

6. Client Liaison

The Consortium, led by the Alert Programme Manager, will seek to invest in building constructive relationships with relevant CSSF Lebanon and where relevant other HMG stakeholders, to help ensure effective management of the Contract, . Alert will have overall communications management responsibility, however consortium members will be actively engaged in engagement, especially related to the work strands they are leading. We see the inception phase as a key opportunity to ensure that we are clear on client expectations for the contract, and that these are matched with what we feel, based on our extensive experience, is feasible and realistic to deliver. In addition to agreeing key outputs and milestones, we will also seek to understand expectations and agree parameters for quality of deliverables. At the inception stage we will also seek to agree standard operating procedures for communication, agreeing on focal points, frequency and methods of contact.

We will seek to meet with the Client for Contract Management and progress meetings on a quarterly basis, with additional ad hoc meetings as necessary (around major events, in case of urgent Contract matters or context issues etc.) These meetings will be an opportunity for the PM and project team including all Consortium partners to updated CSSF on:

- Progress (results, activities, spending etc.);
- Challenges, context changes (opportunities, threats) and risks
- Reflect on lessons learned from implementation and MEL and identify opportunities for adapting and improving the programme design;
- Opportunity to raise performance issues, feedback and complaints.

Every six months we would expect to have a broader discussion, reviewing the TOC and programme approach to ensure relevance and that assumptions are evidenced towards outcomes and impact of project. This process would include Consortium partners, CSSF and other CSSF implementers, selected beneficiaries and may involve site visits.

We would seek CSSF's engagement for co-design/ steering on learning and dissemination events as well as the communications and visibility plan. This engagement would be linked to an evaluation uptake strategy through inviting key target audiences to specific learning events. Learning events can include platforms at EPLO in Brussels, ODI or Chatham House in London and link to country level discussions and platforms (including an Alert-hosted platform on PVE Lebanon, cohoused by the Swiss MFA). As with the relationship management approach, the learning process and evaluation uptake deliverables will also be agreed as part of the inception phase and Alert can propose a budget on this basis.

Complaints procedure: Alert has a robust complaints procedure, including safeguarding and whistle-blowing. In the first incidence complaints relating to contract management or performance would be directly to the PM, escalated to the Country Director and then to HQ Regional and Global Senior Management (Regional Director, Director of Programmes, Head of HR, Chief of Ops). In case of fraud, safeguarding, corruptions, safety/ security and serious breaches, Alert has a robust policy which it requires all staff, consultants, Consortium partners and sub-contractors to adhere to. This policy includes a confidential line for reporting to the Chief of Ops. Quality and compliance is overseen by senior management and the Board of Trustees. See also Risks Section.