**Request for Proposal**

HIAS DIRECT MAIL PROGRAM

**Issue Date:** 07/23/2025

**Closing date and time:** 8/18/2025 - 23:59 hrs. Eastern Daylight Time (EDT)

**Request For Proposal (RFP) ID:** “HIAS DIRECT MAIL PROGRAM\_2025”

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1. INTRODUCTION TO HIAS

HIAS is a nonprofit organization incorporated in New York State and headquartered in Silver Spring, Maryland, and is exempt from federal income tax under Internal Revenue Code Section 501(c)(3). HIAS advocates for the protection of refugees and assures that displaced people are treated with the dignity they deserve. Guided by our Jewish values and history, HIAS brings more than 130 years of expertise to our work with refugees.

1. REQUIREMENTS

HIAS invites qualified vendors (“Applicants”) to submit a proposal for strategy, creative development, production, and performance analytics for HIAS’ direct mail program. The objective is to build a dynamic program rooted in donor retention, mid-level growth, and major donor pipeline development.

The ideal partner will demonstrate:

* Experience managing integrated mail programs for nonprofit organizations with values-aligned missions and legacy support
* Strategic segmentation skills to support distinct experiences across standard ($<1K), mid-level ($1K–$24,999), and major donors ($25K+)
* Capacity to integrate print with digital and telemarketing touchpoints
* A proven track record of enhancing donor lifetime value and building toward major giving

**The scope of work includes:**

* **Donor retention:** Multi-channel touchpoints designed to engage and renew standard donors through strategic cadence, personalization, and testing.
* **Mid-level strategy:** Designation of this cohort as a standalone segment with elevated creative, specialized asks, and bridge strategies into major gifts.
* **Major donor reinforcement:** Use of mail as a complementary channel in concert with personal outreach, customized stewardship, and proposal delivery.
* **Donor Segmentation and Growth Modeling:** Use modeling to identify and segment donors based on more than just recency and level.
* **Key Campaign Alignment:** Year-End, High Holidays (Spring/Passover and Fall), and Annual Fund Renewal campaigns must anchor the calendar and receive bespoke creative development.

To support a grounded proposal, HIAS has compiled data from FY24 to date and historical campaign performance in **a Data Workbook, available to Applicants upon request** (emailAlexa.weinstein@hias.org).

The Applicants are therefore requested to quote under this RFP a fixed price per each item in Annex VI. Upon signing of the contract, the quoted prices shall be binding on the goods/service providers (herein referred to “Contractor”) for the duration of the contract. The quoted price will be accepted by both HIAS and the Contractor until expiration or termination of the contract.

1. ACKNOWLEDGMENT

HIAS would appreciate you informing us of the receipt of this RFP by return e-mail to [procureinquiry@hias.org](mailto:procureinquiry@hias.org) as to:

1. Your confirmation of receipt of this RFP and
2. Whether or not you will be submitting a Proposal

Please include the RFP ID, located at the top or this document, in the Subject line.

1. PREPARATION OF PROPOSALS
   1. Documents Comprising the Proposal **to be Submitted**:

Proposal Submission form (Annex V)

Price Schedule (Annex VI)

Supplier Code of Conduct (Annex VII)

Technical Details: detailed description of the essential technical and performance characteristics of the goods

Customer References: at least two references from prior customers for which similar goods/services to that contained in this RFP were provided

* 1. Key Personnel: If Key Personnel (individuals who are specifically and uniquely important to the proposed work) are named in the Applicant’s proposal, the Applicant will do so in “good faith”. Good faith means that the applicant communicated with the proposed key person, obtained a commitment that they would work on the contract and that the person consented to being identified in the applicant’s proposal to hold a given position. If the Applicant learns during the course of the procurement, before award, that one or more Key Personnel will not be able to work on the potential award, the Applicant must notify HIAS immediately.
  2. Demonstration: If provided in the Proposal Data Sheet, HIAS shall require Applicants to provide a live demonstration of the proposed goods/solution. If the Applicant has already provided HIAS with a demonstration, a further demonstration may still be required. The applicant shall provide the demonstration free of charge and HIAS shall not accept any liability for any damage to or loss of Applicants' property in connection with such a demonstration.

1. REQUESTS FOR CLARIFICATION

Applicants are required to submit any request for clarification or any question in respect of this RFP by e-mail to [procureinquiry@hias.org](mailto:procureinquiry@hias.org). Please include the RFP ID in the Subject line. The deadline for receipt of questions for any clarifications is **23:59 hrs. EDT time on July 28, 2025**. Applicants are requested to keep all questions concise and to exclude language as to the applicant’s identity as the questions and responses will be posted publicly.

1. AMENDMENTS TO RFP

At any time prior to the proposal submission deadline, HIAS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify this RFP by amendment. The amendments will be posted on the HIAS website and/or communicated by email. In order to allow prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, HIAS may, at its sole discretion, extend the proposal submission deadline.

1. PROPOSAL SUBMISSION DEADLINE

Proposals must be delivered to the email address and on or before the time and date specified in the Proposal Data Sheet (Annex I). **Late Proposals shall normally be rejected.** If the responses received for this RFP are insufficient to conduct a fair and competitive evaluation, the RFP may be reposted with a later due date with or without changes.

1. DISCLAIMER

This RFP is not to be construed in any way as an offer to contract with your organization.

Sincerely,

A blue text on a white background

AI-generated content may be incorrect.

Theron Jurkowski

Director, Contracts & Procurement

**Annex I: PROPOSAL DATA SHEET**

The following specific data for the goods to be procured shall complement, supplement or amend the provisions in the General Instructions to Applicants. Whenever there is a conflict, the provisions herein shall prevail over those in the General Instructions to Applicants.

|  |  |
| --- | --- |
| **Relevant clause(s) of**  **Instruction to Applicants** | **Specific data complementing, supplementing, or amending instructions to Applicants** |
| Language of the Proposal | English |
| Proposal Price Currency | USD |
| Evaluation Criteria | Best Value |
| Documents Establishing Applicant’s Eligibility & Qualifications | Required Not required. |
| Proposal Validity Period | 120 days after the Deadline for Submission of Proposals |
| Demonstration | Required Not Required. |
| Electronic Submission of Proposals | Allowed Not allowed |
| Email Address for Submission | Alexa.weinstein@hias.org |
| Preliminary Examination — Completeness of Proposal. | Partial Proposals permitted. 󠇎Partial Proposals not permitted. |
| Documents to be Submitted | (i) Proposal Submission form (Annex V)  (ii) Price Schedule (Annex VI)  (iii)Supplier Code of Conduct (Annex VII)  (iv) Technical Details  (v) Customer References: at least two |
| **Timeline** |  |
| Deadline for Requests for Clarification | 23:59 hrs. EDT time on July 28, 2025 |
| Deadline for Submission of Proposals | 23:59 hrs. EDT time on August 18, 2025 |
| **Additional Requirement** |  |
| Required Start Date for Performance | No Yes\_September 2025 |

**Award Methodology:** HIAS shall award the contract to the Applicant based on **Best Value** based upon the following factors:

|  |  |  |
| --- | --- | --- |
| Evaluation Methodology Factors | | Weighting |
| 1.1 | Cost – Life cost of product | 30 |
| 1.2 | Quality - Degree to which the goods, works, non-consulting services, or consulting services meet or exceed the requirements | 50 |
| 1.3 | Sustainability - Economic, environmental, and social benefits in support of the project objectives; may include the flexibility of the Proposal to adapt to possible changes over the life-cycle | 10 |
| 1.4 | Innovation - Innovation in the design and/or delivery; solutions that exceed the requirements or alternative solutions that could deliver best value | 10 |

**Annex II: GENERAL INSTRUCTIONS TO APPLICANTS**

A. Introduction

1. General: HIAS invites Proposals for the supply of goods or services.
2. Eligible Applicants: Applicants must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates that have been engaged by HIAS to provide consulting services for the preparation of the design specifications or other documents to be used for the procurement of goods/services to be purchased under this RFP.
3. Cost of Proposal: The Applicant shall bear all costs associated with the preparation and submission of the Proposal and HIAS will not be responsible or liable for those costs, regardless of the conduct or outcome of the RFP.

B. RFP Documents

1. Examination of RFP Documents: The Applicant is expected to examine all instructions, forms, terms and specifications contained in the RFP Documents. Failure to comply with these documents will be at the Applicant’s risk and may affect the evaluation of the Proposal.
2. Clarification of RFP Documents: A prospective Applicant requiring any clarification of the RFP Documents may notify HIAS in writing. The response will be made in writing to any request for clarification of the RFP Documents that it receives earlier than one week before the Deadline for the Submission of Proposals. Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Applicants that have responded to the RFP Documents.
3. Amendments of RFP Documents: HIAS may, for any reason, amend the RFP Documents, whether at its initiative or in response to a clarification requested by a prospective Applicant. All prospective Applicants that have received or acknowledged receipt of the RFP Documents will be notified in writing of any amendments. To afford prospective Applicants reasonable time in which to take the amendments into account in preparing their Proposals, HIAS may, at its discretion, extend the Deadline for the Submission of Proposals.

C. Submission of Proposals

1. Procurement Ethics: It is HIAS’s policy that Applicants/Suppliers observe the highest standard of ethics during the procurement process and execution of such contracts. HIAS shall reject a Proposal if it determines that the Applicant, or any of its personnel, agents, consultants, subcontractors or goods/service providers, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question. HIAS may also declare the Applicant ineligible for participation in future procurement and award of contracts, either indefinitely or for a stated period. An Applicant/Supplier who offers any gift of any value to HIAS staff will be considered to be influencing the procurement process. HIAS shall reject a Proposal if it determines that any such gift has been offered.
2. Suspension and Debarment: HIAS will not make purchases or obtain services from people or companies on suspension, debarment, or other sanctions and watch lists, including, but not limited to:

The U.S. System for Award Management (SAM);

The U.S. Treasury Office of Foreign Asset Control (OFAC);

The UN Consolidated Sanctions List;

The World Bank Listing of Ineligible Firms & Individuals;

European Union Sanctions List.

A suspension and debarment check will be performed at the time of proposal and then again at the time of contract preparation.

1. Conflict of Interest: An Applicant shall not have a conflict of interest that could call into question its participation in the procurement process and award of contract. Applicants shall disclose any potential or actual conflict of interest at the time of Proposal and during the execution of any contract. All Applicants found to have a conflict of interest may be disqualified.
2. Joint Venture: Where a joint venture or any other form of partnership (together, JV) approach is proposed, Applicants are required to provide full details of the JV and nature of the relationship with other members.

Applicants forming a JV shall nominate an authorized representative of the JV (duly evidenced by submitting a power of attorney signed by a legally authorized representative of the JV) who shall have the authority to conduct all business for and on behalf of all members and enter into the contract.

1. Modification and Withdrawal of Proposals: The Applicant may withdraw its Proposal after submission, provided that written notice of the withdrawal is received by the HIAS before the deadline for submission. No Proposal may be modified after passing of the Deadline for Submission of Proposals. No Proposal may be withdrawn in the interval between the Deadline for Submission of Proposals and the expiration of the Period of Proposal Validity indicated in the Proposal Data Sheet.

D. Evaluation of Proposals

1. Preliminary Examination:
   * + - 1. Before the detailed evaluation, HIAS will determine the substantial responsiveness of each Proposal to the RFP. A substantially responsive Proposal is one that conforms to all the terms and conditions of the RFP without material deviations.
         2. HIAS will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.
         3. Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the concerned Applicant does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
         4. A Proposal determined as not substantially responsive will be rejected by HIAS and may not subsequently be made responsive by the Applicant by correction of the non-conformity.
2. Award Methodology
   1. See **ANNEX I: PROPOSAL DATA SHEET**

E. Award of Contract

1. HIAS reserves the right to accept or reject any Proposal, to annul the RFP process and reject all Proposals at any time before award of contract, without thereby incurring any liability to the affected Applicant(s) or any obligation to provide justification.

**Annex III: General Terms and Condition**

Please find the General Terms and Conditions as a separate file along with this RFP file at:

<https://www.hias.org/requests-proposals>

If you are having trouble with the file, contact procureinquiry@hias.org immediately. Delays with accessing the file will not constitute an extension of the submission period.

**ANNEX IV: TECHNICAL SPECIFICATIONS**

Applicants must be able to provide the following services:

* Strategic development and year-round planning for donor retention, reactivation, and upgrade campaigns;
* Help Launch and support giving circles;
* Programmatic support tailored to standard, mid-level and high-performing donors;
* Turnkey production, printing, and mail shop services;
* Data hygiene, segmentation, and analytics, including RFM and predictive modeling;
* Creative development—including copywriting, design, and versioning—for at least 12 appeals annually, plus acknowledgments, renewals, and cultivation touches;
* Coordination with HIAS' digital and individual giving teams to align messaging and cadence;
* Reporting tools that provide monthly, quarterly, and annual performance analytics;
* List management, merge/purge, and coordination of exchange/rental agreements;
* Clear systems for flagging major donor prospects and coordinating moves with relationship managers;
* Rapid response capability for crisis/emergency appeals;
* Seamless onboarding process and dedicated account management team.

Vendors should articulate their understanding of HIAS' mission and unique donor base—including the importance of Jewish values, refugee protection, and global advocacy—and how they will help HIAS build a scalable and resilient direct response program.

**ANNEX V: PROPOSAL SUBMISSION FORM**

RFP ID.: “HIAS DIRECT MAIL PROGRAM\_2025”

Dear HIAS,

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver direct mail program services in conformity with the Technical Requirements for the sum of [*enter total Proposal amount in words and figures (*MAX: $450,000 including retainer fee, package design, postage, and printing)] as may be ascertained following the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to deliver the goods following the Technical Requirements.

We confirm that, based on our current knowledge, there are no real or potential conflicts of interest involved in rendering Services for HIAS. In this regard, we have listed, if any, all the contracts that we have been involved with HIAS as per the attached. Our policy on dealing with conflicts of interest, should these arise, is also set out as per the attached. We acknowledge and agree that HIAS has the right to determine whether there is any actual or potential conflict of interest in its sole discretion.

We agree to abide by this Proposal for 120 days from the Deadline for submission of Proposals. We undertake, if our Proposal is accepted, to initiate the services no later than the date indicated in the data sheet.

We understand that you are not bound to accept any Proposal you may receive.

We agree to the General Terms and Conditions except for …………. *(insert titles of the General Terms and Conditions from Annex III and on a separate sheet, detail the likely changes that would be proposed)*, which we plan to negotiate with HIAS in the event we are the winning applicant.

|  |  |
| --- | --- |
| Name: | Title: |
|  |  |
| Organization: | EIN, if applicable: |
|  |  |
| Address: | |
|  | |
| Signature: | Date: |
|  |  |
| Email: | Phone: |
|  |  |

**ANNEX VI: PRICE SCHEDULE**

1. The Price Schedule must provide a detailed cost breakdown for each item.
2. Technical descriptions for each proposed item must provide sufficient detail to allow HIAS to determine compliance of the Proposal with specifications as per the Technical Specifications of this RFP.
3. The following format is recommended for use in preparing the Price Schedule. The format uses a specific structure that may or may not be applicable but is indicated to serve as an example.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NAME OF APPLICANT: | | | | | |
| ITEM | DESCRIPTION | UNIT | UNIT PRICE\* | QUANTITY REQUIRED | TOTAL PRICE PER ITEM |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| GRAND TOTAL |  |  |  |  |  |

\*Unit price should be based on Delivery at Place (DAP)

Note: In case of a discrepancy between the unit price and total, the unit price shall prevail.

Signature of Applicant

**ANNEX VII: HIAS SUPPLIER CODE OF CONDUCT**

Introduction

In keeping with its vision and values, HIAS is committed to maintaining the highest degree of ethical conduct. Our Supplier Code of Conduct (the “Supplier Code”), as may be amended from time to time, outlines HIAS’ expectations and guidelines with respect to responsible sourcing.

Scope

HIAS’ Supplier Code sets forth the expectations for vendors, suppliers and contractors (collectively referred to as “Suppliers”) with whom it does business. This applies to Suppliers as well as their employees, parents, subsidiaries, affiliate entities, and subcontractors and shall be communicated as such. The Supplier should also encourage all vendors to adhere to these standards. The Supplier is required to read and acknowledge this Supplier Code.

Principles

HIAS’ Supplier Code is aligned with the ten principles of the United Nations Global Compact (“Principles”). This means operating in ways that, at a minimum, meet fundamental responsibilities in the areas of human rights, labor, environment and anti-corruption. Suppliers are encouraged to support the Global Compact. For more information on the ten principles, you can visit the Global Compact website at [www.unglobalcompact.org.](http://www.unglobalcompact.org/) The ten principles are as follows.

**Human Rights**

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.

**Labor**

1. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
2. the elimination of all forms of forced and compulsory labor;
3. the effective abolition of child labor; and
4. the elimination of discrimination in respect of employment and occupation.

**Environment**

1. Businesses should support a precautionary approach to environmental challenges;
2. undertake initiatives to promote greater environmental responsibility; and
3. encourage the development and diffusion of environmentally friendly technologies.

**Anti-Corruption**

1. Businesses should work against corruption in all its forms, including extortion and bribery.

Standards

The following standards are derived from the Principles and HIAS’ Policies and shall be adhered to by all Suppliers.

# **Labor**

1. **Forced or Compulsory Labor:** HIAS expects its Suppliers to prohibit forced or compulsory labor in all its forms.
2. **Child Labor:** HIAS expects its Suppliers not to employ: (a) children below 14 years of age or, if higher than that age, the minimum age of employment permitted by the law of the country or countries where the performance, in whole or in part, of a contract takes place, or the age of the end of compulsory schooling in that country or countries, whichever is higher; and (b) persons under the age of 18 for work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of such persons.
3. **Discrimination:** HIAS expects its Suppliers to ensure equality of opportunity and treatment in respect of employment and occupation without discrimination based on a person’s membership in or affiliation with a protected group, which may include, but is not limited to: race, color, ethnicity, national origin or ancestry, citizenship, caste, socio-economic status, political opinion, tribal affiliation, religion, creed, sex, sexual orientation or age. (HIAS also prohibits unfair treatment or arbitrary distinction based on a protected status or characteristic, including, but not limited to: domestic partnership, familial status, caregiver status, victim of gender-based violence, pregnancy, lactation, childbirth or related medical conditions, gender expression or identity, physical or mental disability, neurodiversity, genetic information (including testing) or any other status protected by federal, state, or local law.) HIAS expects its Suppliers to take all appropriate measures to ensure that neither they nor their parent, subsidiary, affiliate entities or their subcontractors are engaged in any discriminatory employment practices, including those relating to recruitment, promotion, training, remuneration and benefits.
4. **Wages, Working Hours and Other Conditions of Work**: HIAS expects its Suppliers to ensure the payment of wages in legal tender, at regular intervals no longer than one month, in full and directly to the workers concerned. Suppliers should keep an appropriate record of such payments. Deductions from wages are permitted only under conditions and to the extent prescribed by the applicable law, regulations or collective agreement, and Suppliers should inform the workers concerned of such deductions at the time of each payment. The wages, hours of work and other conditions of work provided by Suppliers should be not less favorable than the best conditions prevailing locally (i.e., as contained in: i. collective agreements covering a substantial proportion of employers and workers; ii. arbitration awards; or iii. applicable laws or regulations), for work of the same character performed in the trade or industry concerned in the area where work is carried out.
5. **Health and Safety:** HIAS expects its Suppliers to ensure, so far as is reasonably practicable, that: (a) the workplaces, machinery, equipment and processes under their control are safe and without risk to health; (b) the chemical, physical and biological substances and agents under their control are without risk to health when the appropriate measures of protection are taken; and (c) where necessary, adequate protective clothing and protective equipment are provided to prevent, so far as is reasonably practicable, risk of accidents or of adverse effects to health.

# **Human Rights**

1. **Human Rights:** HIAS 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.
2. **Safeguarding:** HIAS expects its Suppliers to not engage in any conduct that is exploitative or abusive including:
   * Physically, sexually or emotionally abusing others;
   * Sexual harassment, threatening violence, or bullying;
   * Harsh or inhumane treatment, coercion or corporal punishment of any kind or the threat of any such treatment;
   * Engaging in sexual or romantic relationships with program participants or clients that involve abuse of power or position;
   * Causing any harm to children through sexual, emotional or physical abuse, exploitation or neglect;
   * Making unsolicited, personal contact with children via any means, including social media; and
   * Taking photographs of children without the consent of children, parents or guardians, or publicizing these without the written consent of parents or guardians including for personal use.
3. **Anti-Human Trafficking:** HIAS’ Suppliers are prohibited from engaging in the following behaviors:
   * + Engaging in human trafficking;
     + Any offer to exchange, or actual exchange, of money, employment, goods or services for sex, sexual favors or other forms of humiliating, degrading or exploitative behavior, even when such transactions would be legal and/or consensual in the jurisdiction where they would occur;
   * Denying an employee access to identity documents;
   * Using misleading or fraudulent recruitment practices;
   * Using recruiters that do not comply with host country labor laws;
   * Charging employees recruitment fees;
   * Providing or arranging housing that fails to meet host country housing safety standards;
   * Where the law requires it, failing to provide a written contract of employment or proof of employment; and
   * Failing to pay contractually agreed return transportation costs for certain employees who have finished employment outside that employee’s nation of residence.

# **Environment**

1. **Environmental:** HIAS 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.
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.
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**.**
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 or disposal.
5. **Energy Consumption and Greenhouse Gas Emissions:** Suppliers shall track and document energy consumption and greenhouse gas emissions. Suppliers shall look for methods to improve energy efficiency and to minimize their energy consumption and greenhouse gas emissions.
6. **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.

# **Anti-Corruption**

1. **Corruption:** HIAS expects its Suppliers to adhere to the highest standards of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including but not limited to extortion, fraud or bribery.
2. **Conflict of Interest:** HIAS Suppliers are expected to disclose to HIAS any situation that may appear as a conflict of interest, and disclose to HIAS if any HIAS official or professional may have an interest of any kind in the Supplier's business or any kind of economic ties with the Supplier.
3. **Gifts and Hospitality:** HIAS expects its Suppliers not to offer any benefit such as free goods or services, employment or sales opportunity to a HIAS staff member in order to facilitate the Suppliers’ business with HIAS.
4. **Abuse of Power:** HIAS prohibits its Suppliers from utilizing an unreasonable use of a position of influence, status, power or authority to require or coerce an individual to perform an action or task that is inappropriate, disrespectful or illegal.

# Questions

Any questions related to this Supplier Code can be addressed to the HIAS Contracting Manager at email: [procureinquiry@hias.org](mailto:procureinquiry@hias.org?subject=Supplier%20Code%20of%20Conduct)

# Reporting Tools

# Suppliers should report possible violations of this Supplier Code through the resources below as soon as reasonably possible after becoming aware of the matter. Retaliation for such reporting is prohibited.

* Online via [www.hias.ethicspoint.com](http://www.hias.ethicspoint.com/); or
* By email at [ethics@hias.org](mailto:ethics@hias.org).
* By phone at 1-888-559-8518

SUPPLIER COMMITMENT

On behalf of the Applicant, it is hereby confirmed that:

* the Applicant has read this this Supplier Code;
* the Applicant undertakes to comply with this Supplier Code and agrees that it shall form the basis of any future business with HIAS;
* the Applicant shall be held responsible for ensuring compliance with this Supplier Code by their employees, company representatives, as well as subcontractors and any business partners that the Applicant may use to supply products and/or services when doing business with HIAS.

The signatories hereby acknowledge that (a) they are authorized representative(s) of the Applicant, and (b) they are permitted to make these undertakings on behalf of the Applicant.

|  |  |
| --- | --- |
| Name: | Title: |
|  |  |
| Organization: | |
|  | |
| Signature: | Date: |
|  |  |
| Email: | Phone: |
|  |  |