

Name of Tender : Provide Entrepreneurship Training Services in Kirkuk City and Hawija District Tender Number: 23523 - Kirkuk Deadline Submission date : 23 May 2023 – 12 :00 PM For further information please contact: iragprocurement@crs.org	اسم العطاء: تقديم خدمات التدريب على ريادة الأعمال في مدينة كركوك وقضاء الحويجة رقم العطاء : 23523 – كركوك تاريخ انتهاء التقديم: 23 آيار 2023 – 12:00 بعد الظهر لمزيد من المعلومات يرجى التواصل مع: iragprocurement@crs.org
--	---

Dear Sir / Madam, CRS Iraq Programs is looking for companies specialized in providing training services to provide the services shown in Attachment 1 at competitive price and high quality. General Requirements: 1. Must be registered to conduct business and in compliance with federal government tax regulations in Iraq. 2. The supplier cannot provide or use any items with origin in the Islamic Republic of Iran or produced by Iranian companies. 3. Experience supplying International Organizations, Non-Governmental Organizations, or large private companies will be an advantage. 4. CRS retains the right to reject, cancel, negotiate, amend, split and accept any offer, without consideration of the lowest offer. 5. This is an invitation to vendors and is not a promise or obligation that CRS will contract with suppliers through the submitted offers.	سيدي / سيدتي العزيزة هيئة الإغاثة الكاثوليكية برامج العراق تبحث عن شركات مختصة بتوفير خدمات تدريب من المهتمين بتوفير الخدمات المشار إليها أدناه في الملحق رقم 1 بأسعار منافسة وجودة عالية. متطلبات عامة: 1. يجب أن يكون مسجلاً لإجراء الأعمال التجارية مع ما يتوافق ولوائح الضرائب الحكومية في العراق . 2. لا يستطيع المجهز تقديم أي مواد أصلية المنشأ من جمهورية إيران الإسلامية أو انتجت من قبل شركات إيرانية. 3. الخبرة في تزويد المنظمات الدولية، المنظمات الغير حكومية، أو الشركات الكبيرة الخاصة ستكون ميزة. 4. تحتفظ هيئة الإغاثة الكاثوليكية بالحق في رفض، إلغاء، التفاوض، تعديل، تجزئة وقبول أي عرض، دون النظر إلى أدنى عرض. . 5. هذه دعوة للموردين وليس وعد أو التزام من هيئة الإغاثة الكاثوليكية للتعاقد مع الموردين من خلال العروض المقدمة
--	---

Payment Terms 1. Quotation should remain valid for a period of at least ninety (90) days from the submission closing date. 2. Payment shall be after delivery, within 15 working days of receiving correct & detailed invoice. 3. Payment shall be via check or bank transfer. 4. Payment shall be made upon verification and acceptance of goods/services per contract and upon presentation of correct, itemized invoice.	شروط الدفع 1. يجب ان يكون العرض نافذاً " لمدة تسعين (90) يوماً" على الأقل من تاريخ إغلاق التقديم. 2- سوف تتحرر الدفعة بعد مرور 15 يوم عمل من استلام الفاتورة الصحيحة والمفصلة. 3- سوف تتحرر الدفعة عن طريق صك او تحويل بنكي . 4- سيتم دفع المبلغ بعد التحقق وقبول الخدمات تماشياً مع شروط العقد وتقديم الفاتورة الصحيحة و المفصلة.
--	---

Acceptance of Payment Terms Do you accept the above payment terms? ☐ Yes ☐ No	الموافقة على شروط الدفع: هل توافق على شروط الدفع اعلاه: ☐ اوافق ☐ لا اوافق
---	--

<u>Requested Information</u> The submission must include: ☐ Full legal address and contact details of the company ☐ Name of company's official owner and copy of his/her ID & passport (if available) ☐ Copy of company registration certificate ☐ Copy of Tax Registration Certificate ☐ Reference from previous similar business experience with reference contact information. ☐ Bank account information. ☐ The vendor must read, sign & stamp the Attachment (2) related to CRS SUPPLIER CODE OF CONDUCT	<u>يجب تقديم ما يلي:</u> يجب ان يتضمن التقديم ما يلي: ☐ العنوان الكامل الصحيح وعنوان الاتصال للشركة ☐ اسم صاحب الشركة الرسمي مع نسخة من بطاقة الاحوال المدنية و جواز السفر (إن وجد) ☐ صورة عن شهادة تسجيل الشركة ☐ صورة عن شهادة التسجيل الضريبي ☐ المرجع من الخبرة في الاعمال السابقة المماثلة و معلومات الاتصال للمرجع ☐ تفاصيل معلومات الحساب المصرفي ☐ يجب على المقاول قراءة و توقيع و ختم الملحق (2) و الخاص بالقواعد السلوكية التي تنتهجها هيئة الإغاثة الكاثوليكية.

<u>Bid Requirements</u>	<u>معلومات ملء العطاء</u>
Offers that do not meet the following will be automatically rejected regardless of price: - Offers must be received before the stated deadline. - Offers must include all information requested above. - Unit prices must be provided for all line items. Offers that only include totals will be rejected. - Bids that include mistakes in calculations within the Bill of Quantities will be excluded from competition. - Bids must be submitted through the email address for receiving bids. Separate bidding offers must be submitted separately. Any missing documents may cause the entire offer to be rejected. - Offers must be clean & clear. The vendor should sign and stamp next to handwritten corrections or corrections made with whiteout. - Offers must be complete, signed in a clear date and stamped on all pages.	سوف يتم رفض أي عطاء لا يلتزم بالشروط أدناه بغض النظر عن السعر: - سيتم رفض أي طلب يقدم بعد التاريخ والوقت المحدد لقبول العطاءات. - يجب أن تتضمن العروض جميع المعلومات المطلوبة أعلاه. - جميع الاسعار يجب ان تكتب لكل بند أو فقرة على حدة، ويتم رفض العطاءات التي تحتوي على الإجمالي فقط. - سيتم استبعاد العطاء الذي يتضمن خطأ في حسابات جداول الكميات - يجب تقديم العروض من خلال البريد الإلكتروني المخصص لاستلام العطاءات. يجب تقديم عروض المناقصات المنفصلة بشكل منفصل. قد تتسبب أي مستندات مفقودة في رفض العرض بأكمله. - العروض يجب أن تكون نظيفة وواضحة، يجب التوقيع والختم في مكان أي تصحيح يدوي أو باستخدام قلم التصحيح الأبيض. - يجب أن تكون العروض كاملة من جميع الجوانب، موقعة بتاريخ واضح ومختومة على جميع الصفحات

<u>Delivery Instructions:</u>	<u>تعليمات التسليم:</u>
Complete and stamped and signed offer can be submitted by email to CRS-IQ-Tenders@crs.org as PDF file. Email must indicate the number of tender which is (23523 - Kirkuk) or the offer will be excluded. The file should not exceed 15 MBs and the company biography should not exceed 10 pages.	يجب تقديم العطاء الكامل والمختوم و الموقع عن طريق عنوان البريد الإلكتروني CRS-IQ-Tenders@crs.org من خلال تقديم الملف المختوم كاملاً بصيغة PDF . يجب ان يذكر البريد الإلكتروني المرسل على رقم العطاء وهو (23523 - كركوك) وإلا سيتم استبعاد العطاء. يجب ان لا يتجاوز حجم المرفق 15 ميجابايت على ان لا تتجاوز السيرة الذاتية للشركة أكثر من 10 صفحات.

Past Experience Reference List

قائمة مراجع الاعمال السابقة

	Name of Organization أسم المنظمة	Name of Person أسم الشخص	Name of Project أسم المشروع	Project Start Date تاريخ المباشرة بالمشروع	Project duration مدة تنفيذ المشروع	Phone Number رقم الموبايل	Email Address البريد الالكتروني

Company name:	أسم الشركة :
Legal address :	العنوان الثابت:
Telephone Number:	رقم الهاتف:
Email:	عنوان البريد الإلكتروني:
Representative Name	اسم الممثل:
Business Certificate Registration Number:	رقم تسجيل شهادة العمل:
Tax registration Number:	رقم التسجيل الضريبي:
Contract duration:	مدة العقد :
Do you have partnerships with any other companies (such as shared management / staff / office / bank account)? Do you cooperate with any other companies in preparing offers or providing of goods or services? هل لديك شراكات مع أي من الشركات الأخرى (مثل إدارة / الموظفين / المكتب حساب مشترك / البنك) ؟ هل تتعاون مع أي من الشركات الأخرى في إعداد العروض أو توفير السلع أو الخدمات؟	
If the answer for previous question is yes, please provide details here including the names of partner companies. إذا كان الجواب عن السؤال السابق نعم ، يرجى تقديم التفاصيل هنا بما في ذلك أسماء الشركات الشريكة	
Other comments:	ملاحظات أخرى:
Experience / references for the related work of experience (Please attached any related contract, purchase order, certificate, etc.) that does not exceed 10 pages. References MUST include contact information. يجب ان يحتوي على عناوين الاتصال من مراجع الخبرة المرجع من الخبرة (الرجاء ارفاق دليل من الاعمال السابقة ذات الصلة من عقود , اوراق شراء , ورقة اتمام عمل , اخرى) لا تتجاوز عشرة اوراق.	

Signature التوقيع	
Date التاريخ	

Attachment (1) – SOW & BOQ الملحق (1) – نطاق العمل و جدول الاسعار

Introduction:

Catholic Relief Services (CRS) is the international relief and development agency of the Catholic community in the United States. CRS supports more than 100 million people in more than 100 countries on five continents. CRS works with local partners to promote human development by responding to major emergencies, fighting disease and poverty, and nurturing peaceful and just societies; and serves Catholics in the United States as they live their faith in solidarity with their brothers and sisters around the world. CRS' world headquarters is in Baltimore, MD. For further information about CRS, please visit: www.crs.org

Purpose:

CRS Iraq seeks the services of three (3) entrepreneurship trainers (with three extra for emergency) for the *Shared Future* project in Kirkuk city and Hawija district for a total period of 10 months, 4 days/week, 4 hrs./day. The trainers should support field teams to implement entrepreneurship training and coaching sessions. The Catholic Relief Services (CRS) will provide an 8–10-week entrepreneurship training followed by 4-month coaching sessions for 20–30 (per trainer) youth in Kirkuk governorate, Iraq. CRS will have three groups of trainees, one group located inside Kirkuk city, and the other two groups inside Hawija district. The service provider must have 3 different trainers who will work in parallel to deliver the training to the three different groups.

The trainers will deliver entrepreneurship training with topics including, how to start a business, conduct market assessments, develop marketing strategies, customer service, financial management, and others as described in detail in the deliverables. A four-month coaching period will follow, where participants will receive support in setting up their businesses. Participants will be expected to attend one group coaching session per month for 2–3 hours and be available for monthly check-in through phone calls and monthly on-site visits. The trainers is expected to support CRS with the data to conduct baseline, midterm, and end-line data collection, targeted evaluation activities, and continuous review and analysis of project monitoring data.

I. PROJECT OVERVIEW & BACKGROUND

Enabling Durable Solutions for a Cohesive and Diverse Ninewa Plains, or by its shorter name *Shared Future*, is a 7.25-year project launched in June 2018, to support families in Ninewa and Kirkuk governorates attain durable solutions after years of displacement caused by the rise and fall of the Islamic State (IS).

Shared Future works closely with youth and community and religious leaders in the Ninewa Plains and Kirkuk to support durable solutions through three strategic objectives:

- Strategic Objective 1 (SO1): Diverse tribal, religious, and ethnic groups in the Ninewa Plains have increased mutual understanding, tolerance, and trust.
- Strategic Objective 2 (SO2): Diverse conflict-affected emerging adults in the Ninewa Plains and Kirkuk achieve productive livelihoods.
- Strategic Objective 3 (SO3): Diverse conflict-affected youth are empowered to reach their full potential.

To date, *Shared Future* contains three distinct phases over the period from 2018 to 2025. The project sought to test and study different interventions (social cohesion and livelihoods) and identify promising practices that could potentially be scaled up to support durable returns in the Ninewa Plains.

II. DESK REVIEW DOCUMENTATION

The Trainers will conduct a desk review of the following documents throughout the consultancy:

- *Shared Future Phase III Concept Note*
- *Shared Future FY23 Implementation Plan, MEAL Plan, IPTT, and PIRS*
- *Shared Future Foundations Training Curriculum*
- *Shared Future Technical Training Curriculum*
- *Shared Future Business Development Plan Template*
- *Shared Future Scoring Rubric Framework*

Other relevant assessments, literature, and materials, as identified by CRS Iraq, can also be provided to the trainer.

III. Expected Activities:

1. **Delivery of intensive Technical Training:** Deliver and carry out 8 weeks, 4 days/week, in-person intensive technical training to livelihoods entrepreneurship participants; see below table “Timetable of Activities and Deliverables”. The trainer will follow the CRS agenda and materials that will be shared in advance.
2. **Technical Support to Field Team:** Conduct weekly check-ins with field teams (no longer than two hours) (in Kirkuk and Hawija) to troubleshoot challenges and provide technical guidance. An agenda for the calls should be developed beforehand and meetings should be documented to include minutes with time-bound action points.
3. **Training on Community Mapping and Market Assessment Template:** Conduct a full-day workshop on the Community Mapping and Market Assessment template for entrepreneurship participants in coordination with the *Shared Future* Program Manager, and Livelihoods Senior Project Officer. The trainer will deliver and explain all the details to the participants and how to collect information. The trainer then will review the participant’s reports and provide the required guidance.
4. **Training on Business Development Plan Template:** Conduct Regular follow-up and practice on the Business Development Plan template. The trainers will be required to make sure all entrepreneurship participants/trainees fill in the business plan regularly throughout the training period when the relevant topics are covered. The trainer should provide the required support to finalize the business plan of the participants in the best shape possible in order to be shared with CRS later on.
5. **Reporting:** The trainer provides feedback to the CRS team on a weekly basis highlighting achievement, challenges, and any recommendations if available. The trainer is expected to provide a training efficiency report by the end of the training including the data from pre-post tests. The trainer is also expected to SUPPORT field team reporting about training, coaching, and data collection such as baseline, midterm, and end-line, targeted evaluation activities, and continuous review and analysis of project monitoring data.
6. **Attend ToT:** Prior to delivering the trainings, the trainers of the service provide are expected to attend the Training of Trainers (ToT) by CRS about the entrepreneurship training select topics mentioned in the deliverables.
7. **Reviewing of Materials:** The trainers is expected to review the project and training materials before being delivered to the beneficiaries.
8. **Other:** The trainers will support the *Shared Future* Project Director, Program Manager, and Livelihoods Senior Project Officer with other tasks as assigned during the consultancy.

Deliverables and Deadlines:

DELIVERABLE 1: TO CONDUCT THE FOLLOWING TRAINING			
Week	Working Days	Date	Main Activities
Weekend			
W1	4 Days	July 02 - 06	Introduction to SED concepts and soft skills - Week 1 4 days 1 Day: <u>Introduction of:</u> - Trainees to each other - The course agenda and objectives - Entrepreneurship and its importance - Intro to foundational concepts in small enterprise development (supply, demand, markets, difference between SBO and entrepreneur, etc.) 2 Days: - What does it mean to be an entrepreneur - Motivational messages and examples - Business plan - Skills/tools required for be an entrepreneur - Characteristics of the entrepreneur. - Statistics of Entrepreneurial Opportunities and failures, and Why? - Youth-friendly self-assessment to identify strengths - Partnership 1 Day: - Creative thinking
Weekend			
W2	1 Day	July 09 - 13	Testing the business idea – Week 2 1 days 1 Day: - Feasibility study & Market assessment - SWOT analysis and risk mitigation measures - Debrief the community mapping and market assessment results - Review and apply learning in the business plan (half day)

DELIVERABLE 1: TO CONDUCT THE FOLLOWING TRAINING			
Week	Working Days	Date	Main Activities
			Weekend
W3	4 Days	July 16 – 20	Testing the business idea (continued) – Week 3 3 days 2 Days: - Feasibility study & Market assessment - SWOT analysis and risk mitigation measures - Debrief the community mapping and market assessment results - Review and apply learning in the business plan (half day) 1 Day: - Unique Sales Proposition and Competitive Analysis and sales Defining the marketing plan – Week 3 1 Day 1 Day: - Marketing mix (7 Ps) - Digital marketing - Branding, Logo, slogan...etc. - Review and apply learning in the business plan (half day)
			Weekend
W4	3 Days	July 23 - 27	Defining the marketing plan (continued) – Week 4 2 Days 2 Days: - Marketing mix (7 Ps) - Digital marketing - Branding, Logo, slogan...etc. - Review and apply learning in the business plan (half day) Sales – Week 4 1 Day 1 Day: - Intro about sales - Sales funnel stages - Pricing - Review and apply learning in the business plan
			Weekend
W5	2 Days	July 30 – August 03	Resource Planning – Week 5 2 Days 2 Days Procurement

DELIVERABLE 1: TO CONDUCT THE FOLLOWING TRAINING			
Week	Working Days	Date	Main Activities
			- Collecting quotations and specifications of required items to implement the business idea. - Review and apply learning in the business plan (half day)
Weekend			
W6	4 Days	August 06 - 10	Financial Planning – Week 6 1 Day 1 Day: - Introduction about finance and concepts Key concepts in business management – Week 6 3 Days 1 Day - Finance management and record keeping - Review and apply learning in the business plan (half day) 2 Days - <i>Business Management (1)</i> - <i>Planning</i> - <i>Risk Management and Mitigation Plan</i> - <i>Inviting Alumni and Success Stories</i> - <i>Review and apply learning in the business plan</i>
Weekend			
W7	4 Days	August 13 - 17	Key concepts in business management (continued) – Week 7 1 Day 1 Day - <i>Business Management (1)</i> - <i>Planning</i> - <i>Risk Management and Mitigation Plan</i> - <i>Inviting Alumni and Success Stories</i> - <i>Review and apply learning in the business plan</i> BDP Discussions – Week 7 2 Days 2 Day - <i>Presentation and feedback</i> Business management skills and conclusion – Week 7 1 Day 1 Day - <i>Adaptability to Business Environment</i> - <i>Dealing with Different Personalities & Customer Services</i> - <i>Feedback and its mechanism</i>

DELIVERABLE 1: TO CONDUCT THE FOLLOWING TRAINING			
Week	Working Days	Date	Main Activities
			- Sustainability - Time Management & Problem Solving - Networking - Inviting alumni and success stories - Review and apply learning in the business plan - Finalizing and filling out business plan
Weekend			
W8	4 Days	August 20 - 24	Business management skills and conclusion (continued) – Week 8 4 Days 3 Day: - Adaptability to Business Environment - Dealing with Different Personalities & Customer Services - Feedback and its mechanism - Sustainability - Time Management & Problem Solving - Networking - Inviting alumni and success stories - Review and apply learning in the business plan - Finalizing and filling out business plan 1 Day: - Recap - Post Test
After completion of the trainings			
After completion of the training and between Aug 23 – Sept 17 th , 2023			- 20-30 (The specific number assigned per trainer) well-shaped business plans of entrepreneurship training participants. The trainer needs to make sure all participants fill in the business plan regularly throughout the training period when the relevant topics are covered. The trainer needs to provide the required guidance and instructions needed to the participants to finalize the business plans and submit them to CRS - The trainer needs to provide CRS with a detailed report highlighting achievements, challenges, and any recommendations if available. The report should also include training efficiency and pre-post-test results. - Attendance sheets signed by participants, and trainers, and verified by the CRS team. - 10 Photos during the training

DELIVERABLE 2: TO PROVIDE COACHING SERVICE TO THE PARTICIPANTS			
24	96	Sept 23, 2023– Jan 24, 2024	Coaching sessions over 16 weeks <u>Each participant should receive the following services over 16 weeks:</u> - Two phone calls coaching to all participants - Two one-on-one meetings to all participants - One group coaching to each group - The trainer should provide reports of each approach for the assigned participants (20-30) to CRS using the approved templates. <i>Note: The coaching time should be around one month part between each method.</i>

NOTES:

1- THE DATES ARE NOT YET CONFIRMED AND THEY MIGHT BE SUBJECTED TO CHANGE.

2- SOME TOPICS MIGHT BE SHIFTED TO OTHER DAYS.

LOGISTICS

CRS will be responsible for coordinating logistics in Kirkuk including training halls with accessories, coffee breaks & meals if required plus providing relevant project documents to the trainer. The trainer should request any other documentation or reports needed to help better understand the context or project status. The trainer will coordinate his/her schedule with the contact people mentioned above.

CRS Iraq offices are open from Sunday to Thursday, with working hours of 08:00-16:30. CRS Iraq will NOT provide transportation for the trainer. The trainer should request any further support if needed.

A security briefing will be given to the trainer at the start of the consultancy. The CRS Iraq Field Security Plan will be provided to the trainer prior to the start of the consultancy.

PAYMENT SCHEDULE/INVOICES

The trainer will submit his invoice to the *Shared Future* Project Director and the Program Manager, every four weeks from the start of the consultancy period. The deliverables will be approved by CRS Iraq before the payment is processed (3-4 payments in total). The final payment method and number of payments will be determined and finalized upon a discussion with the selected trainers.

Trainer minimum qualifications:

- A minimum of (3-4) years' experience using adult learning methodologies in entrepreneurship or similar topics.
- Preference for facilitators with experience training youth and who are familiar with positive youth development methodologies.
- A proven understanding of the profile of micro, small, and medium enterprises in Kirkuk governorate, in terms of size, registration, experience, skills, knowledge, and effective outreach methods, as well as an understanding of challenges and critical gaps faced by different profiles of business across different sectors.
- Consultancy/ training firms must be legally registered with the PA and with any other business regulators, with supporting documentation provided upon request.

- Full professional Arabic language proficiency is required as the trainings will be delivered in Arabic language. A working knowledge of the English language is also required.

Please attach resumes of your proposed six trainers (3 primary, and 3 emergency) within your bid, otherwise your offer will be excluded from competition.

Financial Offer					
	Item Description	Unit of Measure	Proposed Unit Price \$/trainer	Trainers	Total cost \$
1	Three (3) dedicated & skilled trainers to deliver technical entrepreneurship training described above (4 days/week for 8 weeks) total of 32 sessions per trainer. The training to be conducted at the same time in parallel in three different locations (one inside Kirkuk city and other two in Hawija center).	L.S/trainer		3	
2	Provide coaching support to each participant during a 4-month period as below: - Two (2) phone calls (per each participant) - Two (2) one-on-one meetings/visits (per each participant) - One (1) Group coaching (per group)	L.S/trainer		3	
Total Bid Cost					
Important Notes: - The number of participants will be from 20-30 per each training and coaching session. - Max number of groups for the coaching sessions is 5. - The offer must be valid up to a minimum of 90 days after the submission date. The financial offer should include a daily rate. The total cost should be "all-inclusive" and cover all costs that are the responsibility of the trainer including travel, supplies, and any required insurance and taxes. - CRS will review the above qualifications of the specific trainers wishing to fulfill the role. - CRS reserves the right to interview trainers, request supporting documentation for experience and expertise, or request additional information or documentation that could facilitate the selection. - CRS reserves the right to reject all bids and to decide not to pursue this procurement. CRS is not obliged to procure the lowest-priced offer when the lowest price does not offer the best overall value, all other factors considered.					

Attachment (2) الملحق (2)

مدونة سلوك الموردين والمقاولين ومقدمي الخدمات:

تلتزم منظمة خدمات الإغاثة الكاثوليكية (CRS) بمبادئ التوريد المسؤول ونتوقع من مورديننا ومقدمي الخدمات الالتزام الكامل بالالتزامات التعاقدية السارية لتشمل شروط وأحكام CRS والقوانين المحلية ذات الصلة/المطبقة على خلاف ذلك مع اتباع معايير الحوكمة البيئية والاجتماعية وحوكمة الأعمال المعترف بها دولياً. كما ونتوقع من مورديننا تنفيذ هذه المعايير مع مورديهم ومقاوليهم من الباطن، على النحو المستوحى من مبادرة الميثاق العالمي للأمم المتحدة [United Nations Global](#) ، والمبادئ الإرشادية للأمم المتحدة وحقوق الإنسان [United Nations Guiding Principles and Human Rights](#) ، وإعلان منظمة العمل الدولية بشأن المبادئ والحقوق الأساسية في العمل [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#) ، والمدونة الأساسية لـ [ETI Base Code](#) ، وسياسات وإجراءات ومعايير CRS المعمول بها [CRS' Policies, Procedures and Standards](#) .

(1) الاجتماعية:

- تحريم جميع أشكال التحرش مثل التحرش الجنسي والاستغلال والإساءة [exploitation and abuse](#) ، بما في ذلك الاستغلال والإساءة الجنسية، والاتجار بالبشر [trafficking in persons](#) . أي نوع من أنواع النشاط الجنسي مع طفل يعتبر إساءة جنسية بغض النظر عن العمر المحلي المقبول والذي يُعرف بأنه لشخص يقل عمره عن 18 عاماً .
- وضع آليات لمنع ومعالجة التحرش والتحرش الجنسي والاستغلال والإساءة والتصدي لهم والرد عليهم، بما في ذلك الاستغلال والإساءة الجنسية والاتجار بالبشر .
- دعم حماية حقوق الإنسان المعلنة دولياً وحظر العمل الجبري والسخرة والعمل غير الطوعي وعمل الأطفال .
- لا تقم بتوظيف أو تشغيل الأطفال الذين تقل أعمارهم عن 15 عاماً. لا تقم بتوظيف أو تشغيل الأطفال دون سن 18 عاماً في أعمال تنطوي على مخاطر نفسية أو جسدية أو تتعارض مع التعليم .
- معاملة الموظفين بكرامة واحترام وتوفير مكان عمل آمن وصحي، يتوافق مع القوانين الوطنية، وخال من التمييز على أساس العرق أو الجنس أو العمر أو الدين أو الميل الجنسي أو الثقافة أو الإعاقة ان وجد. توفير آليات إبلاغ سرية يسهل الوصول إليها للموظفين وأصحاب المصلحة الآخرين للإبلاغ عن مخاوف أو شكوك بشأن أي شكل من أشكال التحرش والإساءة والاستغلال الموصوف أعلاه والممارسات غير القانونية المحتملة من قبل الإدارة أو الموظفين.
- الالتزام بحماية المخبرين أو المبلغين عن المخالفات من الانتقام.
- دعم حرية تكوين الجمعيات والحق في المفاوضة الجماعية على النحو المنصوص عليه في القوانين المعمول بها محلياً.
- ضمان الأجور وساعات العمل التي تفي بالمعايير القانونية الوطنية.

(2) الحوكمة :

- الالتزام بجميع قوانين ولوائح التجارة الوطنية والدولية المعمول بها بما في ذلك على سبيل المثال لا الحصر مكافحة الاحتكار والضوابط التجارية وأنظمة العقوبات.
- النظر في نزاهة العمل كأساس للعلاقات التجارية .
- حظر كافة أنواع الرشوة والفساد وغسيل الأموال وتمويل الإرهاب .
- حظر تقديم الهدايا للمسؤولين الخاصين أو العموميين بهدف التأثير على قرارات العمل أو تشجيعهم بطريقة أخرى على التصرف بما يتعارض مع التزاماتهم .
- احترام الخصوصية والمعلومات السرية لجميع موظفيك وشركائك في العمل وكذلك حماية البيانات والملكية الفكرية من سوء الاستعمال.
- وضع معايير لحماية البيانات وإدارتها والتي تتناول جمع البيانات وحمايتها والتخلص منها. على مالِك البيانات إدراك شروط وأحكام ومبادئ توفير البيانات وفقاً لقيم ومبادئ البيانات المسؤولة لـ CRS [CRS Responsible Data Values and Principles](#) .

Attachment (2) الملحق (2)

- تنفيذ سياسة وإجراءات مناسبة لإدارة الامتثال، مما يسهل الامتثال للقوانين واللوائح والمعايير المعمول بها.

(3) البيئة :

- اتباع جميع لوائح البيئة والصحة والسلامة المعمول بها.
- تعزيز التطوير والتصنيع والنقل والاستخدام والتخلص الآمن والسليم بيئيًا لمنتجاتك.
- التأكد من استخدام سياسات وإجراءات الإدارة المناسبة التي تلبى جودة المنتج وسلامته والتي تعادل المتطلبات المعمول بها .
- قم بحماية حياة وصحة موظفيك وجيرانك، وكذلك حماية الجمهور من المخاطر الكامنة في عملياتك ومنتجاتك • استخدام الموارد بكفاءة، وتطبيق تقنيات موفرة للطاقة وصديقة للبيئة وتقليل النفايات، وكذلك الانبعاثات في الهواء والماء والتربة.
- نظرا لأن منظمة خدمات الإغاثة الكاثوليكية هي مستفيد من العديد من المنح أو العقود المقدمة من الجهات المانحة الحكومية العامة والخاصة يتم إخطار جميع الموردين ومقدمي الخدمات بموجب هذا بأنه يمكن تضمين إجراءات الامتثال الخاصة بالجهات المانحة في الإدارة القانونية التي يتم من خلالها شراء السلع أو الخدمات.

تحتفظ منظمة خدمات الإغاثة الكاثوليكية بالحق في إجراء عمليات تدقيق أو تقييمات العناية الواجبة لضمان امتثالك وسوف تتخذ خطوات معقولة للتحقيق أو اتخاذ الإجراء المناسب بطريقة أخرى لمعالجة المخاوف. CRS

تحتفظ CRS لنفسها بالحق في إنهاء أي علاقة لعدم الالتزام بالمتطلبات المذكورة أعلاه.

إذا كان لديك أي مخاوف أو شكوك حول أي شكل من أشكال التحرش، المضايقة والإساءة والاستغلال

الموصوفة أعلاه وفي سياسة الصون الخاصة بـ CRS أو السلوك غير القانوني أو غير اللائق، فإن CRS تطلب منك لإبلاغ من خلال أي من القنوات التالية:

- إدارة منظمة هيئة الإغاثة الكاثوليكية.
- الموقع CRS Whistleblower: <http://bit.ly/crshotline>
- البريد الإلكتروني : alert@crs.org
- سكايب / هاتف 1-866-295-2632
- البريد: (علامة "سري") :
- عناية : المستشار العام لخدمات الإغاثة الكاثوليكية

228 W. Lexington Street

Baltimore, MD 21201

يعد ضمان مبادئ التنمية المستدامة في سلسلة التوريد الخاصة بنا أمراً مهماً بالنسبة لمنظمة خدمات الإغاثة الكاثوليكية (CRS). (نتمنى منك كشريك لنا أن تظهر التزامك من خلال الامتثال لقواعد السلوك الخاصة بك أو سياسات الشركة التي تتبنى هذه المعايير.

بقبولك للأعمال التجارية من منظمة خدمات الإغاثة الكاثوليكية في شكل أمر شراء أو عقد أو اتفاقية ، فإنك تقبل ضمناً أدوار ومسؤوليات مؤسستك الموضحة في هذا المستند.

SUPPLIER / SERVICE PROVIDER CODE OF CONDUCT

[Catholic Relief Services \(CRS\)](#) has committed to the principles of responsible sourcing and we expect our suppliers and service providers to fully follow the applicable contractual obligations to include CRS terms & conditions, local and relevant/otherwise applicable laws and to adhere to internationally recognized environmental, social, and corporate governance standards. We also expect our suppliers to implement these standards with their suppliers and subcontractors, as inspired by the [United Nations Global Compact initiative](#), the [United Nations Guiding Principles and Human Rights](#), the [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#), [ETI Base Code](#), and applicable [CRS' Policies, Procedures and Standards](#).

1) SOCIAL

- Prohibit all forms of harassment, sexual harassment, [exploitation and abuse](#), including sexual exploitation and abuse, and [trafficking in persons](#).¹ All sexual activity with a child, defined as person under the age of 18 years, is considered sexual abuse regardless of local age of consent.
- Have mechanisms in place to actively prevent, address, and respond to harassment, sexual harassment, exploitation and abuse, including sexual exploitation and abuse, and trafficking in persons.
- Support the protection of internationally proclaimed human rights and prohibit forced, bonded, and involuntary labor and child labor.
- Do not recruit or employ children under the age of 15 years. Do not recruit or employ children under 18 years for work that is mentally or physically dangerous or interferes with schooling.
- Treat employees with dignity and respect and supply a workplace that is safe and hygienic, complies with national laws, and is free from discrimination on the basis of race, gender, age, religion, sexuality, culture or disability.
- Provide accessible and confidential reporting mechanisms for employees and other stakeholders to report concerns or suspicions of any forms of harassment, abuse and exploitation described above and potentially unlawful practices by management or employees.
- Commit to protecting reporters or whistleblowers from retaliation.
- Uphold the freedom of association and the right to collective bargaining as set out within applicable laws.
- Ensure wages and working hours meet national legal standards.

2) GOVERNANCE

- Abide by all applicable national and international trade laws and regulations including but not limited to antitrust, trade controls, and sanction regimes.
- Consider business integrity as the basis of business relationships.
- Prohibit all types of bribery, corruption, money laundering and terrorism financing
- Forbid gifts to private or public officials that aim to influence business decisions or otherwise encourage them to act contrary to their obligations.
- Respect the privacy and confidential information of all your employees and business partners as well as protect data and intellectual property from misuse.
- Have data protection and managements standards in place that address data collection, safeguarding, sanitation and disposal. The data owner is aware of the data provision terms and conditions and supplies consent as per [CRS Responsible Data Values and Principles](#)
- Implement a proper Compliance Management policy and procedure, which facilitate compliance with applicable laws, regulations, and standards.

¹ Refer to pages 6 and 7 of CRS' Policy on Safeguarding for further details on prohibited exploitative conduct, including procurement of commercial sex, employment practices, and relationships with beneficiaries that are exploitative or abusive.



3) ENVIRONMENT

- Follow all applicable environmental, health and safety regulations.
- Promote the safe and environmentally sound development, manufacturing, transport, use and disposal of your products.
- Ensure by using proper management policies and procedures that product quality and safety meet the applicable requirements.
- Protect your employees' and neighbors' life and health, as well as the public at large against hazards inherent in your processes and products.
- Use resources efficiently, apply energy-efficient and environmentally friendly technologies and reduce waste, as well as emissions to air, water, and soil.

Because CRS is a recipient of numerous grants or contracts provided by governmental, public, and private donors, all suppliers and service providers are hereby notified that other donor-specific compliance measures may be included in the legal instrument through which goods or services are procured.

CRS reserves the right to conduct due diligence audits or assessments to ensure your compliance and will take reasonable steps to investigate or otherwise take appropriate action to address concerns. CRS reserves the right to terminate any relationship for non-adherence to the above mention requirements.

Should you have any concerns or suspicions of any forms of harassment, abuse and exploitation described above and in CRS' Safeguarding Policy, illegal or improper conduct, CRS requires you to report through any of the following channels:

- CRS Management
- CRS Whistleblower site: <http://bit.ly/crshotline>
- Email: alert@crs.org
- Phone/Skype: 1-866-295-2632
- Mail: (mark "Confidential")
Attention: General Counsel
Catholic Relief Services
228 W. Lexington Street
Baltimore, MD 21201

Ensuring the principles of sustainable development in our supply chain is important to CRS. We hope that as our partner you show your commitment via compliance with your own code of conduct or company policies that embrace these standards.

In accepting business from CRS in the form of a purchase order, contract, or agreement, you are implicitly accepting your organization's roles and responsibilities outlined in this document.