CARE ETHIOPIA ORGANIZATIONAL  
ACCOUNTABILITY POLICY



**Our values**

Accountability is one of the core values of CARE International and CARE Ethiopia. It enables us to improve the quality, impact, effectiveness and credibility of our work. At the same time CARE Ethiopia considers it as its duty to promote accountability as a way of working with partners and communities to allow them to hold themselves and CARE accountable for delivering on commitments. This is particularly true for the communities and people CARE Ethiopia is working with, giving them a voice on the decisions, actions and impact of its projects.

**Our commitment**

Accountability is fundamental in ensuring that CARE Ethiopia puts our mandate into practice and accepts the responsibility to understand and address the intended and unintended consequences of our work.

CARE Ethiopia is committed to work in partnership with different stakeholders to address poverty, vulnerability and humanitarian emergencies. For us this implies being able to listen and to respond to the concerns of our partners, staff and first and foremost to the poor, vulnerable and disaster affected people and communities with whom we work, especially women and girls.

CARE Ethiopia is committed to be accountable to all its stakeholders, in particular the:

* People, especially women and girls, whose lives CARE seeks to improve
* Communities impacted by our programmes
* Our partners, allies and organisations we support
* The Ethiopian government
* Our staff and one another
* Our donors and supporters

Our commitments to our stakeholders do not change when working with or through partners. It is, therefore, important that any relationship with partners is firmly based on a mutual understanding of accountability. CARE Ethiopia is committed to encourage its partnersto hold themselves accountable and to take on ownership and responsibility for the outcomes and impacts when implementing projects with CARE. Similarly, commitments from other stakeholders, including Government and the community must also be considered within CARE’s overall accountability strategy.

**Our objectives**

By striving to be accountable to our stakeholders, and by building a collective understanding of accountability, we believe that we will be more effective in fulfilling our mission. CARE Ethiopia recognizes the importance of being accountable in order to:

* Give the communities we serve a voice enabling CARE to better respond to their needs.
* Receive feedback on our projects and activities in order to improve its actions and to fulfill our mutual agreed goals and commitments.
* Provide constructive feedback to our partners and the communities that we serve
* Build increased trust amongst our donors and supporters enabling CARE Ethiopia to leverage more funds and support.
* Focus on results and impact ensuring that our funds are spent in the most effective way.
* Manage and reduce our environmental footprint.
* Prevent fraud and abuse in our work

**Our organizational accountability system**

CARE Ethiopia defines accountability in a comprehensive way, thereby addressing different levels of accountability and considering all key stakeholders. Organizational Accountability at CARE Ethiopia means establishing responsible and transparent decision making, communication and leadership that fulfill the commitments the organization has made to all stakeholders. It also promotes joint coordination and partnership.

The following four components can be distinguished:

1. ***Internal Accountability***: to our internal staff at different levels of the organization including CARE staff at CARE Ethiopia, its field offices as well as headquarters
2. ***Lateral Accountability***: to our peer local and international NGOs that we work with
3. ***Upward Accountability***: to the government we work with, donors and supporters
4. ***Forward accountability***: to the target communities or impact groups[[1]](#footnote-1)



**Upward Accountability**



**Lateral Accountability**

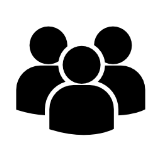
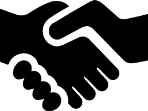
**Forward Accountability**

**Internal Accountability**

***International and Local Partners***

***Communities***

***Government & Donors***



**Our principles**

Adhering to a set of international standards and benchmarks to ensure accountability in its work, CARE Ethiopia applies the following eight **Accountability Benchmarks** in its work:

**Our responsibilities**

At CARE Ethiopia we are committed to mainstream accountability in all the work that we do.The following responsibilities have been defined in this regard:

* Accountability tools and activities will be planned for and budgeted when designing new programs and projects.
* The implementation of accountability activities will be integrated into project strategies and implementation.
* Accountability will be reviewed during project monitoring and evaluations.
* Accountability training and ongoing technical support will be provided to CARE staff and partners by PQL
* Program directors and managers are responsible for integrating accountability into existing work streams and projects and should not address accountability as a separate activity.
* Field office managers are responsible for leading accountability practices in their respective field/ program offices.
* All accountability initiatives should be coordinated with the Learning, Design and Measurement (LDM) Teams at the field level.
* LDM is also responsible for forwarding feedback and complaint to relevant units and individuals and for producing accountability results statements that can be used at both project level and CO to improve results and accountability.

**Conclusion**

All staff at CARE Ethiopia are responsible for implementing our work in accordance with this accountability policy, and managers have a specific responsibility to provide support in doing so.

We do all this because CARE Ethiopia has a responsibility to be accountable to society, and in particular to the communities it serves. We believe that CARE Ethiopia’s work will become better and increase its impact if we listen to internal and external feedback, create a culture of accountability with our partners, and respond by sharing information and constantly strive to improve our programs.

1. Icons made by www.freepik.com from [www.flaticon.com](http://www.flaticon.com)and licensed under Creative Commons BY 3. [↑](#footnote-ref-1)