The H2H Network membership package

January 2023
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?

About

The H2H Network stands for ‘humanitarian-to-humanitarian’ network. It consists of nearly 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.

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.
The H2H Team is based in Geneva, Switzerland.

- Executive Director: Kim Scriven  
  kim@h2hnetwork.org
- Head of Network Development: Helen Kearney  
  helen@h2hnetwork.org
- Head of Finance and Operations Coordinator: Alice Darcq  
  alice@h2hnetwork.org
- H2H Fund Coordinator  
  yannick@h2hnetwork.org
- H2H Finance and Compliance Officer  
  julia@h2hnetwork.org
- Network Communications Officer: Hanna Sjödin  
  hanna@h2hnetwork.org

Any request can be addressed to: info@h2hnetwork.org

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

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.

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.

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.

Security, logistics and programme support

H2H Network members offer a diverse menu of security, logistics and programme services to bring high-quality support to humanitarians 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.

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).
H2H Members as of September 2022:

ACAPS
Anthrologica
Aviation Sans Frontières
Atlas Logistiques
BBC Media Action
Bioport
CALP Network
CartONG
CDAC Network
Center for Humanitarian Leadership
CHS Alliance
Dhalia
Dara Int
DEMAC
Data Friendly Space
Edge Effect
Evidence Aid
Field Ready
Humanitarian Quality Assurance
Fondation Hirondelle
Geneva Centre of Humanitarian Studies
GISF
GPPI
Ground Truth Solutions
Ground Water Relief
Groupe URD
HelpAge
HERE-Geneva
HQAI
Humanitarian Academy for Development
Humanitarian advisory group
Humanitarian Leadership Academy
Humanitarian Logistics Association
Humanitarian Open Street Map (HOT)
iMMAP
IMPACT Initiatives/REACH –
Insecurity Insight
Institut Bioforce
Integrity Action
Inter-Agency Network for Education in Emergencies
International Health Partners
Internews
JIPS
Livestock Emergency Guidelines and Standards
MapAction
Medical Aid Films
Mixed Migration Centre
RE-ACT
RedR
Relief Applications
Sphere
Statistics Without Borders
The Geneva Learning Foundation
The New Humanitarian
The Shelter Centre
Translators Without Borders/Clear Global
TST of GNC Technical Alliance (former Tech RRT)
Voice Amplified
Research Aid Network
What does the H2H Network offer?

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
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.

| 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. |
| Activiation | 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. |
| 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

1. **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.

2. **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.

3. **PROJECTS’ IMPLEMENTATION**
   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.

4. **PROJECT WRAP UP**
   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

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

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.

Learning 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.

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.

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.
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.

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

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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<tr>
<th>Raising awareness</th>
<th>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.</th>
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<tr>
<td>H2H newsletter</td>
<td>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.</td>
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<td>Events</td>
<td>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).</td>
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<td>H2H Network website</td>
<td>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.</td>
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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
@H2H_network
H2H Network
Evidence-based learning

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.

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:

Tigray I
Tigray II
Occupied Palestine Territories
Get Ready Fund
Vanuatu
Nagorno-Karabakh
Covid-19
Haiti
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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<th>Responsibilities</th>
<th>The responsibilities of members include:</th>
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<td>– Attend or be represented at the Annual General Meeting (AGM), in-person or remotely</td>
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<td>– Voting on Board members and other issues presented to the AGM.</td>
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<td>– Participate in network business such as working groups and consultations as relevant</td>
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<td>– Uphold the membership principles and contribute to the overall aims of the network as defined by its mission and vision</td>
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<td>– Promote the H2H Network and concept.</td>
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<th>Rights</th>
<th>The rights of members include:</th>
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<td></td>
<td>– Voting rights and the ability to participate in the Annual General Meeting (AGM).</td>
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<td>– Eligibility to apply for the H2H Fund, subject to a due diligence assessment</td>
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<td>– Eligibility to be nominated for the H2H Board and other committee positions</td>
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<td>– 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</td>
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<td>– Opportunity to include relevant information about the member on the H2H Network website</td>
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How to join

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

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

The total funding an agency 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

Follow us:

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 [@H2H_network
 ➕ H2H Network]