



# FROM INDIA FOR THE WORLD

IN FOCUS: ASIA SOURCING UNIT, ICRC REGIONAL DELEGATION NEW DELHI



## INDIAN GOODS AND SERVICES FOR GLOBAL NEEDS

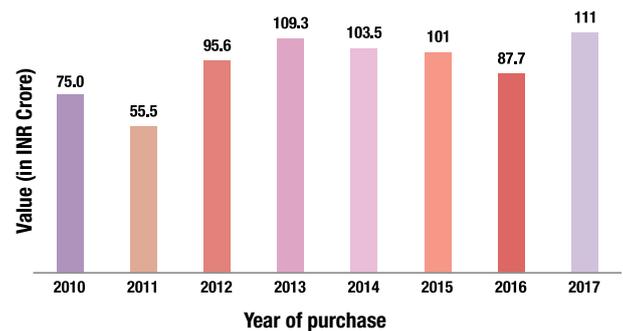
The International Committee of the Red Cross (ICRC) Regional Delegation in New Delhi is responsible for activities carried out in India, Nepal, Bhutan and the Maldives and also supports the ICRC's global operations. To meet the needs of women, men and children in strife-torn countries worldwide, the organisation procures items globally, with India emerging as one of the most important global hubs from which it sources goods and services. The *Make in India*

initiative's impetus to entrepreneurship in the country, complemented with the objectives of *Swachh Bharat* mission, offers an encouraging environment for the ICRC to source humanitarian relief items. Its Asia sourcing team, based in New Delhi, has successfully engaged manufacturing/production units which uphold quality and are socially and environmentally responsible to source Indian goods and services that meet global best practice standards.

## FROM 75 CRORE TO 735 CRORE AND COUNTING

As one of the world's oldest humanitarian organisations with an annual budget of more than INR 12,100 crore (USD 1.8 billion) in 2018, the ICRC is a big buyer of goods and services in the humanitarian sector worldwide. From INR 75 crore (USD 11.2 million) in 2010 the total worth of humanitarian relief items which the ICRC procured from India has since crossed INR 735 crore (USD 110.1 million). In 2017 alone, the ICRC procured goods and services worth over INR 111 crore (USD 17.08 million) from Indian suppliers for people in need in Africa (Democratic

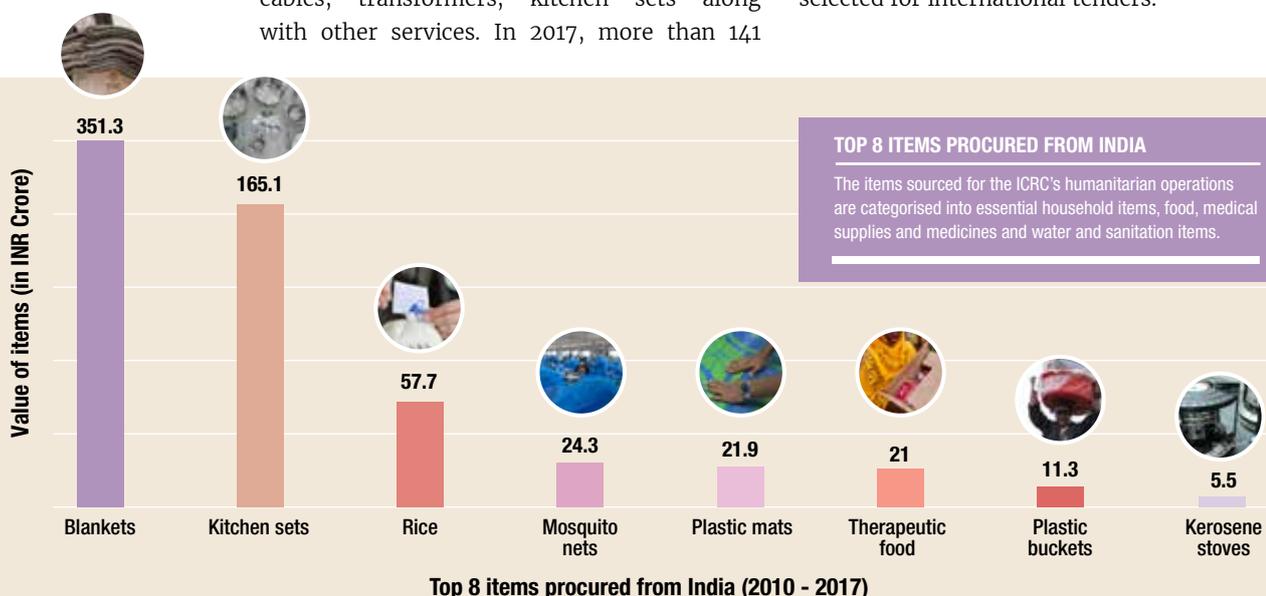
Republic of the Congo, Ivory Coast, Libya, Mali, South Sudan), Asia (Bangladesh, India) and the Middle East (Iraq, Syria, Yemen).



## WHAT WE BUY FROM INDIA

The goods that are sourced include a diverse range of items such as rice, therapeutic food, blankets, medical products, medicines, stoves, reusable sanitary pads, hygiene parcels, school kits, sleeping mats, electric cables, transformers, kitchen sets along with other services. In 2017, more than 141

Indian companies received ad hoc requests from the ICRC for subsequent orders worth INR 37.4 crore (USD 5.6 million). Manufacturers of garments, electric cables, agricultural tools, irrigation system and chemicals were also selected for international tenders.



### TOP 8 ITEMS PROCURED FROM INDIA

The items sourced for the ICRC's humanitarian operations are categorised into essential household items, food, medical supplies and medicines and water and sanitation items.

Top 8 items procured from India (2010 - 2017)

## PROMOTING INDIAN TALENT AND IDEAS

- Currently, over 30 Indians are working in various ICRC delegations overseas. The Human Resource sourcing unit based in Delhi actively searches for Indian talent to work in its global operations.
- ICRC collaborates with partners in India on innovation projects. For example, Enable Makeathon in 2016 & 2017 aimed at crowdsourcing ideas related to key issues of accessibility and employability for persons with disabilities.



## ENCOURAGING QUALITY, SOCIAL AND ENVIRONMENTAL COMPLIANCE

Being a socially responsible institution, the ICRC distributes only ethically sourced quality products to people in need worldwide. Throughout its procurement process, the ICRC places great emphasis on procurement ethics and also compliance with specifications. The Asia Sourcing Unit in New Delhi strictly adheres to international standards such as ISO 26000, ISO 14001 and ISO 9001. Not only does it follow realistic and measurable parameters, but it also carries out supplier assessments, audits and coaching followed by rigorous testing in external laboratories.

Since 2008, the ICRC has been the lead humanitarian agency in undertaking quality,

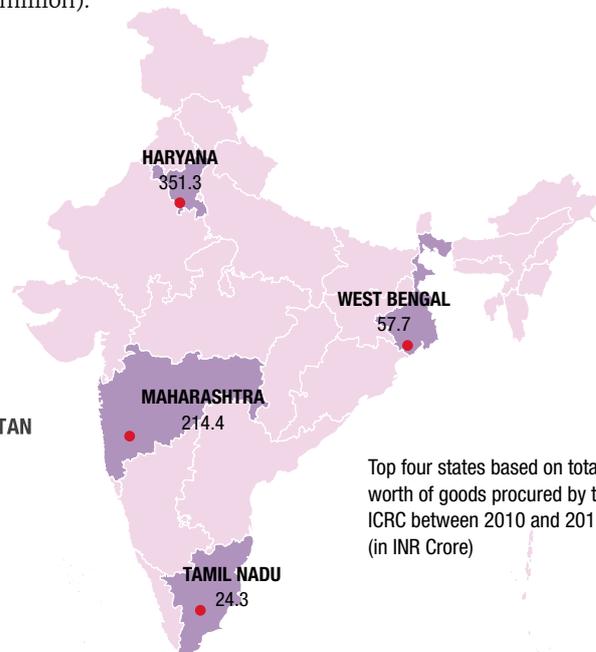
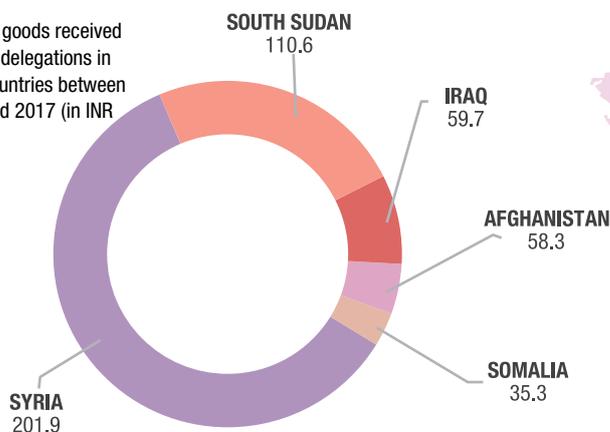
social and environmental (QSE) audits of manufacturing units from which goods and services are sourced for the humanitarian sector. This initiative has been instrumental in improving common standards that are shared with other humanitarian buyers – such as the UN Refugee Agency (UNHCR), United Nations Children’s Fund (UNICEF), World Food Programme (WFP), International Organization for Migration (IOM), Médecins Sans Frontières (MSF) and the International Federation of Red Cross and Red Crescent Societies (IFRC). This has enhanced the quality of goods and services being provided by them. The QSE audits have also assisted Indian firms in qualifying for some United Nations procurement processes.

## MAKING WAY TO THOSE IN NEED - THE JOURNEY

Goods procured from manufacturers and vendors from different parts of the country are transported to the nearest port and then shipped to the ICRC’s regional hubs such as Nairobi, Abidjan and Amman. These hubs maintain emergency stocks of critical relief items to be able to meet any needs that arise across the world. In case of perishable goods such as rice and other food items – for which warehousing for a prolonged period is challenging –

the consignments are directly sent to the receiving ICRC delegations. In 2017, more than 15000 metric tonnes were shipped from Indian ports with a total freight value of INR 86.0 crore (USD 1.28 million).

Value of goods received by ICRC delegations in other countries between 2010 and 2017 (in INR Crore)



Top four states based on total worth of goods procured by the ICRC between 2010 and 2017 (in INR Crore)



“  
At the four regional UNHCR quality control centres in Dubai, Amman, Nairobi and Duala, the ICRC sourcing team has provided valuable support in terms of developing quality control equipment and tools for core relief items. Furthermore, they have also supported us with factory audits, checking that the factories producing these items comply with social, ethical and environmental standards.”



**Alejandro Gaitan**

Head of Quality Unit, UNHCR, Budapest, Hungary

“  
These blankets manufactured by us are going to Syria through the ICRC as the country is facing crisis. These blankets will help those in need and to know that we are helping someone gives us immense satisfaction. I wish people in Syria can get back to their normal lives soon.”



**Keshav Singh**

Keshav Exports, Panipat, Haryana, India

“  
There are certain products such as India Mark II hand-pumps that are made only in India and these are required in other countries where we work like South Sudan and in West Africa. Buying from India therefore is important to effectively meet the needs of people living far away and facing difficult situations.”



**Marie Jesus Otaegui**

Sourcing Manager, ICRC New Delhi, India

“  
The ICRC has a strict process of quality control and checks and the Bengal mills are now able to adapt to this process and deliver as per their guidelines. The ICRC can depend on the rice mills in our state to supply all over the world for humanitarian causes.”



**Dip Chand Khaitan**

Joint Secretary, Birbhum Rice Mill Association, West Bengal, India

## WHO WE ARE

The International Committee of the Red Cross (ICRC) is an independent and non-political organisation with a large scope of strictly humanitarian activities which it undertakes through its presence in over 80 countries around the world. It has a universally recognised responsibility to promote international humanitarian law (IHL) and to respond to the needs of people affected by situations of humanitarian concern, in particular armed conflict and violence.

Working in partnership with National Red Cross and Red Crescent Societies, local authorities and others, the ICRC provides humanitarian aid and expertise in areas such as: international humanitarian law, emergency response, health and rehabilitative services, water and habitat, livelihood support, humanitarian forensics, detention management and the restoration of family links.

The ICRC has a proven record and long history in Asia and works by engaging with all parties concerned through a unique approach based on confidential dialogue, transparent activities, sharing of expertise and partnerships in order to be able to reach and meet the needs of vulnerable persons.

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