

# The H2H Network membership package



## **Welcome!**

Here you'll find an overview of the network, the services we provide, and how to maximize the benefits of membership.

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# Who are we?

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## About

**The H2H Network stands for ‘humanitarian-to-humanitarian’ network. It consists of 60 organizations providing high-quality, integrated services to support other humanitarian responders.**

Network members address cross-cutting issues to help make the overall humanitarian response more efficient, effective and accountable. The network provides its members with support, tools and funding to help them activate quickly when an emergency strikes.

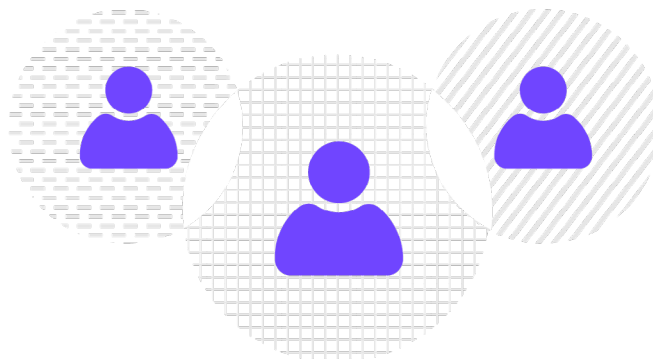
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## Vision

Our vision is that all people affected by crises and disasters are supported by effective, efficient and accountable humanitarian action. It's enabled by a system that is capable of meeting today's challenges while preparing for and adapting to those on the horizon.

## Mission

The H2H Network makes it easy for humanitarian responders to access independent, high-quality services and expertise that collectively enable them to better serve people affected by crises. We strengthen our members by fostering community, providing resources, and brokering relationships that enable and catalyse change in the wider humanitarian system.



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## H2H Team

The H2H Team is based in Geneva, Switzerland.

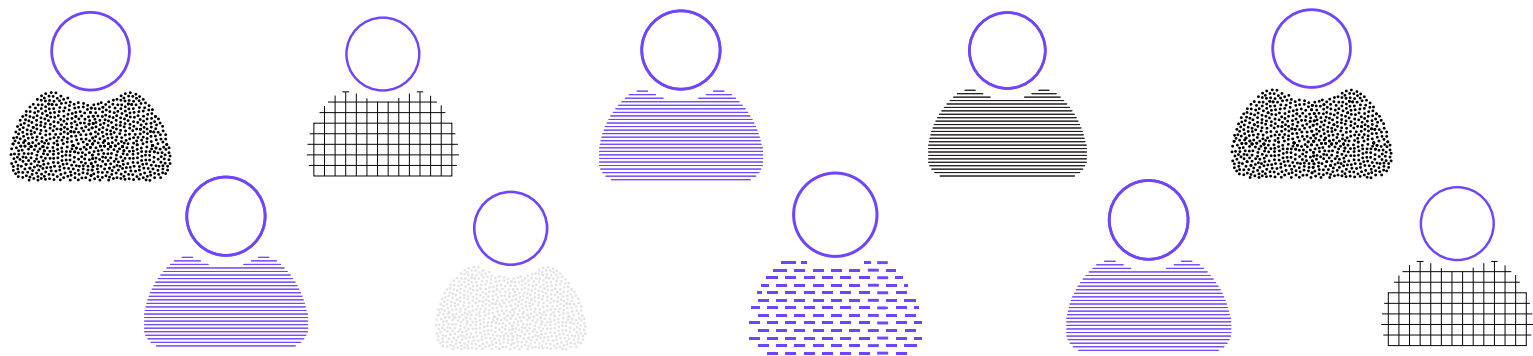
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**Any request can be addressed to: [info@h2hnetwork.org](mailto:info@h2hnetwork.org)**

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## Governance

The network is governed by an advisory board comprised of six network members elected by the membership, one representative from DRC and two independent.



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## Members

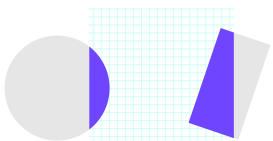
Although our members vary in many ways, such as legal status and size, they also have a lot in common. This includes their main focus on serving other humanitarians during response and, as service providers, limited access to funding. They also share issues and challenges around awareness, security, the duty of care, and human resources with highly specialized or technical skills.

## H2H Network members provide services in four broad categories. We ask members to indicate one primary category.

However, we encourage coordination and collaboration within and between the categories and recognize that services often crossover.

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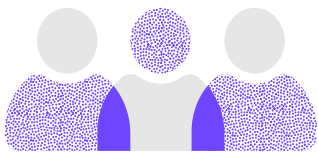
### Data, information management and analysis



Independent, impartial data and information service providers contribute to objective analyses of needs, programme and response quality. Members inform policy and decision making at all levels, from the humanitarian coordinator to the humanitarian country team's strategic planning processes, as well as local and informal networks. Services are publicly accessible to all humanitarian responders as a common good.

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### Community engagement and accountability



From creating mechanisms to track needs, integrate feedback and field complaints to translating these into policy and decision making, the services proposed by these H2H Network members serve an overarching goal: to better understand, communicate with and be accountable to affected communities. They are committed to providing timely, relevant information in all languages, formats and channels that are accessible to everyone affected by crisis, as well as other stakeholders.

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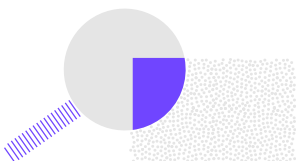
### Security, logistics and programme support



H2H Network members offer a diverse menu of security, logistics and programme services to bring high-quality support to humanitarian at all levels. By making their services widely available, beyond the traditional international NGOs and UN agencies, our members also support localization – even the smallest agency can access the full range of their security management, logistics and programmatic expertise.

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### Quality and sector professionalization



How can communities in crisis hold humanitarian responders accountable? How can we ensure that humanitarian services, delivered by an increasingly wide and diverse group of responders, meet the agreed universal minimum standards? H2H members improve professionalization and learning across the sector by establishing competencies, standards, and systems, as well as directly supporting organizations in capacity building.

See the Members' Directory on our website ([h2hnetwork.org](https://h2hnetwork.org)).



## H2H Members as of February 2023:



ACAPS	Humanitarian Quality Assurance	Inter-Agency Network for Education in Emergencies
Anthrologica	Fondation Hironnelle	
Aviation Sans Frontières	Geneva Centre of Humanitarian Studies	International Health Partners
Atlas Logistiques	GISF	Internews
BBC Media Action	GPPI	JIPS
Bioport	Ground Truth Solutions	Livestock Emergency Guidelines and Standards
CALP Network	Ground Water Relief	MapAction
CartONG	Groupe URD	Medical Aid Films
CDAC Network	HelpAge	Mixed Migration Centre
Center for Human	HERE-Geneva	RE-ACT
Centre of Competence on Humanitarian Negotiation (CCHN)	HQAI	RedR
CHS Alliance	Humanitarian Academy for Development	Relief Applications
Dhalia	Humanitarian advisory group	Sphere
Dara Int	Humanitarian Leadership Academy	Statistics Without Borders
DEMAC	Humanitarian Logistics Association	The Geneva Learning Foundation
Data Friendly Space	Humanitarian Open Street Map (HOT)	The New Humanitarian
Edge Effect	iMMAP	The Shelter Centre
Evidence Aid	IMPACT Initiatives/REACH –	Translators Without Borders/Clear Global
Field Ready	Insecurity Insight	TST of GNC Technical Alliance (former Tech RRT)
Flowminder	Institut Bioforce	
	Integrity Action	Voice Amplified

# What does the H2H Network offer?

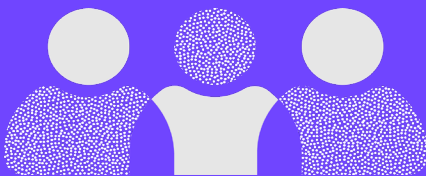
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The H2H team supports members in the following ways:



## PROVIDING RESOURCES

Providing value added resources to enable our member's work



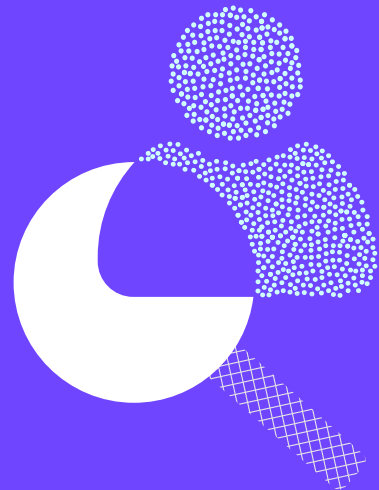
## BUILDING COMMUNITY

Creating and sustaining a vibrant H2H Network community



## FACILITATION AND BROKERING

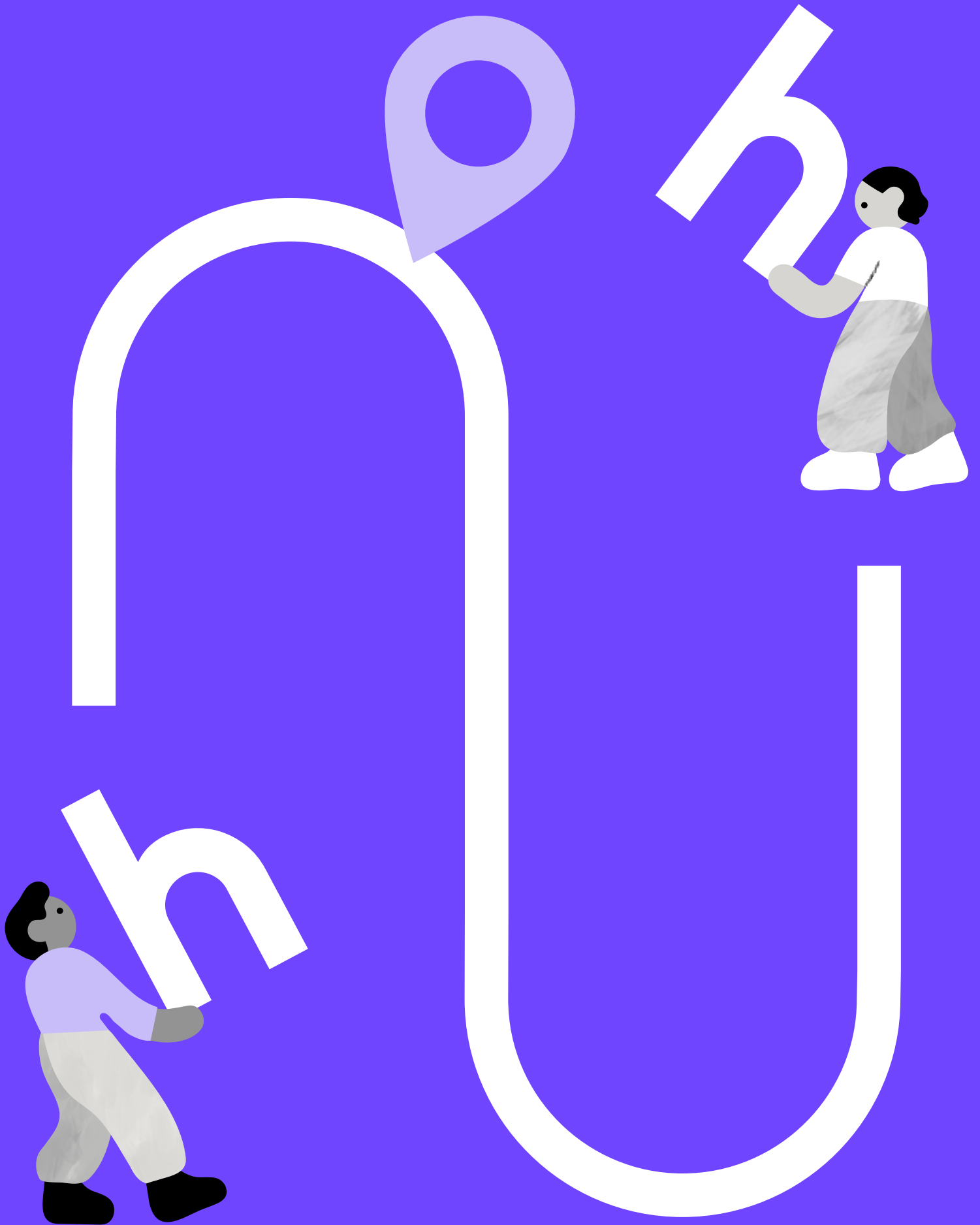
Building stronger engagement with the wider humanitarian system



## EVIDENCE-BASED LEARNING

Catalyzing change with research and experience





# Providing Resources

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**The H2H Network provides its members with targeted, efficient, and resources, supporting the provision of services in response to needs, improving humanitarian action and driving systemic change.** We are committed to developing fund management systems and governance to increase ease of use and accessibility for H2H members, while supporting quality and effective risk management. Our flagship mechanism is the H2H Fund.

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## The H2H Fund

The H2H Fund is a financing mechanism that quickly disburses targeted funds to meet specific needs and resources the network's membership in support of the operational needs in the wider system.

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## Activation

The decision to activate the fund is taken by the H2H Team, who monitors emergencies on an ongoing basis. Members, humanitarian services users, and donors can also request fund activations. These requests can be for general or specific service packages.

While considering whether to activate the fund, the team draws on H2H members, contacts in the field, and experts with specific technical or contextual experience. When deemed necessary, we also conduct needs assessments and develop problem trees, with the aim of testing whether there is a gap in services that members can – or should – fill. Hypotheses are tested with experts responding to the crisis, as well as network members, to ensure the objectives of a service package are well suited to the situation and the network's ability to have an impact.

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## Packages

The H2H Fund's goal is to create comprehensive packages that meet the changing needs of emergency responders. The fund strives to create service packages tailored to the needs of each phase of a response, speeding up decision making and deployment processes and enhancing collective services.

Collaboration among the members included in a service package is essential. The network holds one workshop per package for members to come together to identify areas of collaboration to enhance the overall services on offer. The H2H Fund covers any costs associated with participating in the workshop.



# Five-step Fund Activation Process

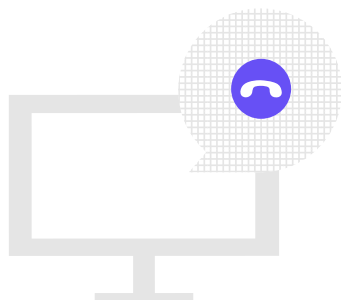
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## CRISIS ALERT AND ASSESSMENT

Specific crises/contexts can be alerted by:

- Donors
- Members of the network
- Humanitarians in the field or at regional/global coordination level

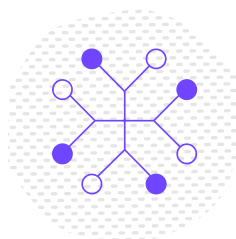
H2H Team is monitoring the global humanitarian context on a continuous basis. The team conducts a scoping and needs assessment to analyze if the crisis alert will trigger the fund.



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## CALL FOR PROPOSALS AND PROPOSAL SELECTION

Members who have passed the H2H due diligence assessment can then apply for the H2H Fund in response to the selected crisis. The H2H Grant panel, consisting of one representative from the donor and two independent consultants with knowledge of the region/crisis, reviews the proposals and selects the grantees.



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## LEARNING EXERCISE

The learning exercises take different forms: online surveys, key informant interviews, internally and externally led case studies, and in-person workshops.



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## PROJECT WRAP UP

Following the end of the project, grantees send report narratives and financial reports to the H2H team. It takes an average of six to eight weeks to launch the final payment based on the review and validation

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## PROJECTS' IMPLEMENTATION

Following the grant panel decision, the grant agreement is issued. The grant period usually lasts around three to six months. During this activation phase, two collaboration calls are organized to:

- Make members aware of what the other H2H Network members are working on
- Ensure collaboration, identify and create synergies between funded members
- Facilitate information sharing
- Check in on project implementation

# Building Community

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**The H2H Network is building a vibrant, diverse community of H2H organizations spanning different models and areas of focus, bound together by a shared approach to engaging with the humanitarian system and supporting aid delivery.** We seek to foster a stronger community of members, built on active participation and collective action, and develop a work plan of activities to strengthen interactions between members and promote collaboration and learning.

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## Webinars

The Network provides regular webinars for members. These are either held by an external expert on relevant themes or by members presenting their work and expertise. Topics to date have included grant writing, sustainability, financial management, localization, and communications/branding. Members are invited to let us know if there is a subject they would like to learn more about, or an expert they would like to recommend to lead a session.

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## Crisis watch calls

The H2H Team monitors crises on an ongoing basis to foster collaboration and enable information sharing. Monthly 'crisis-watch' calls are held as an opportunity for our members to alert us to crises, compare notes and share ideas on how to support each other or the wider humanitarian response. Members are receiving calendar invites for these.

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## Monthly members' updates

Every month, an internal newsletter is sent out by email to all members with the latest updates from the network. Members are asked to share the contacts within their organizations who wish to receive the H2H Network members' update.

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## SharePoint

We have a dedicated [hub](#) for the H2H Members to find all the latest internal documents, activation resources, calls for proposals, communication and branding, and MEAL. It also provides an event calendar and a library of meeting and webinar recordings.

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## Workgroups

The network aim at having workgroups for different communities of practice within the network to support each other and find synergies. One such group is the H2H Communications group for people managing communication in the network. This group serves as a platform to help amplify and promote the work and services of the network, assist each other, and share our communications expertise. This is done through a workplace on Slack and monthly calls. Members are asked to share their Communication managers' contact details for this.

Another workgroup is focused on MEAL and has developed a framework and guidance for the membership together with an external consultancy to better monitor and measure our impact, and the broader impact of H2H services on humanitarian response. We highly encourage members to engage in our awareness and advocacy efforts and to share their MEAL managers' contacts with us.

# Facilitation and brokering

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## **Building stronger engagement with the wider humanitarian system, to promote H2H organizations and services, and contribute to system reform efforts.**

We are aiming to increase H2H Network activities focused on facilitating exchange and brokering relationships externally, while broadening our definition of the system to include those at the local level and outside the formal humanitarian architecture.

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### Raising awareness

We use a range of tools and channels to promote the uptake of the H2H Network's service packages and advocate for the H2H concept, including a monthly newsletter, explainer videos, blogs, social media, briefing papers and press releases. All can be accessed and shared through the H2H Network's website.

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### H2H newsletter

Every month, an external newsletter is distributed, including updates about the network, news from members, and services for humanitarians. We encourage everyone to [subscribe](#) to the newsletter to stay up to date, and members to let us know if they have a special promotion that they wish us to share in the newsletter.

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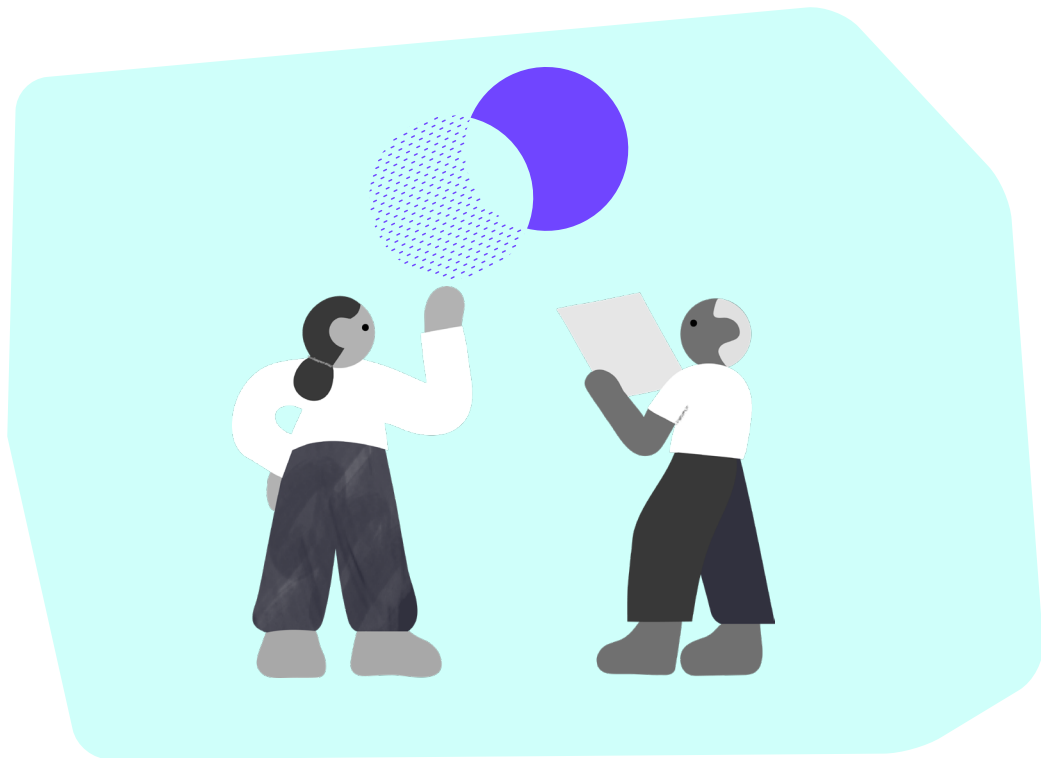
### Events

To engage and learn with the wider humanitarian system, the network participates in a variety of events as an exhibitor or by providing speakers or panellists. You can read more about upcoming and recent events on our [website](#) (news and events) and we encourage you inform us of events relevant for the H2H Network to promote or participate in.

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### H2H Network website

The [website](#) provides essential information about the network and the fund, news and resources, and a searchable member database to help humanitarian service users at all levels find and contact service providers.



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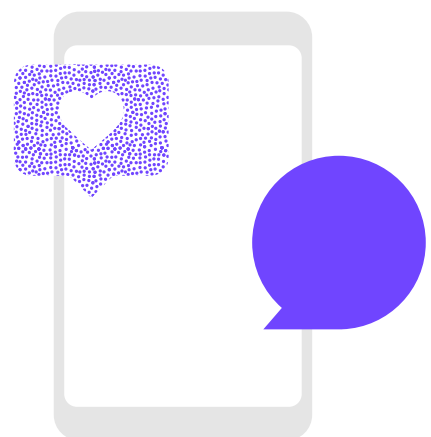
### Social media

The H2H Network is active on Twitter and LinkedIn. We ask members to share specific events or information that they want us to spread through our channels. Please follow us:

 [H2Hnetwork.org](https://H2Hnetwork.org)

 [@H2H\\_network](https://twitter.com/H2H_network)

 [H2H Network](https://www.linkedin.com/company/H2H-Network)





# Impact and learning

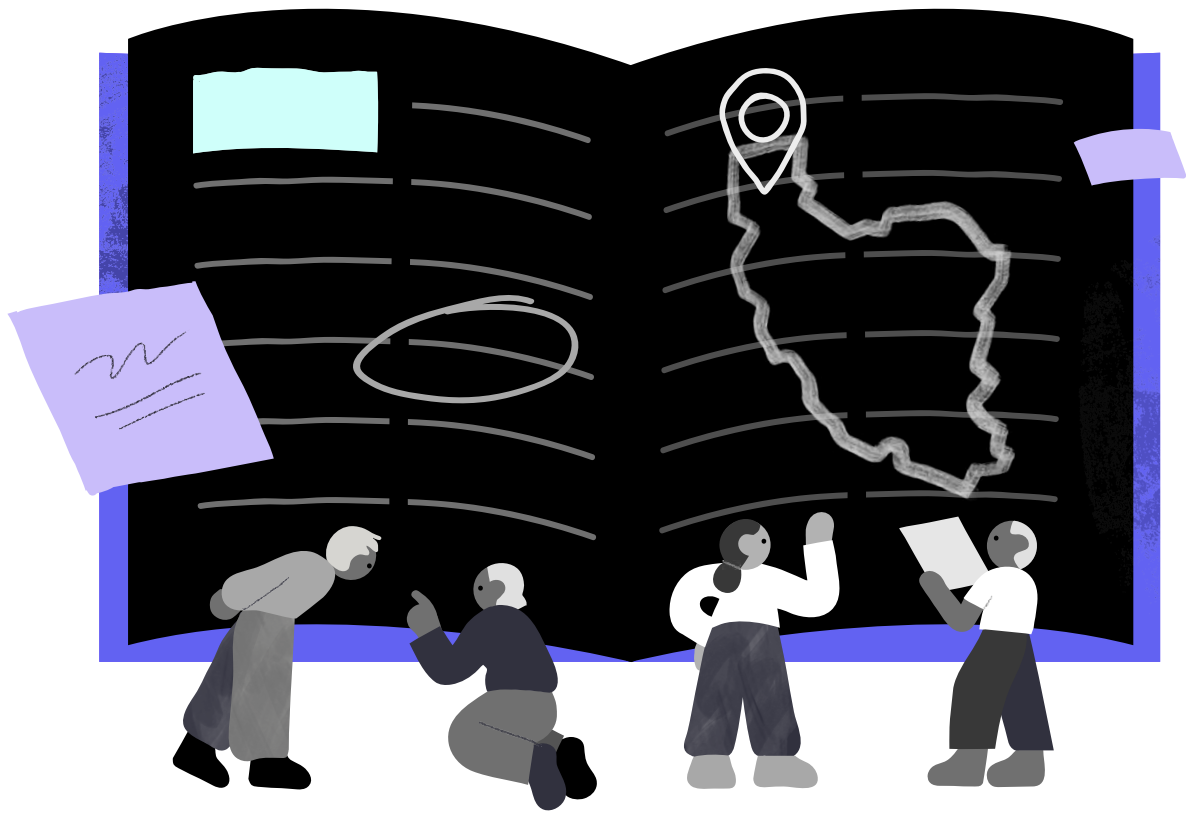
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**As a broker and facilitator of system level change, the H2H Network is committed to leveraging ideas and best practices at the operational level into global reform efforts. In this context, it is particularly important to invest time and energy in documenting, measuring impact and promoting learning.** These are cross-cutting components of the other categories the H2H Team offers. We seek to act as a bridge between theory and practice, drawing-in thinking from outside the sector to understand how best the H2H approach can contribute to change in the system, and feeding our members’ experiences at the operational level into global conversations.

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**Case studies**      One way of doing this is through case studies, researching and measuring the impact of previous fund activations to understand how H2H member tools and services are used by different actors, provide evidence-based information to end users, as well as draw from our unique experiences. Examples of these can be found here:

<a href="#">Tigray I</a>	<a href="#">Vanuatu</a>
<a href="#">Tigray II</a>	<a href="#">Nagorno-Karabakh</a>
<a href="#">Occupied Palestine Territories</a>	<a href="#">Covid-19</a>
<a href="#">Get Ready Fund</a>	<a href="#">Haiti</a>



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## H2H MEAL

The network is developing better ways to monitor and measure impact, as well as the broader impact of H2H services on humanitarian responses. This effort includes monitoring the fund's service packages and discussing the challenges around showing impact and value for money.

# H2H Members' role

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## Responsibilities

### The responsibilities of members include:

- Attend or be represented at the Annual General Meeting (AGM), in-person or remotely
- Voting on Board members and other issues presented to the AGM.
- Participate in network business such as working groups and consultations as relevant
- Uphold the membership principles and contribute to the overall aims of the network as defined by its mission and vision
- Promote the H2H Network and concept.

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## Rights

### The rights of members include:

- Voting rights and the ability to participate in the Annual General Meeting (AGM).
- Eligibility to apply for the H2H Fund, subject to a due diligence assessment
- Eligibility to be nominated for the H2H Board and other committee positions
- Ability to benefit from member services (including workshops, webinars, events, profiling and visibility opportunities etc.) and to inform consultations, and to propose working groups and topics for broader discussion
- Opportunity to include relevant information about the member on the H2H Network website



# How to join

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## Contact us

Please read our full [H2H Network membership guidance](#), which lays out the principles, criteria, responsibilities and benefits of H2H Network membership, along with the application process.

If you have any questions, please contact us, we are happy to hear from you at [info@h2hnetwork.org](mailto:info@h2hnetwork.org)

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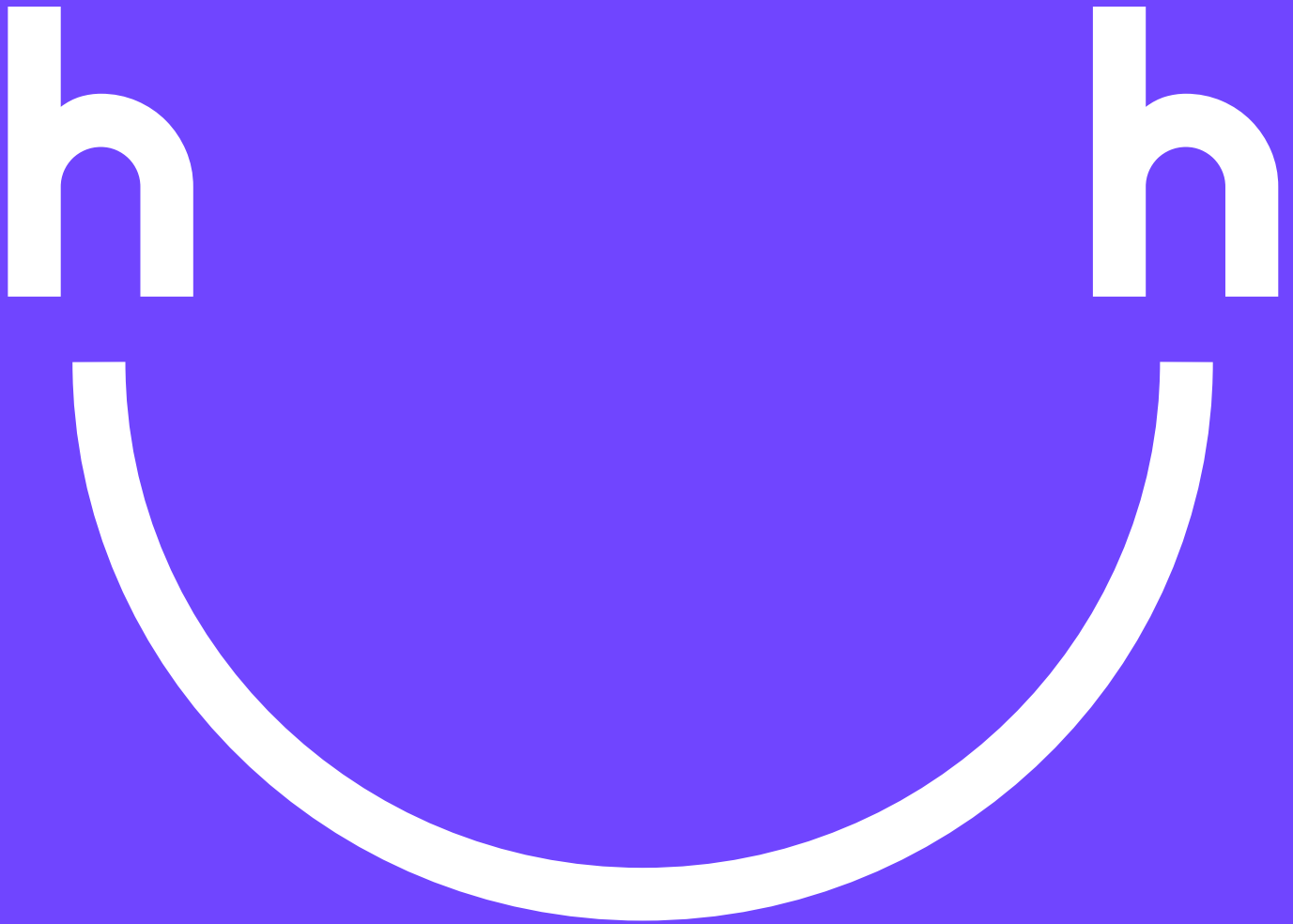
## H2H Fund due diligence

If members are interested in becoming eligible to receive funds from the H2H Fund, they must complete a due diligence assessment.

The total funding a member can request is governed by the outcomes of its due diligence assessment and the length of its planned operations (as per the pre-approval process).

The H2H Team conducts assessments and responds within 30 working days. Members who pass the assessment are eligible for financing any time the fund is activated. An approved due diligence assessment will be valid for three years, providing there are no changes to the organization's set-up or planned activities.








## **H2H Network**

Humanitarian  
Action Support

**Get in touch, we'd love  
to hear from you at**  
[info@h2hnetwork.org](mailto:info@h2hnetwork.org)

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