

SPECIFICATIONS

CONSULTANCY: CREATION OF TECHNICAL RESOURCES

Project

"Creation of technical resources for the development of commercial first aid activities of National Red Cross and Red Crescent Societies".

MISSION PLANNED FOR 2025-2026

Purpose of the assignment	Creation of a "toolbox" of resources for the development of commercial first aid activities
Mission location	Montrouge (Ile-de-France, France) and missions abroad to be planned (between 1 and 2 max)
Mission Manager	Commercial First Aid Programme Manager
Preferred start date	1/09/2025
Desired end date	1/05/2026
Deadline for deliverables	31/05/2026
Length of assignment	9 months

I. Presentation of the organisation

The Global First Aid Reference Centre (GFARC) is a reference centre of the International Federation of Red Cross and Red Crescent Societies (IFRC), created in 2012. The Centre is hosted by the French Red Cross (FRC), based in Montrouge (Ile-de-France), and works on a daily basis in close collaboration with the 191 National Red Cross and Red Crescent Societies (NS), as well as with scientific bodies, academic institutions and the private sector. The Centre's primary objective is to reduce the number of deaths and the severity of injuries worldwide, and to strengthen the resilience of communities through first aid training and practice. To achieve this, the GFARC works to build the capacity of National Societies in first aid programmes and services. Its main missions are to:

- Promote an approach based on scientific evidence, research and good practice in the field in order to deliver high-quality training courses
- Drafting pleas for better integration of first aid into national and international laws and regulations
- Supporting community resilience programmes through evaluation and technical support
- Coordinating and leading the worldwide first aid network
- Developing resources and achieving economies of scale
- Harmonising first aid and promoting knowledge sharing

II. Project background

First aid training is essential for building community capacity and resilience. First aid is obviously no substitute for professional medical intervention, but it is an essential first step in responding to an emergency where a citizen is faced with a person in physical or moral distress. Notifying emergency services and giving first aid to a sick or injured person initiates what is known as the "first aid chain", in which the citizen is the first link, and maximises the victim's chances of recovery and/or survival.

The GFARC therefore works with National Red Cross and Red Crescent Societies around the world to provide technical expertise and promote the importance of first aid and community training. The first aid training provided by the National Societies¹ to the general public, the public sector (schools, institutions) and the private sector (companies, organisations), also helps to generate income while providing activities of social benefit to the population. This is known as "commercial first aid".

¹ The term "National Society" refers to a Red Cross or Red Crescent.

Commercial first aid refers to an income-generating activity (IGA) involving the sale of services (training, first aid posts, ambulance services, etc.) and/or first aid products (first aid kits) offered by National Societies, at national and/or local branch level, to public bodies (ministries, town halls, local authorities, etc.) and private organisations (companies, NGOs, etc.), as well as to the general public.

It is therefore a business model that enables the National Society to generate income to cover its basic costs (salaries, fixed charges, purchase of training equipment, etc.), increase its financial autonomy and develop humanitarian programmes for the most vulnerable populations. Today, more than 90% of Red Cross and Red Crescent National Societies are developing commercial first aid services.

The development of CFA activities also responds to another major current challenge, that of improving health and safety in the workplace. Indeed, first aid training for workers is a means of preventing accidents in the workplace (knowledge of occupational hazards and risks), but also a lever for action when these accidents occur (first aid techniques). In most cases, the level of sales (and profitability) of Red Cross first aid training to the professional sector will depend on the country's national laws: the more the law imposes obligations (the binding aspect of training meaning penalty for non-compliance with safety standards) on employers, the more they will seek the training services of an organisation such as the National Red Cross and Red Crescent Societies. Government advocacy work is therefore very important in the development of commercial first aid.

In response to strong demand from Red Cross and Red Crescent Societies and the need to equip them and support them in the business management of their commercial first aid activities, the GFARC has entered into a partnership with the Netherlands Red Cross to develop a toolbox.

III. Objectives and overall demand

The main objective of this service is to create technical resources, grouped together in a toolbox, for the 191 Red Cross and Red Crescent (RCRC) Societies. The co-writing of a brief guide (max 25 pages) on the objectives, challenges and stages of developing commercial first aid services is also required, which will serve as guidelines for RCRC wishing to start and/or take over the prerequisites for setting up an IGA. This guide will link to the toolbox and will support the RCRCs in its implementation in the field.

Prior to this resource creation phase, a diagnostic phase and a quick assessment (maximum duration of two months) of the operations and tools used by three or four National Societies in relation to commercial activities must be carried out. This will help identify the different organisational and financial models within the Movement, the processes and tools used, as well as any gaps and needs that the toolkit can address. The assessment will also include an analysis of strengths and weaknesses, the history of the National Society and its development trajectory, which will enable NS typologies to be established.

The aim of **the toolbox** is to provide RCRC with resources in a variety of formats, enabling them to:

- Understanding the basics in terms of Income Generating Activities and financial sustainability, and the necessary prerequisites in terms of management skills
- Acquire basic skills and start the transition from programme management to genuine business and entrepreneurial management of first aid sale activities
- Develop and/or strengthen the management of commercial activities according to a number of well-established stages, including, for example:
 - Understanding their market and competitive environment
 - Building their business plan
 - Positioning their offer
 - Developing their marketing strategy
 - etc.
- Adapting the range of services offered to companies and organisations (training focused on safety at work and accident prevention)
- Strengthen (or introduce) financial monitoring of activities, including simplified accounting
- Contribute at their own level to improving safety in the workplace, in particular through advocacy and awareness raising.
- Develop customer retention strategies

The technical resources will have to be created in various formats, defined according to the objective and the ease and relevance of use. Three types of resource are currently envisaged for the toolbox:

1) Proposing a framework and guidelines - the "Commercial First Aid Guide".

The Guide is created in response to two challenges:

- Propose a methodology for developing commercial services with detailed stages and practical advice in reference to the resources;
- Support the operational deployment of resources within the NS;
- Provide a technical section on the creation of training programmes adapted to the professional environment and the expectations of companies (training methods, content, etc.).

It should be concise (max 25-30 pages), clear and detailed. It should include a presentation of commercial first aid, the prerequisites for marketing first aid services, the proposed steps for developing skills and knowledge of the environment, technical advice, etc.

2) Providing information – Guidance Notes

Sharing content and methodologies on specific subjects is essential to enable the RCRC to fully understand the objective and issues involved.

To this end, the type of tool to be created will take the form of an explanatory **Guidance Note** on a defined subject (e.g. *How to conduct in-house market research*) with a definition, objectives, and proposed methodology and action keys.

See an example of a Guidance Note already created in appendix 1 of these specifications.

3) Create - Pre-filled templates

These will be blank documents/pre-filled and first aid contextualised templates (concrete examples) with a suggested framework, which the RRCCs will be able to use and personalise with their information according to their contexts and the first aid services developed. These are the majority of the tools to be developed as part of this consultancy. The templates will be in Word, Excel, PowerPoint, etc. format, depending on the theme, content, proposed methodology and relevance and ease of use.

For a list of all the themes and associated resources to be developed, please refer to appendix 2.

A) TARGET AUDIENCE

TARGET HEADQUARTERS: The 191 Red Cross and Red Crescent Societies that will be using the resources, the various networks of the RCRC Movement and the IFRC General Secretariat.

SECONDARY TARGET: potential partners, customers/companies, the National Societies Development Unit within the French RC' International Operations Division.

More specifically, the expected resources must:

- Be worked on both content and form, with the support of the Commercial First Aid Programme Manager
- Involving National Societies in the creation process
- Be as simple and accessible as possible, easy to use while transmitting basic information
- Be produced in French **and** English
- Be created in various formats: Word, Excel, Canva, PowerPoint, etc. with pre-filled sections

The content and technical aspects of certain tools (particularly those relating to first aid) may be written by the Programme Manager. A collaborative approach is expected on this project, drawing on the skills and knowledge of the consultant and the Programme Manager.

It is expected that the technical content on business expertise will be devised and proposed by the consultant, then reviewed in collaboration with the Programme Manager and approved by the Programme Manager.

B) PROPOSED STAGES

- Presentation and validation of the methodology, work schedule and timetable by the consultant/company
- Documentary analysis and discussions with the Programme Manager
- Exchanges with resource persons from the RCRC (between 3 and 4) will be organised to determine the different types that exist and draw up a quick overview of the situation
- 1 exploratory mission to a RC to analyse its operations and needs
- Creating the guide and the resources and building the toolbox
- 1 mission to test the tools with a RC
- Adjusting/finalising the toolbox

IV. Expected results and deliverables

- A diagnosis of the main organisational models existing within the Movement (*format to be defined* – case study, questionnaire, etc.).
- A complete toolbox, comprising a guide and resources (guidance notes + tool models) in French and English.

DELIVERABLES	ESTIMATED DATES
Commercial First Aid Guide	December 2025
Final deliverable (toolbox)	April-May 2026

A) WORKING METHODS

- Ongoing work and communication with the Programme Manager
- At least 1 video exchange per week on the progress of the project
- If based in the Paris region, ideally 1 day a week on the premises of the French Red Cross, to work directly with the Programme Manager.
- 2 field missions abroad with the Programme Manager (1 discovery mission and 1 tools test mission)
- Establishment of contacts and exchanges with the Red Cross/Red Crescent for the purposes of the project
- Compliance with GFARC communication guidelines (materials in French and English, graphic charter) and with the rules of donors and visibility partners (logos)
- Availability to attend meetings

B) RESOURCES MADE AVAILABLE TO THE SERVICE PROVIDER

CONTACTS: Commercial First Aid Programme Manager; GFARC team; focal points of Red Cross and Red Crescent.

RESOURCES :

- Documentation and technical content on commercial first aid
- database of first aid contacts within the RCRC
- example of a data sheet that has been produced
- RCRC Movement contact list
- any other document relevant to understanding the assignment

v. Budget

The overall amount estimated for this consultancy will be proposed by the service provider. The budget should highlight the following elements:

- Creation of different resources
- Translation of tools into English
- Mission expenses abroad (flight, hotel, etc.) for 2 missions, each lasting approximately one week

VI. Processing offers

PROVIDER PROFILE :

- Expertise in creating digital resources such as canva/business plan templates, market research, etc.
- Mastery of financial tools such as budget forecasts, operating accounts, simplified accounting, etc.
- Experience in IGA, the voluntary sector and international work would be highly appreciated, experience within/with the Red Cross Red Crescent Movement is an advantage.
- Travelling abroad to various regions (Africa, Middle East, etc.) and cultural adaptation
- Fluency in spoken and written English and French
- Appreciated experience in creating educational products

TENDER EVALUATION CRITERIA :

- The consultant's expertise
- Match between the technical proposal and the specifications
- Quality and relevance of the portfolio to the specifications
- Availability of the service provider over the period proposed in the specifications
- Financial offer

ADMINISTRATIVE CLAUSES :

- The service provider must provide proof at the time of submission of the regularity of its economic activity (tax documents, registration, registration as a self-employed worker - depending on the country of reference where it is established).
- The service provider must provide the material and human resources needed to carry out the assignment (plane tickets, computer, insurance).
- The service provider may delegate part of the mission to his team or to an employee of his choice, but he remains the sole hierarchical and disciplinary authority.

VII. Expression of interest

- The consultant must submit a technical and financial proposal for the service.
- The technical bid must include: the CV and/or Portfolio, the proposed methodology, an example of the resource created and an indicative timetable.
- The budget must show all costs relating to the implementation of the phases
- The price indicated for the service must bear the words "firm, global, all-inclusive and definitive" **for the entire duration of the contract.**
- Tenders should be addressed to the Commercial First Aid Programme Manager :
 - Ms Anaëlle TOUTOUNJI - anaelle.toutounji@croix-rouge.fr

At the latest on 30 July 2025, 23:00, Paris time.

Appendix 1: "Knowing your legal environment" Guidance Note

Appendix 2: Table of themes and resources to be created

GUIDANCE NOTE

KNOW YOUR LEGAL ENVIRONMENT

What are the standards, legislation and recommendations relating to first aid in the workplace, and where can I find them?

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INTRODUCTION

Within a company or organisation, responsibility for **health and safety** is shared: it concerns both employers and employees. Employers are responsible for providing a safe working environment, passing on information, drawing up safety measures and plans, and organising safety training. Employees, for their part, are also responsible for their own safety, and must comply with the measures imposed and wear personal protective equipment where necessary. In some countries, employers' responsibility is accompanied by an obligation to provide a framework for first aid training in the workplace, and sometimes the presence of a workplace first aid officer is also recommended or even required.



***Good to know:** the employer's general obligations may be set out in various international and national sources, such as international labour standards (ILS), a country's Labour Code or Civil Code, national laws, ordinances, decrees and orders, a company's internal regulations, etc*

In the context of health and safety at work, the integration of first aid into the workplace can take different forms. It can involve :

- Training one or more employees in first aid at work, so that they can intervene quickly in the event of an accident
- Training in first aid and in the use of an Automated External Defibrillator (AED) for all employees of a company/organisation
- The provision of first aid kits and one or more AEDs, accessible and adapted to the nature of the risks identified

Ideally, of course, these three recommendations should be applied to ensure maximum prevention and rapid, effective intervention in the event of an accident in the workplace.

Organising first aid in the workplace requires knowledge of the legislative and regulatory environment relating to employee health and safety, at various levels, as well as the accident risks associated with the nature of the activity and the working environment. Prior analysis of a number of factors (both within and outside the company), as well as meticulous verification of the various pieces of legislation that may exist at national (or regional) level, is essential before any first aid framework can be put in place.

The information and obligations relating to first aid in the workplace can be consulted and verified via two types of sources and documentation, which we will look at in detail in this fact sheet:

- 1) International legal instruments (conventions, protocols, recommendations, etc.) drawn up by the International Labour Organisation**
- 2) National regulatory frameworks for each State**

To date, it is important to know that there are no international standards on first aid **obligations in** the workplace. The various conventions and protocols introduced by the International Labour Organisation do not impose any specific rules or quotas on first aid in the workplace at international level (number of first aiders, number of first aid kits, etc.). In fact, the management of first aid in companies/organisations varies mainly according to :

- **National/regional legislation (if any)**
- **The results of risk assessments carried out by companies and organisations to ensure the safety of their employees¹**

There are, however, recommendations and compendiums of practical guidelines drawn up by the International Labour Organisation to guide and support States, companies and organisations in their general safety management (and not in the organisation of first aid as such) according to particular branches of economic activity and specific risks (construction, mining, chemicals, agriculture, etc.).

Why should I find out about my country's national legislation on health and safety at work?

It is essential to be familiar with your country's national and/or regional legislation in order to find out about existing documents and measures, as well as advances in terms of health and safety at work: are there any binding laws? Mandatory quotas? Obligations for employers, or rather non-binding recommendations? A national occupational health and safety (OHS) policy or programme? Collecting and centralising this data will enable you to establish a diagnosis of the degree of consideration, awareness and investment in terms of OHS in your country, and to position yourself as a key player in the field. If there are very few decrees on the subject, or if the texts are not really binding, you could, for example, consider lobbying the government body in charge of labour or health to integrate or reinforce first aid education in the workplace as a practice that promotes health and safety and contributes to risk prevention.

Knowledge of national legislation will also make it easier for you to adapt and promote your commercial first aid offer to customers, especially if the laws are restrictive. You will be able to position yourself strategically on the market to target customers and partners, and better justify the need for and benefits of first aid training for workers in the light of the legal constraints imposed. For example, if there is a decree relating to exposure to chemical agents in certain occupational categories, which sets out the employer's obligations to ensure the protection of its employees, you could offer first aid training targeted at the risk of exposure to chemical agents, with appropriate modules (burns, toxic inhalation, discomfort, etc.).

A country's national occupational health and safety standards may generally take the form of :

- Laws
- Decrees
- Orders

¹ This subject is covered in another data sheet

- Bylaws
etc.

They may also be included in the national Labour Code.

It should be noted that the legal form of the texts varies from country to country and from context to context.

Before tackling the question of resources for first aid in the workplace, it is first necessary to clarify international labour standards and, more specifically, the conventions relating to health and safety at work, in order to understand the framework and the issues involved.

I. THE INTERNATIONAL LABOUR STANDARDS OF THE INTERNATIONAL LABOUR ORGANISATION

A. Introduction and definitions

International Labour Standards (ILS) **are the legal instruments** developed by the International Labour Organisation² to establish and enforce fundamental principles and rights at work. The standards were drawn up in the form of **conventions, declarations, resolutions and recommendations** to establish an international legal framework that promotes decent work, social justice, economic growth and continued globalisation, with the aim of improving the living and working conditions of all individuals.



Good to know:

Glossary of legal terms:

Conventions are legally binding international treaties that set out fundamental principles to be respected and applied by the Member States **that have ratified them**.

The 5 fundamental principles and rights at work represent the principles that ILO members undertake to respect and promote by joining the organisation. They are formalised in the ILO Declaration on Fundamental Principles and Rights at Work, adopted in 1998.

Declarations are statements of principles held to be universal, not ratified by States, but perceived as the strongest statements of universal human rights principles (e.g. Universal Declaration of Human Rights).

Resolutions are acts or statements adopted by a majority of votes. They are not binding.

Recommendations are non-binding guidelines that generally supplement conventions and provide additional information. They may also be referred to as autonomous recommendations, i.e. not linked to a convention.

A protocol is an instrument that adds more flexibility to a Convention or extends the obligations of a Convention. Protocols are international treaties, but within the framework of the ILO, they cannot exist independently and are always linked to a Convention.

There are over **200 conventions, 206 recommendations and 6 protocols** drawn up by the International Labour Organisation since it was founded in 1919. Of these 200 conventions, the International Labour Organisation has designated **10 as fundamental and considered as fundamental principles and rights** (click on the links to access the convention):

² Specialised agency of the United Nations and tripartite organisation bringing together representatives of governments, employers and workers.

- [Freedom of Association and Protection of the Right to Organise Convention, 1948 \(No. 87\)](#)
- [Right to Organise and Collective Bargaining Convention, 1949 \(No. 98\)](#)
- [Forced Labour Convention, 1930 \(No. 29\) \(and its 2014 Protocol\)](#)
- [Abolition of Forced Labour Convention, 1957 \(No. 105\)](#)
- [Minimum Age Convention, 1973 \(No. 138\)](#)
- [Worst Forms of Child Labour Convention, 1999 \(No. 182\)](#)
- [Equal Remuneration Convention, \(No. 100\)](#)
- [Discrimination \(Employment and Occupation\) Convention, 1958 \(No. 111\)](#)
- [Occupational Safety and Health Convention, \(No. 155\)](#)
- [Occupational Safety and Health Promotional Framework Convention, 200 \(No. 187\)](#)

- To consult the list of all the **Recommendations** on the ILO website: [here](#)
- To consult the list of all the **Protocols** on the ILO website: [here](#)

In practice, all Member States (187 in total) adhered to the 10 core labour standards in 1998 at the 86th session of the International Labour Conference, with the unanimous adoption of the ILO **Declaration on Fundamental Principles and Rights at Work**, but without having ratified each of the 10 Conventions. States are nevertheless obliged, simply by virtue of their membership of the ILO, to respect, promote and realise the principles relating to fundamental rights included in these 10 conventions.

Furthermore, each State that ratifies a Convention is required by international law to respect and apply its principles **in its national law**, and to submit reports to the ILO at regular intervals.

In all, **more than 25 topics** are covered by international labour standards:

- Freedom of association
- Collective bargaining
- Forced labour
- Child labour
- Equal opportunities and treatment
- Tripartite consultations
- Labour administration
- Labour inspectorate
- Employment policy
- Promoting employment
- Vocational guidance and training
- Job security
- Salaries
- Working hours
- **Health and safety at work**

- Social security
- Maternity protection
- Social policy
- Migrant workers
- HIV/AIDS
- Seafarers
- Fishermen
- Dockers
- Indigenous and tribal peoples
- Other special categories of workers

The theme that interests us here is [health and safety at work](#).

B. Occupational Health and Safety

The International Labour Organisation has adopted more than [50 standards](#) (conventions and recommendations), as well as more than [40 compendia of practical guidelines](#), dealing with **safety and health** at work.

In addition, among these 50 standards, there are **2 fundamental conventions relating to this subject**, cited above in the 10 fundamental instruments of the International Labour Organisation:

➤ The Occupational Safety and Health Convention, 1981 (No. 155)

Convention 155 promotes a global approach based on occupational safety and health as a matter of national interest, and on the prevention of accidents at work and damage to health. It sets out the principles of a national OSH policy and the actions required at national and company level.

*The concept of first aid is referred to in **Article 18**: "Employers shall be required to provide, where necessary, measures for dealing with emergencies and accidents, including adequate facilities for administering first aid".*

This convention, which contains 30 articles, has only been ratified by 74 countries since 1981. By becoming fundamental, Convention 155 obliges all ILO member states to respect and promote the right to a safe and healthy working environment.

➤ The Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187)

The aim of Convention 187 is to promote a national preventive health and safety culture in order to make workplaces safe and healthy, by developing a national framework with three components:

- *a national OSH policy: indicates the basic guidelines and principles for the consideration and management of OSH at national level.*

- a national OSH system: this is the framework for implementing the national OSH policy and includes legislation, compliance control mechanisms, the authority in charge, and an information and training network.
- a national OSH programme: includes objectives to be achieved according to a predefined timetable, with priorities and means of action established with a view to improving OSH, measurable by means of indicators.

To date, 62 countries have ratified Convention 187. By becoming fundamental, it obliges all ILO member states to take the necessary measures to make workplaces safe.

The addition of these two fundamental conventions to the 10 fundamental instruments is only very recent: it was at the **110th International Labour Conference in June 2022** that the ILO made the historic announcement that the right to a safe and healthy working environment had become a **fundamental right**, adding this 5th principle to the 4 existing fundamental principles and rights at work.

In addition to these two main conventions, various **compendia of practical guidelines** and conventions have also been drawn up on the subject of safety and health at work, depending on the economic sectors targeted and the need to protect workers against certain specific risks, as mentioned above. These compendia are not binding instruments, but are intended to provide guidance on occupational health and safety issues, and in particular on systems for protecting workers against certain hazards. No compendium has been published specifically on the organisation and management of first aid in the workplace. On the other hand, the majority of codes of practice contain a chapter dedicated to the prevention of emergency situations and the organisation of first aid. Here are a few examples (*click on the links*):

- [Health and safety in agriculture](#)
 - [Health and safety in the construction industry](#)
 - [Health and safety in underground coal mines](#)
 - [Health and safety in the iron and steel industry](#)
- and many more...

II. NATIONAL STANDARDS AND LAWS

A. Occupational Health and Safety and first aid management at national level

Most countries have their own Occupational Safety and Health (OSH) standards and regulations, the name/legal form (laws, decrees, orders, declarations, etc.), content and mandatory nature of which may vary considerably from one country to another. In the majority of cases, standards and recommendations are drawn up and/or issued by (*non-exhaustive list*):

- **National government bodies** such as Ministries (of Health, Labour, etc.) and departments such as the General Labour Inspectorate, etc.
- **Specialised government agencies:** The Occupational Safety and Health Administration in the United States, The Canadian Centre for Occupational Health and Safety,...
- **Trade unions:** Syndicat National des Travailleurs de la Santé au Burundi,...
- **Not-for-profit organisations:** the Institut National de Recherche et de Sécurité (INRS) in France, the Japanese Association for Safety and Health at Work,...

These bodies may also have a role in recording occupational accidents and illnesses in the country (register, database), in preventing and reducing occupational risks (creation of resources, awareness-raising, advocacy), in designing and promoting solutions to contribute to better management of employee safety, as well as other missions.

There are also regional initiatives such as the Bilbao-based *European Agency for Safety and Health at Work (EU-OSHA)* (under the aegis of the European Union), which promotes the sharing of good prevention practice on OSH issues and analyses and disseminates information designed to improve OSH management in Europe.

It should be noted that intergovernmental regional agencies, such as EU-OSHA, generally have a focal point in each country who can be contacted and whose contact details can be found on the agency's website.

The content and characteristics of national OHS and first aid standards vary from one country to another. If, for example, there is **a law** on first aid training in the workplace, then this law applies to everyone and **is compulsory** for employers to comply with. If, for example, first aid training is covered by **a national charter, agreement or declaration**, these are non-mandatory texts but have a moral and symbolic value.

In terms of content, an article of law dealing with first aid training can be very precise, specifying for example the quota of first aiders required depending on the work environment (e.g. 1 first aider for every 20 workers in the construction industry), or it can be very general and vague without any specific quota or conditions imposed (e.g. "The employer is required to provide first aid training for his employees").

As a result, the mention and binding (or non-binding) nature of first aid training in national texts differ, and the level of obligation may therefore vary from one country to another or from one professional sector to another. It is essential to check and analyse the national regulatory framework for health and safety at work and first aid in detail, in order to fully understand the provisions, issues, potential gaps and possible changes.

B. What if there is no legislation on Occupational Health and Safety in my country's legal texts?

Some countries may not have legislation on health and safety in the workplace, either because the subject is not a priority for the authorities, or because the subject is still unknown and the data inaccessible, or because there are insufficient resources to put in place a legal framework and an effective national OHS policy. This could be an opportunity for your National Society to propose avenues of reflection and the setting up of working groups to the competent authorities on the consideration of OHS and risk prevention in the workplace, via first aid training and the obligation to install first aid kits and defibrillators. If there is an International Labour Organization representation in your country (known as the International Labour Office), you can also get in touch to work together, in conjunction with the government body concerned, on developing a national OHS framework.

If you receive requests from customers asking about national standards for adapting their safety management, and there is no law on the subject, there are several options open to you:

- You can refer to the International Labour Organisation's international recommendations and compendia of practical guidelines, depending on the context of the country and the branches of economic activity concerned, in order to adapt the framework and content: [standards and compendia](#).
- You can refer to the legislation/codes of conduct of another country to draw inspiration from the quotas imposed or recommended (in terms of ratios of workplace rescuers or the presence of first aid kits, for example).
- You can also carry out a company risk assessment, make recommendations and adapt your first aid training to the specific risks identified in the workplace.

The Global First Aid Reference Centre (GFARC) is also at your disposal if you wish to obtain recommendations on a specific request at the following address: first.aid@ifrc.org

C. Search tool for national legal texts on Occupational Health and Safety

The International Labour Organisation has created and manages an open-access global online database called [NORMLEX](#) which brings together information on international labour standards (such as information on ratifications of Conventions, State reporting obligations, reviews and comments by ILO supervisory bodies, etc.) as well as on countries' national legislation. It has been designed to provide comprehensive, easy-to-use information on these subjects, and incorporates the [NATLEX](#) database, which provides an overview of current national regulatory frameworks in the field of labour and social security.

NATLEX provides information on all existing legislation in ILO member countries, including legislation on occupational safety and health (and first aid), with over 100,000 data records covering 196 countries. The records contain full texts or summaries of the legislation, with links to information sources. NATLEX is updated weekly. It is also possible for users to submit national legislation not yet recorded in NATLEX.

In the appendix to this data sheet, you will find a search tool on the NORMLEX and NATLEX platforms, which will enable you to identify and find out about all the legal texts and instruments relating to safety and health at work that exist **in your national legislation**. You will also be able to see whether or not your country has ratified the fundamental Conventions No. 155 and No. 187 on Safety and Health at Work.

This methodological tool will guide you through the International Labour Organization website to find information and legislation specific to your country.

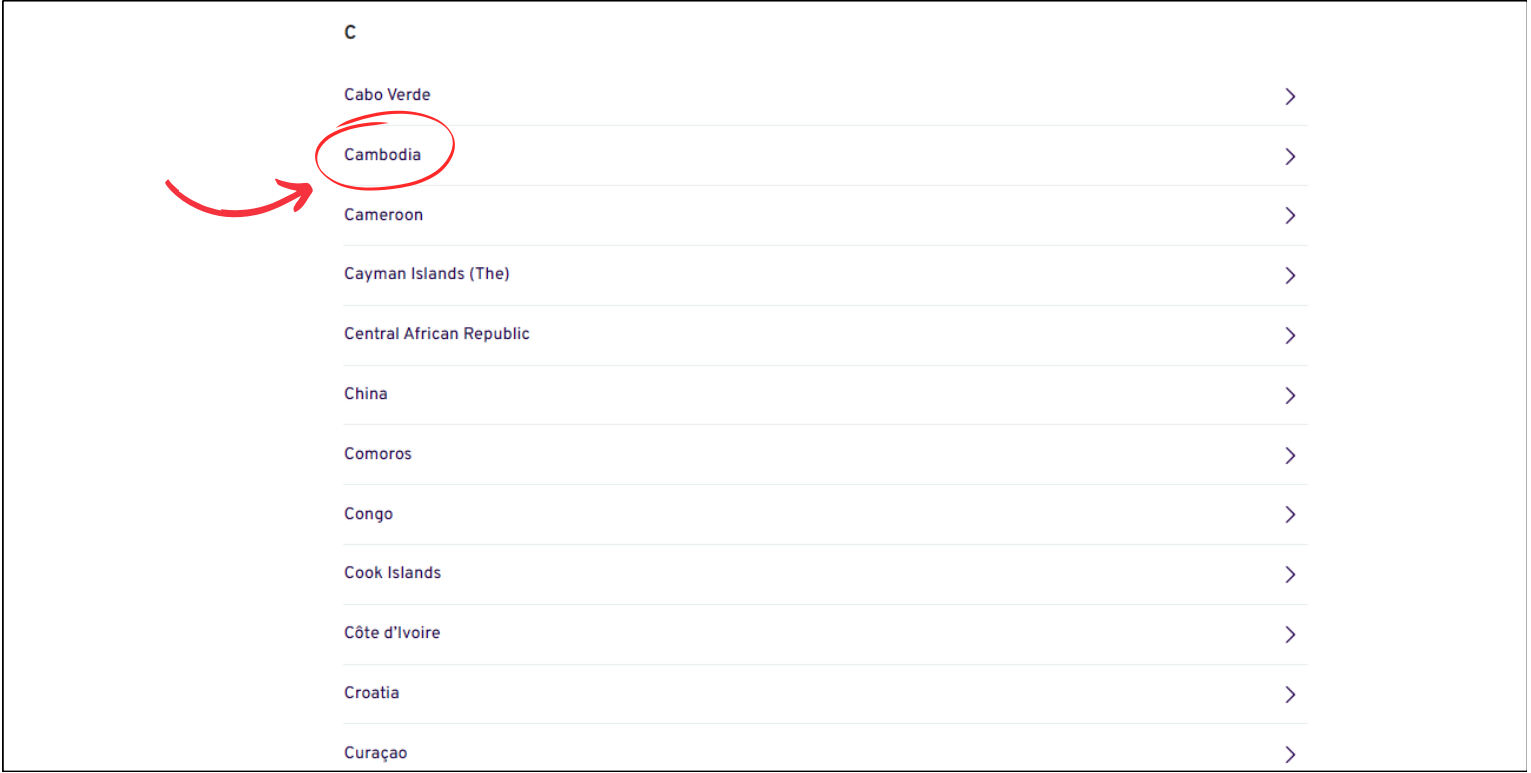
RESEARCH TOOL

Get to know your national legislation regarding Occupational Safety and Health

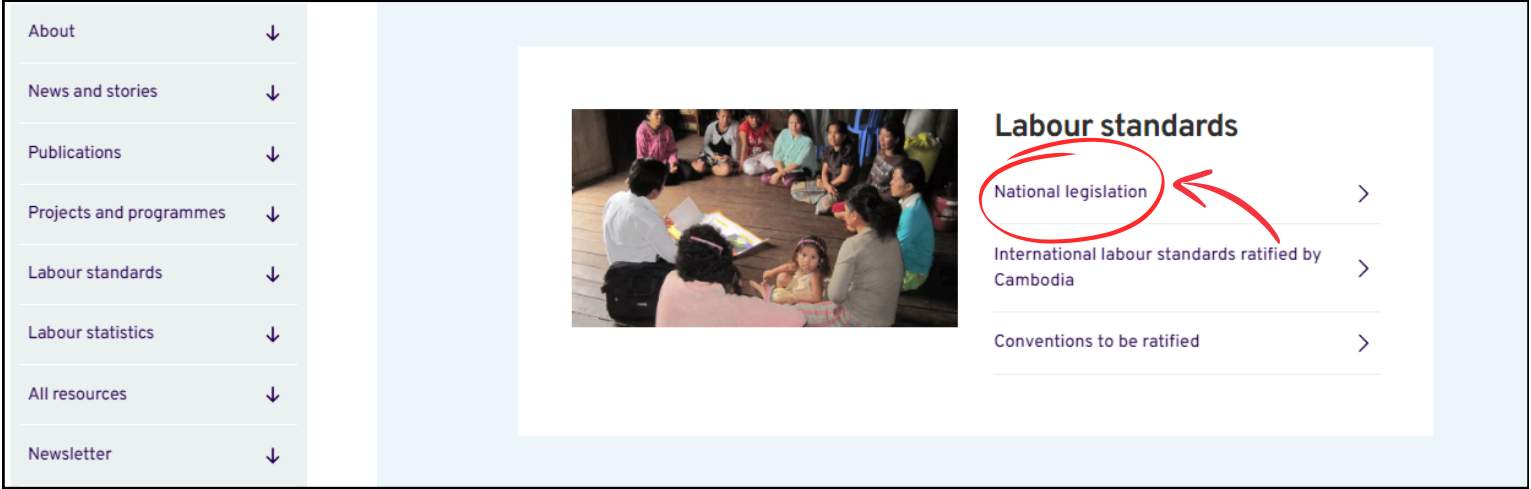
1 Go to the International Labour Organisation (ILO) website and click on the "Countries" tab.




2 Scroll down to the "Countries" page and click on the country of your choice to access the database.



3 On the country page, scroll down to the "Labour standards" box and click on "National legislation".



4 You are now on the NATLEX database. Search for and select the "Occupational safety and health" category in the "Subjects" column on the left.



International Labour Organization

NATLEX

Home \ Search results

Enter keyword(s) to search

Subjects (Classification)

☐ 01 General provisions (5)

☐ 01.01 Constitutional law (5)

☐ 01.02 Labour codes, general labour and employment acts (2)

☐ 01.03 Civil, commercial and family law (3)

☐ 01.04 Criminal and penal law (11)

☐ 01.05 Human rights (4)

☐ 01.06 Economic and social policy (4)

☐ 01.07 Environmental, Climate and Sustainable Development Laws (1)

☐ 01.08 Public Health Policy And Regulations (5)

☐ 02 Freedom of association, collective bargaining and industrial relations (13)

Legislation finder - Cambodia

Cambodia; Regulation, Decree, Ordinance

KHM-2023-R-115803

Royal Decree No. NS / RKT / 1123/2381 Dated 2 November 2023 On The Establishment, Organization And Functioning Of The National Authority For Dispute Resolution. (ព្រះរាជក្រឹត្យលេខ នស/រកត/១១២៣/២៣៨១ ចុះថ្ងៃទី២ ខែវិច្ឆិកា ឆ្នាំ២០២៣ ស្តីពីការបង្កើត ការរៀបចំ និងកិច្ចដំណើរការរបស់អាជ្ញាធរជាតិដោះស្រាយវិវាទក្រៅប្រព័ន្ធតុលាការ)

Adopted on: 2023-11-02

Cambodia; Miscellaneous (circular, directive, legal notice, instruction, etc.)

KHM-2021-M-115802

Digital Economy and Social Policy Framework of Cambodia 2021-2035. (ក្របខណ្ឌគោលនយោបាយសេដ្ឋកិច្ច និងសង្គមឌីជីថលកម្ពុជា ២០២១-២០៣៥)

Adopted on: 2021-06-03

Cambodia; Regulation, Decree, Ordinance

KHM-2021-R-113251

Anu-Kret on the Administrative Measures to Prevent the Spread of COVID-19 and other Serious, Dangerous and Contagious Diseases (No. 57-ANK-BK).

Adopted on: 2021-03-31

☐ 13.01 Hours of work, weekly rest and paid leave (8)

☐ 13.02 Night work (1)

☒ 14 Occupational safety and health (4)

☐ 14.01 Protection against particular hazards (1)

☐ 14.02 Protection in certain sectors of economic activity (2)

☐ 15 Social security (general standards) (6)

5 You can now see all the existing national legislation on occupational safety and health in the country selected.



International Labour Organization

NATLEX

Home \ Search results

Enter keyword(s) to search

Subjects (Classification) Clear selected

☐ 01 General provisions (5)

☐ 01.01 Constitutional law (5)

☐ 01.02 Labour codes, general labour and employment acts (2)

☐ 01.03 Civil, commercial and family law (3)

☐ 01.04 Criminal and penal law (11)

☐ 01.05 Human rights (4)

☐ 01.06 Economic and social policy (4)

☐ 01.07 Environmental, Climate and Sustainable Development Laws (1)

☐ 01.08 Public Health Policy And Regulations (5)

☐ 02 Freedom of association, collective bargaining and industrial relations (13)

☐ 03 Elimination of forced labour (6)

☐ 04 Elimination of child labour,

Legislation finder - Cambodia

Cambodia; Miscellaneous (circular, directive, legal notice, instruction, etc.)

KHM-2017-M-106556

Ministry of Labour, Labour and Vocational Training Notification No. 356 K.B/S.Ch.N.

Adopted on: 2017-12-27

Cambodia; Regulation, Decree, Ordinance

KHM-2006-R-86087

Prakas No. 086 of 3 May 2006 on the Creation of the HIV/AIDS Committee in Enterprises and Establishments and the Prevention of HIV/AIDS in the Workplace (MLVT).

Adopted on: 2006-05-03

Cambodia; Regulation, Decree, Ordinance

KHM-2002-R-82036

Prakas on Temperature and Ambiance in the Workplace (No. 147 MoSALVY).

Adopted on: 2002-06-11

Cambodia; Regulation, Decree, Ordinance

KHM-1994-R-82026

Joint Prakas on the Appointment of Occupational Health Network (No. 8 of 1994).

Adopted on: 1994-01-19

6 To check whether a country has ratified international conventions, go back to the ILO website and click on the "Standards" tab.



International Labour Organization

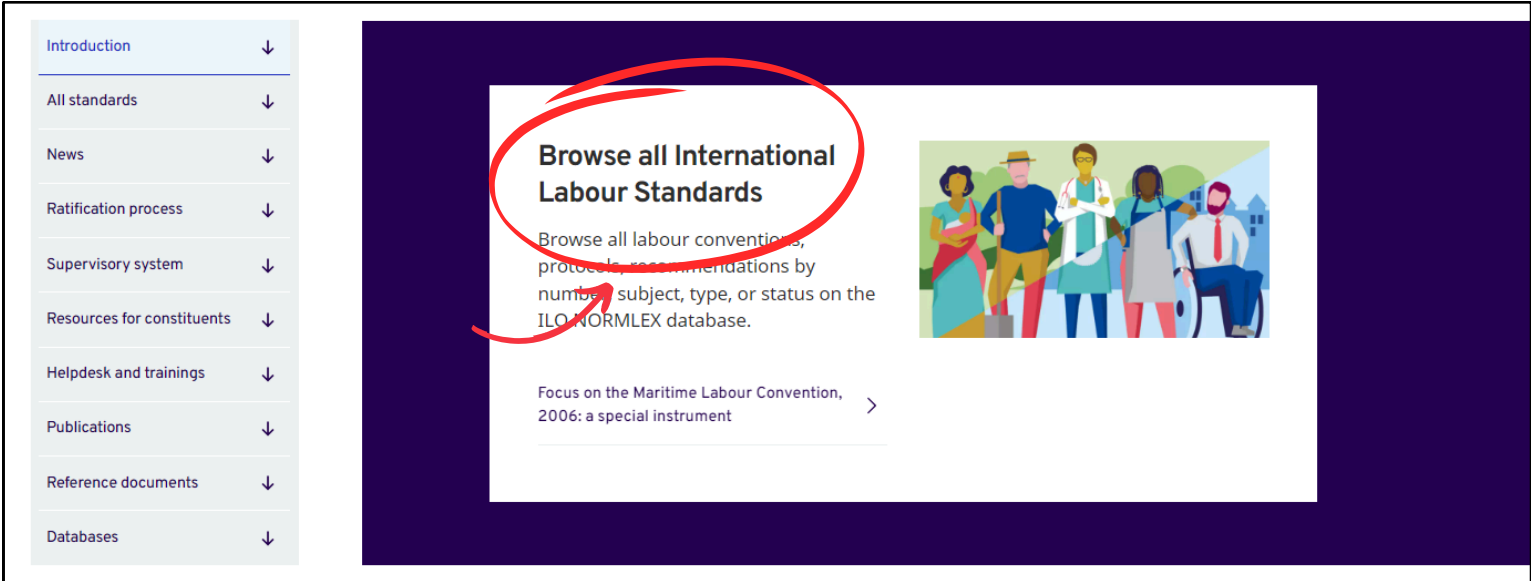
Advancing social justice, promoting decent work
ILO is a specialized agency of the United Nations

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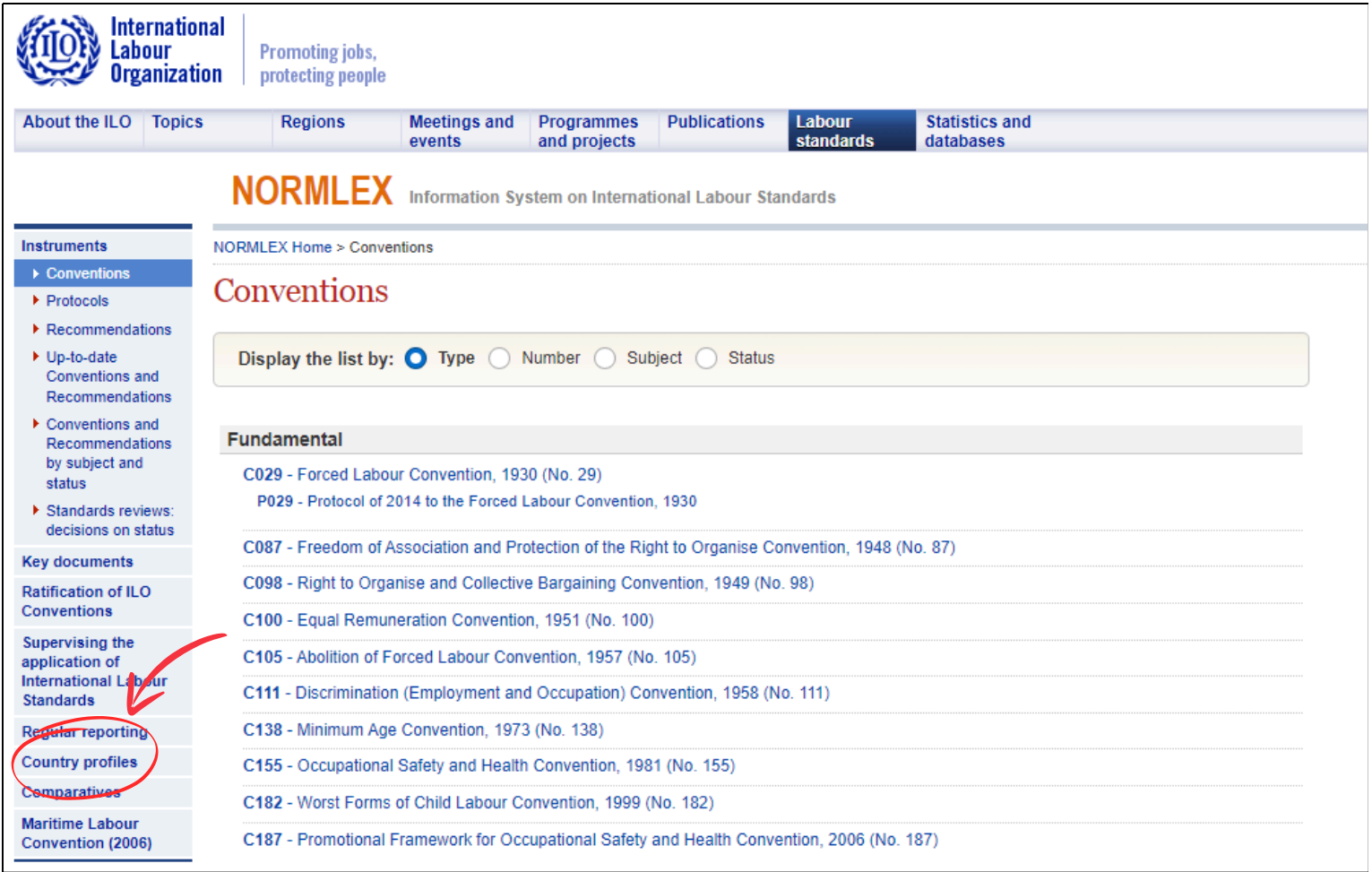
International Labour Standards



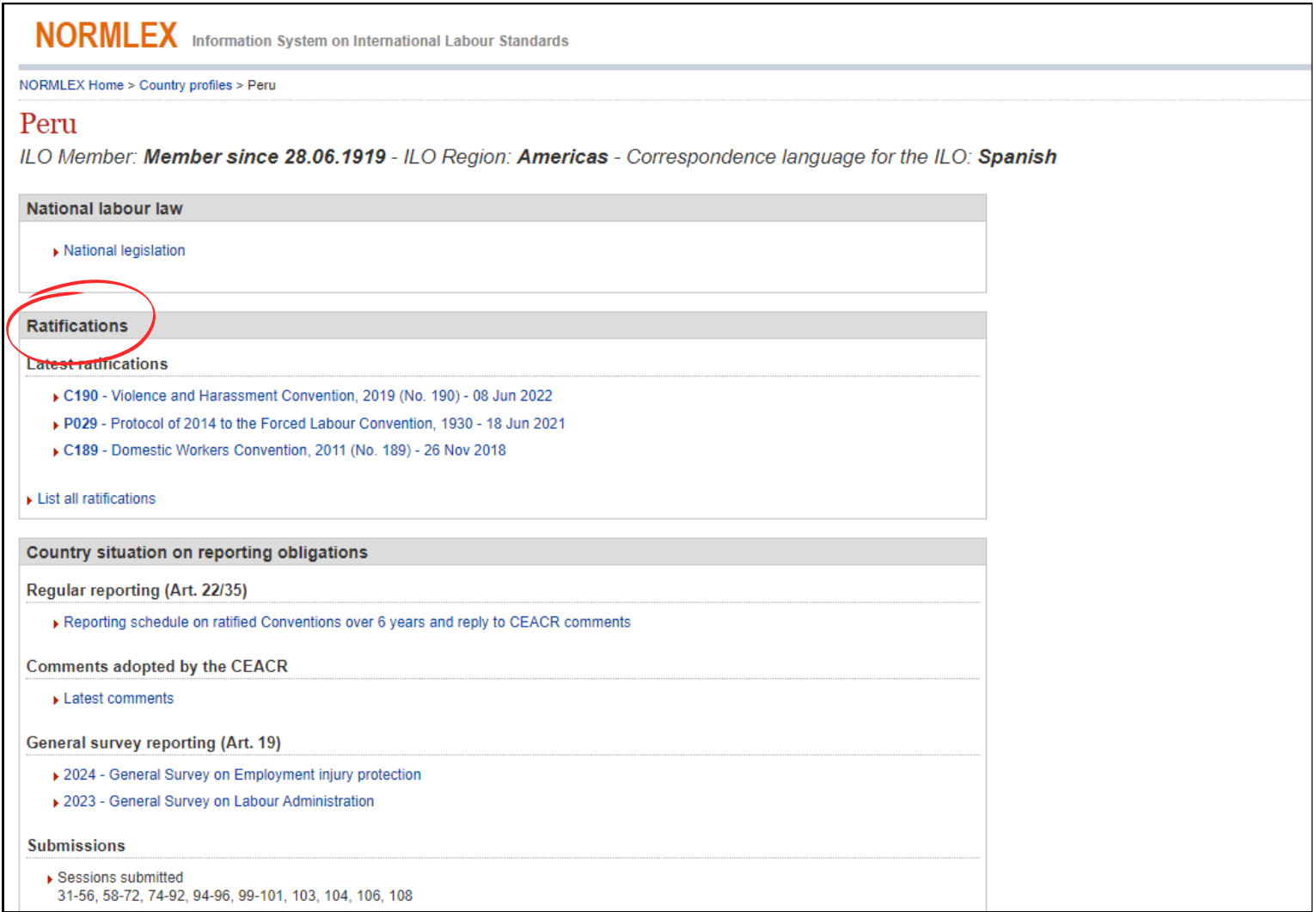
7 On the "Standards" page, scroll down and click on "Browse all International Labour Standards".



8 You are now on the NORMLEX database. To view country information, click on "Country profiles" and select the country you are interested in.



9 Once you have selected your country, you can access all the information on ratified conventions, reporting obligations and more.



For more information, please contact us at first.aid@ifrc.org

List of the themes & resources to be developed in the toolbox

Main Theme	Sub-theme	Proposed Resources (title)	Proposed format
ASSESSMENT AND DEVELOPMENT OF CAPACITIES IN COMMERCIAL FIRST AID	How to assess and analyse the department/unit in charge of Commercial First Aid (CFA)	Assessment & analysis grid	Excel table or Word
		Creating a quality CFA department within a NS	Guidance Note
	How to develop capacities in CFA (HR, resources, etc.)	Job position description: hiring a CFA Manager	Word model
		Example of a writing test to hire a CFA Manager	Word model
		Job position description: hiring a Marketing Officer	Word model
		Example of a writing test to hire a Market Officer	Word model

	How to adapt the first aid offer to customers	Creating a first aid curriculum tailored to the workplace	Guidance Note
		Creating a first aid curriculum tailored to the workplace	Word model
		Analysing occupational risks	Guidance Note
		Risk assessment grid	Excel template
IDENTIFYING THE FINANCIAL NEEDS AND ACTIVITIES TO DEVELOP	How to list all the expenses, financial needs and activities to finance within a NS	List of the NS's expenses and financial recovery	Excel table or Word
		Determining the activities to develop	Excel table or Word
		Operational Plan of Action	Word model
		Conducting a market study internally	Guidance Note
		Conducting a simple market study	Template (Word)

CONDUCTING A MARKET STUDY	How to conduct the market study internally	Database of competitors	Excel table model
		Database of regular customers	Excel table model
		Database of potential customers	Excel table model
		Stakeholders map	Excel table model
		Consumer survey	Word model
	How to call in an external firm/consultant	Call in an external firm/consultant	Guidance Note
		Writing the specifications	Word template
		Comparison grid for the call for tenders	Excel template
CREATING A BUSINESS PLAN	How to create a Business Plan	Business Plan Guidelines	Guidance Note
		Business Model canvas	PowerPoint template
		Business Plan format	Word model
		Determining the 4Ps: Product, Price, Promotion, Place	Word model

DEVELOPING A MARKETING STRATEGY	How to develop a marketing strategy	Developing an annual marketing plan	Word model
	How to create marketing materials	Creating relevant marketing materials	Guidance Note
		Brochure canva	PPT model
		Flyer canva	PPT model
	How to use communication channels	Developing a communication plan (target audience/decide on channels and mediums/Canva/monitoring...)	Guidance Note
		Communication templates: newsletter, social media,...	PPT and Word templates
MONITORING YOUR CFA ACTIVITIES WITH FINANCIAL TOOLS	How to create and to use financial tools	Accounting tool for business	Excel model
		Forecast balance sheet	Excel model
		Financial report (monthly and annual)	Word & Excel
		Monitoring the CFA activities	Guidance Note
DEVELOPING YOUR CUSTOMER RETENTION STRATEGY			Guidance Note
WORKING ON ADVOCACY AND	How to know the national laws regarding first aid at	Knowing your legal environment regarding safety at work	Guidance Note

RAISING AWARENESS REGARDING SAFETY AT WORK AND FIRST AID	work		
	How to work on advocacy at national level	Developing an advocacy campaign for first aid at work	Guidance Note
		Advocacy campaign action plan	Word template
INNOVATION AND DEVELOPMENT			