



**Malteser
International**
Order of Malta Worldwide Relief

PRE-QUALIFICATION OF SUPPLIERS/SERVICE PROVIDERS and CONTRACTORS

PROVISION OF GOODS, SERVICES AND WORKS YEAR 2024-2025

Malteser International (MI) is an international Non-Governmental Organization based in Cologne, Germany, providing humanitarian aid worldwide. In Kenya, current projects are implemented in Nairobi, Arid and Semi-Arid Lands (ASAL) areas like Marsabit & Turkana. We also implement other projects in several Counties eg Machakos, Kakamega, Kisumu etc. MI is engaged in health system strengthening, drought resilience, emergency aid, livelihood support, food and nutrition support, WASH, and multi stakeholder partnerships and coordination.

To support our activities, we invite suppliers and service providers registered under the Law of Kenya to participate in a preselection process for registering into MI internal database of suppliers and service providers for below listed categories. Applications for entire categories, for combined categories or for single category will be accepted. Please note that a participation in the preselection process does not impose any obligation on MI to request bids from suppliers or service providers.

- CATEGORY A: SUPPLY OF GOODS**
- CATEGORY B: PROVISION OF SERVICES AND WORKS**
- CATEGORY C: ICT EQUIPMENT AND SERVICES**
- CATEGORY D: HIGH VALUE SUPPLIES & SERVICES**
- CATEGORY E: CONSULTANCY**

Interested candidates may download Call for Pre-qualification of suppliers and service providers documents from our website (<https://www.malteser-international.org/en/about-us/service/tenders.html>) and pay a non-refundable fee of Kshs. 3,000 or 5,000 per category as specified below:

- | | | |
|---------------|---|------------|
| 1. Category A | - | Kshs 3,000 |
| 2. Category B | - | Kshs 3,000 |
| 3. Category C | - | Kshs 3,000 |
| 4. Category D | - | Kshs 5,000 |
| 5. Category E | - | Kshs 3,000 |

Payments should be made through the bank account as follows:

Stanbic Bank:	Kenyatta Avenue Branch
Account Name:	Malteser
Account Number:	0100000647197
Sort Code:	31000
Swift Code:	SBICKENX
Currency:	KES

Candidates will then submit bank counterfoils to the Finance Department at the MI offices situated in Kilimani, Off Wood Avenue, during the following times:

09:00hrs to 16:00hrs, on Wednesdays and Thursdays only and obtain official receipt(s)

The deadline for submission of documents is on 15th December.2023 at 16.00 hrs (EAT)

Note: Only shortlisted suppliers, service providers and contractors shall be notified.



Malteser International

Order of Malta Worldwide Relief

DATE: 01. November 2023
CALL FOR PRE-SELECTION.

PREQUALIFICATION FOR SUPPLIES, SERVICES AND WORKS

Malteser International is an international non-governmental aid agency for humanitarian aid of the Sovereign Military Order of Malta, founded in 2005 by Malteser Germany (founded in 1953). The relief service has more than 50 years of experience in humanitarian relief and currently covers around 100 projects in about 20 countries in Africa, Asia and the Americas. Malteser International has been working in Kenya since year 2000, with projects in several regions of the country.

Malteser International is inviting suppliers and service providers registered under the Laws of Kenya to participate in a preselection process for registering into MI NBO internal database. Interested suppliers and service providers should submit their application through our dedicated procurement email;

mb.procurement-nairobi@malteser-international.org

Applications must contain the following documents:

- A certified copy of the bidder's current trading license or equivalent for 2023.
- A certified copy (ies) of the bidder's Certificates of Registration or incorporation.
- A certified copy (ies) of the bidder's letters of association (where applicable).
- A certified copy of the bidder's valid income tax clearance certificate or equivalent.
- A certified copy of the bidder's VAT registration or equivalent.
- A certified copy of most recent audited accounts.
- Recommendations from organizations you have worked with (at least three).
- Power of Attorney of the signatory(ies) of the bid authorizing signature of the bid on behalf of the joint venture.
- An updated company profile.
- Duly signed preselection questionnaire (in website)
- Duly signed copy of provided mandatory principles of humanitarian aid procurement. (in website)
- Duly signed whistleblowing document (in website)

LOT: PRE-SELECTION FOR SUPPLIES, SERVICES AND WORKS.

- | | |
|---|--|
| 1. Bore hole drilling company. | 11. Supply, maintenance and repair of water pumps and inverters |
| 2. Construction of motorized water systems | 12. Supply of agricultural seeds, tools and inputs |
| 3. General civil construction | 13. Provision of water engineering and plumbing services. |
| 4. Food, accommodation and conference facility services | 14. Supply, maintenance and repair of motorcycles |
| 5. Supply of stationery and other office supplies | 15. Supply, maintenance and repair of motor vehicles |
| 6. Design and printing of branded visibility materials | 16. Supply of medical related equipment |
| 7. Latrine drainage services | 17. Supply, maintenance and repair of ambulances |
| 8. Supply of general relief items | 18. Supply and repairs of computers, accessories and other IT related items |
| 9. Supply of groceries and general household items | 19. Provision of insurance services (vehicles, health insurance and GPA cover) |
| 10. Supply, maintenance and repair of generators | |

20. Supply of riding gear and other safety gear.
21. Provision of car rental services. (Town pick and drops/upcountry)
22. Supply of water filters and purifiers
23. Supply of Agricultural Chemicals
24. Supply of building/construction materials
25. Supply and maintenance of electronics and other house appliances.
26. Supply of solar related equipment
27. Supply of motor vehicles and motorcycle tires.
28. Provision of vehicle tracking services
29. Provision of courier services national and international
30. Provision of legal retainer services.
31. Provision of banking services
32. Supply of prefabricated/ emergency shelter
33. Supply of bicycles
34. Supply and maintenance of generators
35. Provision of cleaning/ fumigation services (Houses, cars, compound)
36. Supply of fuels and lubricants.
37. Supply, maintenance of fire safety equipment
38. supply of steel and press steel tanks
39. provision of crane services

Bidding is open to all qualified providers in accordance with Malteser International Logistics guideline. Interested and eligible bidders may submit complete bid documents on email **only**.

bids should be submitted to our email by **4:00pm (EAT)December 15.2023**.

Important note to the bidders.

1. Interested candidates may download Pre-qualification of suppliers and service providers documents from our website (<https://www.malteser-international.org>) and pay a non-refundable fee of Kshs. 3,000 or 5,000 per category as specified below:

1. Category A - Kshs 3,000
2. Category B - Kshs 3,000
3. Category C - Kshs 3,000
4. Category D - Kshs 5,000
5. Category E - Kshs 3,000

CATEGORY A: SUPPLY OF GOODS

CATEGORY B: PROVISION OF SERVICES AND WORKS

CATEGORY C: ICT EQUIPMENT AND SERVICES

CATEGORY D: HIGH VALUE SUPPLIES & SERVICES

CATEGORY E: CONSULTANCY

Payments should be made through the bank account as follows:

Stanbic Bank: Kenyatta Avenue Branch
Account Name: Malteser
Account Number: 0100000647197
Sort Code: 31000
Swift Code: SBICKENX
Currency: KES

Candidates will then submit bank counterfoils to the Finance Department at the MI offices situated in Kilimani, Off Wood Avenue, during the following times:

09:00hrs to 16:00hrs, on Wednesdays and Thursdays only and obtain official receipt(s)

1. We require only one set of your bid documentation per category.
2. Ensure you are registered during the submission of payment transaction slip/receipt.
3. Each category should be bid on separately.
4. In case you apply for pre-selection but don't hear from us 4 weeks after the closing date, please consider your application unsuccessful.
5. This is only an invitation for pre-selection and Submission of application does **not** result in any contractual relationship between the bidder and Malteser International.

SCHEDULE

Lot #	Activity	Date	Time
LOT	Public Bid notice	November 30.2023	0.00
	Bid closing date	December 15.2023	4:00pm EAT

Note: Only shortlisted suppliers, service providers and contractors shall be notified

PRE-QUALIFICATION OF SUPPLIERS FOR SUPPLY OF GOODS, SERVICES AND WORKS	
CATEGORY A: SUPPLY OF GOODS	
CATEGORY NO.	ITEM DESCRIPTION
NBO-G/001/2020-21	Supply of general stationery
NBO-G/002/2020-21	Supply of small office equipment (shredder, clock, safe etc.), office furniture and fittings
NBO-G/003/2020-21	Supply of electronic appliances e.g. TVs, radios, fridges, water dispensers, toaster, blender, cooker, etc.
NBO-G/004/2020-21	Supply of electronic hardware e.g. sockets, florescent fittings etc.
NBO-G/005/2020-21	Supply of hard ware related items, e.g. tubes, WC pans, PVC pipes etc.
NBO-G/006/2020-21	Supply of cleaning materials and sundries e.g. soaps, mops, tissues, detergents, bleaching agents etc.
NBO-G/007/2020-21	Supply of office foodstuffs (tea, sugar, milk, bottled water, snacks, cereals, dry foods etc.)
NBO-G/008/2020-21	Supply of 20ft and 40ft storage containers
NBO-G/009/2020-21	Supply of solar panels and accessories
NBO-G/010/2020-21	Supply of tents
CATEGORY B:PROVISION OF SERVICES AND WORKS	
CATEGORY NO.	ITEM DESCRIPTION
NBO-SW/001/2020-21	Provision of air ticketing services
NBO-SW/002/2020-21	Repair and maintenance of office furniture, fixtures and fittings, incl. floors, windows, etc.
NBO-SW/003/2020-21	Provision of taxi services
NBO-SW/004/2020-21	Provision of clearing and forwarding services
NBO-SW/005/2020-21	Provision of professional mover services e.g. moving household items
NBO-SW/006/2020-21	Hire of tents, tables, chairs and accessories (e.g. décor)
NBO-SW/007/2020-21	Fumigation and pest control services
NBO-SW/008/2020-21	Hire of public address systems, audio visual equipment and related services
NBO-SW/009/2020-21	Supply and maintenance of generators, water pumps
NBO-SW/010/2020-21	Borehole rehabilitation services
NBO-SW/011/2020-21	Provision of catering services
NBO-SW/012/2020-21	Provision of immigration advisory services
NBO-SW/013/2020-21	Provision of security and related services e.g. alarm response, guard dogs, access control systems
NBO-SW/014/2020-21	Supply, installation and maintenance of CCTV system and related accessories
NBO-SW/015/2020-21	Provision and collection of sanitary bins
NBO-SW/016/2020-21	Provision of medical insurance services
NBO-SW/017/2020-21	Provision of general insurance services (e.g. vehicle, equipment, household, office assets, etc.)
NBO-SW/018/2020-21	Transport and logistics services e.g. haulage
NBO-SW/019/2020-21	Supply, installation and maintenance of fire appliances/fire hydrants, training and safety services
NBO-SW/020/2020-21	Provision of electrical maintenance services
NBO-SW/021/2020-21	Supply of petroleum products e.g. fuel
NBO-SW/022/2020-21	Provision of occupational health and first aid training services
NBO-SW/023/2020-21	Translation services for conferences (English – French)
NBO-SW/024/2020-21	Printing of medical tools (e.g. registers, protocols, guidelines, SOPs)
NBO-SW/025/2020-21	Supply of training venue and accommodation, e.g. hotels, guests, B&B, non- & resident conference, etc.
CATEGORY C: ICT EQUIPMENT AND SERVICES	
CATEGORY NO.	ITEM DESCRIPTION
NBO-ICT/001/2020-21	Supply and maintenance of computer equipment e.g. laptops, servers, routers, printers and scanners
NBO-ICT/002/2020-21	Provision of power and battery backup systems
NBO-ICT/003/2020-21	Provision of voice, data communication services (internet provision) and computer networks/video conference – purchase or hire
NBO-ICT/004/2020-21	Provision of software solutions, website development, mobile apps development, hosting and licensing, incl. cloud services
CATEGORY D: HIGH VALUE SUPPLIES & SERVICES	
CATEGORY NO.	ITEM DESCRIPTION
NBO-HVS/001/2020-21	Supply of building materials (iron sheets, timber, nails, cement, sand, etc.) and hardware materials (tools for constructions) across Malteser International areas of operation
NBO-HVS/002/2020-21	Supply of agricultural items, e.g. seeds, seedlings, tools, etc.
NBO-HVS/003/2020-21	Food and Nutrition Security, e.g. salt, flour, plumpy nut, rice, beans, oil, drinking water
NBO-HVS/004/2020-21	Supply of WASH material, e.g. nailing construction and rehabilitation, drilling of boreholes (incl. water tests, consumables), water dams, plastic water tanks, water treatment/purification tablets, hygiene kits incl. menstrual, hand washing, food safety, etc.
NBO-HVS/005/2020-21	Supply of medical/surgical/laboratory equipment and skills lab equipment and supplies
NBO-HVS/006/2020-21	Supply of drugs, medicines, medical consumables and laboratory consumables
NBO-HVS/007/2020-21	Supply of relief non-food items e.g. blankets, jerry cans, mosquito nets, kitchen sets, buckets and basins, tarpaulins, dignity kits etc.
NBO-HVS/008/2020-21	Supply of promotional materials e.g. t-shirts, banners, caps, bags, balls and design and printing of calendars, diaries, Christmas cards, brochures, etc.
NBO-HVS/009/2020-21	Supply of motor vehicles and motorbikes
NBO-HVS/010/2020-21	Service, maintenance and repair of motor vehicles and -bikes
NBO-HVS/011/2020-21	Construction, Renovation, repair and maintenance of buildings
CATEGORY E: CONSULTANCY	
NBO-C/001/2020-21	Evaluation of pre-qualification bids
NBO-C/002/2020-21	Provision of building and construction services (quantity surveyor, architectural, engineering, etc.)
NBO-C/003/2020-21	Provision of audit services, e.g. annual organisational, project, programme
NBO-C/004/2020-21	Provision of project evaluations (baseline, midline, end line) and operational research
NBO-C/005/2020-21	Provision of legal services

Dossier for Preselection

Malteser International has been active in Kenya since year 2000, implementing health, nutrition and WASH projects directly or through partners (Nairobi office). The overall objective of MI Kenya is to create opportunities for people affected by displacement and poverty (both refugees and hosting communities) through emergency response and integrated/innovative recovery and development interventions.

Suppliers and service providers registered under the Laws of Kenya in respective goods and services are invited to submit their preselection dossier to MI so that they may be preselected for submission of quotations.

Interested suppliers and service providers should submit their application through our **procurement platform email only**, the categories applied for must be clearly indicated.

Applications must contain the following documents:

- a copy of the Bidder's Trading license or equivalent for 2023.
- a copy of the Bidder's Certificate of Registration or incorporation.
- a copy of the Bidder's valid income tax clearance certificate or equivalent.
- a copy of the Bidders VAT registration or equivalent.
- a copy of the bidder's PPDA certificate.
- Power of Attorney of the signatory(ies) of the bid authorizing signature of the bid on behalf of the joint venture;
- Duly signed preselection questionnaire
- Updated Company profile

Applications will be evaluated according to the following evaluation criteria:

- Completeness of documents submitted
- Previous experience with INGOs in similar supplies/works/services. (attach current and previous contracts)
- Availability of products /terms of delivery
- Product quality certified by independent and recognised agency
- Financial Capacity (Bank statements and Audited Financial Reports for the last 2 years)
- Standard terms of payment (cash/EFT/Cheque)
- Relevant staff qualifications
- Standard Price List including validity period

NOTE:

1. **As a donor requirement, all bidders will be subjected to sanction screening on both national and international sanction lists.**

Preselection Questionnaire

All requested information will be treated confidentially.

Company name			
Address	Plot Number number	City / District	company phone number
Owner(s)	Name	First Name	
Tax Identification no. (TIN)	Tax number.		
Legal form of Company	Ltd., Inc.,...		
Contact person	Name	First Name	<u>Contact information</u> Phone: E-Mail:
Which goods or services does the company offer?			
Have you already worked with NGOs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes: Name(s)
Annual Turnover for the last 12 months			
Number of employees			
Average delivery time of goods offered			
Standard terms of payment (EFT/Cash/ Cheque)			
Do you offer support services for the goods provided	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, please specify:
Do you give a guarantee for your goods /services?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, how long and in which scale:
How do you ensure the quality of the products/services offered?	<input type="checkbox"/> Sample inspection <input type="checkbox"/> Quality agreements <input type="checkbox"/> Product know-how <input type="checkbox"/> Supplier visits <input type="checkbox"/> Reference check <input type="checkbox"/> Work trials <input type="checkbox"/> Others:		
Do you offer a standard price list for your goods/services?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Attached to file <input type="checkbox"/>
Are there ties between you and any employee of Malteser International?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If yes, whom and in which relationship:



If applicable (otherwise, please leave blank):

Do you have a license to sell pharmaceuticals?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not required <input type="checkbox"/>	License issued by
How do you ensure the quality of pharmaceutical products?	Comments:			
Status of the medical supplier	Certificate for Good Distribution Practices (GDP): Certificate database Yes <input type="checkbox"/> No <input type="checkbox"/>			
	Humanitarian Procurement Center (HPC) Yes <input type="checkbox"/> No <input type="checkbox"/>			
	Listed in the database of "Quality Medicines for all" (QUAMED): QUAMED database Yes <input type="checkbox"/> No <input type="checkbox"/>			
How are medical products stored? How is a cold chain ensured?				Comments:

WE DECLARE, that

- the information given above is correct.
- our products and/or services are produced without the labor of children below age 15.
- we fulfil, have fulfilled, and will fulfill our obligations regarding the payment of any applicable taxes, duties, charges, and social contributions etc. related to the products or services provided.
- we have received the document "Humanitarian Procurement Principles", and we - and any applicable subcontracted parties - will respect the principles of humanitarian aid procurement.
http://dgecho-partners-helpdesk.eu/actions_implementation/procurement_in_humanitarian_aid/procurement_mandatory_principles/start

WE FURTHER DECLARE

our interest to be included into MI database for supplies and services.

Date

Signature



Annex to the contract:

Mandatory Principles of Humanitarian Aid Procurement

Malteser International is obligated to observe and apply the following Procurement Principles. Malteser International also expects its partners and contractors to note these principles and act in accordance with them during the execution of the contracts signed with Malteser International.

The partner or contractor agrees to the adherence of following principles by signing the contract and annexes.

1) Principle of Ethical Procurement

- Avoidance of child labour,
- Respect of basic social rights and working conditions based on international labour standards,
- Avoidance of any connection with a party to a conflict, involvement in the supply or transport of illicit arms and land mines and unethical exploitation of natural resources.

2) Principles of Equal Treatment, Non-Discrimination and Untied Aid

- No discrimination or unjustified differentiation between legal or natural persons, regardless of the origin or the nationality.

3) Right of Access

- Right of Access: the donor has full access to premises and documents referring to procurement procedures, documents, evaluations, award recommendations and contracts (regardless of whether these belong to the Malteser International or to the partner or contractor)
- Malteser International is obliged to immediately inform the donor if it becomes aware of any corrupt, fraudulent or coercive practice, the breach of the principles or a situation that is likely to constitute a conflict of interest.

4) Principle of Avoiding Conflicts of Interest

- Measures have to be taken to prevent any conflict of interest (impartial and objective implementation is compromised for reasons involving on economic interest, political or national affinity, or familiar or emotional ties).

5) Principle of Supporting the Local Economy

- Whenever it is possible local human or material resources have to be used. Before it has to be ensured that this will not distort the local market, increase prices or unduly burden the local natural resources or the environment.

6) Principle of Due Diligence

- Timely delivery and satisfactory quality of the received supplies, works or services have to be followed up and in case this is not fulfilled appropriate measures have to be taken to mitigate negative consequences for the beneficiaries.

Whistleblowing Guideline

1. Purpose and scope

Malteser International has a high reputation among beneficiaries, partners, authorities, and donors for its professional work and integrity. In common with all organizations, however Malteser International faces the risk of activities going wrong, or of unknowingly harboring malpractice. Malteser International is committed to preventing such malpractice, especially in the forms of fraud, corruption and the abuse of power.

Malteser International encourages its staff, partners, beneficiaries, and other stakeholders to report non-compliance with Malteser International's *Code of Conduct*, and especially any perceived instances of malpractice. This *Whistleblowing Guideline* has been issued to provide guidance on how to do so.

This policy covers all part or full time staff working for Malteser International, as well as all volunteers, advisors, or consultants: who for the purpose of this document are all referred to as "staff". It also covers partners, business partners such as suppliers, service providers etc., other stakeholders like donors, local authorities or beneficiaries, as well as the general public.

2. Definition

"*Malpractice*" for the purposes of this policy may include but is not limited to: fraud, corruption, criminal offenses, non-disclosure of a conflict of interest, or the abuse of power – including sexual exploitation.

3. Procedure for raising a concern

For Malteser International staff: If you believe that the actions of any staff member, or person(s) having to do with Malteser International could constitute malpractice, you should raise your concerns with your line manager. If you do not feel comfortable speaking to your line manager for any legitimate reason or because you fear negative personal consequences for yourself such as reprisal, victimization, or dismissal, you may contact the line manager's direct superior.

For partners, business partners, beneficiaries and all other stakeholders: You should raise your concerns with Malteser International's local country or program coordinator.

In exceptional circumstances where it would be inappropriate to approach either the Malteser International manager or their supervisor, **you may raise the matter directly with the appointed Ombudsperson.** Complaints to the Ombudsperson may be raised via email in English, German, French or Spanish.

Please always include full details of the issue raised along with your concern, and any available supporting evidence. Please also state whether you wish your identity to be kept confidential. When

addressing a complaint to the Ombudsperson, please give a brief reason why Malteser International managers cannot deal with the issue.

Malteser International does not encourage anonymous reporting and is only able to process complaints that include the contact details of the complainant.

For other complaints referring to issues that do not constitute malpractice in the above sense, the Malteser International grievance procedures should be followed.

You can find the name of the current Malteser International Ombudsperson and their contact details on Malteser International's website¹ and at the end of this document.

4. Handling of disclosures

All disclosures will be taken seriously, and processed using the following procedure:

1. In case a disclosure is made to a manager (in most cases the program or country coordinator), and the issue raised falls into his or her area of responsibility, the manager has the duty to acknowledge receipt of the complaint², assess or investigate the matter, provide necessary protection to the person raising the concern, and take appropriate action to end the alleged malpractice. If the manager considers the issue to be outside their area of responsibility, they are required to pass the issue to the country manager or team leader in headquarters or, where appropriate, to the Ombudsperson to deal with.
2. If you have any personal interest in the matter you have raised, you must disclose this at the outset.
3. Any disclosure made under this policy will be acknowledged in writing to confirm that Malteser International will investigate the matter, and will reply to your concerns in due course.
4. The Ombudsperson will deal with and investigate any reported concerns independently, objectively, and confidentially.
5. Assessment, clarification or investigation of the issue raised should begin within two weeks of the disclosure being made. The duration and scope of the assessment or investigation will depend on its subject matter. In most instances, there will be an initial assessment to determine whether there are grounds for a more detailed investigation, or whether the disclosure is, for example, based on erroneous information.
6. Any investigative activity will be carried out without regard to a person's relationship with Malteser International, their position, or length of service.
7. You may be asked to provide further information during the course of the initial assessment of your disclosure, or during the investigation.
8. When an investigation is launched through the Ombudsperson, they will also be responsible for reviewing the investigation report.

¹<https://www.malteser-international.org/en/about-us/how-we-work/transparency.html>

² Acknowledgement has to be given by the person to whom the concern is raised. For concerns raised towards Malteser International managers or coordinators. This should take the form of a written confirmation to the person raising the concern with a copy to the corresponding country officer in headquarters.

9. Following investigation, appropriate action will be taken – this could involve initiating a disciplinary process, or informing external authorities if a crime has been committed.
10. If it is found that there is insufficient evidence of malpractice, or the actions of the individual(s) are not serious enough to warrant disciplinary action, it may be more appropriate for Malteser International to take an alternative approach to dealing with the matter.
11. You will receive written notification³ of the outcome of the assessment or investigation.

5. Protection for whistleblowers

Whistleblowers will be provided protection against retaliation for their disclosure regardless at which level (managers, coordinators, or Ombudsperson) it is made. No member of staff who raises genuinely held concerns in good faith using this procedure will be dismissed or subject to any detriment (e.g. unwarranted disciplinary action or victimization) as a result of their action, even if their concerns turn out to be unfounded.

If whistleblowers believe that they are being placed at a disadvantage within the workplace as a result of their use of this procedure, they should inform their line manager or, if this is not appropriate, the line manager's superior or the HR department immediately. Staff who victimize or retaliate against those who have raised concerns under this policy will be subject to disciplinary action.

This assurance is not extended to any individual who maliciously raises a matter they know to be untrue or who is involved in any way in the malpractice.

All efforts will be made to keep the identity of the whistleblower confidential. Due to the nature of the information given or because of a need for formal investigation, e.g. in criminal cases which must be passed to the authorities, the identity of the whistle blower may become known. In these circumstances, the implications for confidentiality will be discussed with the whistleblower ahead of any action being taken. In order not to jeopardize a potential investigation, the whistleblower is asked to keep confidential the fact that he or she has raised a concern, along with the identity of those concerned.

6. False disclosure

Malteser International will treat all disclosures of malpractice seriously, and protect staff who raise concerns in good faith. However, appropriate action will be taken in accordance with disciplinary procedures against staff who are found to have made a disclosure that they know to be untrue.

This *Whistleblowing Guideline* has been issued by the Secretary General of Malteser International.

Cologne, April 11th, 2016

Ingo Radtke
Secretary General

³ The written notification to the person raising the concern must be given by the Malteser International managers or coordinators who received and handled the case.

Annex

Contact details of the current Malteser International Ombudsperson

Information on the person acting as Malteser International Ombudsperson can be found on our website: <https://www.malteser-international.org/en/about-us/how-we-work/transparency.html>

The following person has been appointed as Malteser International Ombudsperson:

Mr. Sebastian Freiherr von Bechtolsheim, Attorney at Law

For any correspondence please use the below email:

SBE@preubohlig.de