation with other signatories) to implement the commitments of the work stream?

#### **3. Planned next steps**

What are the specific next steps which you plan to undertake to implement the commitments (with a focus on the next 2 years)?

ZOA continues to build and expand experience in the sector of peacebuilding, which is at the heart of humanitarian- development nexus at country level: not only giving emergency aid but also investing in durable solutions to rebuild people's lives in fragile countries. ZOA also aims to work on links with the private sector through the network of ZOA business ambassadors and working on partnerships between ZOA and the private sector.

#### **4. Efficiency gains**

Please indicate, qualitatively, efficiency gains associated with implementation of GB commitments and how they have benefitted your organisation and beneficiaries.

#### **5. Good practices and lessons learned**

Which concrete action(s) have had the most success (both internally and in cooperation with other signatories) to implement the commitments of the work stream? And why?