

REQUEST FOR PROPOSAL

Name of Tender:
Business Training Consultancy

Tender Number:
23_025EBL

Deadline Submission date:
10 August 2023, 04:30 PM

For further information, please contact:
+964 751 840 3207
info@ankawahc.org

اسم العطاء:
استشارات التدريب على الأعمال

رقم العطاء:
23_025EBL

تاريخ انتهاء التقديم:
10 - آب - 2023 الساعة 04:30 مساءً.

لمزيد من المعلومات يرجى التواصل مع:
+964 751 840 3207
info@ankawahc.org

Dear Sir / Madam,

Ankawa Humanitarian Committee (AHC) is a local faith-based non-governmental organization that was established in 2020, and it is directed towards the fundamental challenges facing Iraq's long-suffering communities by providing humanitarian and developmental support; with a vision where every citizen can live and worship freely and safely, prosper economically, have full access to education, and participate fully and responsibly in their country's life. AHC operates by investing in long-term interventions informed by the community's needs. The core values of Humanity, Service, and Mercy guide AHC's work.

The successful supplier shall perform the required services in line with AHC standards at a high level of quality and shall follow all applications, and directives, as detailed in the **Scope of Work – Attachment (1)**.

سيدي / سيدتي العزيزة

منظمة عنكاوا الإنسانية (AHC) هي منظمة غير حكومية دينية محلية تأسست في عام 2020، وهي موجهة نحو التحديات الأساسية التي تواجه المجتمعات العراقية التي عانت طويلاً من خلال تقديم الدعم الإنساني والتنمية؛ برؤية حيث يمكن لكل مواطن أن يعيش ويتعبد بحرية وأمان، ويزدهر اقتصادياً، ويتمتع بإمكانية الوصول الكامل إلى التعليم، والمشاركة بشكل كامل ومسؤول في حياة بلده. تعمل AHC من خلال الاستثمار في التدخلات طويلة الأجل المستندة إلى احتياجات المجتمع. القيم الأساسية للإنسانية والخدمة والرحمة توجه عمل AHC.

يجب على مزود الناجح أداء الخدمات المطلوبة بما يتماشى مع معايير منظمة عنكاوا الإنسانية بمستوى عالٍ من الجودة وأن يتبع جميع التطبيقات والتوجيهات، على النحو المفصل في **نطاق العمل - مرفق (1)**.

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General Requirements:

1. Must be registered to conduct business and comply with federal government tax regulations in KRG and Iraq.
2. The supplier cannot provide or use any items of Iran's Islamic Republic origin or produced by Iranian companies.
3. Experience supplying International Organizations, Non-Governmental Organizations, or large private companies will be an advantage.
4. AHC retains the right to reject, cancel, negotiate, amend, split, and accept any offer without considering the lowest bid.
5. This is an invitation to vendors and is not a promise or obligation that AHC will contract with suppliers through the submitted offers.

Payment Terms:

1. The 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 30 days of receiving the correct & detailed invoice.
3. Payment shall be via bank transfer only.
4. Payment shall be made upon verification and acceptance of goods/services per contract and upon presentation of the correct, itemized invoice.

Acceptance of Payment Terms:

Do you accept the above payment terms?

- ☐ Yes
☐ No

متطلبات عامة:

يجب أن يكون مسجلاً لإجراء الأعمال التجارية مع ما توافق ولوائح الضرائب الحكومية في العراق وإقليم كردستان.

1. لا يستطيع المجهز تقديم أي مواد أصلية المنشأ من جمهورية إيران الإسلامية أو انتجت من قبل شركات إيرانية.
2. الخبرة في تزويد المنظمات الدولية، المنظمات غير الحكومية، أو الشركات الكبيرة الخاصة ستكون ميزة.
3. تحتفظ منظمة عنكاوا الإنسانية بالحق في رفض، إلغاء، التفاوض، تعديل، تجزئة وقبول أي عرض، دون النظر إلى أدنى عرض.
4. هذه دعوة للموردين وليس وعد أو التزام من منظمة عنكاوا الإنسانية للتعاقد مع الموردين من خلال العروض المقدمة.

شروط الدفع:

1. يجب أن يكون العرض نافذاً لمدة تسعون (90) يوماً على الأقل من تاريخ إغلاق التقديم.
2. سوف تتحرر الدفعة بعد مرور 30 يوم من استلام الفاتورة الصحيحة والمفصلة.
3. سوف تتحرر الدفعة فقط عن طريق تحويل بنكي.
4. سيتم دفع المبلغ بعد التحقق وقبول الخدمات تماشياً مع شروط العقد وتقديم الفاتورة الصحيحة والمفصلة.

الموافقة على شروط الدفع:

هل توافق على شروط الدفع اعلاه:

- ☐ اوافق
☐ لا اوافق

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Requested Information:

The submission must include:

- ☐ Full legal address and contact details of the company.
- ☐ Company/Consultancy profile
- ☐ Name of company's official owner and copy of their Passport/ID.
- ☐ Copy of company registration certificate.
- ☐ Copy of Tax Clearance Certificate (most recent)
- ☐ Reference from previous similar business experience with reference contact information and Sample of previous training and course delivery.
- ☐ Bank account information.
- ☐ CV/s of the trainer/s – **See sections 4 and 7 for the requirements in attachment (1)**
- ☐ An initial design (the topic of the deliverables) of the three trainings
- ☐ Logistic offer (if available) - **See section 8 for the requirements in attachment (1).**
- ☐ The vendor must read, sign & stamp Attachment (2) related to AHC SUPPLIER CODE OF CONDUCT.

يجب تقديم ما يلي:

يجب ان يتضمن التقديم ما يلي:

- ☐ العنوان الكامل الصحيح وعنوان الاتصال للشركة.
- ☐ نبذة عن الشركة / الاستشارات
- ☐ اسم صاحب الشركة الرسمي مع نسخة من جواز السفر/ بطاقة الاحوال المدنية
- ☐ صورة عن شهادة تسجيل الشركة
- ☐ نسخة من شهادة براءة الذمة الضريبية (الأحدث).
- ☐ المرجع من الخبرة في الاعمال السابقة المماثلة ومعلومات الاتصال للمرجع وعينة من التدريب السابق وتقديم الدورة.
- ☐ تفاصيل معلومات الحساب المصرفي
- ☐ السيرة الذاتية للمدرب / المدربين - **راجع القسمين 4 و 7 لمعرفة المتطلبات في الملحق (1)**
- ☐ تصميم مبدئي (موضوع المخرجات) للتدريبات الثلاثة.
- ☐ عرض لوجستي (إن وجد) - **راجع القسم 8 لمعرفة المتطلبات في المرفق (1).**
- ☐ يجب على المقاول قراءة وتوقيع وختم المرفق (2) والخاص بالقواعد السلوكية للمورد.

Bid Requirements:

Offers that do not meet the following will be automatically rejected regardless of price:

1. Bids must be received before the stated deadline.

Thursday, 10 August 2023, 04:30 PM

2. Offers must include all information requested above.
3. Unit Price per day must be provided for all line items. See Section 6 in Attachment (1)
4. Offers must be clean and clear. The vendor should sign and stamp next to handwritten corrections or corrections made with whiteout.

معلومات ملء العطاء:

سوف يتم رفض أي عطاء لا يلتزم بالشروط أدناه بغض النظر عن السعر:

1. سيتم رفض أي طلب يقدم بعد التاريخ والوقت المحدد لقبول العطاءات.
يوم الخميس، 10- آب - 2023 الساعة 04:30 مساءً..
2. يجب أن تتضمن العروض جميع المعلومات المطلوبة أعلاه.
3. جميع الاسعار يجب ان تكتب لكل بند أو فقرة على حدة. راجع الفقرة رقم 6 في المرفق (1).
4. العروض يجب أن تكون نظيفة وواضحة، يجب التوقيع والختم في مكان أي تصحيح يدوي أو باستخدام قلم التصحيح الابيض.

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5. Offers must be complete, signed on a clear date, and stamped on all pages and attachments.
6. **Section 5 (Deliverables and timeframe) and section 6 (Payment details) in Attachment (1) must be filled out in this document or attached as a separate document following the company template. Companies must include at least the information that appears in the presented tables in their template.**

5. يجب أن تكون العروض كاملة من جميع الجوانب، موقعة بتاريخ واضح ومختومة على جميع الصفحات والملحقات.

6. يجب ملء القسم 5 (التسليمات والإطار الزمني) والقسم 6 (تفاصيل الدفع) في المرفق (1) في هذا المستند أو إرفاقه كمستند منفصل يتبع نموذج الشركة. يجب على الشركات تضمين المعلومات التي تظهر في الجداول المعروضة في نماذجها على الأقل.

Delivery Instructions:

- **Option 1:** Complete, signed, and stamped proposal submitted **through email:** bids@ankawahc.org as a PDF file.
Email must indicate the number of the tender, which is (23_025EBL).
- **Option 2:** Complete, signed, and stamped proposal delivered in a **sealed envelope** to AHC office located in Erbil – Ankawa – Yezdandokht St. "MUNTAZAH St." Building #163/400 behind Mar Qardagh School.
Sunday – Thursday
8:30 AM – 4:30 PM
For further information about the address, please contact: (07518403207)

تعليمات التسليم:

➤ **الخيار الأول:** تقديم العطاء الكامل والمختوم والموقع من خلال البريد الإلكتروني المخصص لاستلام العطاءات: bids@ankawahc.org بصيغة PDF.
يجب ان يذكر في البريد الإلكتروني المرسل على رقم العطاء وهو (23_025EBL).

➤ **الخيار الثاني:** عروض كاملة وموقعة ومختومة يتم تسليمها في ظرف مغلق إلى مكتب AHC الكائن في أربيل - عنكاوا - شارع يزندانوخت "المنتزة" بناية #400/163 خلف مدرسة مار قرداغ.
الأحد - الخميس
8:30 صباحًا - 4:30 مساءً
لمزيد من المعلومات حول العنوان،
يرجى الاتصال: (07518403207)

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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
1							
2							
3							
4							
5							

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Company name:		أسم الشركة:
Legal address :		العنوان الثابت:
Telephone Number:		رقم الهاتف:
Email:		عنوان البريد الإلكتروني:
Company Representative Name:		اسم ممثل الشركة:
Offer validity duration:		مدة صلاحية هذا العرض:
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 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 to the previous question is yes, please provide details here, including partner companies' names.		إذا كان الجواب عن السؤال السابق نعم، يرجى تقديم التفاصيل هنا بما في ذلك أسماء الشركات الشريكة.
Other comments:		ملاحظات أخرى:

Disclaimer Clause: I, the vendor, declare that the information provided by my company are correct.	
بند إخلاء المسؤولية: أنا، المزود، أقر بأن المعلومات المقدمة من شركتي صحيحة.	
Name: الاسم:	Vendor Sign and Stamp: توقيع المزود وختمه:
Date: التاريخ:	

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Attachment (1)
SCOPE OF WORK

Assignment

Business Training Consultancy

Location

Erbil - Iraq

Organization Overview:

Ankawa Humanitarian Committee (AHC) is a local faith-based non-governmental organization that was established in 2020, and it is directed towards the fundamental challenges facing Iraq's long-suffering communities by providing humanitarian and developmental support; with a vision where every citizen can live and worship freely and safely, prosper economically, have full access to education, and participate fully and responsibly in their country's life. AHC operates by investing in long-term interventions informed by the community's needs. The core values of Humanity, Service, and Mercy guide AHC's work.

The purpose of the call:

AHC, to accomplish the below described and detailed activities, is in need of a training consultancy, institution, or trainers for its Thabat project that aims to support micro businesses in Erbil through several activities that include Business Management Trainings. The trainer/s will be required to at least attend for a period of 20 days of course facilitation, 1 day dedicated to pre-evaluation of the participants, 2 days for a plan/proposal development session, 2-3 days to provide technical support in evaluating the applications, and at least 1 visits/coaching sessions for each selected business during the implementation of the project.

The requested consultancy will play a vital role in designing and facilitating the Business Management Trainings and the accompaniment and follow-up sessions. They will assist in developing the final materials, agenda, application, and facilitation guides. Additionally, they will evaluate the participants' performance from a technical perspective and track their progress by providing a follow-up report.

The main focus of the training/courses is to introduce business owners to business management principles, allowing them to learn how to structure, organize, guide, and plan their micro business and

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make effective decisions in their managerial work. The courses should focus on management and planning, finance, and marketing aspects. This training should utilize a pre-designed curriculum.

Overall, the trainers will contribute to the successful implementation of the Thabat project by providing their expertise and contributing to materials development and facilitation, trainee evaluation, and technical guidance.

To apply for this assignment, interested candidates are requested to submit the following documents via email at bids@ankawahc.org, and they should fill out the requested section in this form.

1. Project background:

The THABAT Project is a unique opportunity provided by the Ankawa Humanitarian Committee (AHC) and funded by the United States Agency for International Development (USAID) for one and a half years that will be concluded by August 2024. The project aims to support Micro-businesses in Erbil Governorate that have low capacities and are suffering to engage in the local market. Our goal is to enhance business owners' livelihoods by tackling the obstacles they encounter in the local market to empower and help them overcome challenges in their respective sectors. The project will achieve this by providing targeted support and resources and offering comprehensive training programs that cover three business management topics. By addressing issues related to operational management and effective marketing, THABAT aims to support and develop small businesses, enabling them to thrive.

The project will be implemented in three stages that will provide gradual support to 50-70 selected businesses in the areas of Digital Services, Fitness, Agriculture, Retail, and Home-based food businesses from courses that will allow developing skills and learning about the local market and business essentials. The assistance will continue by providing small grants that can help strengthen an aspect or more of the same business. The grants will be followed by a few marketing activities that include networking, product and service promotions, support in strengthening the advertisements on different platforms, and organizing tradeshow. The project will also provide continuous accompaniment and coaching sessions

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with experienced individuals who can provide advice on several aspects of the business during the implementation period.

The project is designed to enable several business owners to gain knowledge and learn about the local market through participation in the planned courses. In addition to the capacity building and through the delivery of the courses, the project will prepare the business owners to develop a plan for business expansion, development, or any progress in their businesses to scale up and allow more potential to generate more income and improve their work. The courses will be concluded with a plan/proposal development session to help prepare the businesses to submit their business plan/proposal. An experienced committee will evaluate the plan and allow each business owner or representative to present their proposed changes to the committee. Only 70% of businesses will be selected to be eligible for grants and continue the project's remaining activities.

2. Project outcomes and activities:

- **Outcome 1: Enhanced and strengthened capacities of Micro Businesses in Erbil through a tailored training program.**
 - Activity no. 1: Develop a structured and tailored Business Management Training course/curriculum for the micro businesses in Erbil that is based on Erbil's context.
 - Activity no. 2: Delivering and facilitating a series of Business management, financial, and marketing courses for the selected businesses.
- **Outcome 2: Development and expansion of the trained Micro Businesses in Erbil through the received small grants.**
 - Activity no. 3: Delivering a coaching session for the trained micro businesses to support the development of a business plan/proposal.
 - Activity no. 4: Assess and referee the submitted applications by the businesses to decide on awarding grants.
 - Activity no. 5: Distribution of grants in the form of installments.
- **Outcome 3: Trained and awarded businesses are able to engage in the local market through accompaniment, coaching sessions, and marketing activities.**

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- Activity no. 6: Provide consultancy to the awarded business with an open channel of communication.
- Activity no. 7: Conduct business visits and follow-up sessions with the awarded businesses to provide technical support and assess progress.
- Activity no. 8: Conduct final project evaluation for participants.

3. Courses Overview

During August and September, AHC aims to provide three sets of courses in the areas of micro-business management and planning, essentials of finance and accounting, and strategies for marketing the micro-businesses (3 courses for a minimum of one week for each course). These courses should enable the participants to learn more about their business potentials, methods to organize and plan the work, identify the targeted customers, highlight the demand in the market, and evaluate their strengths and weaknesses, to discover and seek more opportunities to develop their businesses. The trainer is requested to design the courses in a way that:

- Considers the size of the targeted businesses (Micro), which are only between 1-7 employees.
- Start with basic management skills.
- The course should benefit businesses' practical life.
- Should include real-life business scenarios and examples.
- Consider Erbil, Kurdistan, and Iraq context/market.

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4. Detailed duties and responsibilities:

a. Course delivery

- Develop thoughtful course materials that should be designed in the form of a curriculum. This curriculum should include handouts, training contents, presentations, agendas, or materials that match the Thabat Project requirement. *AHC program staff must review and approve the curriculum to ensure alignment with the organization's standards and project objectives.*
- Facilitate and deliver the developed courses following the specified duration, agreed materials, and expected training outcomes. *Trainers and/or the consultancy representative must professionally coordinate with the AHC program staff, following their suggestions and corrective instructions, who will observe the delivery of the courses.*
- Develop monitoring and evaluation materials that can contribute to the improvements of small aspects (daily activities) or the overall course.
- Maintain a continuous communication channel with the project team through emails to inform them of suggestions, improvements, or any modifications to the courses.
- Support the AHC MEAL department by developing pre- and post-evaluation materials to assess and inform the participant's progress.
- Provide AHC with a detailed course report by the end of the course.

b. Course administration:

- Take responsibility for preparing, printing, and distributing the course materials following a checklist prepared by AHC.
- Assisting the MEAL and Accountability staff in conducting the assessment and monitoring activities of the training.
- Suggest other monitoring and assessment materials that can support the development of the businesses.
- In coordination with the project team, provide a certificate of accomplishment for the course participants.

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c. Proposal development session:

- Design an application form (businesses' proposed plan) in coordination with the project team to evaluate the business proposed changes, ways of using the grants to expand the work, new marketing strategies, purchase or establishment of new elements, devices, or services, or an overall plan that clarify the progress the business to be achieved with the support of AHC during and after the project time. This application aims to evaluate the business and decide on its eligibility for small grants.
- Facilitate the plan/proposal development session and support the business in filling out the designed application.
- Take an active role as a technical referee in the committee to assess the applications and support in awarding the grants.

d. Accompaniment/coaching sessions and visits:

- Conduct at least one visit to the location of each business throughout the project lifetime to assess the progress and provide consultancy with the needed support.
- Provide a method of communication with the awarded business to direct inquiries and request advice on business matters. The method can be by providing a phone number each month at a specific time and date.
- Report on the progress and provide consultancy to the project team to track and record the support.

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5. Deliverables and Activities (Timing and duration)

The company/consultancy is requested to fill out the table below highlighting the deliverables, headlines, and topics to be covered in each deliverable. Additionally, the deadlines for the described activities. AHC wishes to start and complete the courses in August and September 2023. Other activities shall be scheduled in the following months. The proposal/plan development session can be in October, followed by the evaluation session, which can be for 2-3 days. The accompaniment sessions can take place between December and February. The company/consultancy should include all the project requirements in the following table.

Alternatively, the company may use its template to submit the same requested information in this section.

Working Days	Date	Main Activities
<i>Developing the Courses materials</i>	<i>From ... to ...</i>	<i>Activities or description of the deliverable</i>
<i>Business management, administration, and planning course</i>	<i>From ... to ...</i>	<i>Introduction to business management</i> <i>Essentials of planning</i>
<i>Finance and accounting essentials or Finance Literacy course</i>	<i>From ... to ...</i>	
<i>Marketing Strategies or marketing basics course</i>	<i>From ... to ...</i>	
<i>Technical Consultancy on</i>	<i>From ... to ...</i>	

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Working Days	Date	Main Activities
<i>grants awarding (Evaluation of proposal/plan)</i>		
<i>Accompaniment sessions (visits to the business location)</i>	<i>From ... to ...</i>	•
<i>Follow up with businesses remotely through calls/other methods</i>	<i>From ... to ...</i>	•
<i>Other deliverables..</i>		•

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6. Payment details

Payment will be made upon the accomplishment of each outcome and the approval of AHC after achieving all the program objectives identified in the signed SoW. The consultancy must submit a detailed invoice that should be signed and stamped by the end of training and accompaniment sessions. The deliverables will be approved by AHC Projects Director before the payment is processed. Following AHC's policies, the payment method must be in the form of a wire transfer to a business account representing the contracted consultancy. The number of payments will be determined and finalized upon discussion with the selected Consultancy.

The training consultancy should fill out the following table detailing the cost per day and in total covering all the requested services. The trainer may have additional columns detailing other services and requirements.

Financial Offer					
	Item Description	Unit of Measure	Proposed Unit Price \$ per day	Total Price \$	Comments
1	Delivery of the Business Management trainings	Day			20 days in total
2	Technical evaluation of the participants	Day			5 days in total
3	Accompaniment visits and sessions	Day			6-8 days in total
4	Other services	Day			
Total Price					
Important Notes: - The number of participants in the business management training courses will be from 50-70 in total. The final number will be confirmed during contracting. - The offer must be valid for at least 90 days after submission. 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 consultancy, including travel and any required insurance and taxes. - AHC will review the below-specified qualifications of the specific trainers wishing to fulfill the role. - AHC reserves the right to interview trainers, request supporting documentation for experience and expertise, or request additional information or documentation that could facilitate the selection. - AHC reserves the right to reject all bids and to decide not to pursue this procurement. AHC is not obliged to procure the lowest-priced offer when the lowest price does not offer the best overall value, all other factors considered.					

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7. Trainer /s requested qualifications:

AHC requests each institution, consultancy, or company wishing to apply for this bid to identify from 1 to 3 trainers who have the following qualifications and are able to deliver the described courses and provide the mentioned accompaniment.

- *Bachelor's Degree in educational sciences, business management, social sciences, or any other relevant field.*
- *Minimum 4 (four) years of experience in designing, planning, and delivering trainings in the concept of business development, business leadership, business management, business planning, essentials of finance and accounting management, or business marketing.*
- *A minimum of (8) years of professional experience.*
- *Experience in working with public institutions and international and local organizations.*
- *Strong oral and written communication skills in Kurdish and Arabic languages are required.*
- *Good command of spoken and written Kurdish and Arabic languages. Working knowledge of the English language is an asset.*
- *Full computer literacy.*
- *Good leadership or managerial skills.*
- *Experience in drafting reports.*
- *Preference for facilitators with experience training youth and who are familiar with positive youth development methodologies.*
- *A proven understanding of work readiness topics, including but not limited to investing in yourself, understanding the local market, creating career development plans, etc.*
- *Should be familiar with humanitarian work principles and standards.*

8. Logistics requirements

- The companies/consultancies are invited to submit a separate offer for the logistics of the courses, including training halls with accessories, coffee breaks & meals if required, plus providing relevant project documents to the trainer. The evaluation of the logistics offers will be conducted separately. AHC is not obliged to accept the logistic offer if a specific company is selected for the assignment.
- AHC will NOT provide transportation to the trainer. The trainer should request any further support if needed.

Please stamp each page to apply.
يرجى ختم جميع الصفحات للتقديم

9. Terms and conditions

- All data and information received through AHC, the Thabat project, and all the stakeholders for the purpose of this assignment must be treated confidentially and are only to be used in connection with the execution of this work. The contracted company/consultancy must treat the materials as intellectual property and not transfer the materials in any form, whether hard copy or soft copy, to any party other than training participants.
- As per AHC's internal policy and agreement with the donor, the contracted company/consultancy must respect and follow the branding and marking guidelines using the brand names, logos, promotional material, and introduction information of AHC and the donor.
- When making Any changes by the training Company/consultancy that are not in compliance with the above-described items and without AHC's written approval will be considered a copyright violation.

Company's owner/representative name:

Signature:

Date:

Please stamp each page to apply.
يرجى ختم جميع الصفحات للتقديم

Attachment (2)

AHC SUPPLIER CODE OF CONDUCT

Preamble

This Supplier Code of Conduct is applicable to, and binding upon, all Ankawa Humanitarian committee' suppliers, service providers, and consultants in service to AHC.

AHC is committed to the Code of Conduct and suppliers are expected to comply with these regulations, except when donor requirements, such as the [UN Supplier Code of Conduct](#) and [Global Fund's Code of Conduct for Suppliers](#), supersede this code. Consequently, ethical business standards shall govern all transactions. Suppliers must be aware of situations and circumstances requiring prudent action, including the following:

Forced Labor:

AHC requires its suppliers to prohibit forced, bonded and involuntary prison labor. Suppliers shall not require workers to lodge "deposits" or their identity papers with their employer or any recruiting agency. Workers shall be free to leave their employer at any time, given reasonable notice.

Child Labor:

AHC requires that its suppliers do not recruit or employ children, as defined by the law of the country or countries where work takes place. Suppliers shall not employ children under age 18 at night or subject them to hazardous working conditions.

Fair Wages:

AHC requires that its suppliers pay wages and benefits that meet, at a minimum, national legal standards, or industry benchmark standards. Suppliers shall pay wages in legal tender and in regular intervals. Deductions from wages shall only be permitted under conditions and to the extent prescribed by the applicable law, regulations, or collective agreements. Suppliers shall inform their workers of such deductions at the time of each payment. Suppliers shall provide all workers with written and understandable information about their employment conditions in respect to wages before they enter employment.

Working Hours:

AHC requires that the working hours provided by suppliers comply with national laws and collective agreements. Overtime work must be voluntary.

Healthy, Safe and Hygienic Conditions:

AHC requires that its suppliers ensure that all working and, where applicable, living environments are safe and healthy. Suppliers shall take adequate steps to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work. Suppliers shall provide access to clean toilet facilities and potable water, and, if appropriate, sanitary facilities for food storage.

Anti-Discrimination:

AHC requires that its suppliers do not discriminate in hiring, compensation, access to training, promotion, termination, or retirement on the basis of race, class, national origin, religion, age, disability, sex, or political affiliation.

Freedom of association and right to employee representation:

AHC requires its suppliers to recognize workers' right to freely form and join organizations of their own choosing.

تمهيد:

يجب تطبيق هذه القواعد السلوكية من قبل جميع الجهات التي تقوم بتقديم الخدمات لمنظمة عنكاوا الانسانية AHC بما فيها المجهزون وجهات الاستشارات القانونية والعاملين والموظفين جميع ملزمون مراعاة هذه الشروط. ان منظمة (AHC) ملتزمة بهذه القواعد وتطلب من الجميع الالتزام بهذه القواعد السلوكية. ونحن نلتزم بهذه القواعد ، الا اذا طلبت الجهات المانحة تبديل هذه القواعد ليحل محلها تعليمات وقواعد جديدة مثل القواعد السلوكية التي تنتهجها الامم المتحدة (UN) او القواعد التي ينتهجها صندوق النقد الدولي (Global Fund's Code of Conduct s) حينها قد يتم تبديل هذه القواعد بقواعد سلوكية اخرى. لذا على جميع الجهات المعنية والمجهزون والجهات التي تقدم الخدمات ان تتقيد بهذه التعليمات مع مراعات الظروف المحيطة بالمشاريع ، وعلى النحو الاتي:

العمل الاجباري :

تمنع منظمة (AHC) اي عمل اجباري أو قسري ولا تقبل من اي جهة تعمل مع المنظمة ان تنتهج هذا المنهج ، لاستغلال العمال في اطار العمل الاجباري او القهري. ولا تقبل منظمة (AHC) ان يقوم رب العمل او المجهز باحتجاز مستمسكات العمال مثل الهوية والاوراق الثبوتية لغرض اجبار العمال على اداء العمل، ويجب ان يكون العامل حرا اذا ما اراد ان يترك العمل وقت ما شاء بشرط ان يقوم بتبليغ رب العمل وفق الشروط.

عمالة الاطفال:

استنادا الى القواعد السلوكية فان منظمة (AHC) تمنع توظيف او عمالة الاطفال على النحو القانوني المنصوص عليه في قانون أو قوانين البلد التي تعمل بها المنظمة . وعليه فان الجهات التي تعمل مع منظمة (AHC) لا يحق لهم توظيف الاطفال دون سن 18 .

الأجور المستحقة:

تتوقع منظمة AHC بأن جميع الشركات والمقاولين الذين يعملون لدى المنظمة ان يسدوا الاجور والمستحقات للموظفين ولمنتسبين حسب المعايير القانونية المحلية والتعليمات القياسية الصناعية. ويجب على الشركات والجهات المعنية تسديد المستحقات و لا يسمح بالخصم من الأجور إلا بموجب شروط وبالقدر الذي يحدده القانون أو اللوائح أو الاتفاقات والتعهدات المعمول بها. وعلى الجهة المعنية إبلاغ عمالهم بمثل هذه الخصومات في وقت كل دفعة. ويجب على المقاول أو الشركة القيام بتزويد جميع العمال بمعلومات خطية و مكتوبة ومفهومة عن ظروف عملهم فيما يتعلق بالأجور، قبل دخولهم العمل.

ساعات العمل:

تؤكد منظمة AHC بأن على جميع المقاولين والشركات أن تتوافق ساعات العمل مع القوانين الوطنية والتعليمات الصادرة من الجهات المعنية. يجب أن يكون العمل الإضافي طوعاً مع تحديد اجور الاعمال الاضافية.

أجواء العمل والظروف صحية والسلامة العامة:

يجب على جميع الشركات والمقاولين الذين يعملون لدى منظمة AHC ان يراعوا الشروط الصحية والسلامة العامة والبيئة الامنة في العمل ، وبأنه ويجب على الجميع باتخاذ الاجراءات الكفيلة بمنع الحوادث التي قد تحصل اثناء العمل وتوصي جميع الجهات المعنية بتوفير الخدمات العامة للعمال و إمكانية الوصول إلى المراحيض النظيفة و توفير مياه الشرب ، وكذلك الوجبات الغذائية النظيفة ان امكن.

محاربة ومناهضة التمييز العنصري:

تشدد منظمة AHC بأن على جميع الشركات والمقاولين ان يتفادوا حالات التمييز العنصري عند توفير فرص العمل او التوظيف او توفير خدمات التاهيل والتدريب والترقية الوظيفية على أساس العرق أو الطبقة أو الأصل القومي أو الدين أو السن أو الإعاقة أو الجنس أو الانتماء السياسي.

حرية تكوين الجمعيات وحق الانضمام الى الجمعيات العمالية :

تؤكد منظمة AHC بأن جميع الشركات والمقاولين الذين يعملون لديها يجب يعترفوا بحقوق العمال في أن ينضموا بحرية الى النقابات والجمعيات والمنظمات التي يختارونها. بكامل الحرية.

Signature & Stamp

Attachment (2)

AHC SUPPLIER CODE OF CONDUCT

Harsh or Inhumane Treatment:

AHC suppliers shall treat all AHC' staff, program participants and community members with whom they have contact with because of this contract with respect, actively prevent harassment, abuse and exploitation, and ensure they do no harm to the communities in which AHC works. This includes sexual harassment and abuse, which is a specific type of harassment and abuse which may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature.

Environment:

At minimum, AHC requires its suppliers to comply with all applicable laws and regulations relating to environmental impact. Suppliers, wherever possible, shall support a precautionary approach to environmental matters and undertake initiatives to promote greater environmental responsibility.

المعاملة القاسية أو اللاإنسانية:

يجب أن يتعامل مزودو خدمات العملاء مع جميع موظفي AHC والمشاركين في برامج المنظمة وأعضاء المجتمع من الذين يتم التواصل معهم كنتيجة لهذا العقد المبرم بكل احترام ويمتنعون بأي شكل عن المضايقة والاساءة والاستغلال . ويحرصون على عدم الحاق أي ضرر بالمجتمعات التي تعمل فيها AHC , ويشمل ذلك التحرش الجنسي والاستغلال الجنسي والذي هو نوع محدد من المضايقات والاعتداءات التي قد تشمل عروض جنسية غير مرغوب بها أو طلبات للحصول على خدمات جنسية أو اتصال لفظي أو جسدي ذي طبيعة جنسية .

البيئة:

تطلب منظمة AHC من جميع الموردين والشركات التي تعمل لديها الالتزام بجميع القوانين والتعليمات المعمول بها ذات الصلة بالتأثير البيئي والحفاظ على بيئة العمل. وتوصي جميع الجهات المعنية بالعمل من أجل توفير بيئة ملائمة للعمل كما توصي الجميع بالحفاظ على البيئة.

Where speed of deployment is essential in saving lives, AHC will purchase necessary goods and services from the most appropriate available source.

The supplier shall not offer, promise, or attempt to influence AHC employees in the procurement for goods and services.

I have carefully read AHC' Supplier Code of Conduct and understand it. I am aware that any deviations to the ethical standards listed above are not allowed in any procurement transactions. Failure to abide by supplier code of conduct may constitute breach of my contract with AHC, and my signature below acknowledges my understanding and agreement.

I understand and confirm that no personnel of AHC have received or will be offered any direct or indirect benefit arising from any agreements I sign with AHC.

عندما تكون سرعة اتخاذ الإجراءات ضرورية لإنقاذ الأرواح ، ستقوم منظمة AHC بتوفير جميع الخدمات وبشراء السلع والخدمات الضرورية من المصدر الأكثر ملاءمة لغرض الحفاظ على الأرواح والحفاظ على البيئة.

لا يجوز للمورد ان يعرض أو يقدم وعود من أن التأثير على موظفي AHC في عمليات الشراء للسلع والخدمات .

لقد قرأت جميع فقرات القواعد السلوكية الخاصة بالجهات التي تقوم بتوفير الخدمات لمنظمة AHC وادركت فحوى هذه القواعد. وادركت تماما ان أية خروقات لهذه التعليمات والمعايير السلوكية غير مسموح بها وقد تؤدي الى انتهاك او خرق شروط العمل مع المنظمة وانا اقر واتعهد باتني التزم بهذه القواعد . ووقعت ادناه .

كما اقر واتعهد باتني لن اقوم بتسديد اية مبالغ او منافع مباشرة او غير مباشرة الى منتسبي وموظفي المنظمة بصدد الاتفاقيات والعقود التي ابرمها مع منظمة AHC.

Company Name

اسم الشركة

Representative Name and Signature

اسم الممثل والتوقيع

Date

التاريخ