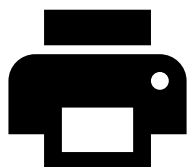


PORTRAITS  
**ETHICAL  
PROCUREMENT  
OF ICT**



**CITY OF OSLO,  
NORWAY**

**CREATED THROUGH THE INTERNATIONAL  
WORKING GROUP ON ETHICAL  
PROCUREMENT OF ICT**



# ABOUT

The capital City of Oslo is the economic hub of Norway, and its ambition to be a green, inclusive and smart city has also made it a champion for sustainable procurement. The City has been pursuing sustainable procurement actions for many years and has placed a particular focus on reducing greenhouse gas emissions, increasing responsible and circular purchasing, and increasing the share of sustainable food.

The Agency for Improvement and Development is responsible for the citywide framework agreement for ICT equipment for all the 50 entities in the city of Oslo, for more than 50.000 employees, for an estimated value of about 40 million Euros. Oslo is a signatory of the [Joint Statement of Demand towards Fair, Circular Smartphones](#). More information on Oslo's sustainable procurement practice can be found on [Procura+](#).

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*"It was good to see so many public buyers working on the same issues. Collaborating means pushing the market forward together"*

Stine Foss, City of Oslo



# APPROACH

To effectively address ethical aspects in our procurement activities, we undertake the following activities:

- We engage in **market consultations** before setting up procurement requirements, to ensure that the market is ready for the social criteria we are suggesting. We also arrange dialogue conferences annually with suppliers and potential suppliers about our criteria;
- We set **social selection criteria and standard contract clauses** (using [Oslo's standard social criteria](#)). This is to ensure that our suppliers have a management system for labour and human rights issues, and a system for traceability. We require that suppliers respect human rights along the supply chain and comply with ILO conventions and national laws on human rights of the countries where the production is located. We also require to carry out due diligence for conflict-free minerals (for tablets and PCs).
- At the **contract management** stage, we regularly follow up through reporting based on desktop research. Due to the lack of management systems and proper traceability, we follow up holding regularly 1:1 meetings with our suppliers, to seek improvements.
- We also regularly **exchange** with other public buyers to address some of the systematic challenges of the industry.

# FOLLOW-UP

Following-up on social criteria is a way to push the market forward. The ICT industry presents transparency and traceability issues impacting negatively on human rights, starting from the extraction of raw materials through the whole supply chain of ICT products.

Desktop research demonstrates a high risk of human right violations especially with regard to the production of PCs, tablets and smartphones.

## What we recommend:

- Political support and a clear message from the top;
- Competence and knowledge about human and labour rights issues along the supply chain;
- Specific knowledge on the ICT-industry;
- Capacity to follow-up and seek collaboration with supplier for improvements;
- Collaboration with other public buyers to increase leverage and together push the industry forward regarding fair conditions for ICT workers;
- Support nationally and internationally laws and regulations that push for ethical supply chains;
- Use the experience and learnings from the follow-up phase to target specific challenges in the next procurement.

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