

Solvoz Foundation

supplier and SME access policy

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1. Purpose

This supplier and SME access policy sets out how Stichting Solvoz Foundation supports fair, transparent and accessible supplier participation in Foundation-supported deployments.

The Foundation exists to strengthen responsible, effective, efficient and inclusive procurement in the NGO, humanitarian, development and wider non-profit sector. Supplier access is an important part of this mission. If local and regional suppliers, SMEs and manufacturers are not visible or able to participate, non-profit buyers and funders cannot fully use procurement as a lever for localisation, transparency and sustainable impact.

This policy documents the Foundation's principle that supplier, SME and manufacturer registration is free in Foundation-supported deployments, while also setting out supplier responsibilities, verification principles, data use, conduct expectations and grounds for suspension or removal.

This policy should be read together with the Foundation's policy plan, NGO and non-profit pricing policy, grant funding policy, data protection framework, platform terms and any deployment-specific supplier registration terms.

2. Scope

This policy applies to supplier access in Foundation-supported deployments. Foundation-supported deployments are deployments that serve NGOs, humanitarian actors, development organisations, donors, funders or other non-profit/public-benefit objectives under mission-aligned conditions.

This policy applies to suppliers, SMEs, manufacturers, service providers and other market actors that register or participate in a Foundation-supported deployment. This policy does not apply to commercial deployments operated outside the Foundation model.

3. Free supplier registration

In all Foundation-supported deployments, registration for suppliers, SMEs and manufacturers is free. The Foundation does not charge suppliers a registration fee to become visible in a Foundation-supported deployment. This principle lowers barriers to market access and helps

create fairer, more transparent and more accessible procurement markets for the non-profit sector.

Where technically and legally possible, suppliers registered in one Foundation-supported deployment may choose to make their profile visible for other Foundation-supported deployments, or to receive notifications about relevant opportunities in other deployments. This is based on the supplier's own consent and remains subject to any eligibility, due diligence, category, geographic, donor or buyer-specific requirements that apply to the relevant deployment.

Free registration means that suppliers can create or submit a profile, provide relevant company and product or service information, and become visible to eligible non-profit buyers or programme actors, subject to the applicable registration process and platform terms. Free registration does not mean that all suppliers will be verified, shortlisted, invited to every procedure, selected, contracted or awarded business.

4. No guarantee of contracts or selection

Registration in a Foundation-supported deployment does not create any right to contracts, awards, ranking, preferential treatment or commercial opportunity. Buyers, NGOs, donors and other authorised procurement actors remain responsible for their own procurement decisions, evaluation processes, due diligence, selection and contracting. The Foundation may support transparency, supplier visibility, market access and structured information flows, but it does not guarantee procurement outcomes for suppliers.

5. Supplier responsibilities

Suppliers participating in Foundation-supported deployments are responsible for:

- providing accurate, complete and up-to-date information;
- correcting or updating their information when circumstances change;
- ensuring that company, product, service, certification, compliance and contact information is truthful;
- responding to buyer, platform or programme requests in a timely and professional manner;
- respecting applicable procurement procedures and deadlines;
- complying with applicable laws, regulations, sanctions, anti-corruption rules and donor requirements;
- using the platform and related communication channels responsibly;
- not misrepresenting their identity, capacity, experience, certifications, ownership, location or products/services;
- not attempting to manipulate procurement processes, rankings, visibility or buyer decisions.

The Foundation may request additional information or clarification from suppliers where needed for a deployment, procedure, verification process or compliance requirement.

6. Verification and due diligence

Supplier registration does not automatically mean that a supplier has been verified, approved or endorsed by the Foundation. Where relevant, Foundation-supported deployments may include different levels of supplier review, such as:

- basic registration checks;
- completeness checks;
- document checks;
- eligibility checks;
- donor or buyer-specific compliance checks;
- category-specific qualification checks;
- verification by an authorised buyer, partner or third party.

The scope and depth of verification may differ per deployment, market, category, donor requirement or procurement process. Where supplier information has not been independently verified, buyers remain responsible for conducting their own due diligence before awarding contracts or entering into supplier relationships. The Foundation may mark, categorise or indicate supplier status where this is useful for transparency, provided the meaning of such status is clear to users.

7. Code of conduct

Suppliers participating in Foundation-supported deployments are expected to act with integrity and professionalism. Suppliers must not:

- provide false, misleading or incomplete information;
- engage in fraud, bribery, corruption, collusion or coercive practices;
- attempt to improperly influence buyers, donors, Foundation staff, programme partners or other suppliers;
- misuse confidential information;
- harass, threaten or discriminate against users, staff, partners or other suppliers;
- use the platform for spam, unrelated marketing, illegal activity or abusive behaviour;
- impersonate another organisation or individual;
- interfere with the technical operation or security of the platform;
- breach applicable sanctions, anti-terrorism, anti-money laundering, child protection, safeguarding or human rights requirements.

Deployment-specific codes of conduct, donor requirements or buyer rules may impose additional obligations.

8. Misuse, suspension and removal

The Foundation or the relevant platform operator may suspend, restrict or remove supplier access where there is reasonable concern about misuse, non-compliance or risk. Grounds for suspension or removal may include:

- false or misleading information;
- fraudulent or corrupt behaviour;
- misuse of the platform;

- breach of supplier terms, code of conduct or deployment rules;
- repeated failure to respond to legitimate requests;
- security, data protection or system misuse;
- sanctions, legal or compliance concerns;
- abusive, discriminatory or inappropriate conduct;
- request from an authorised buyer, donor or programme partner where justified;
- other conduct that may harm the Foundation’s mission, users, buyers, suppliers, donors, platform integrity or public-benefit purpose.

Where appropriate, the supplier may be informed of the reason for suspension or removal and may be given an opportunity to correct information or respond. In urgent, legal, security, safeguarding or compliance-sensitive cases, access may be restricted immediately.

9. Supplier data and use of information

Suppliers may be asked to provide information such as:

- organisation name and contact details;
- registration and legal status information;
- ownership or management information where relevant;
- location and operating countries;
- product and service categories;
- technical specifications, catalogues or capacity information;
- certifications, licences or compliance documents;
- references or past performance information;
- financial or operational information where required for a specific process;
- other information relevant to supplier visibility, verification, procurement or donor requirements.

Supplier information may be used to:

- create and maintain supplier profiles;
- make suppliers visible to eligible non-profit buyers, donors or programme actors within the relevant deployment;
- where the supplier has consented, make the supplier profile visible for other Foundation-supported deployments or notify the supplier about relevant opportunities;
- support sourcing, RFIs, RFQs, tenders or market assessments;
- support supplier onboarding, verification or due diligence;
- improve category knowledge and market understanding;
- support reporting, monitoring, evaluation and learning;
- meet legal, donor, audit or compliance requirements.

The Foundation and/or platform operator will handle supplier data in line with applicable data protection rules, platform terms, privacy notices and deployment-specific arrangements. Confidential, commercially sensitive or personal data should not be made public unless the supplier has agreed, disclosure is required by law or donor rules, or disclosure is otherwise permitted under the applicable terms.

10. Visibility, consent and fair market access

The Foundation supports fair and transparent supplier visibility. Supplier access should not depend on the ability to pay a registration fee in Foundation-supported deployments.

A supplier registered in one Foundation-supported deployment may, where available, choose to make its profile visible to other Foundation-supported deployments or receive notifications about relevant demand, sourcing requests or procurement opportunities. This supports the Foundation's wider vision of more connected, accessible and locally anchored procurement markets for the non-profit sector. Such wider visibility or notification must be based on supplier consent and may be limited by deployment-specific eligibility criteria, due diligence requirements, donor conditions, geographic scope, category relevance or buyer requirements. Where platform features, filters, categories or search functions affect supplier visibility, they should be designed and used in line with the Foundation's mission and the needs of non-profit procurement users.

The Foundation does not sell preferential ranking or paid visibility to suppliers in Foundation-supported deployments.

11. Local and regional supplier inclusion

The Foundation may support programmes that improve visibility and participation of local and regional suppliers, SMEs, manufacturers, women-led businesses, social enterprises or other underrepresented market actors. Such programmes may include outreach, onboarding, training, market assessments, translation, data collection, supplier mapping or capacity-building support. These activities must serve the Foundation's broader mission of fairer, more transparent and more locally anchored procurement. They do not create automatic preference, selection or award rights for participating suppliers.

12. Relationship with buyers and donors

Buyers, NGOs, donors and funders may use Foundation-supported deployments to identify, compare, engage or source from suppliers. The Foundation may facilitate structured supplier visibility and information access, but does not replace the buyer's own procurement responsibilities. Buyers remain responsible for:

- defining procurement needs;
- conducting due diligence;
- evaluating offers;
- complying with their own procurement rules;
- complying with donor and legal requirements;
- making award decisions;
- managing supplier contracts.

13. Public communication

The Foundation may communicate publicly that supplier, SME and manufacturer registration is free in Foundation-supported deployments. Public communication should also make clear that registration does not guarantee contracts, verification, selection or preferential treatment.

14. Review

This policy should be reviewed at least once every two years, or earlier if there are material changes in the Foundation's activities, platform model, supplier onboarding processes, legal requirements, donor requirements or data protection framework. Amendments require board approval.