



**SUPPLIERS AND CONTRACTORS CHARTER**

In its dealings with suppliers and contractors, City University will adhere to the following standards.

- We will honour our contractual commitments.
- When dealing with suppliers and contractors we will be courteous and helpful. We will respond promptly and positively to complaints, comments and suggestions.
- When inviting and evaluating quotations, tenders and proposals, we will treat all bidders fairly.
- On request, we will debrief successful and unsuccessful bidders promptly of the outcome of a competition, giving constructive feedback.
- Trading relationships will normally be based upon co-operation; adversarial and confrontational relationships will be avoided.
- We will not divulge information submitted in confidence to third parties except as is necessary to comply with legal requirements.
- We will make every effort to make payments within agreed timescales.
- We will attempt to resolve contractual disputes amicably and fairly.

In exchange, we ask that you do the following.

- Honour your contractual commitments.
- Ensure that you receive an official order before supplying any goods or services.
- Assist us in building healthy trading relationships.
- Understand that you are trading on our conditions of contract, unless otherwise explicitly agreed.
- Provide the goods and/or services of appropriate quality, in accordance with our instructions.
- Notify us of any difficulties as early as possible.
- Do not attempt to undermine our existing supply arrangements.
- Provide invoices and other documentation promptly and to the correct location.

Your views about this Charter will be gratefully received. Please send your comments to:

The Purchasing Office  
City University  
Northampton Square  
London EC1V 0HB

Email [Purchasingservices@city.ac.uk](mailto:Purchasingservices@city.ac.uk)