



## Suppliers And Contractors Charter

In its dealings with suppliers and contractors, London Borough of Tower Hamlets will adhere to the following standards.

- We will honour our contractual commitments.
- We will monitor our contracts to ensure that we receive value for money.
- When dealing with suppliers and contractors we will be courteous and helpful. We will respond promptly and positively to complaints, comments and suggestions.
- On request, we will debrief successful and unsuccessful bidders promptly of the outcome of a competition, giving constructive feedback.
- Commercial relationships will be based upon co-operation; we will seek to avoid adversarial and confrontational relationships.
- 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.
- We will build the principles of sustainability into the way we procure goods and services

In exchange, we ask that you do the following.

- Honour your contractual commitments.
- Be innovative in assisting us to achieve value for money with our contracts.
- Ensure that you receive an official order or contract before supplying any goods or services.
- Assist us in building healthy commercial 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.
- Demonstrate commitment to improving your environmental performance
- Embrace the Council's protocol on ethical standards.

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

The Supplier Relationship Manager

London Borough of Tower Hamlets, Mulberry Place, London, E14 2BG

Email: [julie.harmer@towerhamlets.gov.uk](mailto:julie.harmer@towerhamlets.gov.uk)