



FIFA WORLD CUP
Qatar2022



FIFA World Cup Qatar 2022™

Sustainable Sourcing Code

VERSION 2
December 2020

Introduction

Our vision for a sustainable tournament

Our vision for the FIFA World Cup Qatar 2022™ is to use the power of football to open the door to a world of amazing experiences. This entails showcasing Qatar's unique identity through a FIFA World Cup™ that connects people in a shared celebration of football, intercultural understanding and new opportunities for growth and development. New benchmarks will be set with regard to long-term community uses for infrastructure, seamless operations and unparalleled services, which will have a positive impact on the way future FIFA World Cups and other large-scale sporting events are organised. Ultimately, the FIFA World Cup 2022™ will build a sustainable and lasting legacy that contributes both to FIFA's vision¹ and Qatar's national development goals².

Sustainability has been at the heart of the FIFA World Cup 2022 from the start, with planning and delivery premised on the idea that generations to come should find our shared planet a greener, more equitable place, free from discrimination and full of opportunities for all. First and foremost, the tournament is about people – people that shall feel welcomed, safe and empowered and that become part of a transformative, unique and collective FIFA World Cup experience.

The FIFA World Cup Qatar 2022™ Sustainability Strategy

To deliver on our vision and maximise the positive legacy of the FIFA World Cup 2022, we have developed the [FIFA World Cup Qatar 2022™ Sustainability Strategy](#). The strategy includes our sustainability goals, policy commitments, priority material topics, strategic objectives and initiatives organised according to five pillars: human, social, economic, environmental and governance. Our commitments across these pillars are:



HUMAN: Develop human capital and safeguard workers' rights

We are committed to safeguarding the rights and welfare of workers engaged on FIFA World Cup 2022™ sites and promoting their rights in projects and supply chains directly linked to the FIFA World Cup™, leaving a legacy of world-class standards and practices for workers in Qatar and internationally. We also aim to leverage the unique platform provided by the FIFA World Cup 2022™ to develop a capable and motivated workforce and empower young people across the region.



SOCIAL: Provide an inclusive tournament experience

We will deliver an inclusive FIFA World Cup 2022™ tournament experience that is welcoming, safe and accessible to all participants, attendees and communities in Qatar and around the world. Through this, we will leave a legacy of cultural understanding, accessible infrastructure and services, and associated expertise among the local population.



ECONOMIC: Catalyse economic development

We aim to catalyse economic growth and diversification in Qatar and the region by linking local businesses to FIFA World Cup 2022™ value chains and innovation opportunities. We also aim to facilitate the development of tournament sites, related infrastructure and services that enable future events, attract new business ventures and address relevant community needs.



ENVIRONMENTAL: Deliver world-class environmental solutions

We are committed to delivering a fully carbon-neutral FIFA World Cup 2022™ and aim to set a benchmark for environmental stewardship by implementing leading sustainable building standards, waste and water management practices and low-emission solutions. Through our work, we will leave a legacy of world-class environmental management expertise, technologies, businesses and standards in Qatar and the region.



GOVERNANCE: Set an example of good governance and ethical business practices

We take responsibility for addressing the impacts of the FIFA World Cup 2022™ from our own activities as well as those linked to our business relationships and value chains. We establish a culture of compliance based on legal requirements and organisational policies, and demonstrate transparency and accountability to our stakeholders in relation to our sustainability decision-making and performance.

The Sustainability Strategy is being delivered jointly by the three tournament organisers: FIFA, the FIFA World Cup Qatar 2022 LLC (Q22) and the Supreme Committee for Delivery & Legacy (SC). Throughout the document we use the generic term ‘tournament organisers’ to describe these organisations.

FIFA

World football’s governing body, FIFA is the owner of the FIFA World Cup and the ultimate decision-making authority for the tournament, setting the technical requirements, coordinating the delivery of the competition and managing the key tournament stakeholders.

FIFA World Cup Qatar 2022 LLC (Q22)

The FIFA World Cup Qatar 2022 LLC is a limited liability company incorporated by FIFA and the Qatar 2022 Local Organising Committee. It is responsible for the planning and delivery of operations and services for the tournament, directly supporting the day-to-day delivery of the matches in accordance with the requirements of FIFA and the needs of each constituent group.

Supreme Committee for Delivery & Legacy (SC)

Established in 2011, the SC is the lead Qatari government entity responsible for the delivery of the tournament stadiums and infrastructure and associated services, as well as the coordination and delivery of host country operations and legacy programmes associated with these projects.

Sustainable Procurement at the FIFA World Cup Qatar 2022

The FIFA World Cup could not be delivered without the many thousands of products and services provided through various supply chains and licensees, including construction services, facilities management, venue signage and dressing, merchandise, food and beverage, IT equipment, security services, cleaning and waste management services, sports equipment, medical services, transport services and much more.

Similarly, many of the key sustainability objectives set out in the FIFA World Cup 2022™ Sustainability Strategy could not be delivered without the support of suppliers and licensees. Taking into consideration the potential environmental, social, economic and ethical impacts behind the procurement of products and services is a vital aspect of the tournament's sustainability performance. Therefore, as tournament organisers, we are committed to applying sustainable procurement and licensing practices in FIFA World Cup 2022 supply chains to protect people's rights and well-being, reduce environmental impacts and promote economic development.

For more information about the initiatives we are implementing to achieve this objective, please refer to our Sustainability Strategy (section on objective G2).

Purpose and scope of the Sustainable Sourcing Code

The purpose of this document is to set out how we expect organisations in our supply chain to support us in delivering our sustainability goals in each of the pillars of our Sustainability Strategy.

The Code presents high-level requirements that can be applied to any individual or organisation supplying goods, works, services or utilities to FIFA for the purposes of the FIFA World Cup 2022. It also applies to goods that carry FIFA World Cup 2022 competition marks (for example, official name, emblem, mascot, slogan). This includes our contractors, suppliers, service providers, licensees, broadcasters and consultants, as well as their suppliers, sub-contractors or agents. Throughout the document we use the generic term 'business partner' to describe these organisations.

Sustainability Strategy

Sustainability has been at the heart of the FIFA World Cup Qatar 2022™ from the start. To deliver on our shared vision of a sustainable tournament, the FIFA World Cup 2022™ Sustainability Strategy outlines 22 strategic objectives which will be implemented for the successful sustainable delivery of the tournament.

Sustainable Sourcing Code

The Sustainable Sourcing Code is one of the 22 objectives within the Sustainability Strategy and sets out minimum standards and requirements for suppliers and licensees as well as their sub-contractors. It requires them to manage the sustainability impacts of their supply chain activities in the context of any products or services supplied for the FIFA World Cup 2022™.

RFP requirements

The Code will be applied via the tendering process and potential business partners will be assessed on meeting specific sustainability requirements outlined in the tender specifications.

How the Code will be applied

The Code will, for the most part, be applied via the tendering process.

Sustainability Commitment statement: Prospective business partners will need to sign the Business Partner Sustainability Commitment Statement (Annexe 2) to confirm that they have read, understood and agree to be bound by the requirements of the Code.

Tender specifications: We recognise that some categories of goods and services have greater potential impacts than others on specific sustainability topics. Our priority 'heat map', presented in a summarised format in Annexe 1, maps each material sustainability topic against each category of supply for the tournament and indicates the significance of potential associated impacts as red, amber or green. Business partners participating in tender processes for those categories of supply that include a high likelihood and/or severity of potential impacts based on the priority 'heat map' will receive tender specifications that will include additional or more specific sustainability requirements that will need to be addressed in proposals. Some categories of supply that are considered to have a low likelihood and/or severity of potential impacts across all sustainability topics will not be required to provide additional sustainability requirements beyond the signing of the Sustainability Commitment Statement (Annexe 2) as part of the tender specifications. Broadly speaking, we will manage the potential impacts associated with various categories of supply according to their priority, and will expect our business partners to do the same.



Tender evaluation: When sustainability topics are assessed during the tender process, potential business partners who fail to meet minimum requirements communicated during the tender process could be disqualified. In addition, the tournament organisers will use a range of evaluation criteria to assess and select business partners, including sustainability when relevant.

Contracting: Agreements or contracts to awarded business partners may include sustainability clauses linking to specific tender requirements, particularly for those categories of supply with high likelihood and/or severity of potential impacts.

Contract management: Following our due diligence process and award of a contract, we will monitor business partner practices to ensure they are being carried out as agreed in the tender process and contract. We may use a range of tools to achieve this, including management plans, collaborative ethical supply chain data platforms and independent audits. We will also manage a grievance mechanism in order to receive and respond to any complaints about breaches of the Code by business partners if they arise.

If a dispute arises between a tournament organiser and a business partner in relation to a business partner's performance in relation to the Code, the tournament organiser (or its nominee) must be given permission to enter any of the production or warehouse locations and other premises, whether these belong to the business partner or an organisation in their supply chain, in order to conduct an inspection or audit at any time during business hours. The tournament organisers reserve the right not to have to give any notice of such inspections or audits.

If any premises fail to comply with any audit, the tournament organisers will inform the business partner. The business partner will need to cover any costs incurred from subsequent actions taken to address issues identified in the audit.

The tournament organisers will strive to ensure that all corrective actions are resolved through a collaborative approach with business partners. However, this will not affect an organiser's contractual rights, and they may cease trading with the business partner in accordance with the terms of the relevant contract or agreement. Further, the tournament organisers will be entitled to treat information in relation to the performance of a business partner in relation to the Code as information that is not confidential.

How we expect our business partners to respond

Business partners must manage the potential sustainability impacts of their activities in the context of the products and services supplied to the tournament organisers and have at least a basic management system in place. Business partners need to take appropriate steps to integrate the relevant requirements of this Code into their business management practices, as appropriate. Steps to achieve this may include:

- ♦ written policies, procedures and/or work instructions to facilitate implementation of all applicable elements specified in the Code;
- ♦ identification of person(s) responsible for ensuring implementation of each procedure and/or work instruction and provision of adequate training on such procedures for relevant personnel;
- ♦ monitoring, measuring and analysing these processes (through a combination of in-house and independent resources, including audits);
- ♦ maintenance of accurate, complete, up-to-date and accessible information records for each procedure and/or work instruction, as appropriate.

What we require from our business partners

The following section sets out the standards we expect our business partners to comply with and the processes and systems we expect them to implement to support us in achieving the FIFA World Cup 2022 sustainability goals. Our requirements reflect our commitment to promote adherence to internationally agreed standards, including the United Nations (UN) Universal Declaration of Human Rights, the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work and the UN Guiding Principles on Business and Human Rights. We have also drawn from a number of multi-stakeholder environmental, social and ethical standards and codes including the UN Global Compact and Global Social Compliance Programme Reference Tools. In doing so, we aim to align our requirements with international standards and to promote comparability between the standards of different buying organisations.

Our business partners shall take effective measures to...

- ♦ contribute to the achievement of the UN Sustainable Development Goals.
- ♦ respect all internationally recognised human rights in accordance with the UN Guiding Principles on Business and Human Rights.
- ♦ comply with internationally recognised standards of best practice in areas of sustainability applicable to their industry.

In particular they shall...

Human pillar



Workers' living and working conditions and recruitment

- ♦ ensure decent working and living conditions and fair recruitment for workers in all tiers of FIFA World Cup 2022 supply chains by fully complying with internationally recognised standards. The SC Workers' Welfare Standards³ will apply to the supply of all goods and services requiring direct or contracted labour in Qatar. For all other goods and services, the Global Social Compliance Programme Reference Code⁴ is used as the benchmark for acceptable standards.

Social pillar



Inclusivity

- ♦ ensure that the nature or delivery of their products and/or services does not discriminate against customers or community members on the basis of race, skin colour, ethnic, national or social origin, gender, sexual orientation, disability, language, religion, opinion, wealth, birth or any other status.

- ♦ ensure that products and services are accessible to disabled people and people with limited mobility.

Economic pillar



Local and regional value chain and business development

- ♦ prioritise Qatari and regional suppliers with local production premises and supply chains where possible and encourage partnerships and innovation opportunities involving local companies.

Environmental pillar



Greenhouse gas (GHG) emissions and air pollution

- ♦ mitigate greenhouse gas emissions and other air emissions that harm the environment by:
 - producing goods and/or services with reduced GHG emissions by using efficient technology and low GHG emissive raw materials;
 - continuously improving energy management and efficiency (e.g. using/supplying products that meet or exceed recognised energy efficiency standards);
 - selecting energy sources responsibly and taking appropriate steps towards adopting lower carbon intensity and renewable energy sources;
 - using low or zero emission transport modes, optimising transport efficiency and/or minimising transport distances wherever possible.

Waste generation

- ♦ avoid and reduce any material coming to FIFA World Cup 2022 sites that is likely to leave as waste. In particular, the use of packaging must be minimised.
- ♦ supply materials, consumables and packaging that can be easily reused, recycled, composted or converted. Business partners must confirm that such items can be reused or recycled at a facility in Qatar or put specific reuse or recycling arrangements in place for the tournament organisers.
- ♦ avoid single use plastics and oxo-degradable plastics.
- ♦ use products and packaging that maximise reused or recycled content.

Water production and use

- ♦ minimise water use and use recycled water wherever possible.

Biodiversity conservation

- ♦ ensure that wood in products and packaging is legally harvested, and not harvested in forests where globally, nationally or locally significant high conservation values are threatened by management activities, or in forests that have been converted to plantations or other uses. This includes ensuring that wood in products and packaging is not harvested in violation of traditional and civil rights.

- ♦ not supply or use products or packaging that make use of any fur, skins, food or food ingredients of plant or animal origin (including fish) of any species specified in the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) Appendices⁵ and the International Union for Conservation of Nature (IUCN) Red List of Threatened Species⁶. For seafood, the IUCN Red List is published by the Marine Conservation Society in its regularly updated 'Fish to avoid' list⁷.
- ♦ ensure that any food and beverage products supplied are grown in a way that protects land, waterways and wildlife, and are not linked with deforestation. This includes ensuring that any animal skins used in products are a by-product of the food industry.

Chemicals use

- ♦ avoid the use of chemicals in connection with goods and services that are harmful to human health and the environment wherever possible; this includes the use of any chemical which is banned or not approved for such use under the EU Registration, Evaluation, Authorisation and restriction of Chemicals (REACH) Regulation⁸.

Governance pillar



Performance management

- ♦ monitor, measure and/or analyse performance across requirements in this Code and maintain accurate, complete, up-to-date and accessible information records of this performance to be provided to us if requested.

Human rights due diligence and access to remedy

- ♦ commit itself to respect all internationally recognised human rights.
- ♦ continuously identify potential and actual adverse human rights impacts associated with its activities, and address such impacts through adequate prevention, mitigation, remediation and communicate about how impacts are addressed in accordance with the UN Guiding Principles on Business and Human Rights.
- ♦ provide effective grievance mechanisms and access to remedy for any individual who feels that their rights are adversely impacted by the business partner's activities, particularly in relation to the FIFA World Cup 2022. Such mechanisms must follow the effectiveness criteria of UN Guiding Principles on Business and Human Rights 31⁹.
- ♦ cooperate with and communicate relevant grievance mechanisms provided by the tournament organisers.

Compliance, anti-bribery and anti-corruption

- ♦ demonstrate a high standard of integrity, responsibility and professional conduct in dealings with customers, suppliers, competitors, and other stakeholders, and shall not:
 - give or receive bribes or gifts directly or indirectly or participate in any form of corruption;
 - falsify financial or other types of reports and records;

⁵ <https://cites.org/eng/app/index.php>

⁶ <https://www.iucnredlist.org/>

⁷ <https://www.mcsuk.org/goodfishguide/search>

⁸ <https://echa.europa.eu/regulations/reach/legislation>

⁹ https://www.ohchr.org/documents/publications/GuidingprinciplesBusinesshr_eN.pdf

- misrepresent, defraud or deceive anyone, act dishonestly or misuse company property or resources;
- claim for something they are not entitled to;
- violate any laws or avoid compliance with legal and regulatory requirements.

Supply chain management

- ♦ cascade the requirements of this Code down the supply chain and manage supply chain performance to ensure that the requirements are met.
- ♦ agree with us in advance which sub-contractors and production site or sites (e.g. factories) will be used. Subcontracting of any kind (e.g. organisations, sites or units) is not permitted without preauthorised permission in writing. We also reserve the right to disclose and/or publicise such information to advance our sustainability goals.
- ♦ procure products that carry a Certification related to sustainability. Details of specific requirements per category will be set out in tender documents.

Industry specific standards

- ♦ comply with other relevant standards related to sustainability, human rights and / or environmental management which are specific to the product or service to be supplied or the industry. Details of specific requirements per category will be set out in tender documents.

Annexe 1: Priority heat map

The following table is intended to provide prospective business partners with the tournament organisers' view on the priority areas of sustainability within their industry or sector. As such, the table contains a list of categories of goods and services that may be procured by the tournament organisers and, for each category of supply, the prioritisation given to different sections of the Code. This table is a summary of more detailed priority heat maps developed by the tournament organisers for their own use.

The definitions used in the table are as follows:

- ♦ **Red** – Represents high likelihood and/or severity of potential impacts of this category of supply on the associated sustainability topic. Therefore potential business partners will be assessed during the tender process on their management of this sustainability topic for the products or services to be supplied, and monitored on their adherence to relevant requirements after the contract is awarded. We will expect to see active management of the topic, including independent third-party evaluation against our sustainability standards. Alternatively, business partners could provide certification of adherence to these standards, where such certification is available and feasible. Specific guidance on requirements and how to demonstrate compliance will be included in tender documents.
- ♦ **Amber** – Represents some likelihood and/or severity of potential impacts of this category of supply on the associated sustainability topic. Therefore there is potential for business partners to be assessed during the tender process on their management of this sustainability topic for the products or services to be supplied; a decision will be made by the tournament organiser on a case-by-case basis. At a minimum, we will expect to see self-certification, where business partners confirm compliance with our requirements, and we will reserve the right to conduct random checks.
- ♦ **Green** – Represents low likelihood and/or severity of potential impacts of this category of supply on the associated sustainability topic. Therefore, it is unlikely that business partners will be assessed during the tender process on their management of this sustainability topic for the products or services to be supplied. We will not require any evidence of compliance for green topics.

The table also identifies whether the tournament organisers will mandate business partner registration on a sustainable supply chain data-sharing platform for a particular category, or whether they will determine this on a case-by-case basis. This improves the tournament organisers' ability to monitor our supply chains, and manage the sustainability impacts of our business partners.

Sustainability Topics

FIFA World Cup Qatar 2022 Categories of Supply

	Workers' living and working conditions and recruitment	Inclusivity	Local and regional value chain and business development	Greenhouse gas emissions	Waste generation	Water production and use	Biodiversity conservation	Chemicals use	Supply chain management and transparency	Access to effective remedy	Compliance, anti-bribery and anti-corruption	Industry specific standards	Is the use of a data sharing platform likely to be mandated
Accommodation and conference facilities (including hospitality services)	R	A	G	R	R	A	A	G	R	R	R	R	~*
Business travel services	A	G	G	R	G	G	G	G	G	G	R	A	No
Cleaning services (including laundry, pest control)	R	G	G	A	R	R	A	R	A	A	R	A	Yes
Clothing, footwear and textiles	R	G	A	A	A	A	A	R	R	R	A	R	Yes
Construction services	R	A	G	R	A	R	R	R	A	R	R	A	No
Construction materials	R	G	A	R	R	A	A	A	R	R	A	R	Yes
Domestic appliances and mechanical, electrical and plumbing installations	A	G	A	R	A	A	G	A	G	G	G	R	Yes
Event management services	A	A	R	R	R	A	R	A	R	R	R	A	~*
Floriculture and silviculture products (including landscaping services, turf)	R	G	G	A	A	R	G	A	R	R	G	R	~*
Food and beverages	A	G	R	R	R	R	R	A	R	A	R	R	Yes
Furniture and fittings	R	A	A	A	R	G	R	R	R	R	G	R	Yes
Gifts and give-aways	R	G	A	A	R	G	R	R	R	R	R	R	Yes
IT, broadcasting and telecommunications	A	G	A	R	R	G	A	R	A	A	R	R	Yes
Logistics	R	G	R	R	R	G	A	A	A	A	R	A	Yes
Marketing materials, signage and accessories	R	A	A	A	R	G	A	R	A	A	R	A	Yes
Medical and laboratory services and equipment	A	G	A	A	R	G	A	R	A	A	R	A	No
Merchandise	R	G	A	A	R	G	A	R	R	R	R	R	Yes
Office accessories, supplies and services	A	G	G	A	R	G	R	R	A	A	A	A	Yes
Printing services	A	A	G	A	R	G	R	R	A	A	G	R	~*
Professional services	A	G	A	G	G	G	G	G	G	G	A	G	No
Security and safety services, equipment and supplies	R	R	G	A	A	G	A	R	A	R	R	R	Yes
Sports equipment supplies and accessories	R	G	R	A	R	G	A	R	R	R	R	A	Yes
Temporary construction and fit-out (overlay)	R	A	G	R	R	A	R	R	A	A	R	A	~*
Utilities (including temporary power generation)	A	G	G	R	A	A	G	A	A	A	A	A	No
Vehicles (including transport services)	R	A	G	R	A	G	G	G	A	R	R	R	Yes
Venue services (including retail, operations and maintenance)	R	A	A	R	R	R	A	R	R	R	R	A	~*
Waste management	R	A	G	A	R	G	G	R	A	A	A	A	Yes

Annexe 2: Sustainability Commitment Statement

As a potential future business partner of FIFA, we understand that FIFA wants to engage and collaborate with organisations that will contribute actively to delivering its vision for a sustainable FIFA World Cup Qatar 2022™.

Should we become a FIFA business partner, we commit to complying with the requirements outlined in the FIFA World Cup Qatar 2022™ Sustainable Sourcing Code related to the potential sustainability impacts of our category of supply, and to implement them in our business and supply chains. We acknowledge that these requirements constitute minimum and not maximum standards.

In case a contractual agreement is established with FIFA, we agree to be monitored and evaluated on our sustainability performance within the areas relevant to our category of supply described in the Sustainable Sourcing Code priority heat map. Should there be a breach in the requirements set out in the Code, we agree to cover any costs incurred from actions taken to address issues identified.

.....
(insert signature)

.....
(insert name and position held)

Duly authorised to sign for and on behalf of

.....
(insert company name)

Date



Annexe 3: Glossary

Business partner	Any organisation supplying goods, works, services or utilities to the FIFA World Cup 2022™ organisers – FIFA, Q22, and the SC – or goods that carry FIFA World Cup 2022™ competition marks (e.g. official name, emblem, mascot, slogan, etc.). This includes our contractors, suppliers, service providers, licensees, broadcasters and consultants, as well as their suppliers, sub-contractors or agents.
Certification	A written assurance of the conformity of a process, product or service to a pre-determined scope and set of requirements laid out in a standard. Generally, this is done by an independent third party – although first-party (self) and second-party (stakeholder) certification is also possible in some instances (e.g. ISO standards).
Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)	International agreement between governments which aims to ensure that international trade in specimens of wild animals and plants does not threaten their survival. Appendices I, II and III to the Convention are lists of species afforded different levels or types of protection from over-exploitation.
Compostable products and packaging	<p>Unless otherwise agreed with the tournament organisers, compostable products and packaging are defined as:</p> <ul style="list-style-type: none">♦ polymers, bags and packaging or other products (such as coated paper and cutlery) if they are certified to conform to BS EN 13432 or either of the similar standards DIN V 54900 or ASTM D6400; or♦ received formal certification of home compostability from a registered body such as the Association for Organics Recycling (AFOR); or♦ natural fibres, such as plain (uncoated) cardboard and paper; or♦ timber and timber-derived materials which are free of preservatives, paint, and other non-compostable layers. <p>Consideration will also be given to products and packaging which can be recovered via anaerobic digestion. The products and packaging must still conform to BS EN 13432 in the first instance, followed by satisfactory independent verification of testing in anaerobic digestion systems.</p>
Disabled people and people with limited mobility	<p>The overarching term of reference for people who have special access requirements. Disabled people include wheelchair users, ambulant disabled people, partially sighted and blind people, hard of hearing and deaf people, intellectually and learning disabled people and people with mental health conditions. People with limited mobility include beneficiaries of good access such as obese people, injured people, elderly people and pregnant women.</p> <p>Please note that FIFA, the FIFA World Cup Qatar 2022 LLC and the SC are aware of and accept the fact that the terms used in this area differ depending on region and organisation. The SC typically uses the term ‘people with disabilities’ in line with the United Nations. The choice to use ‘disabled people’ for the purposes of this strategy is based on the notion that it is important to see the person and not the disability. It is the environment that is disabling because it puts barriers in place. For example, a person who uses a wheelchair is only disabled when there are steps or steep gradients that cannot be accessed in a wheelchair. Likewise, a blind or partially sighted person is only disabled when information is not provided in an accessible format and access routes are blocked by physical barriers or trip hazards.</p>
FIFA World Cup Qatar 2022 site	<p>A location, area and/or facilities designated by FIFA as an official site in relation to the tournament. This includes, at a minimum, stadiums, training sites and the International Broadcast Centre (IBC). It may also include other non-official sites where FIFA, the FIFA World Cup Qatar 2022 LLC or the SC have full operational control.</p>



Global Social Compliance Programme (GSCP)	A business-driven programme to harmonise existing efforts and deliver a common, consistent and global approach across sectors for the continuous improvement of social and environmental conditions in global supply chains. The GSCP has developed a set of reference tools and processes that describe best existing practices and provide a common interpretation of social and environmental requirements and their implementation in the supply chain.
Greenhouse gas (GHG) emissions	Any of various gaseous compounds (such as carbon dioxide or methane) that absorb infrared radiation, trap heat in the atmosphere and contribute to the greenhouse effect warming the earth's surface.
Grievance mechanism	A routinised process through which grievances concerning business-related human rights abuse can be raised and remedy can be sought. A grievance is understood to be a perceived injustice evoking an individual's or a group's sense of entitlement, which may be based on law, contract, explicit or implicit promises, customary practice, or general notions of fairness of aggrieved communities.
Independent third party	An organisation independent of the customer-business partner relationship and free of any conflict of interest.
IUCN Red List of Threatened Species	The world's most comprehensive inventory of the global conservation status of plant and animal species.
Licensee	An entity to which FIFA grants the right to use any competition marks on items of merchandise, but which is not permitted to affix its own corporate or other brand or trademark to such items of merchandise.
Local	Within Qatar.
Marine Conservation Society (MCS)	Charity dedicated to caring for seas, shores and wildlife. The MCS campaigns for clean seas and beaches, sustainable fisheries, and protection for all marine life. The Society publishes and regularly updates the 'fish to eat' and 'fish to avoid' lists, based on international scientific assessments of the status of fish species and populations.
Oxo-degradable products and packaging	Materials which incorporate a chemical additive to initiate degradation by light, heat, mechanical stress and moisture over a period of time. These are also sometimes referred to as 'oxo-biodegradable' or 'biodegradable'.
Packaging	All products made of any materials of any nature to be used for the containment, protection, handling, delivery and presentation of items, from raw materials to processed products, from the producer to the user or the consumer, including non-returnable items used for the same purposes.
Primary packaging	Packaging that is designed to be used during the sale of a product (for example, glass jars, drinks cans, cereal boxes, etc), also referred to as 'sales' packaging.
Production and warehouse location	A location involved in the final finishing, assembly and storage of products procured by, or on behalf of, the tournament organisers.
Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)	An EU regulation concerning the registration, evaluation, authorisation and restriction of chemicals.
Recycled content	The portion of a product that is made from materials directed from the waste stream; usually stated as a percentage by weight.
Recycling	The reprocessing, in a production process, of waste materials. This occurs at the point at which the materials are put back into productive use (for example, for metals, the steel furnace; for glass, the container factory, etc.).
Region	This includes the states or territories of the Middle East region.



Remedy	To counteract or make good any human rights harms that have occurred. This may include apologies, restitution, rehabilitation, financial or non-financial compensation and punitive sanctions, as well as the prevention of harm through, for example, injunctions or guarantees of non-repetition.
Reuse	The use of products, materials or packaging for a second or subsequent time for the same or similar purpose without requiring any reprocessing.
SC Workers' Welfare Standards	The set of standards developed by the SC to protect and preserve the dignity, safety, health, well-being and security of workers through the entire employment cycle, including recruitment, mobilisation, transportation in the State of Qatar, as well as the repatriation of workers to their home countries.
Secondary packaging	Packaging used for display purposes, such as packaging on a shelf (for example, corrugated boxes and shrink wrap) that contains a number of single saleable items. This is often termed 'display' packaging.
Single use plastics	Plastic items intended to be used only once before they are thrown away or recycled. These include, among other items, grocery bags, food and other packaging, bottles, straws, containers, cups and cutlery. Often also referred to as disposable plastics.
Supplier	A person or persons, or their agents or employees, providing products or services to the tournament organisers.
Supplier Ethical Data Exchange (Sedex)	Secure, web-based system for companies to input data on environmental and labour standards at their production and warehouse locations. The Sedex system has been designed to allow companies which are in an existing trading relationship to share this information, saving time and money lost in duplicated information. As a result, companies are better able to drive and demonstrate improvements.
Supply chain	The entire network of suppliers, factories, warehouses, distribution centres and retailers which participate in the production process from raw materials to finished products. Organisations involved in the final finishing, assembly and distribution of products are called downstream suppliers, while those involved in supplying raw materials and components are called upstream suppliers.
Tertiary packaging	Packaging used to aid the handling and transport of a number of sales items, (for example, pallet stretch wrap, metal strapping, etc). This can also be termed as 'transport' packaging.
Tournament organisers	FIFA, the FIFA World Cup Qatar 2022 LLC and the Supreme Committee for Delivery & Legacy.
United Nations Guiding Principles (UNGPs)	UN Guiding Principles on Business and Human Rights for implementing the United Nations 'Protect, Respect and Remedy' Framework (also known as the UN Guiding Principles or UNGP) is the globally recognized and authoritative framework for the respective duties and responsibilities of Governments and business enterprises to prevent, address and remedy business-related human rights impacts. Human rights are understood, at a minimum, to include the rights set out in the International Bill of Rights (consisting of the Universal Declaration of Human Rights; the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights) and the principles concerning fundamental rights in the eight International Labour Organization (ILO) core conventions as set out in the Declaration on Fundamental Principles and Rights at Work. The UN Human Rights Council endorsed the Guiding Principles in June 2011.
United Nations Sustainable Development Goals (UN SDGs)	The Sustainable Development Goals are a collection of 17 global goals designed to be a 'blueprint to achieve a better and more sustainable future for all'. The SDGs were set in 2015 by the United Nations General Assembly and are intended to be achieved by the year 2030.

