



Oxfam GB

Tender Dossier

**Tender Reference Number  
Freight Forwarding, Air Chartering and Sea Freighting**

<b>Tender Main Facts Table</b>	
Tender reference	12/08
Supplies / Services / Works	<i>Freight forwarding, Air chartering and Seafreight</i>
Tender launch date	30/6/9
Queries to	Graham Barnes Email <a href="mailto:gbarnes@oxfam.org.uk">gbarnes@oxfam.org.uk</a>
Contract Manager	Graham Barnes <a href="mailto:gbarnes@oxfam.org.uk">gbarnes@oxfam.org.uk</a>
Deadline for submission of offers	21/7/9
Address for submission of offers	See below
Estimated date of award of contract(s)	14/8/9
Duration of contract	Three years

Head of Logistics  
Oxfam GB  
Oxfam House  
John Smith Drive  
Cowley  
Oxford OX4 2JY

***Queries related to this tender must be addressed to the contact specified in the "Tender Main Facts Table" ONLY***

## Index of contents

1	Confirmation of intention to tender and receipt of copy documents
2	Objectives of the tendering process
3	Background Information on Oxfam GB
4	Oxfam GB's Ethical Purchasing Policy
5	Volume of previous annual purchases
6	Submission of offers
7	Evaluation of offers
8	Samples
9	List of documents to be submitted with the offer
10	Contract payment terms
11	Disclaimer
12	Clarifications
Annex A	Form for Supplier Questionnaire
Annex B	Form for Tenderer's Declaration
Annex C	Expectations
Annex D	Form for Price Quotation
Annex E	Framework Supply Agreement
Annex F	Terms and Conditions of Purchase
Annex G	Oxfam GB Supply Policy
Annex H	Oxfam GB Ethical Purchasing Policy
Annex I	Oxfam GB policy on the carriage of supplies
Annex J	Personal effects shipments made

**1. Confirmation of intention to tender**

I, \_\_\_\_\_ (name of Company's Representative) for and on behalf of

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Company's name and address) have received copies of all documents listed above and intend / do not intend (delete as appropriate) to submit a tender for consideration by the closing date for the offer.

(Name of company) \_\_\_\_\_

will be quoting for the following elements of this tender

General air freight	Yes/ No	(delete as applicable)
Air chartering	Yes/ No	(delete as applicable)
Seafreight	Yes/ No	(delete as applicable)

Name \_\_\_\_\_

Email \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

Please return a copy of this completed schedule to the Contract Manager's email address specified in the "Tender Main Facts Table"

## **2. Tender for the supply of airfreight forwarding, air chartering and seafreight:**

Oxfam GB's Logistics Team (OLT) is issuing this call for tender to select its preferred supplier/s for the products/service/works specified in Annex C. Successful Tenderer/s will be expected to enter into a formal contract with Oxfam GB, which will be supported by a Framework Supply Agreement.

**Tenderers should be aware that it isn't necessary that they are able to quote for all three requirements as they may quote for the elements that they wish to.**

The successful Tenderer/s is intended to be the preferred Provider, but the contract pertaining this tender shall not constitute an exclusive contract and Oxfam GB, at its sole discretion, reserves the right to enter into agreement with other suppliers, for the same type of supplies/services/works at any time, whenever it deems it necessary.

If you believe that your company may be in the position to meet our requirements and would like to be considered as a potential supplier, please refer to questions and documents requested hereby.

This tender dossier has been issued for the sole purpose of obtaining offers for the supply of goods or services against the specification contained within this document and the Annexes. Oxfam GB reserves the right not to enter into or award a contract as a result of this invitation to tender.

Any attempt by the Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee of Oxfam GB during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of contract where applicable.

## **3. Background Information On Oxfam GB**

Oxfam GB is a development, relief, and campaigning organisation dedicated to finding lasting solutions to poverty and suffering around the world. We believe that every human being is entitled to a life of dignity and opportunity; we work with poor communities, local partners, volunteers, and supporters to help this become a reality.

Oxfam GB was started in 1942 to offer help to thousands who were starving in Greece and has been offering help ever since. Wherever people are suffering – because of a natural disaster like a flood or drought, a man-made disaster like a war, or the silent disaster of poverty – Oxfam GB will offer help.

While that simple, urgent, role remains, much else has changed. Oxfam has become an international family of organisations. In this country, it is a chain of high street shops, a major voice in the debate about poverty, and above all a charity supported by 30,000 volunteers and 500,000 donors. In 2007/2008 our total income was nearly £300 million.

In over 70 countries around the world Oxfam GB supports local organisations which in turn work with local people to devise and put in place their own solutions to problems they have identified themselves. Local people do the work; Oxfam GB provides help and advice; and things start to get better. When disaster strikes: we in Oxfam also sometimes do the work ourselves.

For more information about Oxfam GB please visit our web site at <http://www.oxfam.org.uk/>.

The **Oxfam GB Logistics Team** (OLT) is responsible for developing the capacity of the logistics staff in the various countries and regions on all issues relating to supply chain management.

The Purchasing Team within the OLT is responsible for setting up framework agreements with preferred suppliers for items stored in our emergency warehouse and large purchasing requirements of ad-hoc items. They also manage the suppliers performance during any contract.

Not all purchasing is co-ordinated through the OLT as we have seven Regional Centres that have the capacity to procure for the region in which they are based.

Oxfam's main area of expertise is "water & sanitation". The emergency warehouse holds approximately £1.5 million worth of stock and can respond to a humanitarian crisis within 8 hours.

#### **4. Oxfam GB's Ethical Purchasing Policy**

Oxfam GB operates an Ethical Purchasing Policy (EPP) (Annex H) covering the purchase of all goods and services. The Policy provides a number of enhanced standards for Oxfam GB and its suppliers relating to labour conditions, environmental impacts and business relations throughout the supply chain. In order for this activity to be coherent with other areas of Oxfam GB's policy and concern, the EPP also takes account of all situations and behaviours that adversely affect poor people. For example, where business is conducted in a context of systematic human rights abuses.

Oxfam GB is committed to developing a more mutual contract, and to working with existing and future suppliers to ensure that the EPP and its implementation are approached in a practical, realistic manner. However, a willingness to endorse the Policy, and make systematic improvements towards full compliance with the published standards, will be a consideration in the selection and retention of all suppliers.

For the purposes of making the tendering process compatible with the EPP, we are seeking certain additional information about the companies involved. A short, initial questionnaire (Annex A) is enclosed, which we would ask you to complete and return with your pre-qualification response.

(If your company is not the manufacturer of the product then a supplier questionnaire will also need to be completed by the manufacturer)

**It may be a condition of award of the purchase orders to the winning company that an audit is required. If an audit is required the supplier is to commit to an audit (auditor nominated by Oxfam GB, paid for by the supplier) within three months of the placement of three orders with a combined total value of £50,000 or more.**

**Suppliers should agree to participate in the audit and follow up process. Any issues from the audit will be reviewed during the closing meeting of the audit and a corrective action plan agreed within a reasonable timeframe. A follow up visit from the auditors will take place in an appropriate timescale to verify the changes that have taken place as agreed.**

**Please note we will only accept product from nominated factories that have agreed to the conditions above - this includes any sub-contracted work. Any components, extra parts must also be produced in a factory that must be made aware of Oxfam GB's conditions of purchase and all parties must be aware of what is being produced and where.**

**Please be assured that we will not drop you as a supplier on the basis of anything we learn, unless the problem is very serious and there is no willingness to address it.**

### **5. Historical spend £**

	Year 2006/07	2007/08	2008/09
Air freight forwarding	150,000	290,000	230,000
Air charters	490,000	226,000	110,000
Seafreight and onward trucking	3,000	28,000	37,000

The information above are only to be considered as a guide as levels of purchase can vary considerably. The figures for seafreight exclude the freight for vehicles that are usually shipped by our supplier from Gibraltar

### **6. Submission of offers**

The offer must be sent to the address specified in the "Tender Main facts" above. It must be via registered post with acknowledgement of receipt or hand-delivered against receipt signed by an Oxfam GB representative.

Offers must be received before the deadline specified in the "Tender Main Facts Table" above.

The offer and all correspondence and documents related to the tender must be written in English.

All offers must be submitted in one signed paper original, marked "*original*", and one paper copy signed and marked "*copy*". In case of discrepancies, information in the "*original*" shall prevail on "*copy*". As well as the paper responses there should also be one copy in the form of a cd or flash drive

All offers, inclusive of any annexes or supporting documents, must be submitted in one sealed envelope bearing only:

- a) the address;
- b) the tender reference number/name stated in the "Tender Main Facts Table";
- d) the words "***Not to be opened before the tender opening session***";
- e) the name and address of the Tenderer.

Each Tenderer or member of consortium or sub-contractor may submit only one offer. The offer can be for one entire lot or more entire lots.

Offers shall remain valid for a minimum of 4 months after the Deadline for Submission of Offers. In exceptional circumstances, prior to the expiration of the offer validity period, Oxfam may request Tenderers to extend the period of validity of their offers. The request and the responses shall be made in writing.

## 7. Evaluation of offers

Oxfam GB, at its sole discretion, will select the winner of this tender.

Oxfam GB reserves the right to keep confidential the circumstances that have been considered for the selection of the offers.

Part of the evaluation process may include a presentation from the Tenderer and a site visit by Oxfam staff.

Value for money is very important to Oxfam GB, as every additional £ saved is money that we can use on our humanitarian and development work throughout the world

## 8. List of documents to be submitted with the offer

Offers must be inclusive of the following documents:

Document	Rationale	Form
Supplier Questionnaire (inclusive of Health & Safety Policy, ISO Accreditation and any other requested policies as outlines in the questionnaire)	The Tenderer demonstrates commitment to the standards and principles in the Ethical Purchasing Policy and to assessing and managing risks in the supply chain	See Annex A
Completed "Tenderer's Declaration" document	The Tenderer signs to show that they have fully understood and accepted the tender document	See Annex B
Quotation	Financial offer	See Annex D
Track and Trace for consignments	The Tenderer outlines their track and trace service	As necessary to provide Oxfam GB with complete information
Quality	The Tenderer highlights how it measures, manages and records the quality of its service and what quality systems are in place. What is your process when things go wrong?	As necessary to provide Oxfam GB with proper and complete information
Contact details of three Referees	Contacting the Referees, Oxfam GB can be assured on competency of Tenderer	Type of contract, period of performance, company name, contact name, telephone number, e-mail

List of Tenderer's main customers including any Non Governmental Organisations and U.N. agencies	The Tenderer assures Oxfam GB on its experience in the sector	As necessary to provide Oxfam GB with proper and complete information
Audited accounts for the last two years	The Tenderer demonstrates it has resources to perform the contractual obligation	This should include both Profit and Loss account and Tenderer's Balance sheet
If the Tenderer is not an individual person, Certificate of Company incorporation	Evidence of corporate's identity	As per the legal requirements in the State of incorporation of the Tenderer
Company profile	The Tenderer provides information on its structure, staff, values, performances, potentials	As necessary to provide Oxfam GB with proper and complete information
Management Of Contract Proposal + Reporting	Tenderer to provide information on how they would manage the Oxfam contract and advise on how the type of management reports Oxfam could expect For example no. of orders placed, on time deliveries late deliveries quality reports/inspections etc.	As necessary to provide Oxfam GB with proper and complete information

## 9. Contract Payment terms

Tenderers are invited to note that, if awarded the contract, Oxfam's standard terms of payment will be 30 days after the end of the month of receipt of invoice or, if later, after acceptance of the Goods/Services/Works. Charter invoices are generally paid as soon as possible

## 10. Disclaimer

Oxfam GB reserves the right to alter the schedule of tender and contract awarding.

Oxfam GB reserves the right to cancel this tender process at any time and not to award any contract.

Oxfam GB reserves the right not to enter into or award a contract as a result of this invitation to tender.

Oxfam GB does not bind itself to accept the lowest or any tender.

Oxfam GB shall not be liable in respect of any costs incurred by the Tenderer in the preparation of the offer nor any associated work effort, including the production of presentation materials, brochures, product specifications or manuals for evaluation.

## **11. Clarifications**

Tenderers may submit questions related to this tender only in writing to the Contract Manager's address specified in the "Tender Main Facts table" above, up to 10 U.K. working days before the deadline for submission of bids.

Oxfam GB may request further information from Tenderers after the submission of their proposals. Any additional information must be provided within 5 U.K. working days

The onus is on the Tenderer to ensure that its offer is complete and meets Oxfam GB's requirements. Failure to comply may lead to the offer being rejected without any reason being given. Please therefore ensure that you read this document carefully and answer fully all questions asked.

Annex A



**Oxfam GB Supplier Questionnaire**

Thank you for completing this form which we ask all suppliers to do. Parts A & B to be completed and signed by your Finance Manager. Parts C, D & E to be completed and signed by a Senior Manager responsible for governance and ethics. To view the Oxfam Ethical Purchasing Policy & Code of Conduct for Suppliers visit [www.oxfam.org.uk/suppliers](http://www.oxfam.org.uk/suppliers)

Oxfam staff member you have main contact with, if any

Name	Department	Office Location
------	------------	-----------------

**Part A: Your Business Details**

1. Please provide the name of your business and any parent or subsidiary

--

2. Please provide the address of your business including post code.

Registered Office	Ordering Address (if different)	Payment Address (if different)
-------------------	---------------------------------	--------------------------------

3. Please provide your telephone, fax number, email and web site address:

Phone	Fax
Email	Web Site

4. Location of other operational sites (national and international), their functions and approximate number of employees. Attach a full list if space is insufficient.


5. Please state the nature of your business and your main products / services

--

6. Please provide your company registration number, years in business and VAT number:

Company Reg. No	Years in Business	VAT Number

7. What is the legal status of your business?

Public Limited Company       Partnership       Sole Trader       Private Company   
 Not for profit organisation       Government Agency       Self Employed

8a. Company turnover in £ or local currency:

\_\_\_\_\_

8b. Turnover of the part of the business that would supply Oxfam GB:

\_\_\_\_\_

8c. Oxfam business as a % of 8b if known:

\_\_\_\_\_

**Part B: Your Bank Details**

9. Please provide your bank details, sort code and bank account number, as accounts will be settled by BACS transfer, direct to your bank account. If you are unable to accept payment by BACS and require payment by cheque please leave this section blank.

Bank Name & Branch:	Sort Code:	Account Number:																			
	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> <table border="1" style="display: inline-table; border-collapse: collapse; margin: 0 10px;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>										<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>										

10. If you use a factoring agent please provide their name, address and contact details. Provide their bank details in 9 above.

11. Declaration (to be signed by Finance Manager)

I confirm that all the information given is accurate. For and on behalf of the supplier:	
Signature	Name
Position	Date

**Part C: Your Operational Standards**

12. Name and position of person responsible for governance / ethics

13a. How many people does the company employ? \_\_\_\_\_ 13b. Approx % of women \_\_\_\_\_

14a. Do you use homeworkers in any part of the business? Yes / No

14b. If Yes, approx how many? \_\_\_\_\_ 14c. What processes do they carry out?

15. Does your company have any of the following policies or statements. Please provide copies:

- |  |  |   |
|--|--|---|
| Quality statement <input type="checkbox"/>   | Health & Safety <input type="checkbox"/> | Environmental Management <input type="checkbox"/> |
| Equal Opportunities <input type="checkbox"/> | Ethical <input type="checkbox"/>         | Training and Development <input type="checkbox"/> |
| Social Objectives <input type="checkbox"/>   | Diversity <input type="checkbox"/>       |   |

16a. Are employees free to join or form a trade union? Yes / No

16b. Do any employees belong to a trade union? Yes / No

17. Please specify any trade union(s) you recognise for the purpose of collective bargaining :

18. Are any other forms of representation used? If so, give details:

- |   |  |  |
|---|--|--|
| Staff association <input type="checkbox"/>    | Elected Health & Safety Committee <input type="checkbox"/> | Works council <input type="checkbox"/> |
| Workers co-operative <input type="checkbox"/> | Employee share ownership <input type="checkbox"/>          | Other <input type="checkbox"/>         |

19. How do you ensure employees are aware of their rights?

- |  |  |  |
|--|--|--|
| Written contracts <input type="checkbox"/> | Employee handbook <input type="checkbox"/> | Staff notice boards <input type="checkbox"/> |
| Intranet <input type="checkbox"/>          | Other <input type="checkbox"/>             |  |

20. Please indicate ways in which you consult employees about decisions which affect them, and get their feedback or ideas :

Meetings  Surveys  Suggestion box  Other

21. How much do the lowest paid workers earn in relation to the minimum wage?

22. Is anyone paid piece rate? Yes / No

23. What are the normal weekly working hours for employees?

\_\_\_\_\_

24. Is overtime voluntary?

Yes  No  Sometimes  Not applicable ie no overtime worked

25. Is it paid at a premium rate?

Yes  No  Time off in lieu given  Depends on employee

26. What is the youngest age at which someone can be employed by the company?

\_\_\_\_\_

27. Does the company have any recognised Operational Standards for products supplied to Oxfam

	Quality eg ISO9000	Environment eg ISO14001	Labour eg SA8000	Training eg Investors in People
Certified to :				
Working towards:				
Other standards:				

28. Is there anyone designated as being responsible for Health and Safety issues for your company?

Yes / No Give details

Were any Health & Safety risk assessments carried out last year?

Yes / No Give details

29. Has the company had a labour standards audit carried out?

Yes / No Give details

30. Is your company committed to achieving the labour and environmental standards in Oxfam's Code of Conduct for Suppliers?  
Yes / No

**Part D: Sourcing from your suppliers**

31. Is your company committed to assessing labour & environmental risks in your supply chain?

Yes / No

32a. Do you have a Policy/Code of Conduct for sourcing goods and/or services?  
Yes / No

32b. If Yes, does it apply to:

Goods suppliers?  Services suppliers?  both?

32c. If Yes, does it include standards relating to : (please attach a copy)

Labour?  Business Ethics?  Environment?

33. Which of the following do you assess suppliers against?

Quality  Financial  Labour Standards  Production   
Management  Environment  Business Ethics

34. How do you assess suppliers? Please provide more details in space provided

Questionnaires  Visits  Audits

35a. If you supply services to Oxfam GB, do you subcontract/outsource services? Yes / No / NA

If YES, please state the country (and if possible region of country) where the services are undertaken along with the type of service.

35b. If you supply goods to Oxfam GB, please list the main components you purchase/ subcontract/outsource and the country of manufacture. If possible please attach a supply chain map.

**Part E : Continuous Improvement**

37. What progress has your company made this year relevant to the following standards: Health & Safety, Labour, Environmental, Quality Management, and what will you do next year?

a) In your company	Progress
	Plan
b) In your sourcing from suppliers	Progress
	Plan

3. Declaration (to be signed by senior manager responsible for governance and ethics)

I confirm that all the information given is accurate. For and on behalf of the supplier :	
Signature	Name
Position	Date

NB There are some industries Oxfam has run campaigns on to highlight the harm they can cause to poor communities. If your company, or any parent or subsidiary, has any involvement with the production or sales of weapons, pharmaceuticals, infant formula or pesticides; or with the Finance industry please tell your Oxfam contact

**OFFICE USE ONLY (Purchaser to fill in all non-shaded boxes and then send form to Accounts Payable)**

Expected annual spend	Under 5K	£5k to £25k	Over £25k
Ethical Risk Score	Risk Rating High	Medium	Low
Rated By	Name	Date	
Agreed Payment Terms (normally 30 days)			
Type of product or service being provided (see accompanying notes for full list)			
Vendor ID :	Created by	Date	

## ANNEX B

### **Tenderer's Declaration**

We the Undersigned accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which we hereby waive.

We have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. We are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Oxfam GB's discretion.

We hold no reservation in regard the tender dossier; and are aware that any reservation may result in the rejection of the tender by Oxfam GB.

We are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Oxfam GB in writing.

We declare that are affected by no potential conflict of interest, and that We and our staff have no particular link with other Tenderers or parties involved in this competition. Should such a situation arise during performance of the contract, we shall immediately inform Oxfam GB in written.

We accept Oxfam's standard terms of payment which are 30 days after the end of the month of receipt by Oxfam of a proper invoice or, if later, after acceptance of the Goods or Services in question by Oxfam.

*Company name and address:*

*Company's Representative name:*

*Title of Representative in the Company:*

*Representative's signature:*

*City, date:*



## **ANNEX C Expectations**

### **General airfreight (including personal effects)**

#### **Requirements and expectations**

The preferred freight forwarder will be required to provide a high quality air freighting service to overseas airports in a timely and efficient manner. Oxfam will generally deliver to its preferred freighters warehouse but at times we would require you to be able to collect goods from both our warehouse in Oxfordshire or from UK suppliers. We also require that you are able to store freight awaiting flights and to repack goods as and when necessary.

Oxfam requires its freight forwarder to offer both a delivered to the destination airport and also (when requested by Oxfam) a complete door-to-door service including customs clearance and onward delivery in any of the countries where we operate. The door to door service is only likely to be necessary fairly infrequently.

#### **Oxfam freight should not be consolidated with any other companies consignments unless absolutely necessary and only with the prior consent of Oxfam**

#### **Personal effects**

As well as general freight Oxfam also sends personal effects on behalf of staff and so this is included within the general freight part of this tender. Providers must be able to collect goods, repack them if necessary and freight as required. Providers should be able to offer both a delivered into the destination airport along with a complete door to door service if required

Collection could be from UK/ European addresses and on occasions outside Europe.

Very occasionally a complete house clearance including packing could be involved

Annex J gives details of the number of personal effects exported for the last 17 months.

#### **Oxfam expectations for air freight**

1. Oxfam's primary expectation is that its freight is sent out in full on the first available flight.
2. Oxfam expects that pricing should be fair to both parties. The rates tariff for general freight should be published and distributed to Oxfam on a **quarterly** basis to reflect current rates at that time. Fuel surcharges or additional security surcharges may be passed on to Oxfam as and when they occur and they should be removed as soon as airlines withdraw or reduce them.
3. Responses To Quotation Requests. Generally for straightforward requests (simply asking for confirmation of KG rates or surcharges) prices will given by email within two hours or sooner. More complex quotes are to be actioned within 4 hours and should be responded to in writing giving clear information with no hidden charges. For any exception to the above an update should be given within 4 hours. Unless advised differently all quotations should be sent by email.
4. Oxfam requires Freight Forwarders to have the capacity to consolidate Oxfam's goods at the Freight Forwarders warehouse for goods going to the same destination. Such storage is to be free-of-charge.

## 5. Documentation.

General freight. Oxfam expects Freight Forwarders to email a pre-alert and AWB to Oxfam, Bicester 24 hours prior to flight or sooner if requested. One AWB, export invoice and gift certificate to be retained by the supplier. One original certified AWB and commercial invoice to be sent to Oxfam, Bicester. The remaining AWB's, three export invoices and three gift certificates to be sent to the consignee with the consignment. Oxfam requires freight forwarders to email post-flight details to Oxfam Bicester within 24 hours of the flight to confirm the goods have arrived at the airport of destination. For night flights Oxfam will expect the post-flight confirmation to be emailed to Bicester by noon latest of the following day.

## Personal effects

6. It is our expectation that staff moving their personal effects will simply contact the provider (named person/s dealing with the Oxfam account) with a collection address, list and value of items, a delivery destination and the timescale they are working to. The provider would then arrange collection, repacking if necessary and onward freight.

## Charters

### Requirements and expectations

Oxfam is selective in which airline companies and individual aircraft that it will use for its charters. Prior to our freight forwarder confirming a booking with an airline Oxfam would insist upon knowing the ownership of the aircraft, its tail registration number and which country it is registered in. Oxfam may also need to see the certificate of insurance and the certificate of airworthiness. Oxfam would then undertake research into the proposed aircraft to see if this aircraft conforms with our ethical policy on the carriage of Oxfam freight (Annex I). If aircraft are substituted after the booking has been made Oxfam must be informed of the new aircraft details as soon as possible. Oxfam would then undertake new research and reserves the right to refuse the alternative aircraft offered without cost or penalty.

### Expectations

- 1) Oxfam expects to receive at least two or three options when asking its freight forwarder for a charter quote. Oxfam also expects its freight forwarder to have a member of staff present at the departure airport to oversee the process. Charter costs quoted must be full and complete and must indicate what, if any, costs aren't included eg B512 costs
- 2) Charters when requested are usually for an emergency response and so speed is of the essence. Quotes requests are to be actioned within 4 hours and should be responded to in writing giving clear information with no hidden charges. For any exception to the above an update should be given after 4 hours.
- 3) For charters Oxfam will need the full schedule at least 24 hours before the flight. Oxfam may also need copies of the certificate of insurance and the certificate of airworthiness five or ten days in advance of the flight.

Unless advised differently all quotations should be sent by email.

## Seafreight

### Requirements and expectations

Oxfam expects that its chosen supplier of seafreight services will be able to arrange seafreight from any destination (although this will usually be from the UK) to any of our programmes overseas. We would also expect that if required the supplier will be able to arrange onward trucking to the destination country for example trucking to Rwanda via Tanzania or Chad via Cameroon whether or not they had actually arranged the seafreight

Freight is generally sent in 20 or 40 foot containers but will sometimes be on a LCL basis

Once bills of lading are issued 2/3 originals along with three copies of the Oxfam supplied invoice and gift certificate should be sent to the consignee in the field by courier. The remaining original bill of lading with two copies should be sent to Oxfam in Bicester by courier and should include the courier's airway bill number

### **General expectations for all freight**

1. The need for effective communications is of paramount importance if Oxfam GB and the freight forwarder are to work effectively together and so Oxfam GB must be kept fully informed at all stages. Oxfam expects its suppliers to be innovative and proactive in recommending areas where they feel improvements can be made.
2. Advice. All advice given by the freight forwarder must be honest and unbiased and consider all cost effective options available.
3. Track and trace facility. Oxfam expects that its chosen supplier will have an internet based track and trace service so that we can see where our freight is at any time
4. Oxfam GB recognises that most airline companies are legally licensed to carry ammunitions of war providing they have the necessary export/import licences from the appropriate authorities in the exporting countries. However, Oxfam goods should not knowingly be carried on planes carrying such legal ammunitions except in circumstances approved by the Head of Logistics or the relevant Senior Manager. See appendix
5. When things go wrong. Oxfam expects full support and assistance from the freight forwarder when transport arrangements are not implemented as planned i.e. why a flight was delayed, cancelled, goods off-loaded or any losses.
6. Mistakes by the freight forwarder. The freight forwarder is responsible for costs incurred as a result of mistakes in the transport of Oxfam's goods to the wrong destination or negligent omission of goods
7. Collection from any UK or European location. Oxfam requires freight forwarders to have the capacity to collect goods from any UK or European location.
8. Responsibility for cargo. The freight forwarder must accept full responsibility for cargo until it has reached the destination airport/port and will then assist if Oxfam are having problems claiming our goods
9. Oxfam to have access to the freight forwarders web based tracking system that will clearly define where Oxfam's goods are at any stage of shipment.
10. In accepting the terms of the framework agreement, the freight forwarder agrees

that the professional and timely provision of the service purchased is of paramount importance to Oxfam GB and if the supplier subsequently fails to meet these expectations, Oxfam GB reserves the right to find a suitable alternative supplier for the contracted service.

11. Service Review and Liaison Meetings. The freight forwarders Account Manager and Oxfam GB's Contract Manager will hold at least one Management Service Review Meetings a year.

Oxfam GB will want to enter into a framework agreement which is attached

Oxfam expects its chosen freight forwarder to be innovative in recommending ways of improving its freight forwarding services

### **Award criteria**

Award of the tender shall be based on the following criteria:

Price including clear breakdown of costs

Service/delivery issues including:

Overall service your company is able to provide to Oxfam GB

Ability to handle emergency situations (in particular with charters) with quick turnaround both inside and outside of normal business hours

Online track and trace

Clear project plan to be implemented once a decision is made

Reputation and client references

## Annex D

### Further information to be included within your proposal

#### Form for Price Quotation General Airfreight

Destination	Handling fee	<45kgs	>45kgs	>100kgs	>250kgs	>500kgs	>1000kgs
Colombo							
N'Djamena							
Nairobi							
Monrovia							
Dakar							
Freetown							
Kigali							
Niamey							
Harare							
Islamabad							
Peru							
Entebbe							
Port Sudan							
Lusaka							
Bolivia							

Please complete the above table showing airfreight amount per kilo costs for the destinations listed. We expect these to be a rate per kilo with an additional separate transaction/handling fee.

#### Discount

Please advise discount given to Oxfam GB in comparison to any published price lists and confirm this level of discount will be extended to the complete range of destinations for all freight despatches requested by OXFAM GB offices

How would you manage a complete door to door service including customs clearance and onward delivery?

#### Personal effects

1) The cost for collection from Oxford for 100 kilo's (cube 1m) personal effects for airfreight to Nairobi plus clearance and onward delivery in Nairobi. Items supplied in suitcases not needing repacking. Goods delivered on a door to door service including payment of taxes, duties and onward delivery in Nairobi. Please detail the door to door service you can provide?

2) The cost for collection from Edinburgh for 300 kilo's (cube 2m) personal effects for airfreight to CIP N'Djamena airport. Items supplied in plastic bin bags needed repacking suitable for airfreight.

3) The cost for collection from Oxford for 500 kilo's (cube 3.5m) personal effects for airfreight to CIP Dakar airport, Senegal. Items supplied in cartons needing repacking. Goods delivered to Dakar airport for clearance and onward delivery by Oxfam staff

4) The cost for collection from Oxford for a 20 foot container (cube 25m) load of personal effects for seafreight to CIF Dakar, Senegal

- 5) Advise how long your quote is valid for
- 6) All costs should be fully broken down to indicate the cost of collection, repacking if necessary, freight, insurance (what are the policy details?), clearance, duty, taxes and any other costs involved in the export
- 7) Please advise what documentation (packing list of items/values etc, etc) and support you would need from Oxfam staff to facilitate the export/import of personal effects.

#### Form for price – personal effects

	Collection	Admin	Packing	Freight	Destination	Total cost
1) Nairobi						
2) N'Djamena						
3) Dakar						
4) Dakar						

#### UK Trucking

Oxfam expects its chosen supplier/s of freight forwarding services to be able to arrange collection of freight from our Bicester warehouse. Please advise the following

#### Form for price - trucking

Collection from	For freight	Weight kgs	Cube M3	Cost	Transit time
Bicester	Airfreight	100	0.45		
Bicester	Airfreight	1000	5.20		
Bicester	Airfreight	10000	43.50		
Bicester	Airfreight	26000	110.00		

#### Charters

Oxfam realises and understands that there are no fixed costs for chartering an aircraft and the price will vary depending upon such criteria as aircraft availability, cost of fuel, destination and any other influencing factors. How will you ensure that Oxfam understands that it is getting value for money if you are selected as our preferred supplier of charters?

How do you select the aircraft that you use for charters and how will you ensure that this conforms to Oxfam's ethical policy regarding airfreight?

Please explain how you arrange and manage a charter from the initial enquiry to equipment arriving at the destination airport? Do you always have a member of staff at the departure airport to oversee the loading of the aircraft and at what cost?

How will you charge for charters and what profit margin is added to the cost? Please detail all associated costs as fully as possible and indicate what costs have been omitted

## Seafreight

Please quote for the following examples

- 1) Qty 1 40 foot container to be shipped from Mumbai, India to Douala, Cameroon and then onward trucking to N'Djamena in Chad. All costs to be listed separately.
- 2) Qty 1 40 foot container to be positioned at Bicester for loading to go to Douala, and then onward to N'Djamena. All costs to be listed separately
- 3) Qty 1 20 foot container containing a Landrover to be delivered to the supplier for loading into the container to go from the UK to Dar ES Salaam, Tanzania for onward trucking to Kigali, Rwanda. All costs to be listed separately

## Form for seafreight

Quote	Sea transit time	Cost
Example 1		
Example 2		
Example 3		

## Please detail what is and isn't included in the above costs for seafreight

- 4) Please confirm that you are able, or not, to arrange onward overland trucking to an inland country even if you haven't arranged the seafreight?

## General to all freight

### Storage

Oxfam GB will from time to time need to store equipment with our chosen freight forwarder for consolidating loads before despatch. Please advise how you can provide this service and at what cost, if any?

Do you hold a license for storing/handling dangerous goods?

### Value for money

How do you guarantee the best value freight forwarding costs?

Would you intend to operate an 'open book' policy in your dealings with Oxfam GB?

Provide details of the worldwide network your company has representation in and whether this is your own company network (if you are a multinational company) or if this is through agents.

In the past Oxfam has experienced problems and delays particularly when sending goods by airfreight to South America. Please detail how you would handle shipments to South America and how you would seek to minimise delays? Specifically how would you handle a shipment of 15,000 kilo's going from the UK to a destination such as Bolivia (not as a charter but as general freight) including the routing that you would use.

Explain clearly what your expectations are of the support that Oxfam GB would need to provide during the implementation process.

## **Annex E – Draft Contract**

### **FRAMEWORK AGREEMENT FOR THE SUPPLY OF GOODS/SERVICIES**

Oxfam wishes to appoint the Seller as its preferred supplier of the Goods on the terms of this Agreement. This Contract shall not constitute an exclusive and Oxfam, at its sole discretion, reserves the right to enter into contract with others for the same type of supplies and services at any time. There is no obligation on Oxfam to place Orders with the Seller.

The purpose of this Agreement is to outline contact details, service expectations, agree roles and responsibilities for the supply of goods and the service/s.

**THIS AGREEMENT** is made on the [ ] day of [month] [year]

#### **BETWEEN:**

Oxfam GB, a company limited by guarantee (registered office 612172) whose registered office is at John Smith Drive, Cowley, Oxford OX2 7JY, England,(hereinafter “**Oxfam**”); and

[Seller] of [full address] whose registered office is at [full address], company registration no [ ] (hereinafter the “**Seller**”).

#### **1 SUPPLY OF SERVICES**

- 1.1 The Seller shall accept Orders from Oxfam to buy the Services for the period of enforcement of this Agreement.
- 1.2 The terms and conditions of sale applicable to every purchase order shall be subject to the Oxfam’s General Conditions of Purchase (Sept. 2006). The Oxfam’s General Conditions of Purchase shall apply to all Oxfam’s purchases under this Agreement and no variation (except where updated by Oxfam) shall be binding unless agreed in writing between the authorised representatives of Oxfam and the Seller.
- 1.3 Every Purchase Order shall specify the Service which are to be supplied by reference to the product number[s] (if any) stipulated in the Schedule 1 and Schedule 2.
- 1.4 All of the Services sold by the Seller to Oxfam must conform to the relevant Specification and terms in Schedule 1 and Schedule 2. The Parties may agree to review the Specifications in order to ensure that the Specifications are acceptable to both.

#### **2 DURATION AND TERMINATION**

- 2.1 This agreement shall come into force on the [enter date] and, subject to termination clauses, shall continue in force for a period of 3 years.

#### **3 VALIDITY OF PRICES**

- 3.1 Prices will remain fixed as agreed in the offer. Any changes in the market the Seller is to advise Oxfam a month in advance. New prices will have to be agreed by both Parties.

#### **4 DELIVERY**

- 4.1 The Goods (if any) shall be delivered during Oxfam’s usual business hours as per the instructions (e.g.: incoterms 2000, address and date) stated in the Purchase Order.

- 4.2 Goods (if any) shall be delivered to the warehouse during working hours: Mon-Thurs 0800hr-16.00, Fri 0800- 12:00.

## **5 ETHICAL PURCHASING CONDUCT FOR SUPPLIERS (“THE CODE”)**

- 5.1 **The supplier questionnaire will be risk rated which will indicate if an audit on the manufacturing plant is needed. It may be a condition of award of the purchase orders to the winning company that an audit is required. If an audit is required suppliers are to commit to an audit (auditor nominated by Oxfam GB, paid for by the supplier) within three months of the placement of three orders with a total value of £50,000 or more.**
- 5.2 **Suppliers to agree to participate in the audit and follow up process. Any issues form the audit will be reviewed during the closing meeting of the audit and a corrective action plan agreed within a reasonable timeframe. A follow up visit from the auditors will take place in an appropriate timescale to verify the changes that have taken place as agreed.**

## **6 AUDIT AND COMPLIANCE**

- 6.1 The Seller will comply with such additional terms of which it may be notified by Oxfam, to enable Oxfam to fulfil its obligations to any institutional donor. In particular, the Seller will grant such donors access to its financial and accounting documents on Oxfam’s written request for audit purposes.
- 6.2 The Seller shall grant Oxfam reasonable access to its records and premises in order to monitor the Seller’s compliance with the terms of this Agreement.

## **7 SUBCONTRACTING AND PARTNERSHIP**

- 7.1 Oxfam may assign, transfer or sub-contract its rights and/or obligations under this agreement. This Agreement is personal to the Seller and the Seller shall not assign, or transfer, or subcontract any of its rights and/or obligations under this Agreement without the prior written consent of Oxfam.
- 7.2 Nothing in this agreement shall create any partnership, joint venture, or similar relationship between the parties.

## **8 Contact Details**

- 8.1 This service level agreement will be managed by the following lead contacts

8.1.1 Oxfam GB Contract Manager:  
Name: Graham Barnes  
Telephone: 01865 473842]  
Email Address: gbarnes@oxfam.org.uk

8.1.2 Seller Contract Manager:  
Name: [enter name]  
Telephone: [enter number]  
Email Address: [enter e-mail]

- 8.1.3 Purchase Orders, Delivery Instructions, possible Requests for Quotation, will generally be sent by the following person:

Name: Bobbie Corcoran  
Telephone: +44 (0)1869 320600  
Email Address: bcorcoran@oxfam.org.uk

- 8.2 During the period of this agreement, should Supplier have any problems, queries, or any issues they wishes to raise with reference to the contract in general, the first point of contact should always be with Oxfam GB's Contract Manager.
- 8.3 During the period of this agreement, should Supplier have any problems, queries, or any issues they wishes to raise with reference to a specific Purchase Order, the first point of contact should always be with Oxfam GB's member of staff who has placed the pertaining Purchase Order or raised the quote request.

**9 AFTER SALES SERVICES AND WARRANTY**

- 9.1 Supplier shall acknowledge receipt of complaints within 48 hours and will send a report to Oxfam's Contract Manager within 5 working days. If the problem at the basis of the complaint can't be solved within the above deadline, the Seller shall keep providing assistance and submit weekly updates until the situation reaches a satisfactory conclusion.

**10 MANAGEMENT REVIEW MEETINGS**

- 10.1.1 The Seller shall attend Management Service Review Meetings or Intermediate Review Meetings called by Oxfam. The said meetings are intended to review both parties performance against the contract and the service to be provided, they will normally take place on Oxfam GB's site in Oxford and will also be aimed at looking at ways in which service levels can be improved beyond levels set out in this agreement.
- 10.2 The Seller shall provide feedback
  - 10.2.1 The supplier shall produce for the above mentioned meetings statistics on product usage, delivery times, quality control processes, as required by Oxfam.

**11 TERMS OF PAYMENT**

- 11.1 Oxfam's standard terms of payment will be 30 days after the end of the month of receipt of invoice or, if later, after acceptance of the Goods/Services/Works as outlined in Oxfam's General Conditions of purchase (Sept 2006)

[City, day, month, year]

.....  
 Signature on behalf of Oxfam GB  
 Graham Barnes

.....  
 Signature on behalf of *[name of party]*  
 [signature]  
 [name]  
 [title]



**OXFAM'S GENERAL CONDITIONS OF PURCHASE (September 06)**

**1 Interpretation**

**1.1** In these Conditions:

**1.2** 'CONDITIONS' means the standard terms and conditions of purchase set out in this document and (unless the context otherwise requires) includes any special terms and conditions agreed in writing between Oxfam and the Seller.

**1.3** 'CONTRACT' means the contract for the sale and purchase of the Goods and the supply and acquisition of the Services incorporating the Conditions.

**1.4** 'DELIVERY ADDRESS' means the address stated on the Order.

**1.5** 'GOODS' means the goods (including any instalment of the goods or any part of them) described in the Order.

**1.6** 'ORDER' means Oxfam's purchase order to which these Conditions are annexed, whether this order is in the form of a letter, e-mail or other document.

**1.7** 'PRICE' means the price of the Goods and/or the charge for the Services.

**1.8** 'SELLER' means the person so described in the Order.

**1.9** 'SERVICES' means the services (if any) described in the Order.

**1.10** 'SPECIFICATION' includes any plans, drawings, data or other information relating to the Goods or Services.

**2 Basis of purchase**

**2.1** The Order constitutes an offer by Oxfam to purchase the Goods and/or acquire the Services subject to these Conditions and no Order shall be deemed accepted until the Seller accepts either expressly by giving notice of acceptance or impliedly by fulfilling the Order, in whole or in part.

**2.2** These Conditions shall apply to the Contract to the exclusion of any other terms and conditions proffered at any time by the Seller including (without limitation) any terms attached to any quotation, acknowledgement or acceptance of Order

**2.3** No variation of the Conditions shall be applicable to any such Order unless expressly accepted in writing by Oxfam.

**2.4** These Conditions and any specifications and written requirements of Oxfam shall constitute the entire agreement between the parties hereto in respect of the subject matter of the Contract and supersede all prior written and oral agreements and representations in relation thereto provided that nothing in this clause shall limit a party's liability for fraudulent misrepresentation.

**2.5** These Conditions apply to all Oxfam's purchases and no variation to the Order or these Conditions shall be binding unless agreed in writing between the authorised representatives of Oxfam and the Seller.

### **3 Specifications**

**3.1** The quantity, quality and description of the Goods and the Services shall, subject as provided in these Conditions, be as specified in the Order and/or in any applicable Specification supplied by Oxfam to the Seller or agreed in writing by Oxfam.

**3.2** Any Specification supplied by Oxfam to the Seller, or specifically produced by the Seller for Oxfam, in connection with the Contract, together with the copyright, design rights and all other intellectual property rights in the Specification, shall be the exclusive property of Oxfam. The Seller shall not disclose to any third party or use any such Specification except to the extent that it is or becomes public knowledge through no fault of the Seller, or as required for the purpose of the Contract.

**3.3** The Seller shall comply with all applicable regulations and other legal requirements concerning the manufacture, packaging, packing, transport and delivery of the Goods and the performance of the Services.

**3.4** The Goods shall be marked in accordance with Oxfam's instructions and any applicable regulations or requirements of the carrier, and properly packed and secured so as to reach their destination in an undamaged condition in the ordinary course.

### **4 Price of the Goods and Services**

**4.1** The Price of the Goods and the Services shall be as stated in the Order and, unless otherwise so stated, shall be:

**4.1.1** exclusive of any applicable value added tax (which shall if applicable be payable by Oxfam subject to receipt of a VAT invoice); and

**4.1.2** inclusive of all charges for packaging, packing, shipping, carriage, insurance and delivery of the Goods to the Delivery Address and any duties, imposts or other levies.

**4.2** No increase in the Price may be made (whether on account of increased material, labour or transport costs, fluctuation in rates of exchange or otherwise) without the prior consent of Oxfam in writing.

**4.3** Oxfam shall be entitled to any discount for prompt payment, bulk purchase or volume of purchase customarily granted by the Seller, whether or not shown on its own terms and conditions of sale.

### **5 Terms of payment**

**5.1** The Seller shall be entitled to invoice Oxfam on or at any time after delivery of the Goods or performance of the Services, as the case may be, and each invoice shall quote the number of the Order.

**5.2** Unless otherwise stated in the Order, Oxfam shall pay the Price of the Goods and the Services within 30 days after the end of the month of receipt by Oxfam of a proper invoice or, if later, after acceptance of the Goods or Services in question by Oxfam.

**5.3** Oxfam shall be entitled to set off against the Price any sums owed to Oxfam by the Seller.

## **6 Delivery**

**6.1** The Goods shall be delivered carriage paid to, and the Services shall be performed at, the Delivery Address on the date or within the period stated in the Order, in either case during Oxfam's usual business hours.

**6.2** The Seller shall ensure that each delivery is accompanied by a delivery note which shows, inter alia, the Order number, date of Order, number of packages and contents and, in the case of part delivery (if specified in the Order), the outstanding balance remaining to be delivered.

**6.3** The time of delivery of the Goods and of performance of the Services is of the essence of the Contract.

**6.4** If the Goods or Services are not delivered on the due date then without prejudice to any other rights which it may have Oxfam reserves the right to:

**6.4.1** cancel the Contract in whole or in part;

**6.4.2** refuse to accept any subsequent delivery of the Goods or Services which the Seller attempts to make;

**6.4.3** recover from the Seller any expenditure reasonably incurred by Oxfam in obtaining goods or services in substitution from any other supplier; and

**6.4.4** claim damages as a result of the Seller's failure to deliver the Goods or perform the Services on the due date.

**6.5** Where Oxfam agrees in writing to accept delivery of the Goods or performance of the Services by instalments the Contract will be construed as a single contract and not several. Nevertheless failure by the Seller to deliver any one instalment shall entitle Oxfam at its option to treat the entire Contract as repudiated.

**6.6** The Seller must provide at its own expense packaging which is required for the delivery of the Goods. Oxfam shall not be obliged to return to the Seller any packaging or packing materials for the Goods, whether or not any Goods are accepted by Oxfam.

**6.7** The Seller must render Oxfam at the latter's request every assistance in obtaining any permits, licences, approvals which Oxfam may require for the export and/or import of the Goods and, where necessary, for their transit through any country.

**6.8** If the Goods are delivered to Oxfam in excess of the quantities ordered Oxfam shall not be bound to pay for the excess and any excess shall be and shall remain at the Seller's risk and shall be returnable at the Seller's expense.

**6.9** Oxfam shall be entitled to reject any Goods delivered which are not in accordance with the Contract, and shall not be deemed to have accepted any Goods until Oxfam has had a reasonable time to inspect them following delivery, or, if later, within a reasonable time after any latent defect in the Goods has become apparent.

## **7 Code of Ethical Purchasing/Conduct for suppliers (“the Code”)**

- 7.1** It is a requirement of conducting business with Oxfam that you accept responsibility for labour, human rights and environmental conditions under which products are made and services provided. Through acceptance of this contract, the Seller confirms, or agrees to work towards, compliance with the standards and principles of the Code of Conduct for Suppliers, both in connection with the performance of this agreement and any other agreement entered into between the Seller and third parties relating to the supply of goods or services by the Seller.
- 7.2** The Seller shall periodically communicate the contents of, and the requirement for compliance with, the Code of Conduct for Suppliers, to staff, suppliers, sub-contractors and home-workers, and shall monitor and enforce such compliance. The Seller shall report progress in implementing the Code to Oxfam on request, and shall undertake to inform Oxfam of any significant breach in standards in the Seller’s business or in the supply chain that becomes known to, or is reported by a credible third party to, the Seller during the course of the relationship.
- 7.3** Any serious breach of the Code or refusal to implement recommended corrective action will result in a review of the trading relationship and may result in a termination of future orders.
- 7.4** Oxfam will agree in turn to take into consideration local custom and practice and to work with you to meet the targets of continuous improvement.

## **8 Risk and Property**

- 8.1** Risk of damage to or loss of the Goods shall remain with the Seller and pass to Oxfam upon full and proper delivery to Oxfam in accordance with Clause 6.
- 8.2** The ownership of the Goods shall pass to Oxfam upon delivery in accordance with Clause 6, unless payment for the Goods is made prior to delivery, when it shall pass to Oxfam once payment has been made.
- 8.3** Use of Oxfam’s name:
- 8.4** The Seller may not use Oxfam’s name for any purpose beyond the performance of the Seller’s obligations to Oxfam, unless the Seller has first obtained consent in writing for the use from Oxfam’s Media Unit.
- 8.5** Willingness to pursue compliance with Oxfam’s Ethical Purchasing Policy does not imply Oxfam’s endorsement for the ethical nature of the Seller’s business. No such claims should be made.

## **9 Confidentiality**

- 9.1** All information relating to Oxfam’s business, affairs, products, trade secrets know-how, personnel, customers and suppliers which may reasonably be regarded as confidential information (irrespective of the format or medium) shall hereinafter be referred to as “Confidential Information”. The Seller undertakes not to disclose, either directly or indirectly any Confidential Information the Seller may acquire in any manner and the Seller further undertakes to use all Confidential Information disclosed to the Seller exclusively for the provision of the Goods or Services.
- 9.2** Exceptions to confidentiality: The provisions of this Clause 8 shall not apply to the Seller in respect of any information which:
- 9.2.1** the Seller can prove by documentary evidence produced to Oxfam within 28 days of disclosure that such Confidential Information was already

in the Seller's possession before the disclosure to the Seller under this Contract;

**9.2.2** is at the time of disclosure to the Seller available or subsequently becomes available to the public otherwise than through any act or default of the Seller;

**9.2.3** is disclosed to the Seller as a matter of right by a third party;

**9.2.4** is developed by the Seller without dependence directly or indirectly upon the disclosure of Confidential Information by Oxfam;

## **10 Insurance and liability**

**10.1** The Seller shall have in force and maintain in force public liability, product liability, and employer's liability insurances which insurances shall indemnify Oxfam in the event of any claim or proceedings. Such insurance cover shall be for liability or loss under the Contract or the minimum cover (if any) mentioned in the Order whichever is the greater.

**10.2** The Seller shall provide a copy of this policy on request from Oxfam.

**10.3** Nothing in this Contract shall operate to exclude or limit either party's liability:

**10.3.1** for death or personal injury caused by negligence;

**10.3.2** for breach of the obligations arising from Section 12 of the Sale of Goods Act 1979;

**10.3.3** for fraud.

**10.4** Oxfam's total liability in contract, tort (including without limitation negligence) or otherwise in connection with or arising out of the Contract shall be limited to the Price.

## **11 Warranties and indemnities**

**11.1** The Seller warrants to Oxfam that the Goods:

**11.1.1** will be of satisfactory quality (within the meaning of the Sale of Goods Act 1979, as amended) and fit for any purpose held out by the Seller or made known to the Seller in writing at the time the Order is placed;

**11.1.2** will be free from defects in design, materials and workmanship;

**11.1.3** will correspond with any relevant Specification or sample; and

**11.1.4** will comply with all statutory requirements and regulations relating to the sale of Goods.

**11.2** The Seller warrants to Oxfam that the Services will be performed by appropriately qualified and trained personnel, with due care and diligence and to such high standard of quality as it is reasonable for Oxfam to expect in all the circumstances.

**11.3** Oxfam's approval of designs furnished by the Seller shall not relieve the Seller of its obligations and liabilities under these Conditions.

**11.4** The Seller's warranties contained in this Clause 11 shall extend to any defect or nonconformity arising or manifesting itself within two years after delivery or where applicable any time period specified in the Order.

**11.5** Without prejudice to any other remedy, if any Goods or Services are not supplied or performed in accordance with the Contract, then Oxfam shall be entitled:

**11.5.1** to require the Seller to repair the Goods or to supply replacement Goods or Services at the Seller's risk and expense in accordance with the Contract within seven days; or

**11.5.2** at Oxfam's sole option, and whether or not Oxfam has previously required the Seller to repair the Goods or to supply any replacement Goods or Services, to treat the Contract as discharged by the Seller's breach and require the repayment of any part of the Price which has been paid.

**11.6** If the Seller refuses or fails promptly to correct or replace such Goods when requested by Oxfam, Oxfam may itself, or through any agent or subcontractor, or otherwise, correct or replace such Goods and the Seller agrees to reimburse Oxfam for the costs incurred thereby. Goods corrected or replaced shall be subject to the Conditions in the same manner as those originally delivered hereunder.

**11.7** All warranties shall survive acceptance and payment.

**11.8** The Seller shall indemnify Oxfam in full against all liability, loss, damages, costs and expenses (including legal and other professional fees and expenses) awarded against or incurred or paid by Oxfam as a result of or in connection with:

**11.8.1** breach or negligent performance or failure in performance by the Seller of the Contract;

**11.8.2** breach of any warranty given by the Seller in relation to the Goods or the Services;

**11.8.3** defective workmanship, quality or materials;

**11.8.4** any claim that the Goods infringe, or their importation, use or resale, infringes, the patent, copyright, design right, trade mark or other intellectual property rights of any other person, except to the extent that the claim arises directly from compliance with any Specification supplied by Oxfam;

**11.8.5** any liability under the Consumer Protection Act 1987 in respect of the Goods;

**11.8.6** any act or omission of the Seller or its employees, agents or subcontractors in supplying, delivery and installing the Goods, and

**11.8.7** any act or omission of any of the Seller's personnel in connection with the performance of the Services.

## **12 Termination**

**12.1** Oxfam shall have the right at any time and for any reason immediately upon notice to terminate the Contract in whole or in part whereupon all work on the Contract shall be discontinued and Oxfam shall pay the Seller fair and reasonable compensation as agreed in the Order.

**12.2** Oxfam shall have the right at any time on notice to terminate the Contract in whole or in part without compensation as of right and without instituting legal proceedings forthwith if:

**12.2.1** the Seller commits a material breach of any of the Conditions; or

**12.2.2** the Seller has a bankruptcy order made against him or makes an arrangement or composition with his creditors, or otherwise takes the benefit of any statutory provision for the time being in force for the relief of insolvent debtors, or convenes a meetings of creditors (whether formal or informal), or enters into liquidation (whether voluntary or compulsory) except a solvent voluntary liquidation for the purpose only of reconstruction or amalgamation, or has a receiver or manager, administrator or administrative receiver appointed of its undertakings or any part thereof, or documents are filed with the court for the appointment of an administrator of the Seller or notice of intention to appoint an administrator is given by the Seller or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986), or a resolution is passed or a petition presented to any court for the winding up of the Seller or for the granting of an administration order in respect of the Seller, or any proceedings are commenced relating to the insolvency or possible insolvency of the Seller, or any other analogous event under the laws of any other jurisdictions; or

**12.2.3** the Seller ceases or threatens to cease to carry on its business; or

**12.2.4** the financial position of the Seller deteriorates to such an extent that in the reasonable opinion of Oxfam the capability of the Seller adequately to fulfil its obligations under the Contract has been placed in jeopardy.

**12.3** The termination of the Contract, however arising, shall be without prejudice to the rights and remedies of the parties accrued prior to termination. The conditions which expressly or impliedly have effect after termination shall continue to be enforceable notwithstanding termination.

## **13 Force Majeure**

**13.1** If either party is prevented or delayed in the performance of any of its obligations under this Agreement by force majeure (which for the purposes of this Agreement shall mean any circumstance beyond the reasonable control of the party affected thereby) then such party shall give written notice to the other party specifying the detail of the reasons for force majeure and provide such evidence as may be available. In addition it shall estimate the period for which it is expected that the delay or otherwise shall continue. In these circumstances the party shall not be liable for the performance by the stipulated date from the date of such notice for such period as the delay shall continue.

**13.1.1** Notwithstanding the relief granted by this clause the party seeking to rely on it shall nevertheless use its best endeavours in any situation where it has invoked this clause to perform its relevant obligations as soon as possible.

**13.1.2** Neither party shall be entitled to relief under this clause in any circumstances where it has caused or substantially contributed to any delay or failure in the performance of its obligations by any default on its part including (but without limitation) any failure to place orders or issue instructions when it ought reasonably to have done so.

## **14 Assignment**

- 14.1** Oxfam may assign, transfer or sub-contract their rights and/or obligations under the Contract.
- 14.2** The Order is personal to the Seller and the Seller shall not assign or transfer or subcontract any of its rights and/or obligations under the Contract without the prior written consent of Oxfam.

## **15 General**

- 15.1** Each right or remedy of the parties under the Contract is without prejudice to any other right or remedy of that party whether under the Contract or not.
- 15.2** All notices required or permitted by this Contract must be in writing and signed on behalf of the party giving the notice, addressed to the party receiving it, and sent by courier, certified mail, facsimile, personal delivery or other recognised manner of delivery, addressed to their respective addresses specified in the Contract. Notices will be effective on date of receipt by the party to whom the notice is given except where the notice is sent by facsimile, in which case it shall be deemed to have been received immediately upon transmission provided the sender receives confirmation of an error free transmission.
- 15.3** All waivers must be in writing. No waiver by either party shall be considered as waiver of any subsequent breach of the same or any other provision of the Contract.
- 15.4** If any provision of these Conditions is held by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid or unenforceable it shall, to the extent of such illegality, invalidity or unenforceability, be deemed severable and the remaining provisions of the Contract and the remainder of such provision shall continue in full force and effect.
- 15.5** The parties do not intend that any of the provisions of the Contract shall be enforceable, by virtue of the Contracts (Rights of Third Parties) Act 1999 or otherwise by any third party.
- 15.6** The Contract shall be governed by the laws of England, and the Seller agrees to submit to the exclusive jurisdiction of the English courts.
- 15.7** In the case of any inconsistency between these Conditions and any other terms and conditions of this Contract these Conditions shall prevail.
- 15.8** Headings are for convenience only and do not constitute part of this Contract.
- 15.9** Any reference in the Conditions to a statute or a provision of a statute shall be construed as a reference to that statute or provision as amended, re-enacted or extended at the relevant time.

## Annex G



### Oxfam GB Supply Policy

- We develop and adopt optimum supply strategies and processes that achieve **best value for money** in procuring the goods, works and services that will meet Oxfam GB needs, and in the disposal of surplus and redundant assets and waste.
- We recognise the **safety, health, environmental and ethical** impacts of all supply decisions, and will involve our suppliers in addressing issues that may arise and expect them to assist us in minimising any negative effects.
- We develop **relationships** with our supply market that are the most appropriate to gaining a mutual understanding of our needs and our suppliers' capabilities, and which will ensure consistency of **quality, reliability, availability and performance at affordable cost**.
- We work with suppliers, offering appropriate support, and make demands in relation to the **improvement of standards** that are reasonable and reflect relevant circumstances.
- We ensure that our supply requirements are adequately defined and specified in sufficient time to allow the supply market to react to our demand.
- We ensure that our supply activities comply with all applicable international and national laws, regulations, conventions and agreements that are in force in the countries from where our requirements are being procured, and ensure that the specific supply related requirements of our donors are adhered to.
- We will not engage in any activity with suppliers, or buyers from other organisations, which might be deemed to be anti-competitive or in breach of any statutory requirements in any country or trading region.
- We ensure that payments for supply of goods, works and services are made in accordance with terms agreed at the time the transaction was finalised, subject to satisfactory compliance with the original order.
- We expect our suppliers to manage their own supply base in a way that ensures **security of supply** and is capable of meeting our expectations of them.
- We do not terminate purchase arrangements or relationships without due regard to all material circumstances, appropriate communication

and notification to the supplier.

- We expect staff to respond sympathetically to genuine errors by suppliers, and not to take advantage of them. Where errors occur in own practices, we will take appropriate remedial action in a helpful and timely way.
- We expect staff not to deliberately mislead, or take advantage of genuine errors made by our suppliers and will take action necessary to remedy the situation and minimise the impact of any false information or error to both Oxfam GB and our suppliers.
- We expect staff to act impartially and objectively in all their purchasing activities and to keep written records where appropriate to demonstrate that their actions have been fair and above reproach.
- We expect staff to declare in advance any interest commercial or otherwise, they may have with a supplier to Oxfam GB and to be prepared to withdraw from those dealings if required.
- We expect staff to maintain an unimpeachable standard of integrity in all their business relationships and to foster the highest possible standards of professional competence in all their supply activities.
- We expect staff not to accept any personal gifts or other inducements, which, individually or cumulatively, can be reasonably adjudged as aimed at influencing the purchasing decision.
- We expect staff to seek to purchase goods and services ethically, which are produced and delivered under conditions that do not involve the abuse or exploitation of any persons and which have the least negative impact on the environment.
- We expect staff to handle information such as prices, wages and other sensitive or confidential supplier information in an appropriate manner.
- We expect staff to comply with both the letter and the spirit of the law, of the countries in which they operate and with which Oxfam GB deals and in all contractual obligations incurred by or on behalf of Oxfam GB.



**Oxfam GB  
Ethical Purchasing Policy**

**Policy Statement**

Oxfam GB's Ethical Purchasing Policy is to strive to purchase goods and services which:

- a) are produced and delivered under conditions that do not involve the abuse or exploitation of any persons
- b) have the least negative impact on the environment

Such considerations will form part of the evaluation and selection criteria for all goods and services purchased by Oxfam GB.

In addition, Oxfam GB will seek alternative sources where the conduct of suppliers demonstrably violates the basic rights of Oxfam GB 's intended beneficiaries, and there is no willingness to address that situation within a reasonable time period, or where companies in the supply chain are involved in the manufacture or sale of arms in ways which are unacceptable to Oxfam GB.

**Purpose**

The purpose of the policy is to

- a) promote good labour and environmental standards in the supply chains of goods and services to NGO's.
- b) to protect Oxfam GB's reputation.

Such considerations will form part of the evaluation and selection criteria for all goods and services purchased by Oxfam GB.

Oxfam GB will also strive to be a better, more ethical business partner, based on mutual trust and openness in the implementation of the Policy, and will be open to learning from the best practice among suppliers.

## Code Of Conduct For Supplier

Suppliers adopting this Code of Conduct should commit to continuous improvement towards compliance with the labour and environmental standards specified, both in their own companies and those of their suppliers.

### A. Labour Standards

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

\*There is no forced, bonded or involuntary prison labour. \*Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

\*Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. \*The employer adopts an open attitude towards the legitimate activities of trade unions. \*Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. \*Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

\*A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. \*Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.

\*Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. \*Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. \*The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

\*There shall be no new recruitment of child labour. \*Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child.

\*Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. \*These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*

\*Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks, whichever is higher. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. \*All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. \*Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

\*Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. \*In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7day period on average. Overtime shall be voluntary, shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

\*There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

\*To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. \*Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

\*Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

## **B. Environmental Standards**

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

\*Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

\*Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

- *Conservation*

\*Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

\*All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

### **C. Business Behaviour**

The conduct of the supplier should not violate the basic rights of Oxfam's intended beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

### **Operating Principles**

The implementation of the Code of Conduct for Suppliers will be a shared responsibility between Oxfam GB and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

Oxfam will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.

6. Seek to maximise the beneficial effect of the resources available, eg by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.
7. Report progress in implementing the Code annually to the Inter-Agency Procurement Group initially and in due course to stakeholders including staff, suppliers and donors.

Oxfam GB expects suppliers to:

1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.
3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to Oxfam GB.
4. Report progress in implementing the Code annually, either by describing actions taken to fulfil the Statement of Intent, or by completing a questionnaire, as requested by Oxfam GB.

Both parties will

1. require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. seek arbitration in the case of unresolved disputes.

### **Qualifications To The Policy Statement**

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, Oxfam GB will purchase necessary goods and services from the most appropriate available source.

Oxfam GB can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

## **Annex I**

### **Oxfam GB Policy on the carriage of humanitarian and development supplies**

One of Oxfam's key objectives in the Conflict Campaign is to ensure responsible transfers of military goods, and specifically to prevent transfers where these will undermine sustainable development, or be used in breach of human rights or international law.

Transportation agents and companies are a critical part of this and Oxfam seeks to:

1. Use the customer-supplier relationship as an opportunity to undertake constructive dialogue with freight forwarders, and the airfreight and shipping industries, to build and formalise an ethical approach to cargo transportation.
2. Ensure that our own humanitarian/development goods are transported according to these high ethical standards, such that they are not knowingly carried on planes, ships or any other means of transportation which:
  - a) are, or have been used for illegal shipments of military goods or
  - b) are known to be carrying a legal shipment of military goods

We will seek to place our business with reputable and ethical transportation companies, and will encourage similar organisations to do likewise. Nevertheless, the humanitarian imperative is paramount – where speed of deployment is essential in saving lives, Oxfam will transport freight through the most appropriate available operator.

### **Guidelines for the staff of Oxfam GB**

In selecting suppliers of freight forward services, Oxfam GB will seek to ensure that it gets best overall value for money whilst taking into account Oxfam's Ethical Purchasing Policy (EPP) especially that part that relates to the arms industry. Oxfam GB will also take into account the suppliers' own guidelines on the carriage of munitions of war and any other military cargo, and their ability to follow Oxfam GB's policy as stated above and in the Ethical Purchasing Policy.

Performance of the freight forwarder will be monitored by the Oxfam GB purchaser responsible for managing the supplier relationship and by local staff where forward shipping is required; this will include regular meetings, written Service Level Agreements and internal procedures.

### **Guidelines for suppliers of freight forwarding services.**

Criteria used by suppliers of freight forwarding services for Oxfam GB goods should be:

1. Freight forwarders, reliability – The freight forwarder will check shippers' practices in relation to the carriage of munitions of war, and use their knowledge and experience in the market to identify transport companies that meet Oxfam's requirements under the policy.
2. Availability of space
3. Service – does the transport company have a history of giving good service
4. Routing – routing should ideally be direct but if this is not practical there should be as few transshipments as possible.
5. Rate – the rate being charged to Oxfam should be competitive within the industry

Freight forwarders should generally use tried and tested transport companies that they have a history of working with. Where the freight forwarder is dealing with a transport company that is new to them they should first obtain references from other trusted users before offering their services to Oxfam GB.

Any doubts or suspicions supplier staff have about airlines/aircraft or ships offered should be advised to Oxfam GB verbally at the time of quoting.

8th May 02

## Annex J

## Personal effects shipments made

Oxfam Ref	Ship Date	Method	Pieces	GW	Cube	Country
PFXKRT002	22/04/2007	Air	1	28	0.17	Khartoum
PFXSEN	10/04/2007	Sea	1	575	3.66	Dakar
PFXSRI005	25/05/2007	Sea	1	155	1.58	Colombo
PFXKRT002	06/05/2007	Air	1	28	0.09	Khartoum
PFXDRC001	27/05/2007	Air	1	125	1.01	Kinshasa
PFXALBINO	30/05/2007	DHL	1	26	0.07	Maputo
PFXKRT004	18/05/2007	Air	1	74	0.65	Khartoum
PFXKRT005	22/08/2007	Air	6	1500	15.00	Khartoum
PFXSAF012	20/09/2007	Air	1	68	0.44	Johannesburg
PFXUSA003	24/11/2007	Air	3	431	2.94	Washing, USA
PFXSAF013	29/11/2007	Air	1	112	0.93	Pretoria
PFXDRC001	01/11/2007	Sea	1	2000	25.00	Kinshasa
PFXNBI026	26/11/2007	Air	3	308	2.00	Nairobi
PFXKRT005	24/12/2007	Air	2	279	2.55	Khartoum
PFXNBI027	13/02/2008	Air	5	70	0.59	Nairobi
PFXCHDOX	08/04/2008	Air	2	45	0.27	N'Djamena
PFXBSH	01/04/2008	Sea	6	850	8.50	Bangladesh
PFXSAF014	05/05/2008	Air	4	80	0.36	Khartoum
PFXNBI028	26/06/2008	DHL	3	43	0.25	Nairobi
PFXBSH005	16/06/2008	Sea	1	341	1.95	Bangladesh
PFXSEN012	24/07/2008	Air	2	312	1.89	Senegal
PFXHAI002	19/08/2008	Air	3	74	0.35	Port au Prince
PFXNBI029	18/09/2008	Air	1	90	0.62	Nairobi
PFXYEM001	03/09/2008	Air	3	70	0.29	Yeman
PFXTAJ005	03/09/2008	Air	3	85	0.66	Tajakistan
			<b>57</b>	<b>7769</b>	<b>71.82</b>	