



# **ZOA SUPPLIER CODE OF CONDUCT**

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## **ZOA South Sudan**

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# ZOA SUPPLIER CODE OF CONDUCT

## 1 INTRODUCTION

ZOA Refugee Care supports refugees and internally displaced persons affected by conflict and/or natural disasters. ZOA offers disaster relief and supports during the time of reconstruction. We work together with local people and local communities. ZOA remains involved with conflict-affected people until they are able to stand on their own feet.

The values enshrined in this Supplier Code of Conduct, based upon the UN Supplier Code of Conduct <sup>1</sup>, serve as the overarching goals that suppliers to ZOA Refugee Care (ZOA) are expected to achieve and live by.

In case of violations of these provisions, ZOA suppliers may be subject to having their registration as a qualified supplier barred, suspended or terminated.

## 2 GENERAL PRINCIPLES

The provisions as set forth in this Code of Conduct provide the minimum standards expected of suppliers to ZOA. ZOA recognizes that reaching the standards established in this Code of Conduct is a dynamic rather than static process and encourages suppliers to continually improve, to the extent that they can adhere to, or exceed, these standards.

All principles contained in this Code of Conduct are of equal importance independently of their order of appearance.

## 3 SCOPE OF THE APPLICATION

ZOA expects that these principles apply to suppliers, parent entities and subsidiary or affiliate entities, as well as all others with whom they do business including employees, subcontractors and other third-parties. ZOA expects that its suppliers encourage and work with their own suppliers and subcontractors to ensure that they also strive to meet the principles of this Code of Conduct or equivalent set of principles.

## 4 RESPECT FOR LAWS, RULES AND REGULATIONS

It is the expectation of ZOA that suppliers adhere to all laws of proper jurisdiction, rules and regulations, and strive to exceed both international, national and industry best practices.

## 5 MANAGEMENT SYSTEMS

ZOA expects that its suppliers will establish and maintain appropriate management systems whose scope is related to the content of this Code of Conduct, and that they actively review, monitor and modify their management processes and business operations to ensure they align with the principles set forth in this Code of Conduct.

The supplier will make these information accessible to as many employees as possible.

ZOA suppliers are committed to help foster social and economic development by conducting business in a manner that, in itself, contribute to the sustainability of the communities in which they operate.

## 6 LABOUR

### 6.1 FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

ZOA expects its suppliers to recognize and respect the rights of employees to freely associate, organize and bargain collectively in accordance with the laws of the countries in which they are employed, as well as core

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<sup>1</sup> <http://www.undp.org/procurement/documents/undp-supplier-code-of-conduct.pdf>

ILO conventions Freedom of Association and Protection of the Right to Organise Convention, (C 87, 1948) and Right to Organise and Collective Bargaining Convention, (C.98-1949).

ZOA recognizes the importance of open communication and direct engagement between workers and management and suppliers are to respect the rights of workers to associate freely and communicate openly with management regarding working conditions without fear of harassment, intimidation, penalty, interference or reprisal.

## **6.2 FORCED LABOR**

ZOA expects its suppliers to prohibit any use of forced, bonded or indentured labor or involuntary prison labor, and embrace employment practices consistent with ILO conventions pertaining to forced labor: Forced Labour Convention, (c.29-1930) and Abolition of Forced Labour Convention, (C.105-1957).

All work, including overtime work, will be voluntary and workers should be free to leave upon reasonable notice. Suppliers should also not mandate that workers hand over government-issued identification; passports or work permits as a condition of employment.

## **6.3 CHILD LABOR**

ZOA expects its suppliers, at a minimum, not to engage in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, the ILO Minimum Age Convention (C.138-1973) or the Prohibition and Immediate Elimination of the Worst Forms of Child Labor Convention (C. 182-1999).

The minimum admission to employment or work shall not be less than the age of completion of compulsory schooling, normally not less than 15 years or 14 where the local law of the country permits, deferring to the greatest age.

Additionally, all young workers must be protected from performing any work that is likely to be hazardous or to interfere with the child's education or that may be harmful to the child's health, physical, mental, social, spiritual or moral development.

All suppliers should also adhere to legitimate workplace apprenticeship programs and comply with all laws and regulations governing child labor and apprenticeship programs.

## **6.4 DISCRIMINATION**

ZOA does not tolerate any form of discrimination in hiring and employment practices on the ground or race, color, religion, gender, sexual orientation, age, physical ability, health condition, political opinion, nationality, social or ethnic origin, union membership or marital status.

Consistent with the principles espoused in ILO Conventions on Discrimination (Discrimination (Employment and Occupation) Convention, C.111-1958) and Equal Remuneration (Equal Remuneration Convention, C. 100-1951), the UN also discourages discrimination regarding access to training, promotion, and rewards.

## **6.5 WORKING HOURS**

ZOA expects its suppliers to comply with all applicable working hour requirements as established by local law, and should never exceed 60 hours per week, including overtime, except in emergency or unusual situations. Suppliers must ensure that all overtime work is voluntary and compensated at the prevailing overtime rates. Suppliers are encouraged to ensure that workers are provided with one day off in every seven-day week.

## **6.6 COMPENSATION**

ZOA expects its suppliers to comply, at a minimum, with all wage and hour laws and regulations, including those pertaining to minimum wages, overtime wages, piece rates, other elements of compensation and to provide legally mandated benefits

## **7 HUMAN RIGHTS**

### **7.1 HUMAN RIGHTS**

ZOA expects its suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.

### **7.2 HARASSMENT, HARSH OR INHUMANE TREATMENT**

ZOA expects its suppliers to create and maintain an environment that treats all employees with dignity and respect and will not use any threats of violence, sexual exploitation or abuse, verbal or psychological harassment or abuse. No harsh or inhumane treatment coercion or corporal punishment of any kind is tolerated, nor is there to be the threat of any such treatment.

### **7.3 HEALTH AND SAFETY**

ZOA expects its suppliers to follow all relevant legislation, regulations and directives in country in which they operate to ensure a safe and healthy workplace or any other location where production or work is undertaken. At a minimum, suppliers should strive to implement recognized management systems and guidelines such as the ILO Guidelines on Occupational Safety and Health (ILO-OSH-2001) which can be found at ILO's website<sup>2</sup> and ensure at a minimum, reasonable access to potable water and sanitary facilities; fire safety; emergency preparedness and response; industrial hygiene; adequate lighting and ventilation; occupational injury and illness and machine safeguarding. Suppliers will also ensure these same standards apply to any dormitory or canteen facilities.

### **7.4 MINES**

We expect ZOA suppliers to strive not to engage in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

## **8 ENVIRONMENT**

### **8.1 ENVIRONMENTAL**

ZOA expects its suppliers to have an effective environmental policy and to comply with existing legislation and regulations regarding the protection of the environment. Suppliers should wherever possible support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices.

### **8.2 CHEMICAL AND HAZARDOUS MATERIALS**

Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

### **8.3 WASTEWATER AND SOLID WASTE**

Wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be monitored, controlled and treated as required prior to discharge or disposal.

### **8.4 AIR EMISSIONS**

Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge.

## **8.5 MINIMIZE WASTE, MAXIMIZE RECYCLING**

Waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials.

# **9 BRIBERY & CORRUPTION**

## **9.1 CORRUPTION**

ZOA expects ZOA suppliers to adhere to the highest standard of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including extortion, fraud, or bribery, at a minimum.

## **9.2 INTEGRITY AND HONESTY**

ZOA expects its suppliers to not, nor attempts to, engage in any fraudulent practises in the course of conducting business with ZOA. Such practises may include, among others, any attempt to tamper or forge official documents (licenses, permits, certification, financial statements, guarantees, performance bonds, etc.), insert or modify facts and information (false company credentials, financial declarations, etc.) or misrepresent in exchange for any unwarranted favour or special treatment.

## **9.3 CONFLICT OF INTEREST**

ZOA suppliers are expected to disclose to ZOA any situation that may appear as a conflict of interest, and disclose to ZOA if any ZOA official or professional under contract with ZOA may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier.

## **9.4 GIFTS AND HOSPITALITY**

ZOA has a "zero tolerance" policy and does not accept any type of gift or any offer of hospitality. ZOA will not accept any invitations to sporting or cultural events, offers of holidays or other recreational trips, transportation, or invitations to lunches or dinners. ZOA expects suppliers not to offer any benefit such as free goods or services or a work position or sales opportunity to a ZOA staff member in order to facilitate the suppliers business with ZOA.

## **9.5 TRANSPARENCY AND DISCLOSURE**

ZOA suppliers shall disclose full information on its business activities, financial conditions, and performance against applicable regulations, standards and practises. They shall also endeavour to supply goods and services at the most reasonable and explainable prices, disclosing all cost factors involved in its overall pricing strategy, and shall be willing to consider adjustments where necessary and feasible. They should also put in place programmes that will protect whistle-blowers.

# **10 CLOSING REMARKS**

Notwithstanding the aspirational character of this Code of Conduct, ZOA supplier must understand that if they are rewarded a contract by ZOA, the essential elements of this Code can become legally enforceable against ZOA contractors.

It is the expectation of ZOA that suppliers, at a minimum, have established clear goals towards meeting the standards in this Code of Conduct.