

**Request for Expression of Interest (EOI)**

**for**

**Freight Forwarding Services**

**REF: HQ\_EOI\_2025-2028\_Freight Forwarding**

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| --- |
| **GOAL is completely against fraud, bribery and corruption.****GOAL does not ask for money for submissions.** **If you have any serious concern over wrong doing please report it at**[**www.safecall.co.uk/report**](http://www.safecall.co.uk/report)**or email** **goal@safecall.co.uk** **. All information is treated confidentially by Safecall and you may remain anonymous if you wish** |

# About GOAL

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. For more information on GOAL and its operations please visit <https://www.goalglobal.org/>.

# Proposed Timelines

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date, Time and Time Zone** |
| 1 | EOI published  | 22nd April 2025 |
| 2 | Closing date for clarifications | 16th May 2025 |
| 3 | Closing date and time for receipt of offers | 20th May 2025 at 18:00pm (GMT+1) |
| 4 | EOI Opening Date and time  | 21st May 2025 at 12:00pm (GMT+1) |

# Overview of requirements

GOAL invites Expressions of Interest (EOI) from qualified and experienced freight forwarding companies to support its logistics and supply chain operations in Africa, the Middle East, and Central America. The selected service provider(s) will be responsible for handling the transportation of humanitarian relief supplies, including customs clearance, warehousing, and final-mile delivery to designated project locations

This EOI is a technical and quality assessment in order to create a prequalified suppliers list for the supply of Freight Forwarding Services. The list will be valid for maximum period of 3 years.

Prequalified suppliers will then be issued Invitation to Restricted Competition (IRC) document and invited to submit offers including a financial offer at a later stage. This EOI itself is NOT a Request for Offer (RFO) or an Invitation to Tender (ITT). **No financial offers are requested or should be submitted at this stage.**

# Terms of the Procurement

## Procurement Process

### This competition is being conducted under GOAL’s Expression of Interest (EOI) procedure.

### The Contracting Authority for this procurement is GOAL

### This procurement is funded by various donor(s) and the offer or any contracts or agreements that may arise from it are bound by the regulations of those donors.

## Clarifications and Query Handling

### GOAL has taken care to be as clear as possible in the language and terms it has used in compiling this EOI. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this EOI, the meaning and interpretation attributed to that word or term by GOAL will be final. GOAL will not accept responsibility for any misunderstanding of this document or any others relating to this EOI.

### Requests for additional information or clarifications can be made before the deadline noted in section 2 above, and no later. Any queries about this EOI should be addressed in writing to GOAL via email at clarifications@goal.ie with the reference HQ\_EOI\_2025-2028\_Freight Forwarding. Clarifications and answers shall be collated and published online at <https://www.goalglobal.org/tenders> in a timely manner.

## Conditions of EOI Submission

### 4.3.1. Submissions must be completed in English.

### 4.3.2. Submissions must respond to all requirements set out in this EOI and complete their offer in the Response Format as outlined in Section 6.

### 4.3.3. Failure to submit offers in the required format will, in almost all circumstances, result in the rejection of the offer. Failure to resubmit a correctly formatted offer within an imposed timeframe of such a request will result in disqualification.

### 4.3.4. Vendors must disclose all relevant information to ensure that all submissions are fairly and legally evaluated. Additionally, vendors must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the vendor knows to be relevant or to mislead GOAL and/or its evaluation team in any way will result in the disqualification of the offer.

### 4.3.5. Any conflicts of interest (including any family relations to GOAL staff) involving a vendor must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the vendor.

### 4.3.6. GOAL will not be liable in respect of any costs incurred by respondents in the preparation and submission of offers or any associated work effort.

### 4.3.7. GOAL will conduct this EOI, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Offers will be opened by at least three designated officers of GOAL.

### 4.3.8. GOAL is under no obligation to accept the lowest or any offer received in response to this EOI and subsequent processes and reserves its right to reject any or all the offers(part/full) including incomplete offers without assigning reason whatsoever.

### 4.3.9. GOAL reserves the right to prequalify multiple suppliers as a result of this EOI, at its sole discretion.

### 4.3.10. The vendor shall seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling a future contract. Full details of the proposed subcontracting company and the nature of their services shall be included in the written request for approval. Written requests for approval must be submitted to the contract focal point identified in section 4.

### 4.3.11. GOAL reserves the right to refuse any subcontractor that is proposed by the Vendor.

### 4.3.12. Information supplied by vendors will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.

### 4.3.13. GOAL reserves the right to terminate this competition at any stage.

### 4.3.14. Unsuccessful vendors will be notified.

### 4.3.15. GOAL’s standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.

### 4.3.16. This document is not construed in any way as an offer to contract or an obligation on the part of GOAL to invite any offers from any vendors who have taken part in this process.

### 4.3.17. GOAL and all contracted suppliers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this EOI may be financed by multiple donors and those donors and/or their agents have rights of access to GOAL and/or any of its suppliers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an offer under this EOI assumes Service Provider acceptance of these conditions.

### **4.3.18. Terrorism and Sanctions:** GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. GOAL shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit an offer based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.

## Quality Control

3rd party companies may be contracted by GOAL to carry out random quality inspections of work carried out by the contracted party. The cost of the quality control inspections will be covered by GOAL.

GOAL may choose to visit vendors' premises, including sub-contractors (if any) to perform additional checks as part of the evaluation process. Vendors will be notified in advance of a visit.

## Submission method

Submissions must be delivered in the following way:

Offers must be delivered in the following way:

1. Electronically to hqtenders@goal.ie and in the subject field state:
	1. ***[enter full title of procurement e.g.* *HQ\_EOI\_2025-2028\_Freight Forwarding]***
	2. ***Name of your firm with the title of the attachment***
	3. ***Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.***

**All documents attached to emails must be in PDF or scan form. Any excel or word documents must be accompanied by a PDF or scan version of the document.**

Links to share drives will not be accepted unless it is necessary due to file size. All documents submitted via links to shared drive must not be modified after the closing date and time for the receipt of offers (timestamp must clearly indicate that they haven't been modified). Documents submitted via links to a shared drive that have been modified after the closing date and time will not be accepted.

* **Proof of sending is not proof of reception, either electronically or with post/courier/other physical service. Late delivery will result in your offer being rejected. Envelopes found open at the EOI opening will be rejected. All information provided must be perfectly legible.**

## EOI Opening Meeting

Tenders will be opened as per Section 2 Proposed Timelines above at the following location:

**GOAL HQ**

**Library Road,**

**Dun Laoghaire**

**Dublin** [**A96 C7W7**](https://www.bing.com/ck/a?!&&p=ae150d162a96e18fe9cefd67829e69d75fab30b8f825af67c36cf820446ff36bJmltdHM9MTczOTQ5MTIwMA&ptn=3&ver=2&hsh=4&fclid=0c37d384-c516-6346-0daf-c1c6c46962ca&u=a1L21hcHM_Jm1lcGk9MTA5fn5Ub3BPZlBhZ2V-QWRkcmVzc19MaW5rJnR5PTE4JnE9R09BTCZzcz15cGlkLllOODA4MngxMDcxOTM5MjAzMjI5MDAzODIzNSZwcG9pcz01My4yOTM2NTkyMTAyMDUwOF8tNi4xNDEzMzk3Nzg5MDAxNDY1X0dPQUxfWU44MDgyeDEwNzE5MzkyMDMyMjkwMDM4MjM1fiZjcD01My4yOTM2NTl-LTYuMTQxMzQmdj0yJnNWPTEmRk9STT1NUFNSUEw&ntb=1)

**Ireland**

One **authorised representative** of each vendor may attend the opening of the offers. Companies wishing to attend are requested to notify their intention by sending an e-mail at least 48 hours in advance to the following e-mail address: tenders@goal.ie. This notification must be signed by an authorised officer of the vendor and specify the name of the person who will attend the opening of the offers on the vendor's behalf.

Vendors are invited to attend the EOI Opening Meeting at their own cost.

# Evaluation Process

## Evaluation stages

Vendors will be considered for participation subject to the following qualification process:

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage**  | **The basic requirements with which proposals must comply with** |
| *The first phase of evaluation of the responses will determine whether the offer has been submitted in line with the administrative instructions and meets the exclusion and essential criteria. Only those offers meeting the exclusion and essential criteria will go forward to the second phase of the evaluation- due diligence checks.* |
| 1 | **Administrative instructions** | 1. **Closing Date:**

Proposals must have met the deadline stated in section 2 of this EOI, or such revised deadline as may be notified to vendors by GOAL. Vendors must note that GOAL is prohibited from accepting any proposals after that deadline.1. **Submission Method:**

Proposals must be delivered in the method specified in section 4.5 of this document. GOAL will not accept responsibility for offers delivered by any other method. Responses delivered in any other method may be rejected.1. **Format and Structure of the Proposals:**

Proposals must conform to the Response Format laid out in section 6 of this EOI or such revised format and structure as may be notified to Tenderers by GOAL. **Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.** 1. **Confirmation of validity of your proposal:**

The Vendors must confirm that the period of validity of their proposal is not less than 90 (ninety) days.1. **Legally registered entity:**

Vendors must submit a valid business registration certificate. |
| **2** | **Essential Criteria****(Pass/Fail)** | 1. **Demonstrated experience in freight forwarding for humanitarian aid** – Vendors must have prior experience in international freight forwarding, specifically handling specialised items such as vehicles, medical supplies, and satellite communications for humanitarian aid organisations, INGOs, or UN agencies.

**Evidence:** Submission of at least two previous contracts from the last five years, demonstrating experience in transporting specialised items for humanitarian organisations. 1. **Proven operational capacity in GOAL's areas of operation** – Vendors must demonstrate the ability to operate in at least 2 of GOAL's regions of operation (Africa, the Middle East, Central America) and/or at least 50% of GOAL's countries of operations, either through owned offices or established partnerships.

**Evidence:** Specify a detailed list of operational countries and existing partnerships in the matrix provided in Appendix 2 – Technical Questionnaire. |
| **3** | **Award Criteria** | 1. **Regional and global network coverage (21%)** Demonstrate network of operations

**Evidence:** Using the matrix provided in **Appendix 2 – Technical Questionnaire**, vendors should outline their capabilities, if any, in each of GOAL's countries of operation.1. **Warehousing, transportation and multimodal freight capabilities (21%)** Demonstrate capacity to handle air, sea, and road freight, in addition to warehousing facilities and fleet capacity, including temperature-controlled and hazardous cargo capabilities.

**Evidence:** Using the matrix provided in **Appendix 2 – Technical Questionnaire**, vendors should outline capacities, if any, in terms of freight, warehousing, fleet and special handling procedures in each of GOAL's countries of operation.1. **Response to case study (25%)**

Outline approach for delivering Inter-Agency Emergency Health Kits (IEHK) to one of the following locations: 1. Renk, South Sudan, 2. Idlib, Syria, 3. Port-au-Prince, Haiti. **Evidence:** Vendors are requested to select **one location** based on their operational capabilities and provide a detailed response outlining how they would successfully deliver the consignment. As outlined in **Appendix 3 – Case Study**. Responses should be no longer than 10 pages in length. Technical specifications, quantity, weights, dimensions and packing lists outlined in Annex 1.1. **Digital tracking and reporting system (18%)**

Provide a secure, user-friendly platform with real-time tracking, automated alerts, and compliance features**Evidence:** Vendors should outline tracking and reporting features, including automated alerts, in **Appendix 2 – Technical Questionnaire**. Vendors may also supplement their responses with additional resources if necessary. 1. **Relevant certificates (10%)**

Submission of relevant certificates specific to freight forwarding**Evidence:** Vendors should submit valid copies of relevant certificates such as International Federation of Freight Forwarders Associations diploma (FIATA), ISO 9001 Quality Management, ISO 14001 Environmental Management, ISO 45001 Occupational Health and Safety, IATA accreditation)1. **Account management –** Provide a dedicated account management structure, with clear roles, responsibilities and escalation procedures. **(5%)**

**Evidence:** Vendors should describe their ability to provide a dedicated account management structure that ensures effective communication, coordination, and service delivery. Submissions should clearly describe roles and responsibilities within the account management team, as well as defined escalation procedures for issue resolution using **Appendix 2 – Technical Questionnaire**. |
| **4** | **Due Diligence Checks** | References and other checks are found to be clear, and quality is assessed.In-depth review of financial accounts and other documents submitted; supplier is judged to have requisite financial stability and legal status.Suppliers will be screened in line with Anti-Terrorism and Sanction checks.  |

# Response Format

## Introduction

All proposals must conform to the response format laid out below. Where an offer does not conform to the required format the Vendor may be requested to resubmit it in the correct format, on the understanding that the resubmission cannot contain any material change from the original. Failure to resubmit in the correct format within imposed timeframe may result in disqualification.

By responding to this EOI each vendor is required to accept the terms and conditions of this EOI and to acknowledge and confirm their acceptance by returning a signed copy with its response. Should a vendor not comply with these requirements, GOAL may, at their sole discretion, reject the response.

If the vendor wishes to supplement their Response to any section of the EOI specifications with a reference to further supporting material, this reference must be clearly identified, including section and page number.

## Submission Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **Line** | **Item** | **How to submit**  | **Tick attached**  |
| 1 | Appendix 1- Company Information  | Complete, sign, stamp and submit titled ‘Company Information’. |  |
| 2 | Appendix 2 - Technical Questionnaire | Complete, sign, stamp and submit titled ‘Technical offer’. |  |
|  | Appendix 3 – Case Study | Complete, sign, stamp and submit titled ‘Case Study' |  |
| 3 | Copy of valid company registration | Provide a valid copy of company registration certification. |  |
| 4 | Valid copies of relevant certificates (such as IATA Accreditation, FIATA, ISO 9001, 14001, 45001) | Provide valid copies of relevant certificates awarded to the vendor. |  |
| 5 | Copy of two previous contracts (from previous 5 years) moving similar goods for humanitarian organisations. | Provide copies of relevant previous contracts. |  |

# Appendix 1 – Company Information

***To be completed by vendors as part of submission***

|  |  |
| --- | --- |
| Company Name |  |
| Registered address of the vendor |  |
| Year Established |  |
| Please state the name of any other persons/organisations (except your company) who will benefit from this contract (GOAL compliance matter)  |  |
| Parent company |  |
| Ownership |  |
| Do you have associated companies? Tick relevant box. If YES – provide details for each company in the line below. | Yes/No |
|  |
| Associated company details (if applicable) |  |
| If successful, do you agree to work under GOAL’s Terms and Conditions of contract (attached as Annex 2). | Yes/No | Comments/Attachments |
|  |  |
| If successful, do you agree to sign the contract as per GOAL’s contract template (attached as Annex 3) | Yes/No | Comments/Attachments |
|  |  |
| If successful, do you agree to abide by GOAL’s Supplier code of conduct for the delivery of goods/services/works?(attached as Annex 4) | Yes/No | Comments/Attachments |
|  |  |

Note that successful vendors will be required to submit further information as part of supplier registration process before finalisation of contract award.

|  |
| --- |
| By submitting an offer under this Expression of Interest (EOI) HQ\_EOI\_2025-2028\_Freight Forwarding, the vendor hereby asserts that the following statements are correct at the time of submission; and further undertakes to inform GOAL of any changes in status of these matters.  |
| The vendor is not bankrupt or is being wound up, neither are its affairs are being administered by the court nor has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulation.The vendor is not the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations.Neither the vendor, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata nor been guilty of grave professional misconduct in the course of their business.The vendor has fulfilled all its obligations relating to the payment of taxes or social security contributions in Ireland or any other state or country in which the vendor is located or doing business. Neither the vendor, a Director or Partner has been found guilty of: fraud, money laundering, corruption; convicted of being a member of a criminal organisation; nor of serious misrepresentation in providing information to a public buying agencyThe vendor has not contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application.That all data subjects have specifically consented to the use and storage of their data by GOAL for the purpose of analysing the offers and awarding a contract under this tender; and further understood that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract. |

I confirm that my offer has a validity of 90 of days. *If your offer does not have this validity, please state what validity you offer.*

 I confirm that I have the authority to sign on behalf of the company that is submitting an offer.

|  |  |
| --- | --- |
| Signed: |  |
| Print name:  |  | Position: |  |
| Company Name: |  | Date: |  |
| Address: |  |

# Appendix 2 – Technical Questionnaire

***To be completed by vendors as part of submission***

Complete the sections below clearly and accurately. You may attach supplementary documents where relevant. This questionnaire forms a key part of the technical evaluation.

**Section One: Regional and global network coverage (21%) and Warehousing, transportation and multimodal freight capabilities (21%)**

**Instructions:** Using the matrix below, please indicate your individual capabilities in each of the GOAL countries outlined below. If required, please provide any additional details in column labelled ‘Further Information’ or in the 'additional information' box at the end of the matrix.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GOAL****country** | **Presence in country through vendor owned premises** | **Presence in country through partner organisations** | **Warehousing capabilities (if yes. please share storage capacity(s), security measures and location in column labelled ‘further information’)** | **Owned fleet in country** | **Air freight capabilities** | **Sea freight capabilities** | **Road freight capabilities** | **Further information** |
| **Ethiopia** |   |   |   |   |   |   |   |   |
| **Sierra Leone** |   |   |   |   |   |   |   |   |
| **Zimbabwe** |   |   |   |   |   |   |   |   |
| **Niger** |   |   |   |   |   |   |   |   |
| **Uganda** |   |   |   |   |   |   |   |   |
| **South Sudan** |   |   |   |   |   |   |   |   |
| **Sudan** |   |   |   |   |   |   |   |   |
| **Chad** |   |   |   |   |   |   |   |   |
| **Ukraine** |   |   |   |   |   |   |   |   |
| **Colombia** |   |   |   |   |   |   |   |   |
| **Haiti** |   |   |   |   |   |   |   |   |
| **Honduras** |   |   |   |   |   |   |   |   |
| **Syria** |   |   |   |   |   |   |   |   |
| **Türkiye** |   |   |   |   |   |   |   |   |

 **Additional information relevant to the above table:**

 **Section 2: Digital Tracking and Reporting System (18%)**

**Instructions:** Please provide detailed responses to each question below. You may attach supporting documents/screenshots if necessary.

|  |  |
| --- | --- |
| 2.1 Describe your shipment tracking system. Include the name of the platform, whether it is developed in-house or by a third party, and how users access it. |  |
|  | 2.22.2. Does your system support real-time tracking? Please explain how this works and how frequently data is updated. |  |
| 2.3 Outline the automated alert features available (e.g., delays, arrivals etc.). |  |
|  | 2.4 Is 2.4. Is the tracking platform user-friendly and accessible to external stakeholders (e.g., via login portal)? If yes, please describe the interface. |  |

|  |  |
| --- | --- |
| 2.5 Describe how your system ensures data security, privacy, and compliance with international standards. |  |
|  | 2.6 Ca 2.6. Can users generate shipment reports directly from the system? If so, please describe report types and frequency options. |  |
| **2.7 Optional: Please attach screenshots or user guides that demonstrate platform features.**  |

**Section 3: Account Management Structure (5%)**

**Instructions:** Provide a clear and concise description of your account management structure and escalation procedures

|  |  |
| --- | --- |
| 3.1 Describe your proposed account management team structure for this contract. Include roles and responsibilities. |  |
| 3.2 Will a dedicated account manager be assigned? Please provide details (e.g., role, experience, primary point of contact). |  |

|  |  |
| --- | --- |
| 3.3 How will you ensure effective communication and coordination between your team and GOAL? |  |
| 3.4 Describe your escalation procedures in the event of delays, disputes, or service failures. Include contact levels and expected response times. |  |

# Appendix 3 Case Study

***To be completed by vendors in a separate document as part of submission***

**Overview of Requirement:**

GOAL is seeking to pre-qualify vendors for the supply of freight forwarding services to support its emergency response operations. The organisation operates across Africa, the Middle East, and Latin America, delivering life-saving assistance to communities affected by crises. As part of the EOI process, vendors are requested to respond to the following case study to demonstrate their capabilities and expertise.

**Case Study Scenario:** In this scenario, GOAL requires the urgent transportation of 10,000 Inter-Agency Emergency Health Kits (IEHK) to one of the following locations:

1. **Renk, South Sudan**
2. **Idlib, North-West Syria**
3. **Port-au-Prince, Haiti**

Vendors are requested to select **one location** based on their operational capabilities and provide a detailed response outlining how they would successfully deliver the consignment.

**Inter-Agency Emergency Health Kit (IEHK) Overview:**

The IEHK supports 10,000 people for up to three months. Each kit weighs 1.25 metric tons (1250 kg) and contains 65 cartons packed onto 4 pallets, occupying a total volume of 7.15 m³. Each kit must be kept at a Controlled Temperature Storage of +15 to +25°C. A full detailed description of the Inter-Agency Emergency Health Kit used by the World Health Organisation (WHO) is available as Annex 1.

Contents include:

* Medicines: antibiotics, analgesics, anti-malarials, and rehydration fluids
* Medical Equipment: stethoscopes, syringes, thermometers, bandages, and surgical tools
* Personal Protective Equipment (PPE): masks, gloves, and gowns
* Hazardous Materials: certain disinfectants and chemicals following IATA/IMDG regulations
* Temperature-Sensitive Items: vaccines and other cold-chain items requiring refrigerated transport.

**Response Requirements:**

Vendors should submit their responses in PDF format. Response to your chosen case study should be no more than 10 pages in length and should outline the following:

1. **Logistics plan and route mapping**

Describe proposed transportation route from point of origin to final destination, identify key transit points and potential risks, outline estimated transit times and key milestones.

1. **Freight mode and capacity**

Specify mode(s) of transport, load capacity, packaging and handling procedures, address any temperature or security requirements.

1. **Customs and regulatory compliance**

Explain the customs clearance process, identify if any permits, documentation, approvals are required

1. **Risk mitigation**

Identify potential risks and challenges associated with the selected route and outline contingency measures to mitigate disruptions

1. **Past experience**

Highlight previous experience handling similar humanitarian shipments and detail any partnerships or affiliations with local agents, logistics providers or authorities.

# Annex 1- Inter-Agency Emergency Health Kit – Technical Specifications

Attached as a separate document.

# Annex 2 GOAL terms and conditions

Attached as a separate document.

# Annex 3 - GOAL contract template

Attached as a separate document.

# Annex 4 - GOAL Supplier code of conduct

Attached as a separate document.