



Sustainable Sourcing Code

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Introduction

Our vision for a sustainable tournament

The Supreme Committee for Delivery & Legacy (SC) is tasked with delivering the proposed tournament venues and host country planning and operations for the FIFA World Cup Qatar 2022™.

The SC is responsible for working with national stakeholders to deliver essential tournament infrastructure and services: to ensure the first FIFA World Cup™ to be held in the Arab world leaves a meaningful legacy in Qatar and the wider region. The tournament should use the power of football to promote sustainable economic, educational and social development.

New benchmarks will be set for infrastructure, operations and services – all with long-term legacy plans for the community.

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.

This tournament is about people – making them feel welcome, safe and empowered. The SC invites everyone to be part of a transformative, unique and collective FIFA World Cup™ experience.

Ultimately, the FIFA World Cup 2022™ will build a sustainable and lasting legacy that contributes to FIFA's vision¹ and the Qatar National Vision 2030.

The FIFA World Cup Qatar 2022™ Sustainability Strategy

To deliver our vision and maximise the positive legacy of the tournament, we have developed the FIFA World Cup Qatar 2022™ Sustainability Strategy². 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). Hereafter, these organisations will be referred to as “tournament organisers”.

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)

Q22 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 management of tournament matches in accordance with FIFA requirements and the needs of each constituent group.

Supreme Committee for Delivery & Legacy (SC)

Established in 2011, the SC is the Qatari government entity leading 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. These include construction services, facilities management, venue signage and dressing, merchandise, food & beverage, IT equipment, security services, cleaning and waste management services, sporting equipment, medical services, transport services and many more.

Similarly, many of the key sustainability objectives set out in the 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 to FIFA World Cup 2022™ supply chains – to protect people's rights and wellbeing, 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 (see 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. It also applies to 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, subcontractors or agents. Hereafter, these organisations will be referred to as “business partner(s)”.

Sustainability Strategy

Sustainability has been at the heart of the FIFA World Cup 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 that 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, licensees and sponsors, 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 including additional or more specific sustainability requirements. These extra requirements 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 the 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 awarded to business partners may include sustainability clauses linked to specific tender requirements, particularly for those categories of supply whose potential impacts are highly likely and/ or severe.

Contract management

Following our due diligence process and awarding 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 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 or other premises, whether these belong to the business partner or an organisation in their supply chains. They have the right to conduct an inspection or audit at any time during business hours.

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 breaches and 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.

Business partners must manage the potential sustainability impacts of their activities in the context of the products and services supplied to the tournament organisers. They must have at least a basic management system in place for this purpose.

Business partners need to take appropriate steps to integrate the relevant requirements of this code into their business management practices. Steps to achieve this may include:

- Written policies, procedures and/ or work instructions to facilitate the implementation of all applicable elements specified in the code
- Identification of person(s) responsible for ensuring the 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

How we expect our business partners to respond

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 promoting adherence to internationally agreed standards. We have also drawn upon a number of multi-stakeholder environmental, social and ethical standards and codes, including the United Nations 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 must take effective measures in the following areas:

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.

Ensure that products and services are accessible to people with disabilities and people with limited mobility.

Economic pillar



Environmental 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.

Greenhouse gas emissions and air pollution

Mitigate greenhouse gas (GHG) 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 sites that is likely to be left 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 – 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 have 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)⁵ Appendices 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 beverages 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 that is banned or not approved for such use under the EU Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) regulation⁸, or equivalent.

Performance management

- Monitor, measure and/ or analyse performance across requirements in this code and maintain accurate, complete, up-to-date and accessible records, to be provided to us if requested

Access to remedy

- Cooperate with and communicate relevant grievance mechanisms provided by the tournament organisers

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

- 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 which are specific to the product or service to be supplied. Details of specific requirements per category will be set out in tender documents.

Governance pillar



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/GuidingprinciplesBusinessshr_eN.pdf

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 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 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 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

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	Access to effective remedy	Industry-specific standards	Is the use of a data sharing platform likely to be mandated?
Accommodation and conference facilities (including hospitality services)	Red	Yellow	Green	Red	Red	Yellow	Yellow	Green	Red	Red	Red	~
Business travel services	Yellow	Green	Green	Red	Green	Green	Green	Green	Green	Green	Yellow	No
Cleaning services (including laundry, pest control)	Red	Green	Green	Yellow	Red	Red	Yellow	Red	Yellow	Yellow	Yellow	Yes
Clothing, footwear and textiles	Red	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Red	Red	Red	Yes
Construction services	Red	Yellow	Green	Red	Yellow	Red	Red	Red	Yellow	Red	Yellow	No
Construction materials	Red	Green	Yellow	Red	Red	Yellow	Yellow	Yellow	Red	Red	Red	Yes
Domestic appliances and mechanical, electrical and plumbing installations	Yellow	Green	Yellow	Red	Yellow	Yellow	Green	Yellow	Green	Green	Red	Yes
Event management services	Yellow	Yellow	Red	Red	Red	Yellow	Red	Yellow	Red	Red	Yellow	~
Floriculture and silviculture products (including landscaping services, turf)	Red	Green	Green	Yellow	Yellow	Red	Green	Yellow	Red	Red	Red	~
Food & beverages	Yellow	Green	Red	Red	Red	Red	Red	Yellow	Red	Yellow	Red	Yes
Furniture and fittings	Red	Yellow	Yellow	Yellow	Red	Green	Red	Red	Red	Red	Red	Yes
Gifts and giveaways	Red	Green	Yellow	Yellow	Red	Green	Red	Red	Red	Red	Red	Yes
IT, broadcasting and telecommunications	Yellow	Green	Yellow	Red	Red	Green	Yellow	Red	Yellow	Yellow	Red	Yes
Logistics	Red	Green	Red	Red	Red	Green	Yellow	Red	Yellow	Yellow	Yellow	Yes
Marketing materials, signage and accessories	Red	Yellow	Yellow	Yellow	Red	Green	Yellow	Red	Yellow	Yellow	Yellow	Yes
Medical and laboratory services and equipment	Yellow	Green	Yellow	Yellow	Red	Green	Yellow	Red	Yellow	Yellow	Yellow	No
Merchandise	Red	Green	Yellow	Yellow	Red	Green	Yellow	Red	Red	Red	Red	Yes
Office accessories, supplies and services	Yellow	Green	Green	Yellow	Red	Green	Red	Red	Yellow	Yellow	Yellow	Yes
Printing services	Yellow	Yellow	Green	Yellow	Red	Green	Yellow	Red	Yellow	Yellow	Red	~
Professional services	Yellow	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	No
Security and safety services, equipment and supplies	Red	Red	Green	Yellow	Yellow	Green	Yellow	Red	Yellow	Red	Red	Yes
Sports equipment supplies and accessories	Red	Green	Red	Yellow	Red	Green	Yellow	Red	Red	Red	Yellow	Yes
Temporary construction and fit-out (overlay)	Red	Yellow	Green	Red	Red	Yellow	Red	Red	Yellow	Yellow	Yellow	~
Utilities (including temporary power generation)	Yellow	Green	Green	Red	Yellow	Yellow	Green	Yellow	Yellow	Yellow	Yellow	No
Vehicles (including transport services)	Red	Yellow	Green	Red	Yellow	Green	Green	Green	Yellow	Red	Red	Yes
Venue services (including retail, operations and maintenance)	Red	Yellow	Yellow	Red	Red	Red	Yellow	Red	Red	Red	Yellow	~
Waste management	Red	Yellow	Green	Yellow	Red	Green	Green	Red	Yellow	Yellow	Yellow	Yes

~ Requirement to register on a sustainable supply chain data sharing platform (e.g. Sedex) will be determined on a case-by-case basis.

Annexe 2: Sustainability Commitment Statement

As a Supreme Committee for Delivery & Legacy (SC) business partner, we understand that the SC wants to engage and collaborate with organisations that will contribute actively to delivering its vision for a sustainable tournament.

We commit to complying with the requirements outlined in the 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.

We agree to be monitored and evaluated on our sustainability performance within the areas relevant to our category of supply as set out in the Sustainable Sourcing Code priority 'heat map'.

Signature:

Name:

Position:

Duly authorised to sign for and on behalf of company:

.....

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).

Compostable products and packaging Unless otherwise agreed with the tournament organisers, compostable products and packaging are defined as:

- 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
- Materials with 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 that are free of preservatives, paint, and other non-compostable layers

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.

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.

FIFA World Cup Qatar 2022™ site 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, Q22 or the SC have full operational control.

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 (e.g. carbon dioxide and 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. It 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.

People with disabilities or limited mobility

The overarching term of reference for people who have special access requirements. People with disabilities include wheelchair users, blind and visually impaired people, deaf and hearing impaired people, speech impaired people, people with learning disabilities 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.

Please note that FIFA, Q22 and the SC are aware of and accept the fact that the terms used in this area differ depending on the region and organisation. The SC typically uses the term “people with disabilities” in line with the United Nations.

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 only has a disability when there are steps or steep gradients that cannot be accessed in a wheelchair. Likewise, a blind or visually impaired person only has a disability when information is not provided in an accessible format and access routes are blocked by physical barriers or trip hazards.

Primary packaging

Packaging that is designed to be used during the sale of a product (e.g. 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.

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 (e.g. for metals, the steel furnace; for glass, the container factory etc.).

Region

This includes the states or territories of the Middle East region.

Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH)

An EU regulation concerning the registration, evaluation, authorisation and restriction of chemicals.

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.
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. They are 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 that would otherwise be wasted on duplicating 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 called “transport” packaging.
Tournament organisers	FIFA, the FIFA World Cup Qatar 2022 LLC and the Supreme Committee for Delivery & Legacy.
Workers’ Welfare Standards	The set of standards developed by the SC to protect and preserve the dignity, safety, health, wellbeing and security of workers through the entire employment cycle, including recruitment, mobilisation and transportation in Qatar, as well as the repatriation of workers to their home countries.