17 January 2026

Dear Sir / Madam,

Invitation to Submit Proposal – Creative Agency Partner

The International Rescue Committee UK (IRC‑UK) invites you to submit a proposal to be considered for appointment as our Creative Agency Partner. We are seeking a strategic, delivery‑focused agency to support the development and production of impactful, audience‑led creative across multiple channels.

If you wish to submit a proposal, please prepare it in accordance with the requirements set out in this Request for Proposal (RFP) and submit it to IRC‑UK by the deadline stated in Section I: RFP Particulars.

This RFP pack consists of:  
• This RFP Invitation Letter  
• Intent to Bid Form  
• Section I: RFP Particulars  
• Section II: Instructions to Bidders  
• Section III: Schedule of Requirements  
• Section IV: Returnable Bidding Forms, including:

1. Form A: Vendor Information Form
2. Form B: IRC Conflict of Interest and Supplier Code of Conduct
3. Copy of valid company registration certificate (to be supplied by Bidder)
4. Pricing and cost proposal template.

Following receipt of proposals, a shortlist of bidders will be invited to meet a panel of IRC staff for further discussion (currently anticipated early March 2026). Further details will be shared in due course.

Yours Faithfully

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Description automatically generated

Mike Gray

**Head of Facilities and Procurement**

**Introduction**

The International Rescue Committee UK

The International Rescue Committee UK, hereinafter referred to as “IRC-UK”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

The Purpose of this Request for Proposal (RFP)

It is the intent of this RFP to secure competitive proposals to select a supplier for a creative agency partner. All eligible Suppliers that qualify and are technically competent for the supply of the services are invited to submit their proposals.

# Section I: RFP Particulars

|  |  |
| --- | --- |
| Scope of proposal | This RFP refers to creative agency services as further described in Section III: Schedule of Requirements. |
| Contact person for correspondence, notifications, and requests for clarifications | All correspondence, notifications, and requests for clarifications in relation to this RFP shall be sent to:  **Cima Chehab**  **Operations and Supply Chain Assistant**  **100 Wood Street, London EC2V 7AN**  **Supply.chainuk@rescue.org** |
| Bidder Eligibility | All. |
| Clarifications | Requests for clarification from bidders will not be accepted any later than 28 January 2026 at **17:00 GMT.**  Responses to requests for clarification will be communicated to bidders’ email |
| Indicative Procurement Schedule | • **RFP issued to bidders:** 17 January 2026 • **Deadline for intent to bid:** 23 January 2026 **• Deadline for bidder clarification questions:** 28 January 2026 **• IRC‑UK responses to clarification questions:** 5 February 2026 • **Deadline for proposal submission:** 13 February 2026 (17:00 GMT) **• Evaluation period:** 16 – 27 February 2026 **• Supplier presentations / interviews:** w/c 2 March 2026  • **Notification of preferred bidder and start of negotiations:** w/c 9 March 2026 • **Contract award target:** 13 March 2026 • **Mobilisation / onboarding:** March – April 2026 • **Target start of live campaign delivery:** April 2026  IRC‑UK reserves the right to amend this timetable at any time. Any changes will be communicated to all bidders in writing. |
| Quotation validity period | Quotations shall remain valid for acceptance by IRC-UK for **60 days** from the deadline for quotation submittal. |
| Quotation Currenc(ies) | Quotations shall be quoted in Great British Pounds (GBP) |
| Duties and Taxes | All quotations shall be submitted inclusive of VAT |
| Language of proposals | All proposals, information, documents, and correspondence exchanged between IRC-UK and the Bidders in relation to this RFP process shall be in English. |
| Proposal  submission | Proposals must be received at the e-mail: [supply.chainuk@rescue.org](mailto:supply.chainuk@rescue.org) |
| Evaluation method and criteria | Proposals will be evaluated to determine the proposal that offers the best overall value to IRC UK, taking into account both quality and cost, in accordance with the criteria and weightings set out below.  Evaluation shall be conducted as follows:   1. **Preliminary Examination.** The following eligibility and formal criteria will be reviewed for compliance:    * Bidder is eligible as defined in Instructions to Bidders, Article 3    * Completeness of the proposal. All Returnable Bidding Forms and other documentation requested have been provided and are complete.    * Bidder accepts IRC Conflict of Interest and Supplier Code of Conduct    * **Qualifications of the Bidder** will be assessed as per below qualification criteria:   Bidder should be in continuous business of supplying similar services for the last one (1) year.  **Technical compliance of the offered goods/services.**  Proposals will be evaluated against the quality criteria set out in the table below.   1. **Financial evaluation.**  Proposals will be evaluated based on the pricing template set out in Section III, assessing value for money, transparency and sustainability of the proposed pricing and cost proposal.   The final score will be calculated by applying the weightings below to each bidder’s scores across the quality and financial criteria.    **Table 1 – Evaluation Criteria**    At any time during the evaluation process IRC UK may request clarification or further information in writing from Bidders.  The Bidder’s responses shall not contain any changes regarding the substance, including the technical and financial part of their proposal. IRC-UK may use such information in interpreting and evaluating the  relevant quotation. |
| Partial quotations | IRC UK’s preference is to appoint a single agency capable of delivering the full scope of services across Acquisition and Retention, online and offline. However, IRC UK recognises that some agencies may specialise in particular areas.  Bidders may therefore submit proposals for:   * The full scope of services set out in Section III; **or** * One or more clearly defined parts of the scope, where they have demonstrable specialist expertise.   Bidders must clearly state in their proposal which elements of the scope they are bidding for. Proposals must fully cover the elements for which the bidder is submitting a response. Partial or incomplete responses within a chosen scope area will not be accepted. |
| Alternative quotations | Whilst our preference is to work with an agency that can deliver a full service across Acquisition and Retention, online and offline activities, we are happy to consider agencies that specialise in one area.  IRC UK is therefore open to:   * Appointing a single agency for the full scope; or * Appointing more than one agency covering different elements of the scope.   Bidders must clearly define the scope they are proposing to cover in their submission.  The use of third parties or subcontractors is not permitted. All services proposed must be delivered directly by the bidding agency. |
| Documents comprising the proposal | Bidders shall include the following documents in their proposal:   * Form A: Vendor information Form * Form B: IRC Conflict of Interest and Supplier Code of Conduct Form * A copy of valid company registration certificate * Completed pricing template (as set out in Section III) |
| Contract term to be awarded | IRC UK will sign a Two (2) years (24 month) agreement with a break clause after one (1) year (12 Month). |
| Award of Contract | IRC‑UK intends to award the contract on or around 13 March 2026, subject to final approvals and successful conclusion of negotiations. |

**Section II: Instructions to Bidders**

##### SCOPE OF PROPOSAL

Bidders are invited to submit a proposal for the goods and/or services specified in Section III: Schedule of Requirements, in accordance with this RFP.

##### INTERPRETATION OF THE RFP

This RFP is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

##### BIDDER ELIGIBILITY

Bidders may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding Contract with IRC-UK

A Bidder shall not have a conflict of interest. A bidder shall be considered to have a conflict of interest if:

* + A Bidder has a close business or family relationship with a IRC personnel who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract;
  + A Bidder is associated, or has been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by IRC-UK to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process.
  + A Bidder has an interest in other bidders, including when they have common ownership and/or management. Bidders shall not submit more than one bid, except for alternative offers, if permitted. This will result in the disqualification of all bids in which the Bidder is involved. This includes situations where a firm is the Bidder in one bid and a sub-contractor on another; however, this does not limit the inclusion of a firm as a sub-contractor in more than one bid

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Bidders must disclose any actual or potential conflict of interest in their submission and they shall be deemed ineligible for this procurement process unless such conflict of interest is resolved in a manner acceptable to IRC-UK. Failure to disclose any actual or potential conflict of interest may lead to the Bidder being disqualified from providing bids on future programs.

A Bidder shall not be eligible to submit a proposal when at the time of propsoal submission, the Bidder:

* + is included in the Ineligibility list,
  + is currently suspended from doing business with IRC-UK and removed from its vendor database(s),

All Bidders are expected to embrace the principles of the IRC Conflict of Interest and Supplier Code of Conduct, given that it originates from the core values of the International Rescue Committee. IRC-UK also expects all its suppliers’ sub-contractors to adhere to the code of conduct.

##### CLARIFICATION OF THE RFP

Bidders may request clarification in relation to the RFP by submitting a written request to the contact stated in the **Section I: RFP Particulars**, until the time stated in **Section I: RFP Particulars**. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.

##### REMUNERATION FOR AND COSTS OF QUOTATIONS

Bidders shall not be entitled to any remuneration or compensation for the preparation and submission of their quotation.

##### QUOTATION CURRENC(IES)

The quotation shall be made in the currenc(ies) stated in **Section I: RFP Particulars**.

##### DUTIES AND TAXES

All quotations shall be submitted inclusive of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFP Particulars**.

##### PAYMENT TERMS

IRCUK will ordinarily effect payment within 30 days after receipt of the goods/services and on submission of payment documentation.

##### ETHICS

IRC-UK requires that all Bidders observe the highest standard of ethics during the entire RFP process, as well as the duration of any Contract that may be signed as a result of this process. Therefore, all Bidders shall represent and warrant that they:

1. have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the RFP process and any Contract that may be signed as a result of this RFP process.
2. have no conflict of interest that would prevent them from entering into a Contract with IRC-UK and shall have no interest in other parties involved in this RFP process or in the project underlying this RFP process.
3. have not engaged, or attempted to engage corrupt practice, fraudulent practice, coercive practice, collusive practice, unethical practice, and obstructio

# Section III: Schedule of Requirements

Scope of Work – Creative Services for the International Rescue Committee

**1. Overview**

 The International Rescue Committee UK (IRC UK) is seeking a creative agency partner to support the delivery of impactful, audience-led creative outputs across multiple channels. The appointed agency will work in close partnership with our in-house UK Mass Market (Individual Giving) fundraising team to develop strategy and deliver high-quality creative assets that engage supporters, drive fundraising, and enhance our brand presence.

While IRC UK’s preference is to appoint a single agency partner capable of delivering the full scope of services described in this RFP, bidders may respond for the full scope or for specific elements of the scope where they can demonstrate specialist capability. IRC UK reserves the right to appoint one or more suppliers to deliver different elements of the services.

**2. Mass Markets UK programme background and strategy summary**

The International Rescue Committee (IRC) responds to the world’s worst humanitarian crises, helping people to survive, recover and rebuild their lives. To support the IRC’s emergency and long-term response to crises, the UK Mass Markets (MMUK) team raise income from individual supporters through both cash and regular giving.

The MMUK team comprises of Acquisition, Retention and Supporter Care teams and the scope of services in this RFP covers our Acquisition (cold audiences) and Retention (warm supporters) programmes. After a few turbulent years in the charity sector, the MMUK team is moving forward with optimism and we want to grow, diversify and strategically develop our fundraising programme. Therefore, we are looking for a strategic partner who can support this momentum, and deliver high-quality, insight-led marketing creatives.

Our Acquisition programme is currently predominantly digital with 80% of our FY26 budget planned for digital acquisition. Our digital programme has been previously rooted in ‘traditional’ digital channels such as Meta and Google search andsupport this with activity on Performance Max, Youtube, Microsoft Bing. Within FY26, we hope to expand our media mix further into digital audio and podcasts and are scoping the move into CTV/VOD in future. Despite being predominantly digital, our Acquisition programme also has an offline strategy focusing on Inserts and Press activity.

Our Retention programme has a similar digital focus with email being the predominant channel for income generation, loyalty and cultivation. We also have successful and frequent direct mail activity which are tailored to specific audiences (SV & MV) and engage with our supporters on TM and SMS.

Across all our audiences, emergency response campaigns are the bread and butter of MMUK marketing activity. We often mobilise within hours of an emergency response with social media and email being the initial focus.

We are looking for an agency that can support through the line with our creative strategy and production. However, are also open to agencies bidding for particular areas of the RFP in which they specialise.

**3. Objective**

As our Mass Market programme continues to develop and grow, we are looking to create a strategic partnership with a single agency for creative strategy and production services across all our income streams, products and channels.

The primary aim of this engagement is to improve the quality, integration and coherence across all campaigns, income streams and channels – and to deliver compelling creative that drives more cold and warm audiences to donate to the International Rescue Committee These creatives should:

* Effectively communicate our mission and values and demonstrate the life-changing impact of our work.
* Support both digital and offline marketing campaigns across Acquisition and Retention audiences at all stages of the funnel, and create a cohesive supporter experience across all touchpoints, with a consistent and recognisable visual identity and content strategy.
* Provide innovative, insight-driven concepts that help the IRC reach new audiences and retain existing supporters.

**4. Services Required**

**4.1 Strategic and Conceptual Development**

**Creative strategy:** co-create a strategy that supports fundraising objectives and long-term income growth, including to define fundraising propositions and messaging approaches grounded in audience insight and testing.

**Campaign development:** Develop creative approaches aligned with campaign objectives, audience insights, and brand guidelines. Deliver insight-led recommendations for creative optimisation, including testing approaches, message hierarchy, and visual style.

**Innovation:** Provide fresh, innovative ideas for campaign creative, testing new concepts and formats to enhance engagement and response rates.

**Integration:** Ensure consistency of creative approach across channels and income streams, aligned with wider campaign messaging and brand guidelines.

**4.3 Acquisition Campaign Assets**

**Digital Advertising:** Concept development, design and production of static and video adverts across a range of digital paid media channels including but not limited to social media graphics, video ads, display banners and website imagery.

**Press Advertising:** Concept development and production of press adverts for regional, national, and sector-specific publications.

**Press Insert Creative:** Design, copy and production of inserts for direct mail, magazines, and other print channels, including adaptation of existing creative into print-ready formats.

**4.4 Retention Campaign Assets**

**Direct Mail:** Development of creative concepts, design, and copywriting for direct mail packs, including letters, inserts, donation forms, and outer envelopes.

**Email Campaigns:** Copywriting, design, imagery, and production of email assets for supporter communications, appeals, and stewardship journeys, ensuring responsiveness and deliverability across platforms.

**4.2 Creative Production**

**Video Production**: End-to-end production of short-form and long-form video assets for use across all digital channels, including scripting, storyboarding, editing, animation, subtitling, and formatting for multiple platforms. Filming is facilitated in-house due to the geography of our programmes.

**Platform Optimisation:** Delivery of assets in platform-specific formats and dimensions, optimised for performance and accessibility.

**Print Production Coordination:** Provision of press-ready artwork to required specifications and liaison with third-party printers or publishers where required.

**5. Campaign deliverables**

The agency will be expected to deliver the below, with specific detail being shared at creative briefing stage:

* A range of creative concepts for each campaign brief, with rationale and audience insight.
* Finalised creative assets in multiple formats for use across specified channels.
* Campaign asset toolkits where applicable, including templates and guidelines for internal use.
* Copy and design for direct mail and email campaigns, with test-and-learn recommendations where appropriate.
* Post-campaign creative review and recommendations for future improvement.

**6. Collaboration and Ways of Working**

The agency will work in partnership with the IRC UK Mass Market fundraising and in-house Creative and Brand teams to ensure all creative aligns with brand and DEI guidelines and campaign objectives.

IRC is an emergency-responsive organisation and delivers multi-channel emergency appeals as and when they arise. IRC UK is also a member of the Disasters Emergency Committee (DEC). During emergency appeal launches, the agency must understand the importance of speed to market and the capability to swiftly produce and adapt emergency appeal creative within specified timelines, as well as joint-branded creative and content that adheres to the DEC guidelines and its whitelist.

Weekly progress updates, regular review meetings, and approvals will be scheduled to ensure timely delivery.

All creative outputs must adhere to IRC’s safeguarding, AI guidelines, ethical storytelling, and data protection standards.

Under this contract IRC UK, may request the Supplier to be open to providing Services to the wider International Rescue Committee (IRC Inc)

**7. Timelines**

Project timelines will be agreed per campaign brief for BAU work, with key milestones for concept presentation, feedback, and final delivery.

For emergency appeals, the agency must be able to meet specified emergency SLAs to urgent briefs, 7 days a week, including for co-branded DEC appeals.

**8. Performance Expectations**

All creatives must be audience-appropriate, culturally sensitive, within IRC brand, AI and DEI guidelines and compliant with advertising and fundraising regulations.

Creative should be measurable in terms of engagement, conversion, and fundraising performance, with the agency providing input on evaluation metrics where appropriate.

**9. Intellectual Property**

All creative assets, concepts, and materials produced under this agreement will be owned by IRC UK in full upon final payment and working files and editable assets will be provided upon request or at project close.

**10.Pricing and cost proposal template**

Bidders must complete all tables below. The objective is to enable IRC UK to compare proposals on a like-for-like basis and to assess value for money, transparency and sustainability of the proposed pricing structure. Bidders may provide additional narrative or explanation where helpful and may also attach their standard rate card to their proposal; however, completion of this template in full will form the primary basis of the financial evaluation.

Prices should be provided in GBP and inclusive of VAT.

# Table 1 - Commercial model overview

|  |  |
| --- | --- |
| **Item** | **Response** |
| Proposed commercial model (e.g. retainer / retainer + variable / T&M) |  |
| Description of how the model works |  |
| Key assumptions |  |
| What is included in the core price |  |
| What triggers additional cost |  |
| Additional notes |  |

# Table 2 - Core retainer (strategy, account & BAU)

|  |  |
| --- | --- |
| **Item** | **Monthly Cost (£)** |
| Core retainer (strategy, account management, BAU) |  |
| Total monthly retainer |  |
| Total annual retainer |  |

# Table 3 - High-level production unit rates (for bench-marking)

|  |  |
| --- | --- |
| **Deliverable Type** | **Unit Cost (£)** |
| Digital video creative |  |
| Digital static creative |  |
| Direct mail pack (copywriting and design) |  |
| Email creative (copywriting and design) |  |

# Table 4 - Emergency / surge support

|  |  |  |
| --- | --- | --- |
| **Service** | **Day Rate (£)** | **Notes / SLA** |
| Out-of-hours / rapid turnaround support |  |  |
| Weekend / emergency appeal support |  |  |

# Table 5 - Standard day rates (out-of-scope or additional work)

|  |  |
| --- | --- |
| **Role** | **Day Rate (£)** |
| Creative Director |  |
| Senior Designer |  |
| Designer |  |
| Copywriter |  |
| Motion / Video |  |
| Account Manager |  |
| Project Manager |  |

# Table 6 - Assumptions, exclusions & dependencies

|  |  |
| --- | --- |
| **Area** | **Description** |
| Inclusions |  |
| Exclusions |  |
| Assumptions |  |
| Dependencies on IRC |  |
| Volume discounts or efficiencies |  |

# Table 7 - Example cost scenarios

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Estimated Total Monthly Cost (£)** | **Assumptions** |
| Typical BAU month |  |  |
| High-activity campaign month |  |  |
| Emergency appeal month |  |  |

**Section IV: Returnable Bidding Forms**

The following returnable forms are part of this RFP and must be completed and returned by bidders as part of their Quotation.

**Form A:**



**INTERNATIONAL RESCUE COMMITTEE**

**Supplier Information Form**

***The information provided will be used to evaluate the Company before contracting with the IRC.***

***Please complete all fields.***

**Fields marked (\*) are mandatory.**

**Vendor Information**

|  |  |
| --- | --- |
| \*Company\Organization Name  \*For individual consultants, provide legal first and last name |  |
| \*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any |  |
| \*Previous names of the company |  |
| \*Address |  |
| \*Website |  |
| \*Company Number |  |
| \*Phone/Fax Numbers | Phone: Fax: |
| \*Primary Contact | First Name: Last Name:  Phone Number: Email Address: |
| \*Email address of Accounts Receivable person or team |  |
| \*Number of Staff |  |
| Number of Locations |  |
| Avg. £ Value of Stock on Hand if applicable |  |
| \* Name(s), nationality and dates of birth of company owner(s), board of directors or CEO |  |
| \*Parent companies if any |  |
| \*Subsidiary or affiliate companies if any |  |

**Financial Information**

|  |  |
| --- | --- |
| \*Bank Name and Address |  |
| \*Name under which company is registered at bank | This field is mandatory if Wire Transfer is the selected payment method |
| \*Specify Standard Payment Terms (Net, 15, 30 days etc.) |  |
| \*Payment Method (select all that applies) | Payment By: Cheque Yes | No Wire Transfer Yes | No Cash Yes | No |
| \*Name under which company is registered at bank |  |
| \*Bank account number | This field is to be completed upon notification of awarding of order\contract |
| Routing Number | This field is to be completed upon notification of awarding of order\contract |
| Swift code (if applicable) | This field is to be completed upon notification of awarding of order\contract |

**Product/Service Information**

|  |  |
| --- | --- |
| List Range of Products/Services Offered |  |
| Basis for Pricing (Catalog, List, etc.) |  |

**Documentations as applicable:**

|  |  |
| --- | --- |
| \*Registration | Provided \_\_\_\_  Not provided: \_\_\_\_\_ Reasons: \_\_\_\_\_ |
| \*Tax ID (W9, Tax exempt certificate. etc.) | Provided \_\_\_\_ |
| US Vendors only  \*Do you require a Form 1099? | Yes\_\_\_\_ No\_\_\_\_ |

**References (optional)**

|  |  |
| --- | --- |
| Client Name: | Contact Name, Phone, Email Address: |
| Client Name: | Contact Name, Phone, Email Address: |
| Client Name: | Contact Name, Phone, Email Address: |

**Vendor Self-Certification of Eligibility**

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g., European Union, UK, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.
5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.
7. They maintain high ethical and social operating standards, including:

* Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC’s beneficiaries.
* Environmental aspects: Provision of goods and services with the least negative impact on the environment.
* Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
* Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

1. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant, or other party related to IRC has a financial interest in the Company’s business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company’s Authorized Vendor status and disqualification of Company from participation in future IRC procurement.
2. Vendor hereby confirms that the organization is not conducting business under other names or alias’s that have not been declared to IRC.
3. Vendor herby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

|  |
| --- |
| **Vendor Name:** |
| **Signature:** |
| **Title:** |
| **Print Name:** |
| **Date:** |

**Form B:**

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**IRC Conflict of Interest and Supplier Code of Conduct**

Supplier hereby agrees that Supplier and Supplier’s employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, and IRC’s Combating Trafficking in Persons Policy. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Supplier acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioural standards in IRC’s everyday operations.

**Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.**

* We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
* We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
* Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
* We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
* We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
* We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
* We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
* We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
* We rigorously enforce the UN Secretary General’s Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
* IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

**Service - At IRC, our primary responsibility is to the people we serve.**

* As a guiding principle of our work, IRC encourages self–reliance and supports the right of people to fully participate in decisions that affect their lives.
* We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
* We design programs to respond to beneficiaries’ needs including emergency relief, rehabilitation, and protection of human rights, post–conflict development, resettlement, and advocacy on their behalf.
* We seek to adopt best practices and evidence–based indicators that demonstrate the quality of our work.
* We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

**Accountability - At IRC, we are accountable – individually and collectively – for our behaviours, actions and results.**

* We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
* We strive to comply with the laws of the governing institutions where we work.
* We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
* We are responsible stewards of funds entrusted to our use.
* We integrate individual accountability of staff through the use of performance evaluations.
* We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
* We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

**Conflict of Interest**

* Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Supplier’s business activities.
* Supplier herby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the supplier’s owners.
* Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Supplier from participation in current and future IRC activities.
* Supplier hereby confirms that the organization is not conducting business under other names or alias’s that have not been declared to IRC.
* Supplier herby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

**Supplier herby agrees to maintain high ethical and social standards:**

* Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC’s beneficiaries; prohibition of trafficking in persons.
* Environmental aspects: Provision of goods and services with the least negative impact on the environment.
* Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
* Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

If you believe that any IRC employee, volunteer, or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, www.ethicspoint.com or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement supplier acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

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| **Supplier Name:** |
| **Signature:** |
| **Title:** |
| **Print Name:** |
| **Date:** |