

## ■ Commitments to our vendors

Isdefe has the status of a Contracting Authority, as per the provisions of Law 9/2017 of November 8 on public sector contracts, which transposes into the Spanish legal system the directives of the European Parliament and of the Council 2014/23/EU and 2014/24/EU, meaning all of its procurement processes are subject to the principles of freedom of access to tenders, advertising, transparency, non-discrimination and equal treatment between bidders, implementing the principle of integrity in all its tenders.

### Subcontracting and vendors

The general principles of public procurement are contained in the specifications of each of the tenders that are published in the profile of the contracting party of Isdefe, housed in the **Public Sector Contracting Platform** (<https://contrataciondelestado.es>), where all the information related to the contracting of vendors by Isdefe is published.

Isdefe imposes on potential economic operators the same capacity and solvency requirements as the Administration, and requires proof that they are not subject to any prohibitions or ineligibilities under the terms laid out in Law 9/2017.

With the entry into force of Law 9/2017, Isdefe has reinforced its commitments in social and environmental matters, establishing the following measures across all its tenders:

- » Extension and enforcement of its environmental policy on vendors by including an environmental clause in all its contracting conditions. <https://www.isdefe.es/gesti-n-ambiental>.
- » Requirement for all its vendors to observe the applicable laws involving labour, social security, the social integration of people with disabilities and prevention of occupational risks, as well as respect for the applicable Collective Agreements, by including in all its contract specifications a clause on labour and social obligations.
- » Termination clause in all its contracts for breach of obligations involving environmental, social or labour matters.
- » Tie-breaking clause that benefits companies that have the highest percentage of permanent workers with disabilities in their workforce, a lower percentage of temporary employees, or a higher percentage of female employees in the case of bids that have obtained the same score.

Depending on the contract, Isdefe ensures that the design of the awarding criteria makes it possible to receive high-quality work, products and services, in particular by including qualitative, environmental, social and innovative aspects related to the purpose of the contract.

For the electricity contracts that we have tendered, bidders that offer energy from renewable sources or high-efficiency cogeneration have been scored more highly.

### Relationships with vendors and subcontractors

**Isdefe ensures that the design of the awarding criteria makes it possible to receive high-quality work, products and services by including qualitative, environmental, social and innovative aspects related to the purpose of the contract. The most significant criteria are as follows:**

- » The tender for the food and drink vending machine service at Bdb3 includes the requirement to supply biodegradable or compostable stirrers and teaspoons. And as award criteria, the installation of machines with an energy rating of A++, the option of healthy, organic, sugar-free and gluten-free products, as well as "Fair Trade Coffee".
- » The tender for the supply of office supplies specifies the use of TCF (Totally chlorine free) paper
- » The tender for the supply of electricity specifies that the electricity be from 100% renewable sources.
- » The tender for the beverage and food vending machine services at the Robledo work centre has established as an award criterion the choice of healthy, organic, sugar-free and gluten-free and fair trade products, and the means for reusing and/or recycling containers, the use of 100% compostable cups and teaspoons, as well as a higher energy rating for the machines.
- » The tender for the purchase of six new vehicles (vans) has established as an award criterion the option of supplying electric or hybrid vehicles.
- » Tender for the removal of hazardous waste has established as award criteria the supply of information signs or other auxiliary graphic documentation adapted for the centre on the proper management of hazardous waste, the supply of stickers for labelling the different waste types, and the inclusion of a bar or QR code on the identification labels.
- » The tender to supply servers requires higher performance and/or lower consumption processors, and other hardware tenders limit the maximum electricity consumption of the servers.
- » In order to bid on services that support and aid the family-work balance of Isdefe's staff, bidders must be a certified Special Employment Centre.
- » The tender to supply laptops requires all the computers offered to comply with the energy criteria established in the corresponding energy STAR label.
- » The tender to supply work clothing, technical clothing and personal protective equipment (PPE) requires compliance with various UNE standards, based on the product type and batch, and CE marking on the products that require it.

Finally, it should be noted that in 2021, the use of electronic contracting was generalised to all open tenders at Isdefe, including the electronic processing of all the certificates and contracts, and the receipt of bids through the Public Sector Contracting Platform (PLCSP).

This has completely done away with the use of paper by both Isdefe and the bidders, resulting in considerable savings in toner, electricity, paper and storage devices (such as USB, CD and DVD drives), which were required to physically submit the bids and process them internally.

### Supervision and audits and their results

Isdefe is subject to any controls that the Administration wishes to exercise over it through its supervisory bodies. As a result, Isdefe complies with all the principles of transparency and scrupulously complies with the obligation to send all its contracts to the Court of Auditors.

Isdefe's contracts with third parties are generally regulated in the Assignments it receives, and in any case the partial services that Isdefe may outsource to third parties cannot exceed 50% of the amount of the Assignment.

It should be noted that Isdefe received a score of 77.6 points in the Contracting Area in the International Transparency Index of state-owned companies for 2018, making it the second highest rated company in this field. In 2021, the good practices that led to this result were continued and reinforced.

Isdefe has implemented an internal oversight and control system for the work performed by its vendors that assesses the quality of the services, supplies and works provided or performed during the year. This control is part of our quality indicators, with the satisfaction index in 2021 being 99.6%, surpassing the established target of 95%.



It is Isdefe's policy that all personnel acting pursuant to its contracting procedures be required to take appropriate measures to combat fraud, favouritism and corruption, as well as to prevent, identify and effectively resolve any conflicts of interest that may arise in tender procedures in order to avoid any distortion of competition and to ensure transparency in the process and equal treatment of all candidates and tenderers.

#### ◆ 4. OUR STAKEHOLDERS

Specifically, Isdefe informs its staff that the concept of conflict of interest shall at least cover any situation in which staff members of the contracting authority, who are involved in the conduct of the procurement procedure or who may influence the outcome of that procedure, have a direct or indirect financial, economic or other personal interest that might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Any person participating in the contracting process who identifies any situation in any of the bidding companies that may be affected by the Code of Ethics, or that may be classified as one of the practices listed above, must inform the Contracting Department in writing.

All tender specifications include a contractual obligation to know and observe the Isdefe Code of Ethics, as well as the Gifts and Hospitality Policy, during all phases of the process.



Isdefe makes available to anyone interested in the procurement procedures communication channels where they can submit any question or comment through the public sector contracting platform or by email ([unidadcontratacion@isdefe.es](mailto:unidadcontratacion@isdefe.es)).

In 2021, 100% of the questions posed through the Public Sector Contracting Platform were answered by the Isdefe Contracts Department.