

Name of Tender: Provide Entrepreneurship Training Services in Kirkuk City and Hawija District Tender Number : 20324 - Kirkuk Deadline Submission date : 20 March 2024 – 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 : 20324 - كركوك تاريخ انتهاء التقديم: 20 آذار 2024 – 12:00 بعد الظهر لمزيد من المعلومات يرجى التواصل مع: iragprocurement@crs.org
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Dear Sir / Madam, CRS Iraq Programs is looking for a specialized training entity to provide the items/services shown in Attachment 1 at a competitive price and high quality. General Requirements 1. Must be registered to conduct business and be 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 (ة) هيئة الإغاثة الكاثوليكية برامج العراق تبحث عن مؤسسة تدريبية متخصصة 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
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Bid Requirements Offers that do not meet the following will be automatically rejected regardless of price: 1. Offers must be received before the stated deadline. 2. Unit prices must be provided for all line items. Offers that only include totals will be rejected. 3. 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. 4. Offers must be clean & clear. The vendor should sign and stamp next to handwritten corrections or corrections made with whiteout. 5. Offers must be complete, signed on a clear date, and stamped on all pages.	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. 2. جميع الاسعار يجب ان تكتب لكل بند أو فقرة على حدة، ويتم رفض العطاءات التي تحتوي على الإجمالي فقط. 3. 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. 4. العروض يجب أن تكون نظيفة وواضحة، يجب التوقيع والختم في مكان أي تصحيح يدوي أو باستخدام قلم التصحيح الأبيض. 5. يجب أن تكون العروض كاملة من جميع الجوانب، موقعة بتاريخ واضح ومختومة على جميع الصفحات
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Bid Delivery Instructions:

Complete, stamped and signed offers can be submitted by email to CRS-IQ-Tenders@crs.org as a PDF file. Email must indicate the number of tender which is (20324 - Kirkuk) or the offer will be excluded. The file should not exceed 15 MBs and the company biography should not exceed 10 pages.

تعليمات تسليم العطاء:

يجب تقديم العطاء الكامل والمختوم و الموقع عن طريق عنوان البريد الالكتروني CRS-IQ-Tenders@crs.org من خلال تقديم الملف المختوم كاملاً بصيغة PDF . يجب ان يذكر البريد الالكتروني المرسل على رقم العطاء وهو (20324 - 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 Performance / References List

#	Name of Client	Description of Service Provided	Contact Information of Client (Name, Title)	Contact Information of Client (Email, Phone)	Duration/Period of Service
1					
2					
3					
4					
5					
6					
7					
8					

Please fill in the required information below and sign and stamp this page. NOTE:
Filling this table completely and providing copies of the required documents mentioned is MANDATORY. Offers that do not include this table or have incomplete information or missing attachments will be rejected.

يرجى ملء المعلومات المطلوبة أدناه والتوقيع وختم هذه الصفحة. ملاحظة: ملء هذا الجدول بالكامل وتقديم نسخ من المستندات المطلوبة المذكورة هو إلزامي. سيتم رفض العروض التي لا تتضمن هذا الجدول أو التي تحتوي على معلومات غير كاملة أو مرفقات مفقودة

Company's legal name:	أسم الشركة:
Legal address :	العنوان الثابت:
Telephone Number:	رقم الهاتف:
Email:	عنوان البريد الإلكتروني:
Representative/Owner Name	اسم المالك / الممثل:
Business Certificate Registration Number:	رقم تسجيل شهادة العمل:
Tax Registration Number:	رقم التسجيل الضريبي:
Do you have partnerships with any other entities (such as shared management/staff/office/bank account)? Do you cooperate with any other entities in preparing offers or providing goods or services? هل لديك شراكات مع أي من الكيانات الأخرى (مثل إدارة / الموظفين / المكتب حساب مشترك / البنك) ؟ هل تتعاون مع أي من الكيانات الأخرى في إعداد العروض أو توفير السلع أو الخدمات؟	
If the answer to the previous question is yes, please provide details here including the names of partner entities. إذا كان الجواب عن السؤال السابق نعم، يرجى تقديم التفاصيل هنا بما في ذلك أسماء الكيانات الشريكة	
Payment Terms: Payment shall be after delivery, within 15 working days of receiving the correct & detailed invoice. Payment shall be via bank transfer or bank cheque in rare cases. Payment shall be made upon verification and acceptance of goods/services per contract and after submission of the correct & itemized invoice by the contractor. شروط الدفع: يكون الدفع بعد التسليم خلال 15 يوم عمل من استلام الفاتورة الصحيحة والمفصلة	Do you accept payment terms? ☐ Yes ☐ No

يكون الدفع عن طريق التحويل المصرفي او الصك البنكي في حالات نادرة يتم الدفع عند التحقق من السلع / الخدمات وقبولها حسب بنود العقد و بعد تقديم الفاتورة التفصيلية و الصحيحة من قبل المقاول	
The quotation should remain valid for a period of at least ninety (90) days from the submission closing date. يجب ان يكون العرض نافذاً " لمدة تسعين (90) يوماً " على الأقل من تاريخ إغلاق التقديم.	Do you accept quote validity terms? ☐ Yes ☐ No
Please ensure that these attachments are included in your submission plus any technical requirements included in Attachment#1. الرجاء التأكد من تضمين هذه المرفقات في العرض المقدم من قبلكم بالإضافة الى أي متطلبات فنية مذكورة في الملحق رقم (1)	☐ Copy of Company's business registration نسخة من شهادة تسجيل الشركة ☐ Copy of Company's tax registration نسخة من شهادة التسجيل الضريبي للشركة ☐ Copy of company's owner/representative ID Or Passport نسخة من البطاقة الوطنية او جواز السفر لمالك الشركة او المدير المفوض ☐ Priced, signed & stamped Attachment (1) – Scope of Work & Financial Offer الملحق رقم (1) / جدول الأسعار والعرض المالي – مسعر وموقع ومختوم ☐ Past Performance / References List قائمة مراجع الاعمال السابقة ☐ Copy of Company's bank account details in IQD نسخة من الحساب البنكي للشركة بالدينار العراقي ☐ Signed and stamped Attachment (2) - Code of Conduct الملحق رقم (2) / مدونة قواعد السلوك – موقع ومختوم ☐ CVs of all the proposed trainers specifying their roles as either primary or secondary. CRS reserves the right to decide if a backup trainer should be primary and vice versa according to their assessment of each trainer. السيرة الذاتية لجميع المدربين المقترحين مع تحديد أدوارهم سواء كانت أساسية أو ثانوية. تحتفظ بالحق في تحديد ما إذا كان يجب أن يكون المدرب الاحتياطي أساسياً والعكس وفقاً لتقييمها لكل مدرب

Signature التوقيع	
Date التاريخ	

Attachment #1 – Scope of Work and Financial Offer

الملحق #1 – نطاق العمل والعرض المالي

1. Purpose of Consultancy

CRS Iraq is seeking the services of a training agency to support the second cohort of its *Shared Future* Livelihoods programming in Kirkuk governorate by delivering training on entrepreneurship to 225 participants and conducting follow-up coaching activities. CRS will organize 9 groups of trainees, each consisting of 25 participants. Six of these groups will be located in the Hawija district, while the remaining 3 groups will be in Kirkuk city.

The selected training agency will deliver entrepreneurship training with topics covering business start-up processes, market assessments, marketing strategy, customer service, financial management and others, as described in detail in the deliverables. The training comprises 32 individual sessions, spread across 8 weeks, with each session lasting 3 hours.

A four-month coaching period will follow, where participants will receive support in setting up or scaling up their businesses. The coaching period includes coaching phone calls, coaching site visits, and monthly group coaching sessions.

The contract will span 10 months. Throughout the consultancy, the agency is expected to participate in regular weekly meetings with CRS staff members, attend After-Action Review (AAR) events, engage in Training of Trainers (TOT) events before the commencement of each activity, and contribute to CRS reporting efforts by submitting regular reports and collaborating on online documents.

2. Expected Activities

While the tangible deliverables of the selected agency will be the delivery of training and provision of coaching services, throughout the duration of the contract, the agency will be expected to attend many activities and meetings and conduct desk review of technical documents. Activities will include but will not be limited to:

- 1) **Orientations:** CRS will arrange orientation meetings for the agency's trainers and management members on the following topics:
 - a. *Shared Future* Livelihoods
 - b. Security
 - c. Safeguarding
 - d. Accountability
- 2) **Desk review of technical documents, including but not limited to:**
 - a. Technical Training curriculum and outline (PPT slides and facilitation guides)
 - b. Business Development Plan template and other templates that training participants will be expected to fill out.
 - c. Technical guidance documents and tools on the coaching process
- 3) **Regular Meetings:** the agency management and trainers will be required to attend regular virtual and/or in-person weekly meetings with their CRS counterparts to discuss progress, challenges, and upcoming plans. Minutes of these meetings will be shared with time-bound actions. The designated focal point of the agency might have one-on-one check-ins with CRS' Project Manager.
- 4) **Training of Trainers (ToT) Events:** CRS organizes ToT events before the start of the technical training and the coaching stage. The agency's staff members who are working under this consultancy will be required to attend these ToT events in order to gain a better understanding of the technical guidance of each activity. The ToTs are expected to be conducted in Kirkuk city.
- 5) **Reflection and Learning Events:** CRS holds After-Action Review meetings after the completion of each major activity in order to identify successful practices that CRS should continue, and areas where improvements can be made to enhance the quality of future activities. Similarly, CRS might organize other reflection or call-for-feedback meetings on an ad-hoc basis according to the requirements of the project. The attendance of the agency's trainers and managers in these meetings are crucial to enhancing the quality of CRS' programming.
- 6) **Curriculum Revision:** As CRS adopts a continuous-learning approach, the curriculum for the technical training undergoes annual revisions, incorporating feedback and aligning with recent trends. Trainers from the agency

will be requested to join a task force responsible for these revisions for phase III cohort III that expected to take place in March or April 2025. The task force convenes regularly, reviewing reports and feedback to make informed decisions on appropriate updates to curriculum materials.

- 7) **Reporting:** The agency is expected to submit weekly reports to CRS outlining achievements and challenges. Additionally, the agency is expected to contribute to CRS' reporting efforts by sharing data on participant attendance, completion progress of business development plans, progress of coaching activities, and any other information requested by CRS.
- 8) **Other:** The trainers will support the *Shared Future* management with other tasks as assigned during the consultancy.

3. Estimated Timeline

CRS expects the key activities of the second cohort to commence on the estimated dates outlined in the table below. While the table below outlines the planned sequence of activities of the entire next cohort, the contractor's responsibility is limited to delivering the second and fifth activities only, namely the Technical Training and Coaching. The other livelihoods program activities are included in the table to illustrate crucial components of the overall program flow.

#	Activities	Duration	Estimated Timeline
1	Technical Training ToT	5 Days	End of May 2024
2	Technical Training	8 Weeks	Mid of June - Mid of August 2024
3	Grant Distribution	1-3 Days	Early September 2024
4	Coaching ToT	2 Days	Mid of September 2024
5	Coaching	4 Months	Late September 2024 - Mid of January 2025
6	MAG Distribution	1-3 Days	Early December 2024

Important Note: These dates are estimates and may be subject to changes.

4. Deliverables

DELIVERABLE 1: Train 225 participants on Entrepreneurship as per the details below:

- **Duration of training:** 32 Sessions, distributed over 8 weeks, each session being 3 hours long.
 - During a force majeure where in-person trainings cannot be conducted, the agency must be able to shift to delivering training sessions virtually. The training agency must secure the online tools and licenses needed to conduct these virtual sessions effectively, and guide the participants to using these tools.
- **Size of each training group:** 20-25 participants
- **Number of trainers needed:**
 - Nine Primary Trainers: each trainer will be assigned to one training group. Trainers cannot be exchanged between the groups and one consistent trainer must stay with their group from the start of the training until the end of the coaching stage.
 - Backup Trainers: The agency must have **four** backup trainers available to cover for the primary trainers in case the primary trainer is unable to deliver the training on the scheduled day due to an urgent situation. The backup trainers cannot be used more than 3 times for each training group throughout the duration of the technical training unless this request is raised to the *Shared Future* management team and prior approval by CRS is obtained.
- **Curriculum Materials:** These will be provided by CRS. However, it will be the responsibility of each agency trainer to fully familiarize themselves with the curriculum and the technical guidance through a desk review of the curriculum materials, and attendance of TOT events and regular meetings that are scheduled by CRS.
- **Curriculum topics:** CRS' entrepreneurship curriculum revolves around the following themes:
 - Introduction to entrepreneurship concepts and soft skills
 - Information and Communication Technology (ICT)

- Marketing
- Sales
- Resource Planning
- Financial Management
- Key concepts in Business Management
- **Filling out the Business Development Plan (BDP) and other forms:** The trainers need to make sure all participants fill in the BDPs regularly throughout the training period when the relevant topics are covered. The trainer must provide the required guidance and instructions needed for the participants to finalize the business plans and submit them to CRS in a timely manner. Additionally, the participants will be required to fill other forms as part of the requirements of the training for market research and other purposes. The training agency must guide the participants and ensure they are filling out these forms correctly.
- **Collaboration with CRS counterparts:** The trainers need to collaborate with the following staff members from CRS who will be present during all of the activities:
 - Project and Field Officers: will be present at all times to monitor the quality of the training and provide technical support and feedback to the trainers.
 - Community Mobilizers: will support the logistics of the sessions, take photographs, and ensure attendance sheets are filled out.
- **Trainer Profile:** The proposed trainers of the selected agency will be interviewed and assessed by CRS prior to the contracting phase. The proposed trainers by the agency must have the following minimum qualifications:
 - A minimum of 3-4 years' experience using adult learning methodologies in entrepreneurship or similar topics.
 - Must have an official Training and Development License or Certification, a Training of Trainers (ToT) License or Certification is an advantage/preferred.
 - Must have experience in delivering training and capacity building to youth and be familiar with youth development concepts.
 - Must have 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.
 - Must have a proven understanding of dealing with vulnerable and conflict-affected communities.
 - Full professional Arabic language proficiency is required as the trainings will be delivered in Arabic language.

DELIVERABLE 2: provide follow-up coaching support to the training participants as per the details below:

- **Duration of Coaching Stage:** 4 months, starting immediately after the participants receive their business grants.
- **Coaching Activities:**
 - Coaching Phone calls: each month, the agency will call each participant on the phone to schedule an in-person coaching visit and ask some basic monitoring data. The information recorded from the phone call is recorded in a tool that will be provided by CRS. The calls should be made in the first week of each coaching month, and the schedule of visits needs to be shared no later than the end of the first week.
 - Coaching Site Visits: each month, the agency will visit each participant at the site of the business they have established to provide coaching support. The agency's trainer will be asking questions and troubleshooting the participants' challenges based on technical guidance and tools that will be shared by CRS. The coaching visits should be conducted during the second and third weeks of each coaching month. At the end of the third week, the forms must be delivered to CRS.
 - Monthly Group Coaching Sessions: at the end of each coaching month, all participants will get back together in their groups to receive a group coaching session. The aim of these sessions is to allow participants to exchange their experience and challenges from starting their businesses. Each trainer must facilitate this coaching session once a month for their designated training group.
- **Coaching Tools:** These will be provided by CRS. However, it will be the responsibility of each agency trainer to fully familiarize themselves with the coaching tools and the technical guidance through a desk review of the tools, and attendance of the coaching ToT events and regular meetings that are scheduled by CRS.

- **Market Adaptation Plan (MAP):** the agency trainers, during the Group Coaching Session, must explain the guidance for filling the MAP and follow up and coach each participant to fill this form correctly and in a timely manner.
- **Collaboration with CRS counterparts:** the trainers need to collaborate with the following staff members from CRS who will be present during the coaching visits and Group Coaching Sessions:
 - Project and Field Officers: they will be present at all times to monitor the quality of the visits and sessions and provide technical support and feedback to the trainers.
 - Community Mobilizers: they will be taking photographs, monitoring grant expenditure, and collecting invoices from the participants.
- **Important considerations**
 - Each trainer must provide coaching support to the same training group that they had trained during the technical training.
 - The designated trainer conducting visits for each participant must remain consistent throughout all interactions. No substitutions or changes are permitted to ensure effective tracking of participant progress.
 - Coaching phone calls must be made with participants during working hours only.

5. Logistics

- **Training venues:** CRS will be arranging the training venues in Kirkuk city and Hawija district with the venues it has contracts with. The venues will provide coffee break service and lunch meals when necessary.
- **Stationery and IT equipment:** These will be provided by CRS in each training venue which will include pens, sticky notes, flipcharts, speakers, projectors (data show) and other relevant materials. However, it is the responsibility of each trainer to bring their own laptop and ensure that it can connect and work with the venue's IT devices.
- **Transportation:** The agency will be completely responsible for all the transportation of its trainers and staff members to and from the training venues, CRS offices, hotels, and coaching visit sites, etc.
- **Accommodation:** It is the agency's responsibility to provide accommodation for its staff members whenever there is an event inside of Kirkuk; however, if any event was conducted in Erbil, then CRS will cover the accommodation accordingly.
- **ICT Training PCs:** The training agency is responsible for providing laptops to each participant during the training to practice on the minimum laptop specifications must be RAM – 8GB, Processor – Corei5.

6. Payment Schedule/Invoices

The agency will submit their invoices to the Kirkuk Project Manager on a monthly basis from the start of the consultancy period. The deliverables will be approved by CRS Iraq before the payment is processed which usually take between 2-4 weeks. The final payment method and number of payments will be determined and finalized upon a discussion with the selected trainers.

7. Agency's Minimum Qualifications

The agency applying to this consultancy must meet the following minimum requirements:

- 3-4 years of experience providing training on entrepreneurship and coaching small and medium enterprises.
- Demonstrated experience in providing training and development services.
- A track record of successfully implemented similar programs.
- Sufficient resources, including staff, facilities, and technology, to manage and execute the entrepreneurship training program.
- The training agency should demonstrate a clear and effective training methodology and familiarity with interactive and participatory training techniques.
- The agency should be a legally registered entity with the appropriate business licenses.
- Positive references from previous clients or organizations that have utilized the agency's services.
- Adherence to ethical standards in conducting business.
- Commitment to maintaining confidentiality of sensitive information shared during the training.

- Preferred Qualifications/Requirements: The agency's main area of focus should be entrepreneurship and livelihood-related services.

8. Required Attachments

- Agency's Profile
- Previous similar work experience including official references.
- Legal Authorization to work in the country.

Important Notes:

- **Number of Sessions:** Please be informed that the number of sessions might be slightly changed later on.
- **All-Inclusive Cost:** The total cost should be “all-inclusive” and cover all costs that are the responsibility of the agency including travel, supplies, details prescribed earlier, and any required insurance and taxes.
- **Assessment of Agency and its trainers:** CRS will review the qualifications of the agency and its trainers who have applied for this consultancy. CRS reserves the right to interview trainers, request supporting documentation or conduct reference checks with previous employers/clients for experience and expertise or request additional information or documentation that could facilitate the selection.
- **Commitment and availability of Trainers to the project:** The trainers from the contracted agency are required to be fully committed and available for the entire duration of the contract. For due diligence, the agency must provide CRS with copies of each trainer's contracts, verifying their dedication and availability. Any trainer employed elsewhere should furnish supporting documentation from their employer to confirm their availability throughout the contract period.

Financial Offer العرض المالي					
#	Item Description	Unit of Measure	Qty	Proposed Unit Price IQD	Proposed Total Price IQD
1	Deliver Technical Training sessions as per the details below: Duration of session: Each training session will last for 3 hours. Frequency of sessions: Sessions will be held 4 days per week. Duration of Training: The training will span 8 weeks. Number of Sessions per Group: Each group will have 26 sessions. Number of Groups: There will be a total of nine groups, each group has 25 participants in average. Venue: Training will be conducted simultaneously in 9 venues, 3 in Kirkuk and 6 in Hawija.	Session	234		
2	Each trainer will deliver coaching sessions to the same 25 participants passed the technical training as per the details below: Frequency of coaching: - One phone call to each participant every month within W1 of the month. - One site visit to each participant's business location in Kirkuk city and Hawija district every month within W2 & W3 of the month. - One Group Coaching Session for each training group once a month within W4 of the month. Coaching Period: 4 months. Number of Groups: There will be a total of nine groups, each group has 25 participants in average. Number of participants for each trainer: Each trainer to be responsible to provide coaching support to 25 participants. Venue: <u>Phone calls:</u> Remotely <u>Site visit:</u> in person <u>Group coaching:</u> in CRS venues in Kirkuk and Hawija.	Month	4		

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 تتطوي 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 مالك 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.