

CODE OF CONDUCT FOR SUPPLIERS

ZOA's Code of Conduct and underlying drives are summarised below. We expect our suppliers to come along with us, respect similar values and act accordingly. We therefore expect our suppliers to comply with the minimum standards defined below.

Purpose We provide relief, hope and recovery to people impacted by conflicts and disasters as we work towards...	We treat everybody equally In our behaviour and programmatic decisions, we will not discriminate based on race, gender, sexual orientation, disability, political convictions, religion or for any other reason.
Vision A world where people have hope and live dignified lives in peaceful communities	We protect vulnerable groups We will not engage in harassment, exploitation, intimidation, trafficking in person, or sexual abuse or threat of abuse. ZOA gives specific attention to preventing, opposing, and combatting any form of child abuse and sexual exploitation, abuse, and harassment.
Values We value people We are faithful We are good stewards We serve with Integrity	We avoid conflicts of interest We observe the highest standards of honesty and integrity and will not abuse our position for any financial or other personal gain. ZOA is committed to ensuring its organisation and staff is clear of all forms of fraud, bribery, corruption, and theft, whether committed directly or indirectly.
	We use the Internet wisely We will not visit pornographic, racist, discriminating, abusive internet sites, or which content is against the law.
	We will not work under the influence of alcohol and drugs During working hours, we will not use, distribute, sell, be in possession of, or under the influence of alcohol or non-prescription drugs.
	We adhere to our duty to report We will report all breaches of the ZOA Code of Conduct immediately and with the utmost discretion.

Minimum Standards against Sexual Exploitation, Abuse and Harassment

All suppliers, employees, third parties, and programme participants should be treated with dignity and respect. In this regard, ZOA gives particular attention to preventing sexual exploitation, abuse and harassment (PSEAH). ZOA has a zero-tolerance policy when it comes to sexual harassment, exploitation and abuse. ZOA expects suppliers and their representatives to adhere to the following standards:

1. Sexual exploitation and abuse by suppliers constitutes acts of gross misconduct.
2. Sexual activity with children (i.e. persons under the age of 18, regardless of any younger age of maturity or consent that may be applied locally) is prohibited (notwithstanding all other aspects of this code). Mistaken belief of the age of a child is not a defence.
3. Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading, or exploitative behaviour, is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Suppliers, together with humanitarian workers, are obliged to create and maintain an environment that prevents sexual exploitation, abuse, and harassment.

Minimum standards for the prevention of fraud, corruption and criminal involvement

ZOA has a zero-tolerance approach to fraud, corruption and criminal involvement of any type and in any circumstances, whether committed by staff, volunteers, contractors, suppliers, partners or others. ZOA is determined to prevent and, where this is not possible, to detect and investigate such acts.

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In preventing fraud, corruption and criminal involvement, ZOA expects suppliers and their staff or representatives:

- to not be involved in misappropriation of funds, supplies, or other assets;
- to not be involved in impropriety in the handling, administration or reporting of money or financial transactions, for personal gain;
- to not give or offer anything of material value to ZOA staff or representatives, or to any other person involved in providing services/materials to ZOA, with the aim of influencing ZOA's decision making about transactions;
- to disclose to ZOA any situation that may appear as a conflict of interest, including if any ZOA staff or representative may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier;
- to not share inside knowledge of ZOA activities or disclose confidential and proprietary information with third parties without ZOA's permission, with the aim of personal gain;
- to not be involved in the destruction, removal, or inappropriate use of records, assets, equipment;
- to not be involved in any terrorist or criminal activity and do everything reasonably possible to prevent providing direct or indirect support to individuals or entities associated with terrorism or criminal activity.

ZOA will always take robust action against those who commit fraud or who are involved in corruption or criminal activities, which may include legal steps. In addition, ZOA will actively pursue the recovery of assets, using all legal means.

Minimum standards for the prevention of child abuse

ZOA expects suppliers and their representatives to protect the rights of children and prevent any form of child abuse. 'Child abuse' or 'maltreatment' constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment, or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development, or dignity in the context of a relationship of responsibility, trust, or power.

In protecting children and preventing child abuse, ZOA expects its suppliers and their representatives to adhere to the following standards:

1. Prevent, oppose and combat any abuse of a child, by:
 - not abusing the power and influence that suppliers have by virtue of their position over the life and well-being of a child;
 - not using language or behaviour towards children that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate;
 - never requesting any service or favour from a child in return for protection or assistance;
 - never engaging in any exploitative relationships – sexual, emotional, financial or employment-related – with a child;
 - wherever possible, ensure that another adult is present when working in the proximity of a child;
 - refraining from physical punishment or discipline of children.
2. Refrain from any involvement in child-related criminal or unethical activities, activities that contravene human rights, and activities that compromise the image and interests of ZOA, by:
 - neither supporting nor taking part in any form of illegal, exploitative or abusive activities, including, for example, harmful child labour, child pornography and trafficking of children;
 - not engaging children (i.e. persons under the age of 18, regardless of any younger age of maturity or consent that may be applied locally) in any form of sexual activity or acts (notwithstanding all other aspects of this code).

Duty to Report

It is the duty of all suppliers and their representatives to report any breach (or serious suspicion thereof) of this Code of Conduct immediately, to report@zoa.ngo. Conscious failure to report breaches of the Code of Conduct will be treated as a misconduct itself and may result in termination of the agreement.

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No action will be taken against a supplier reporting (suspicion of) Code of Conduct breaches in good faith. It is the responsibility of management to protect the reporting person against any forms of retaliation. Management must ensure that all information about (potential) breaches of this Code is handled with the utmost discretion.

Commitment

I understand and commit myself to the content of this Code of Conduct for Suppliers. I understand any proven instances of any breach of the abovementioned standards will be treated as gross misconduct and, as such, will result in appropriate disciplinary action being taken, up to and including termination of my agreement with ZOA and/or prosecution.

Name _____

Signature _____

Date _____