SUPPLIER CHARTER

OWNED BY YOU.
RIGHT BY YOU.

WHAT'S A CHARTER ALL ABOUT?

Our supplier charter sets out how we work with our suppliers.

Whether a supplier is dealing with a senior manager or a junior colleague, and across all the different touchpoints in our business, a supplier should find our colleagues' behaviours to be **consistently aligned** to our values.

That's why the supplier charter was developed in consultation with all supplier-facing teams.

The supplier charter also sets out how we expect **our** suppliers to behave when interacting with our own colleagues. As such, the supplier charter forms part of the overall Supplier Guidelines, which apply to all our suppliers.

We hope that all supplier and Co-op colleagues will embody the behaviours within our supplier charter everyday. Our Supplier Charter Process Guide sets out how we will celebrate people who do just that. It also sets out the steps to take if you have concerns about any behaviour from a Co-op colleague, and vice-versa.

OUR SUPPLIER CHARTER

COMMUNICATION

We communicate clearly

We are

ACCURATE
RESPONSIVE
TIMELY

CULTURE

We put people first

We are

INCLUSIVE
RESPECTFUL
HONEST

COLLABORATION

We succeed together

We are

INSIGHTFUL
UNDERSTANDING
AMBITIOUS

COMMUNICATION

We communicate clearly

One of the most important things we can do together is communicate. When we listen to each other, and respond respectfully and quickly, we build trusting relationships.

	CO-OP WILL	SUPPLIERS WILL	TOGETHER WE WILL
Accurate	Strive to get things right first time	Provide accurate information and data to Co-op	Resolve issues promptly if things go wrong
Responsive	Ensure our teams are accessible to suppliers and respond to emails and voicemails promptly, where possible within three working days	Engage with newsletters and attend supplier events, cascading updates throughout the business	Listen to each other and strive to understand each other's viewpoints
Timely	Communicate changes promptly	Keep contact details up to date and be proactive at sharing information	Commit to meeting shared deadlines and frequent, constructive two-way dialogue

COMMUNICATION DOS AND DONT'S

What's OK	What's not OK
Making an honest mistake	Consistently repeating data admin errors
Promptly communicating an emerging issue	Not communicating an issue until it has become unmanageable
Using an 'Out of Office' to communicate absence	Not having an alternative contact on an 'Out of Office' message
Having different opinions	Not taking the time to listen to each other's opinions
Healthy conflict so that an issue can be resolved	Using inappropriate language or behaviour in anger
Challenging each other and applying appropriate commercial pressure	Making threats or bullying behaviours of any kind
Communicating risks that could cause delays to committed dates	Consistently missing committed dates with no clear communications
Sharing objective, constructive feedback to help improve the relationship	Sharing subjective opinions to criticise each other; making personal comments that could be hurtful
Making work enjoyable and building camaraderie	Using microaggressions or banter that might insult or upset someone
Feeling empowered and having process to raise concerns	Not raising concerns that result in business disruption

CULTURE

We put people first

People are the centre of our world and without mutual respect, honesty and inclusivity we can't operate effectively.

	CO-OP WILL	SUPPLIERS WILL	TOGETHER WE WILL
Inclusive	Value everybody equally while acknowledging and respecting their differences.	Share and demonstrate our values around inclusion.	Create an environment where everyone feels valued, welcome and included, no matter who they are.
Respectful	Be kind, courteous and punctual	Reciprocate by being kind, courteous and punctual	Show mutual respect
Honest	Do what we say we will do, when we say we will do it	Honour commitments	Have open and honest conversations

CULTURE DOS AND DONT'S

What's OK	What's not OK
Acting with empathy and sharing the Co-op's values	Disregarding ethics and making decisions solely based on commercial gain
Enjoying a social occasion together, in a safe, trusting and inclusive environment considering social, cultural and personal beliefs and values	Pressuring others into anything they are uncomfortable with e.g. to drink more alcohol than they are comfortable with.
Conducting business meetings in the offices or premises of Co-op or the supplier and recording minutes in writing	Discussing business in social settings such as in the pub or while playing golf with no minutes being taken
Understand suppliers' challenges and work in a way that supports everyone	Ignoring challenges that suppliers may be facing to get your own work done
Treating people with fairness, dignity and respect	Disrespectful, threatening or unprofessional behaviour
Championing and supporting the progress of others	Stifling the growth of others in the workplace
Treating everyone with the same level of respect regardless of position or business size	Offering incentives or privileges to someone because of their perceived status
Being confident to be yourself	Not recognising the difference and value that each person brings
Understanding everyone is human and deserves respect and care	Unreasonable criticism, upsetting, humiliating or demoralising someone, especially in front of others
Actively encouraging diversity of views, thoughts and opinions and listening to them	Making people feel they can't be their authentic selves or feel unable to challenge views without fear of judgement

COLLABORATION

We succeed together

We see our best results when we work collaboratively together for shared success.

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COLLABORATION DOS AND DONT'S

What's OK	What's not OK
Being fair and reasonable with requests	Giving unreasonably short timescales with informs or requests
Keeping meetings and actions clear with agreed outcomes	Creating unnecessarily complicated processes and ways of working
Using language that's simple to understand and inclusive	Overusing acronyms and complicated, overly technical language
Being knowledgeable and seeking to share that knowledge	Keeping important learnings to yourself that could benefit others
Abiding by and respecting rules and agreed procedures	Looking for work arounds and loopholes to avoid due process
Engaging key stakeholders before making commitments	Working independently with a siloed approach
Being respectful even when we don't agree or have differing views	Being disrespectful because someone doesn't share the same views
Being proactive and looking to innovate together	Being reactive only and unwilling to look to the future innovatively
Engaging with communications to keep informed	Ignoring or delete emails from Co-op without reading
Engaging with any training or learning made available	Ignoring any offers to enhance learning/understanding
Attending key events to heighten knowledge and relationships	Not attending events because you believe you already know everything about Co-op
Taking responsibility for actions of third parties acting on your behalf	Blaming third parties you've engaged for any issues without working to resolve

THANK YOU