

SUPPLIER CODE OF CONDUCT

Introduction

The Supplier Code of Conduct sets out the minimum standards and requirements, including ethical, social, environmental, and quality criteria, that any supplier entering into a contractual relationship with the International Federation of Red Cross and Red Crescent Societies (IFRC) must meet. Its purpose is to establish guidelines for responsible and sustainable management of the IFRC's supply chain. The Code specifies the behaviours expected from suppliers who agree to meet these standards and addresses misconduct. It is legally binding and forms part of the contract between the supplier and the IFRC.

1. Scope of Application

The provisions of this Code of Conduct outline the IFRC's requirements for all suppliers registered with, or conducting business with, the IFRC. These principles are intended to apply to suppliers, their employees, parent, subsidiary or affiliate entities, and subcontractors. Suppliers are required to communicate this Code of Conduct to their employees, parent, subsidiary and affiliated entities, as well as any subcontractors, in the local language and in a manner that ensures comprehension by all parties involved.

To register as an IFRC supplier or conduct business with the IFRC, suppliers must read and acknowledge this Code of Conduct, which outlines minimum standards. Certain sections become binding if a contract is awarded, and non-compliance may prevent contract eligibility, as specified in IFRC solicitation documents. Prospective suppliers should review relevant contract terms and procurement policies to verify their eligibility.

2. Labor and Human Rights

Suppliers shall respect, support and comply with universally recognised human rights including internationally proclaimed labour standards. Suppliers shall ensure that they are not directly or indirectly, complicit in any form of human rights abuses.

Suppliers shall not employ individuals under the age of 18 and are strictly prohibited from engaging in or supporting slavery, forced labour, human trafficking, unfair working practices, or any inhumane or exploitative conditions.

Suppliers shall establish and maintain a safe and respectful work environment for all employees, and shall refrain from any form of violence, threats of violence, verbal abuse, psychological harassment, or other abusive conduct.

Supplier shall guarantee equal opportunity and fair treatment in employment, without discrimination based on nationality, race, gender, religious beliefs, social class, political opinion or any other status protected under applicable law.

Suppliers must act at all times in accordance with the Fundamental Principles defined by the IFRC.

Suppliers shall ensure that all employees are paid fair wages paid fully and directly and shall comply with all applicable local laws relating to social security contributions, tax payments and other statutory obligations.

2.1 Child Labour and Child Safeguarding

Suppliers are required to respect and enforce child safeguarding standards and practices. They must not employ individuals under 18, nor for any labour that violates local or international child labour laws. Additionally, suppliers must not involve children in any abuse, exploitation, neglect, or violence.

2.2 Discrimination

Suppliers are required to avoid discriminatory practices as outlined by international standards, including but not limited to [United Nations General Assembly Resolution 1904](#). This includes refraining from unfavourable treatment based on factors such as gender identity or expression, sex, physical appearance or skin colour, religion or religious beliefs, nationality or citizenship, ethnic or social origin, economic status, political opinions, social background, disability, age, language, marital status, or other personal characteristics.

2.3 Freedom of Association

Suppliers must respect employees' rights to freely associate and bargain collectively under local laws, ensuring all affiliations are voluntary.

2.4 Wages and Working Hours

The IFRC requires suppliers to pay workers at least the legal minimum wage and required benefits, or if none exists, match local industry standards, in legal tender, at least monthly, fully and directly. Suppliers must record payments and only make wage deductions as allowed by law, informing workers with each payment. Wages, hours, and conditions must meet or exceed the best local standards, including those set by collective agreements, arbitration awards, or relevant laws, for similar work in the same area.

2.5 Occupational Health and Safety

Suppliers shall ensure that all employees receive adequate training and are provided with appropriate equipment necessary to perform their work safely. Employees shall retain the unconditional right to cease or refuse work that they reasonably believe to be unsafe, without risk of retaliation or adverse consequences.

Suppliers must protect employees from chemical, biological, and physical hazards in all workplace settings, as well as in any living accommodation provided by the Supplier.

Suppliers must maintain workplaces, machinery, equipment, and operational processes in a manner that does not endanger the health or safety of workers.

Suppliers shall establish, implement, and maintain effective health, hygiene, and safety procedures, including but not limited to emergency identification and assessment, adequate fire exits, clearly marked escape routes, and appropriate firefighting equipment.

2.6. Sexual Exploitation, Abuse and Harassment

Sexual exploitation and abuse are violations of established universally recognised international legal norms and standards and are identified as prohibited conduct by the IFRC. Before entering into agreements with the IFRC, suppliers are informed of the expected standards of conduct related to the prohibition of sexual exploitation and abuse. These standards include, but are not limited to:

- (1) not engaging in any sexual activity with persons under the age of 18, regardless of local laws regarding majority or consent,
- (2) not exchanging money, employment, goods, services, or other items of value for sex, and

- (3) refraining from any sexual activity that is exploitive or degrading. Suppliers are required to take appropriate measures to prevent their employees or others working on their behalf from participating in sexual exploitation and abuse. Suppliers are also expected to maintain an environment that discourages sexual exploitation and abuse. IFRC contracts include provisions outlining suppliers' obligations to take necessary preventive actions. Failure by a supplier to implement preventive measures, investigate allegations, or respond appropriately to incidents of sexual exploitation and abuse may result in termination of agreements with the IFRC. Additionally, harsh or inhumane treatment, coercion, corporal punishment, or threats thereof, are not permitted

3. Ethical conduct

Procurement of goods or services, as well as any related actions or processes, is carried out in alignment with the Supplier Code of Conduct. Suppliers are required to ensure that working and employment conditions are consistent with relevant national laws and international labour standards, including but not limited to International Labour Organization (ILO) Conventions and Recommendations¹.

3.1 Fraud and Corruption

The IFRC requires suppliers to uphold high ethical standards, obey local laws, and avoid all forms of corruption such as extortion, fraud, collusion, obstruction, and bribery. Fraudulent activity – any deliberate act or omission intended to deceive resulting in loss for the IFRC or gain for another party – is strictly prohibited. This includes actions taken to obtain unauthorized benefits, whether for the supplier, IFRC employees, or third parties. Suppliers must not offer or accept bribes, give illegal incentives, or use their position to provide gifts, favours, or advantages (other than items of token value) to IFRC staff directly or indirectly.

3.2 Disclosure

IFRC suppliers are required to inform the IFRC of any investigation, inquiry, or administrative or judicial procedure brought against them by a governmental, administrative, or regulatory authority in relation to any actual or alleged breach of the standards outlined in this Code.

3.3 Conflict of Interest

IFRC suppliers are required to promptly inform the IFRC of any circumstances that could be perceived as a conflict of interest. Additionally, they must disclose whether any IFRC official or contracted professional has any form of interest in the supplier's business or maintains economic connections with the supplier.

3.4 Fair Competition

Suppliers must fully comply with all relevant antitrust and competition laws, both local and international. They should avoid any behaviour that is unfair or reduces competition, such as making agreements or coordinated actions that limit market rivalry. Sharing confidential information with competitors – including details like pricing, costs, production figures, market data, sales regions, suppliers, distribution channels, or other non-public business matters – is strictly forbidden.

¹ [Conventions, Protocols and Recommendations | International Labour Organization](#)

4. Environment

Suppliers are required to adhere to all applicable environmental laws and regulations in their respective countries. If these requirements are more stringent than those established by the IFRC as outlined below, suppliers must comply with the higher standard. The IFRC requires its suppliers to maintain an effective environmental policy and observe relevant legislation and regulations on environmental protection. Suppliers are also expected, when possible, to take a precautionary approach to environmental issues, implement initiatives that advance environmental responsibility, and facilitate the implementation of environmentally sustainable technologies using sound life-cycle practices.

4.1 Environmental Policies

Suppliers should minimise environmental impact by implementing policies or strategies to cut carbon emissions, energy and water use, waste, and packaging. Efforts should also include sourcing renewable energy, using efficient equipment and buildings, and prioritising low-emission transport.

4.2 Chemical and Hazardous Materials

Suppliers are required to handle, store, recycling or reuse, and dispose hazardous waste, wastewater, and air emissions according to relevant laws and regulations before release, to prevent potential effects on human and environmental health.

4.3 Waste Management

Suppliers must minimise and, where possible, eliminate all forms of waste, including water and energy at the source through practices such as modifying production, maintenance, and facility processes, materials substitution, conservation, recycling, and re-use. Suppliers are required to manage all waste responsibly in line with applicable local and international regulations. In particular, when handling dangerous goods, suppliers must adhere to the international Dangerous Goods Regulations (DGR).

4.4 Sustainable Sourcing

Suppliers are required to identify and incorporate sources of sustainable materials into the goods supplied, with priority afforded to those materials which demonstrably reduce life-cycle costs, minimise packaging, lower carbon dioxide emissions, or provide enhanced biodegradability. Suppliers may, where appropriate, propose alternative materials that are more environmentally responsible. In determining the type and provenance of materials and raw resources, suppliers must undertake an assessment of any potential adverse effects on water quality, atmospheric conditions, soil integrity, noise levels, and biodiversity, and shall refrain from the use of substances derived from finite resources. Preference shall be granted to the employment of sustainable materials.

5. Confidential Information and Data Protection

Suppliers shall ensure that confidential information belonging to the IFRC is not disclosed, released, or otherwise made available to any third party except where such disclosure is expressly authorized in writing by the IFRC or is required by law with prior notice to the IFRC. Any permitted disclosure shall occur strictly on a need-to-know basis and only to individuals or entities bound by equivalent confidentiality obligations.

Suppliers must handle all data, particularly personal or sensitive information in a lawful, ethical, and secure manner. This includes ensuring responsible practices for the collection, storage, processing,

transmission, sharing, retention, and deletion of personal data, in accordance with applicable data protection laws² and IFRC policies.

6. Incident Reporting and Investigations

Report concerns about your organization, IFRC, or a third party violating this Code to your IFRC representative. If that's not possible, use the Red Cross and Red Crescent Integrity Line³: online at <https://ifrc.integrityline.org/>, by email at speakup@ifrc.integrityline.org, or by phone (see Phone List). This helps facilitate inquiries into violations of the Code.

This Code of Conduct outlines the minimum standards required of IFRC's suppliers and service providers. Additionally, IFRC expects these suppliers to ensure their own subcontractors also adhere to these principles. Suppliers should promptly report any deviations from this Code to the relevant IFRC member for resolution.

I, undersigned [*Name & Title*]

Representing [*Name of the company*]

I acknowledge the code of conduct requirements and commit to adhering to them during my activities.

Date and Signature:

² [IFRC Data Protection Statement related to procurements, partnerships and grants](#)

³ You can report any misconduct or integrity incident, involving Red Cross or Red Crescent operations or personnel, especially violations of applicable laws, the Code of Conduct or other organisation regulations and policies (Staff Regulations, Prevention of Sexual Exploitation and Abuse, Child Protection, Anti-Harassment Guidelines, Fraud and Corruption, Security Regulations, Health and Safety, IT use, etc.) via this reporting system.