

## Code of Conduct for Suppliers

Goods or Services

(version 210305)

### Introduction

Diakonia's mission and overall goal is to change unfair structures – political, economic, social and cultural – that generate poverty and inequality, oppression and violence. We work together with partner organizations, movements and other relevant actors to secure the right to a life in dignity for all people – regardless of their age, sex, class, disability, ethnicity, gender, nationality, political conviction, religion or sexual expression and identity.

Diakonia's identity is characterized by the values of solidarity, justice, courage, commitment, and accountability, focusing on human rights, democracy and gender justice grounded in Rights Based Approach and Diakonia's feminist principles. We are committed to uphold a high level of ethical standards throughout in all our operations.

Procurement for us is an important procedure to ensure accountability. Based on this, the Diakonia Procurement guidelines state the expected conduct in procurement proceedings from the perspective of Diakonia staff members and of suppliers, respectively. Participation in a tender procedure organized by Diakonia is open on equal terms to all irrespective of nationality. In a declared humanitarian crisis, local tendering will be a priority<sup>1</sup>. Open and fair competition is the foundation for sound procurement and shall be made to the highest standards of ethics.

Diakonia is a member of the ACT Alliance and coordinates our Complaints and Incident Response Mechanism (CIRM) with the ACT Alliance and other member organizations when needed. Diakonia is also a certified Core Humanitarian Standards (CHS) organization and is compliant with the nine CHS Alliance commitments on quality, transparency, and accountability.

### Purpose and General Conditions

Diakonia activities are characterized by efficient use of resources, the promotion of good administrative and ethical practices and transparency in the management of funds and the prevention of corruption. We require our suppliers and contractors to act socially and environmentally responsible, and to actively work for the implementation of the standards and principles in this Code of Conduct. This Code is applicable to all suppliers and contractors of goods and services that Diakonia makes contractual agreements with for our operations and projects, and Diakonia requires suppliers to sign and respect these ethical requirements and standards.

It is the responsibility of the supplier to assure that their suppliers or sub-suppliers comply with the ethical requirements and standards set forth in this Code of Conduct.

Diakonia acknowledges that implementing social and ethical standards to ensure ethical behaviour in our supply chain is a continuous process and a long-term commitment for

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<sup>1</sup> Diakonia Procurement Guidelines, Chapter 3: Humanitarian Aid Procurement.

which we also have a responsibility. In order to achieve high ethical standards for procurement, Diakonia is willing to engage in dialogue and collaboration with its suppliers. Diakonia also expects suppliers to be open and willing to engage in dialogue to implement and improve ethical standards for their businesses.

Unwillingness to co-operate with or serious violations of the Code of Conduct will lead to the termination of contracts.

## **Ethical rules for suppliers in direct contact with Diakonia, partners and rights holders**

Diakonia is working in many challenging contexts together with partners and rights holders. This Code of Conduct reflects Diakonia's commitment in relation to the protection and respect of the welfare and rights of the people with whom we work. Any supplier contracted by Diakonia must therefore, as part of following the contract, and in direct contact with Diakonia staff members, partner organizations and rights holders in Diakonia's projects and programs ensure to:

- Always treat people they meet during assignments well, respecting their culture and rights.
- Never sexually exploit, harass or abuse any individual
- Never expose children<sup>2</sup> to risks or abuse, sexually or otherwise
- Always get written consent from the child and the legal guardian before interviewing, taking pictures/filming children in group or individually, before an article is written or when making a post on social media
- Avoid taking images of a child with information that could identify or put children in danger, and avoid compromising situations e.g. sexually suggestive photos and/or where children are not fully dressed
- When interviewing a person, and especially a child, always act with sensitivity around conversations or questions to avoid upsetting the person or the child emotionally

Unwillingness to follow or violate these rules may lead to the termination of contracts.

## **Human Rights and Labor Rights**

Suppliers are required to protect and promote human rights and labor rights to work actively to address issues of concern. The ethical standards in the following conventions form the benchmark for what is expected.

- **Respect for Human Rights (UN Universal Declaration of Human Rights)**  
The basic principles of the Universal Human Rights are that all human beings are born free and equal in dignity and in rights, and everyone has the right to life, liberty and security of the person. Contractors must their responsibility seriously to uphold and promote the Human Rights toward staff members and the community in which they operate.

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<sup>2</sup> Child or Minor: A person under the age of 18 (as defined by the Convention of the Rights of the Child).

- **Freedom of the Association and Protection of the Right to Organize Convention (ILO Convention: No. 87 and 98)**  
As a minimum, national minimum wage standards or ILO wage standards must be met by contractors. Additionally, a living wage must be provided. A living wage is contextual, but must always meet basic needs such as food, shelter, clothing, health care and schooling and provide a discretionary income - which is not always the case with a formal minimum wage.
- **Forced Labour Convention (ILO Convention: No. 29 and 105)**  
Contractors must not make use of forced labour and must respect workers' freedom to leave their employer.
- **Minimum Age Convention (ILO Convention: No. 138 and 182)**  
Contractors must not engage in the exploitation of children, and contractors must take the necessary steps to prevent the employment of child labour. A child is defined as a person under the age of 18 and children shall not be engaged in labour that compromise their health, safety, mental and social development, and schooling.
- **Equal Remuneration Convention (ILO Convention: No. 100 and 111)**  
Contractors must not practice discrimination in hiring, salaries, job termination, retiring, and access to training or promotion - based on culture, ethnicity, national origin, gender, sexual orientation and gender identity, political affiliation, disability, age or HIV/AIDS status.
- **Violence and Harassment Convention (ILO Convention: No. 190)**  
Suppliers must recognise everyone's right to work free of violence or harassment, including gender-based violence and sexual harassment.

## International Humanitarian Law

Suppliers linked to armed conflicts or operating in armed conflict settings shall respect civilian's rights under International Humanitarian Law and not be engaged in activities which directly or indirectly initiate, sustain, and/or exacerbate armed conflicts and violations of International Humanitarian Law<sup>3</sup>. Contractors are expected to take a 'do no harm' approach to people affected by armed conflict.

## Involvement in Weapon Activities

Supplier's shall not engage in or be associated with any development, sale, manufacturing or transport of anti-personnel mines, cluster bombs or components, or any other weapon which feed into violations of International Humanitarian Law or is covered by the Geneva Conventions and Protocols.

## European Union Sanctions list

Suppliers must not be engaged in or suspected of money laundering or terrorism financing activities and therefore subject to economic sanctions by the European Union. A supplier must certify that they are not subject to EU restrictive measures and is not published on the following website: [www.sanctionsmap.eu](http://www.sanctionsmap.eu)

<sup>3</sup> This includes pillage/looting which is the unlawful taking of private property for personal or private gain based on force, threats, intimidation, pressure and through a position of power accomplished due to the surrounding conflict.

## Protection of the Environment

Diakonia wishes to minimise the environmental damages applied to the environment via our procurement activities. Suppliers and contractors shall therefore similarly act in an environmentally responsible manner when contracted within Diakonia’s programs and/or projects.

## Anti-Corruption

Diakonia’s defines corruption as: “The abuse of power for illegitimate individual or group benefit”. Diakonia holds a great responsibility to prevent and avoid corruption to ensure high standards of integrity, accountability, fairness and professional conduct in Diakonia’s business relations. Suppliers shall have the same approach by undertaking good and fair business ethics and practices, take action to prevent and fight corruption, and abide by international conventions as well as international and national laws. A supplier’s involvement in any form of corrupt practice during any stage of a selection process, in relation to the performance of a contract or in any other business context, is unacceptable and will lead to the rejection of bids or termination of contracts. Examples of such behaviour includes, but is not limited to, money laundering, fraud, evading taxes and social security payments, nepotism, conflict of interest. etc.

## Report Violations

Should a supplier or contractor during their contract with Diakonia become aware of or be confronted with any violation of this Code of Conduct, they shall report this in Diakonia’s Complaints and Incidents Response Mechanism. This can be done to a Diakonia staff member, or directly via this link: <https://diakonia.whistleblower-eu.com/>

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<Supplier/ Consultant> We/I hereby acknowledge acceptance of the terms in the Diakonia Code of Conduct for Suppliers by signing this document.

<Supplier/ Consultant>	
Place and date	
Signature of authorised representative of the tenderer	
Name in block letters	
Position	