



Supplier Charter Process

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Versions and Amendments

Version	Outline of what has been updated	Author	Date Updated
1.0	Initial version	Leah Moon	27/08/2024

Purpose

This guide sets out how our Supplier Charter should be used as part of our overall Supplier Management Framework. It sets out how we will celebrate those who live and breathe our Supplier Charter, as well as what to do if things go wrong between suppliers and supplier-facing Co-op colleagues.

This process document is available to both colleagues and suppliers, via the [Buying Hub](#) and our [Supplier Hub](#).

Supplier charter

Firstly, please read through our Supplier Charter which sets out: -

- The reasons for our Supplier Charter
- How we expect colleagues to behave with suppliers
- How we expect suppliers to behave with colleagues
- How we expect colleagues and suppliers to work together

Co-op behaviours

The expectations set out in our Supplier Charter map to our wider [Co-op Behaviours](#) and our [All Colleague Code](#) as follows:

HOW WE EMBODY OUR SUPPLIER CHARTER THROUGH OUR COOP BEHAVIOURS.

COMMUNICATION We communicate clearly

Inspirational communicator

I communicate in a clear, concise and appropriate manner that engages and relates to other colleagues.

Personal growth

I focus on personal development within Co-op; developing my skills and capabilities to benefit me, my team and the wider community.

Endless inclusion

I am inclusive in my thoughts and actions by showing an active interest in the views, backgrounds and ways of being of my colleagues and the wider community

I am myself always



CULTURE We put people first

Forging relationships

I take action to build and maintain trusted relationships, ~~in order to~~ understand and support my colleagues.

Championing Co-op

I actively promote Co-op, it's people and its unique way of doing business, inside and outside of work.

Developing others

I take personal responsibility for the development of my colleagues, providing feedback and support where appropriate ~~in order to~~ accelerate their personal growth.

I show that I care

COLLABORATION We succeed together

Co-operation

I encourage co-operation between colleagues to promote an environment of trust, mutual respect and support.

Driving innovation

I feel empowered to find new ways to improve the everyday challenges facing Co-op and our wider community.

Speaking up

I speak up and encourage others to do so as well, ~~in order to~~ promote a culture of honesty, acceptance and improvement.

I focus on succeeding together

Celebration process

Where our behaviours within the supplier charter are embodied, by either our colleagues or our suppliers, we want that to be celebrated. Below details the process to nominate colleagues or suppliers, and the outcomes.

How Co-op colleague can nominate either a supplier or Co-op colleague who embodies our supplier charter

To nominate a supplier or Co-op colleague who has embodied our Supplier Charter behaviours, please fill in this [Microsoft Form](#), which can also be found on the [Buying Hub](#). All the nominations from the quarter will be reviewed by our Supplier Charter Ambassadors, who will then choose a winner.

Winners will be notified via email, with the nominator also being contacted to advise that their nomination has won.

How a supplier colleague can nominate a Co-op colleague who embodies our supplier charter

Suppliers can nominate Co-op colleagues who have embodied our Supplier Charter behaviours by filling out the same [Microsoft Form](#) which will be hosted on the [Supplier Hub](#). All the nominations from the quarter will be reviewed by our Supplier Charter Ambassadors, who will then choose a winner.

Winners will be notified via email, with the nominator also being contacted to advise that their nomination has won.

Supplier complaints about a colleague

While we hope that all suppliers and colleagues will embody the behaviours within our supplier charter every day, we know that sometimes things can go wrong. This section sets out the steps to take if you are a supplier who has a complaint about a Co-op colleague.

For Suppliers

Steps to take if a supplier doesn't believe a colleague is adhering to the Supplier Charter

Step 1: If you are a supplier who is concerned about a colleague's behaviour, or feels they are not adhering to the Supplier Charter, suppliers should first seek to raise concerns with the line manager of the colleague, or with the next line manager up. We aim to resolve most matters informally through open and honest conversations.

Step 2: If you feel unable to discuss the matter with the line manager, or would like to speak to someone impartial, you should contact supplierengagement@coop.co.uk who will be able to assist you in confidence. You can also have a confidential discussion about any aspect of your business with our Code Compliance Officer, Saleem Chowdhery, who can be contacted at Co-op.Code.Compliance.Officer@coop.co.uk.

Step 3: If the matter cannot be resolved informally, you should escalate the matter to supplierengagement@coop.co.uk who will assign an investigating manager to understand the case. The investigating manager will be in touch to gather further details about your concerns and to oversee the complaint through to its conclusion.

Step 4: Following this investigation, you will be informed of the outcome and any next steps. We aim to complete investigations within 4 weeks of receiving any complaints.

Steps to take if a supplier doesn't believe another supplier is adhering to the Supplier Charter

Step 1: If you are a supplier who is concerned that the behaviour of another supplier isn't adhering to our Supplier Charter you should contact supplierengagement@coop.co.uk, who will be able to assist you in confidence.

Step 2: Supplier Engagement will assign an investigating manager to understand the case. The investigating manager will be in touch to gather further details about your concerns and to oversee the complaint through to its conclusion.

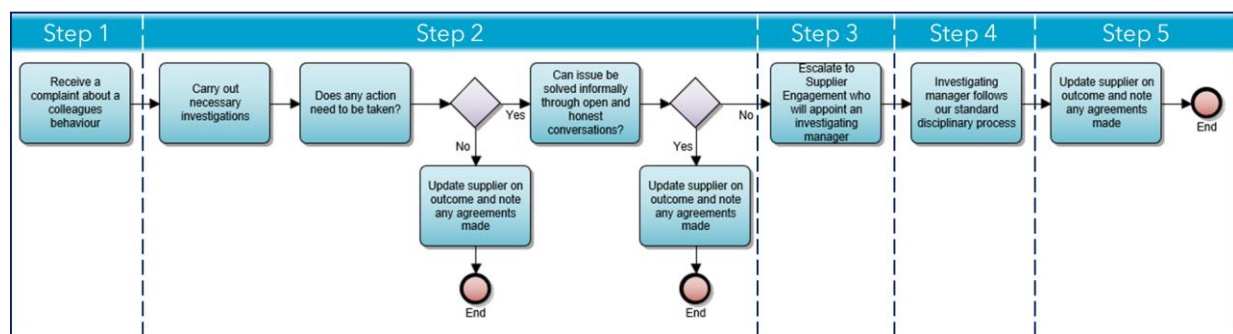
If the incoming investigating manager agrees that the behaviour of the other supplier has not been consistent with the Supplier Charter, they will begin discussions with that supplier to gather more information and agree any next steps.

Step 3: Following this investigation, you will be informed of the outcome and any next steps. We aim to complete investigations within 4 weeks of receiving any complaints.

Details of Co-op's Anti Bullying Harassment and Discrimination Policy - Suppliers can be found [here](#).

For Co-op Colleagues

Steps to take if you receive a complaint from a supplier about a colleague's behaviour.



Step 1: If you receive a complaint about another colleague's behaviour from a supplier the first step is to thank the supplier and reassure them that the matter will be investigated and that they will be informed of the outcome.

Step 2: Try to resolve the issue informally. Managers should meet with the supplier in private and listen to their concerns. They may need to carry out some investigations into the matter - making sure the supplier's concerns are kept confidential. They should then let the supplier know what they plan to do to resolve the issue or explain why they're not going to take any action.

Managers may find it useful to jot down what they discuss with the supplier and after the meeting they should drop the supplier a note to confirm what was agreed. If things are resolved, then managers shouldn't keep these notes any longer.

If it is not appropriate to speak to the colleague or the colleague's manager about the issue, they should try to speak to their manager's manager. If they don't feel able to do this, or things still can't be resolved, they can move to Step 3.

Step 3: If the matter cannot be resolved informally, you should escalate the matter to supplierengagement@coop.co.uk who will assign an investigation manager to understand the case.

Step 4: The investigation manager will be in touch to gather further details about your concerns and to oversee the complaint through to its conclusion.

If the incoming investigation manager deems that the behaviour has not been consistent with either the Supplier Charter or our [colleague code](#), then they will follow our standard formal [disciplinary process](#).

Step 5: On the completion of either the initial investigation, informal conversations, or our formal disciplinary process, the supplier will be updated on the outcome and any agreements made.

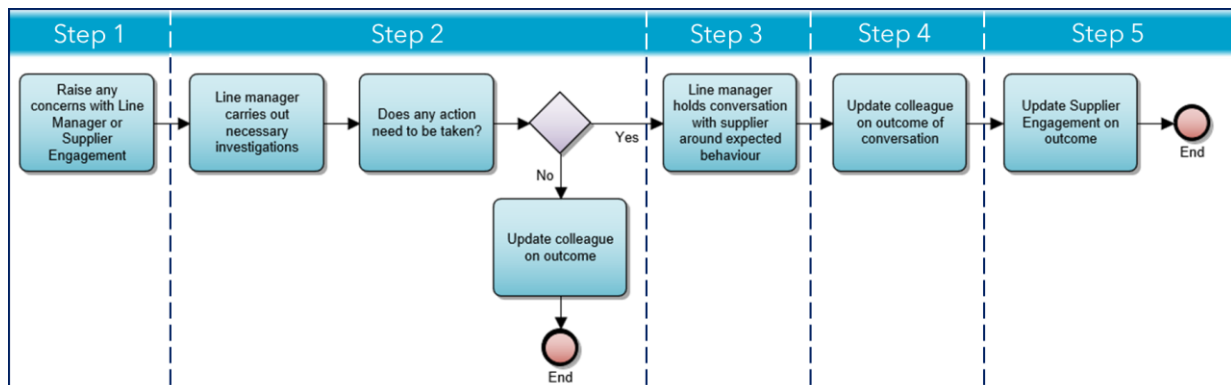
Note For Investigation Managers: If you are asked to be an Investigation Manager to investigate a potential breach of the Supplier Charter, you should treat this in exactly the same way as you would for any other disciplinary matter, with the only difference being that the complainant is external to Co-op.

You can read more about the role of an Investigation Manager in our [Disciplinary Process](#) and access the Managers investigation checklist and summary [here](#). You should ensure that you log the incident with Employee Relation Services (ER Services) by calling 0330 606 1001 and selecting option 2.

You can also find details of our Whistleblowing Policy [here](#) or colleagues can raise any concerns via our 24/7 "Speak up" Safecall hotline on 0800 915 1571 or online via [Coop - Safecall Ltd](#)

Colleague complaints about a supplier

Steps to take if you believe a supplier is not adhering to the Supplier Charter



Step 1: If a Co-op colleague is concerned about a supplier's behaviour, or feels that a supplier is not adhering to the Supplier Charter, colleagues should first seek to raise concerns with their own Co-op line manager, or with the next line manager up at Co-op. If you are not comfortable doing this, you can speak in confidence to Supplier Engagement by emailing supplierengagement@cooop.co.uk.

Note for non-commercial buying colleagues: If the incident has occurred outside of Commercial Buying, the commercial CBM and HOC should be made aware of the incident. This is because commercial are the main relationship managers of our suppliers and need to be informed of any potential issues in the wider Co-op/Supplier relationship. It does not necessarily need to be the commercial managers who carry out the investigations, but they should be kept informed at each stage.

Step 2: Managers should try to resolve the issue informally. Managers should meet with the colleague in private and listen to their concerns. They may need to carry out some investigations into the matter and may need to meet with the supplier - making sure the colleague's concerns are kept confidential. They should then let the colleague know what they plan to do to resolve the issue or explain why they're not going to take any action.

Managers may find it useful to jot down what they discuss with the colleague and with the supplier and after any meetings and they should drop meeting attendees a note to confirm what was agreed. If things are resolved, then managers shouldn't keep these notes any longer.

If it is not appropriate to speak to the colleague or the colleague's manager about the issue, they should try to speak to their manager's manager. If they don't feel able to do this or things still can't be resolved, they can move to Step 3.

Step 3: If it has not been possible to resolve the matter informally, the colleague's line manager (or alternative colleague) will then reach out to the supplier to hold a more formal conversation. The conversation will be focussed on what behaviours have been flagged, and what changes need to be made going forward, outlining the potential results of changes not being made. Line managers can reach out to supplier engagement for advice before holding conversations if necessary.

Step 4: Following this investigation, the colleague will be informed of the outcome and any agreed next steps.

Step 5: The line manager will also update Supplier Engagement of the outcome. This will then be logged, in order to keep an accurate record of outcomes and agreed next steps.