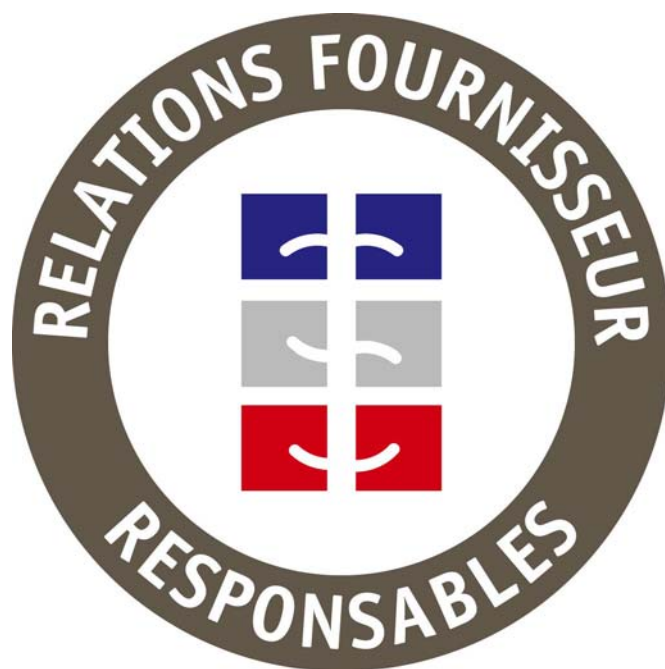


- OVERVIEW of the -

RESPONSIBLE SUPPLIER RELATIONS LABEL



- CONTENTS -



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What is the *Responsible Supplier Relations Label*?

The *Responsible Supplier Relations Label* is awarded to French companies in recognition of the sustainable and balanced relations they have with their suppliers. It is the only label of its kind awarded by the Government and is valid for three years. The first Label was awarded on 20 December 2012 to Legrand, Société Générale, SNCF and Thalès by *Médiation Inter-entreprises*, *Médiation des Marchés publics* and CDAF (*Compagnie des dirigeants et acheteurs de France*) in the presence of Fleur Pellerin, Minister Delegate with responsibility for Small and Medium-sized Enterprises, Innovation and the Digital Economy. Since then, the Label has been awarded to numerous other companies.



The Label is an extension of the ten responsible procurement commitments drawn up by the Charter for Responsible Supplier Relations (formerly the Business Relations Charter). It has also been inspired by the “list of 36 bad practices” established by the Volot report of 30 July 2010. To cement their commitment to improving their procurement policies, all companies complying with the principles of the Charter can apply for the Responsible Supplier Relations Label. To be awarded the Label, companies must first undergo an assessment carried out by the Vigeo agency which was appointed on the basis of its recognised expertise in assessing companies’ corporate social responsibility performance.



The following assessment criteria are used (some of which are mandatory):

1 – Protecting the interests of suppliers and subcontractors

- Guarantee fair financial treatment for suppliers
- Promote sustainable and balanced supplier relations
- Treat suppliers and subcontractors equally
- Prevent corruption

2 – Impact of procurement on business competitiveness

- Support industry consolidation and international development
- Evaluate total procurement costs

3 – Integrating environmental and social concerns into the procurement process

- Integrating the environmental performance of suppliers and subcontractors into the procurement process
- Contributing to regional development
- Integrating suppliers’ social performance into the procurement process

4 – Establishing the right conditions for a strong supplier-subcontractor relationship

- Ensuring a professional approach is taken to the procurement function and processes
- Developing business relations and promoting mediation

- Assessment criteria -

1 – Protecting the interests of suppliers and subcontractors

CRITERIA	POLICY AIM	COMMENTS
<p style="text-align: center;">1.1 Guarantee fair financial treatment for suppliers</p> <p style="text-align: center;">Charter for Responsible Supplier Relations, No 1</p>	<p>Ensure compliance with the payment deadlines established by the Economic Modernisation Act (LME), refrain from the use of practices that distort the spirit of the Act</p>	<p>Examples of bad practices:</p> <ul style="list-style-type: none"> - Deciding unilaterally not to pay the full amount due in the event of a dispute, unless otherwise stipulated in the contract - Withholding information from the supplier in the event of a dispute, 12 - Deliberately deciding to delay payment in the event of a dispute, 13 - Partially dispute or refuse to pay supplies received without making reservations, 14 - Failure to meet payment deadlines, 24 - Imposing excessive discount rates in return for paying on time, 25 - Automatically deducting product repair costs, 26 - Forced discounts, 27 - Backdated discounts, 28 - Issuing credit notes without allowing the supplier to contest the decision, 29 - Abusive penalties for late payment, 30 - Using the date the goods were checked to calculate the payment deadline rather than the date the goods were delivered, 32 - Returning goods after an unacceptable delay, 33 - Getting round French law by placing an order abroad even though the delivery address is in France, 34 - Incorrect use of consignment stocks, terms of sampling and invoicing, 35

CRITERIA	POLICY AIM	COMMENTS
<p style="text-align: center;">1.3 Treat suppliers and subcontractors equally</p> <p style="text-align: center;">Charter for Responsible Supplier Relations, No 8</p>	<p>Ensure open, free and fair competition for calls to tender, when selecting bids and negotiating contractual clauses: ensure consultations are clear, as well as listing procedures (not activated in the CDAF charter), treat all applicants equally, ensure procedures are transparent and traceable, etc.</p>	<p>Examples of bad practices:</p> <ul style="list-style-type: none"> - Consultation does not comply with competition rules, 1
<p style="text-align: center;">1.4 Prevent corruption</p> <p style="text-align: center;">Charter for Responsible Supplier Relations, No 8 and No 9</p>	<p>Prevent insider trading and the leaking of sensitive information</p> <p>Prevent active and/or passive corruption practices within the procurement process: e.g. bribery, extortion, fraud; establish clear rules for accepting gifts, invitations, etc.</p> <p>Define and prevent conflicts of interest</p> <p>Ensure suppliers and subcontractors comply with corruption prevention standards</p>	<p>Example of best practice:</p> <ul style="list-style-type: none"> - Establish a code of ethics within the company/organisation that applies to all job functions

2 – Impact of procurement on business competitiveness

CRITERIA	POLICY AIM	COMMENTS
<p>2.1 Support industry consolidation and international development</p> <p>Charter for Responsible Supplier Relations, No 4</p>	<p>Encourage a forward-looking approach to managing purchases by communicating order cancellations ahead of time, as well as expected activity levels, to ensure that production capacity can be adapted accordingly.</p> <p>Protect the industry by avoiding the sudden reintegration of a subcontractor's activities and expertise in times of crisis..</p> <p>Develop a trusting relationship with the subcontractors' management teams</p> <p>Encourage international development</p>	<p>Examples of bad practices:</p> <ul style="list-style-type: none"> - Client's sudden withdrawal, 5 - Sudden reintegration of subcontracted activities, 6
<p>2.2 Evaluate total procurement costs</p> <p>Charter for Responsible Supplier Relations, No 5</p>	<p>Assess the competitiveness of supplies from different sources:</p> <p>Factor in all cost components:</p> <ul style="list-style-type: none"> - Logistics costs borne directly by the purchaser - Length of the technical development process (various stages) - Time required for training and to acquire skills - After-sales costs calculated on the basis of equivalent services - Cost of quality control audits and CSR (corporate social responsibility) <p>Integrate all unknown factors when evaluating the total cost</p> <ul style="list-style-type: none"> - Breaks in supply - Product and service compliance - Risks relating to dealing with disputes - Social and political risks not covered by insurance - Reliability of the after-sales service with a possible knock-on effect in terms of operating losses and brand image impairment 	<p>Examples of bad practices:</p> <ul style="list-style-type: none"> - Request that the price of parts factor in one-off tooling costs to obtain the order, 3 - Drawing up French contracts in foreign currencies or not including clauses to update prices based on currency fluctuations, 8 - Drawing up long-term contracts with no price revision clause (raw materials, regulatory constraints) to factor in forex fluctuations, 16 - Not paying for certain activities: software development, knowledge surveys, 17

3 – Integrating environmental and social concerns into the procurement process

CRITERIA	POLICY AIM	COMMENTS
<p style="text-align: center;">3.1 Integrating the environmental performance of suppliers and subcontractors into the procurement process</p> <p style="text-align: center;">Charter for Responsible Supplier Relations, No 6</p>	<p>Anticipate the environmental impact of the procurement policy, supplier sources and product/services specifications</p> <p>Ensure suppliers and subcontractors comply with environmental requirements:</p> <ul style="list-style-type: none"> - For purchased products: end-of-life recycling - Production and distribution conditions: pollution and energy consumption (CO2 emissions) as well as scarce resources consumption, waste processing, etc.; control systems, audits, etc. 	<p>Example of best practice:</p> <ul style="list-style-type: none"> - Ensure suppliers with sites classified on environmental protection grounds comply with the relevant regulations
<p style="text-align: center;">3.2 Contributing to regional development</p> <p style="text-align: center;">Charter for Responsible Supplier Relations, No 7</p>	<p>Create and develop a supplier network by ensuring good business relations are maintained with suppliers and subcontractors located in the same region</p> <p>Contribute as much as possible to developing business activities in the regions where present</p> <p style="text-align: center;">Other Vigeo policy aims:</p> <p>Diversify the supplier network</p> <p>Optimise the knock-on effect on the local economy of the procurement policy, capital expenditure policies and contributions to local infrastructure</p> <p>Promote the creation, development and consolidation of companies in the regions where present through spin-offs and help for start-ups</p>	<p>Examples of bad practices:</p> <ul style="list-style-type: none"> - Encouraging subcontractors to transfer all or part of their business overseas, 23

3.3
Integrating suppliers' social performance into the procurement process

Anticipate the social impact of the procurement policy, supply sources and product/services specifications.

Ensure suppliers and subcontractors comply with existing labour standards in terms of production and distribution conditions: compliance with basic rights, minimum wages, and with regulations; health and safety standards; control systems, audits, etc.

Factor in the commitment made by suppliers to promote social integration through economic activity

Encourage suppliers and subcontractors to take corrective measures and support them in doing so

4 – Establishing the right conditions for a strong supplier-subcontractor relationship

CRITERIA	POLICY AIM	COMMENTS
<p>4.1 Ensuring a professional approach is taken to the procurement function and processes</p> <p>Charter for Responsible Supplier Relations, No 8 and No 10</p>	<p>Provide procurement training</p> <p>Work with buyers that comply with market rules and with business law</p> <p>Establish a coherent payment policy for buyers</p>	<p>Examples of best practices:</p> <ul style="list-style-type: none"> - Set annual responsible procurement targets - Make part of remuneration dependent on these targets being reached
<p>4.2 Developing business relations and promoting mediation</p> <p>Charter for Responsible Supplier Relations, No 9</p>	<p>Manage and coordinate all customers and users in contact with suppliers and subcontractors</p> <p>Favour mediation as an alternative way of solving disputes when a solution cannot be found with the local buyer</p>	<p>Examples of best practices:</p> <ul style="list-style-type: none"> - Encourage strong customer-supplier relations - Mechanism to monitor suppliers - Clear communication on the procurement policy - Favour mediation to solve disputes if a solution cannot be found with the local buyer - Appoint one or more “SME Correspondents” or “Internal Ombudsmen” that suppliers can contact if there is a dispute

- Mandatory criteria -

Médiation Inter-entreprises, Médiation des Marchés publics and the CDAF have established a list of mandatory criteria that must be complied with to obtain the Responsible Supplier Relations Label. They form the backbone of the Label, outlining the minimum conditions that must be met.

NB: The Committee that awards the *Responsible Supplier Relations Label* requires that an annual check be performed on all companies that have been awarded the Label to ensure they still comply with these minimum conditions. Every year on the date the Label was originally obtained, certified companies must send the Committee an audit report established by an independent third-party confirming that they still comply with the conditions.



1.1. Guarantee fair financial treatment for suppliers (E1): Comply with the payment deadlines established by the Economic Modernisation Act (LME) and refrain from all practices that distort the spirit of the Act.

>>> This criteria applies to purchases made by French companies from suppliers located in France. Specific exemptions (such as purchases of transport services or milk which have shorter deadlines; or publishers that have been given a longer deadline) must be presented by the applicant for assessment.

1.2. Promote sustainable and balanced supplier relations (E2 and E3): Establish a fair contract that complies with legislation and that will be adhered to.

>>> Applicants will not obtain the label if any of the contractual clauses contain the following examples of bad practices: General Conditions of Purchase imposed without negotiation, supplier's General Conditions of Sale excluded when an inconsistency is identified (Article L 441-6-I of the French Commercial Code), unilateral modification clause, termination without notice clause, automatic deduction of certain expenses or fines, issue of credit notes without consultation, non-compliance of the contract or the General Conditions of Purchase with the legal payment deadlines.

NB: applicants that have signed up to the Charter which includes a Preamble stipulating that all signatories will adhere to the Charter when establishing procurement contracts with industry suppliers, must provide proof of the above for assessment to the auditor (e.g. Preamble for the railway industry).

1.3. Equal treatment of suppliers and subcontractors (E8): Ensure open, free and fair competition for calls to tender, when selecting bids and negotiating contractual clauses: ensure

consultations are clear, as well as listing procedures (not activated in the CDAF charter), treat all applicants equally, ensure procedures are transparent and traceable, etc.).

>>> *This criteria applies to organisations subject to the French Public Procurement Code or Directives 2004-17 or 18. Public bodies must comply with the following basic procurement principles: freedom of access and non-discrimination, transparency and traceability of procedures, equal treatment.*

1.4. Prevent corruption (E8 and E9): prevent insider trading and the leaking of sensitive information, prevent active and/or passive corruption practices within the procurement process (bribery, extortion, fraud; establish clear rules for accepting gifts, invitations, etc.), define and prevent conflicts of interest, and ensure suppliers and subcontractors comply with corruption prevention standards.

>>> *This criteria applies if a system has not already been implemented within the company or organisation (e.g. a code of ethics).*



3.1. Integrating the environmental performance of suppliers and subcontractors into the procurement process (E6)

>>> *Applicants must supply the auditor with tangible proof that they are making every effort to ensure that strategically important suppliers with sites classified on environmental protection grounds (around 20% of the total) comply with the relevant regulations.*



4.1. Ensuring a professional approach is taken to the procurement function and processes (E8 and E10): Establish a coherent payment policy for buyers.

>>> *Applicants will not obtain the label if the following bad practices are noticed: setting procurement targets based solely on the savings targeted, setting variable procurement target criteria based solely on the savings targeted, setting the payment terms for consultancies involved in the procurement function based solely on the savings negotiated with suppliers (known as success fees) – this does not apply to consumption audits that are not justified.*

4.2. Developing business relations and promoting mediation (E9): Manage and coordinate all activities related to the implementation of the Responsible Supplier Relations Charter, monitor the relevant indicators and corrective action required, if necessary.

>>> *Applicants will not obtain the label if there is no steering committee to monitor the practice transformation plan, and/or there are no relevant indicators to monitor compliance.*

Favour mediation to solve disputes if a solution cannot be found with the local buyer, i.e. by appointing one or more “SME Correspondents” or “Internal Ombudsmen” that suppliers can contact if there is a dispute.

>>> *Applicants will not obtain the label if there is no Internal Ombudsman that suppliers can contact directly.*





- RULES FOR AWARDING THE LABEL -

1. General principles

The process for awarding the Label, up to the official award stage, is strictly confidential.

The *Responsible Supplier Relations Label* is proof that the holder is a buyer in the public or private sector whose standards of organisation and management provide reasonable assurance of compliance with the targets and commitments outlined in the Charter for Responsible Supplier Relations.

A/ Reasonable assurance of compliance means that the applicant has:

- provided tangible evidence of non-violation of the legal obligations outlined in the targets established in the *Charter for Responsible Supplier Relations*.
- taken concrete measures to ensure sustained compliance with the commitments outlined in the Charter in keeping with the specific requirements of his/her business sectors and locations.
- implemented an action plan to improve compliance with the ten commitments outlined in the *Charter* for the duration of the Label's validity.

B/ The *Responsible Supplier Relations Label* is jointly awarded by *Médiation Inter- entreprises*, *Médiation des Marchés publics* and the CDAF following a decision by the Awards Committee. It is awarded to the CEO or the Executive Committee of the applicant organisation. The Awards Committee decides which form the Label will take and how it will be awarded.

C/ The Awards Committee comprises three members and ten associate members who have relevant experience or have made a significant contribution to promoting responsible supplier relations. It consists of:

- members: the National Business Relations Ombudsman, the National Public Procurement Ombudsman and the Chairman of the CDAF, who jointly chair the Awards Committee.

- associate members: five associate members appointed by the two National Ombudsmen and five other associate members appointed by the Chairman of the CDAF. The appointments are for a period of three years and can be renewed twice.

D/ A meeting of the Awards Committee is valid if at least one member is present as Chairperson and the quorum is reached with at least five participants in total. Decisions to award the Label (or not) require a majority of 3/4 of the votes cast at the Committee meeting.

E/ The Awards Committee:

- can meet with applicants who disagree with the auditor to obtain additional information before reaching a decision to award the Label
- can, upon request from the applicants, listen to their comments if they do not agree with the conclusions made in the assessment report
- agree, where applicable, that a third party attends the interview with the applicant on the basis of their experience, particularly if the business sector in which the applicant operates requires specialist knowledge

2. Validity of the *Responsible Supplier Relations Label*

The Label is valid for three years subject to an annual check (see Point 7).

3. Eligibility for the *Responsible Supplier Relations Label*

The following public or private organisations are eligible for the *Responsible Supplier Relations Label* subject to all of the following conditions being met:

A/ they have signed the *Responsible Supplier Relations Charter* or their CEO has written to the National Business Relations Ombudsman or the National Public Procurement Ombudsman stating that they intend to comply with the Charter even though they are not formal signatories.

B/ They make a formal written request to *Médiation Inter-entreprises, Médiation des Marchés publics* and the CDAF. An application form is available on the www.relations-fournisseur-responsables.fr website under “*Label Relations Fournisseur Responsables*”.

C/ They receive a written response accepting their application from *Médiation Inter-entreprises, Médiation des Marchés publics* and the CDAF; an email is sufficient in this respect. This acceptance is a pre-requisite to signing a contract with the agency that will assess the company’s eligibility.

D/ They assign a duly authorised representative.

E/ They agree to undergo a compliance assessment by the agency as well as an assessment of their management procedures vis-à-vis the benchmarks outlined in the *Responsible Supplier Relations Charter*.

F/ They promise to take all corrective measures deemed necessary as a result of the assessment, and, more generally, all measures deemed necessary to comply with the Charter’s benchmarks.

G/ They agree to undergo a verification test (see Point 7) within the deadline set by the *Médiation Inter-entreprises, Médiation des Marchés publics* and the CDAF.

4. Assessment

An assessment must be carried out prior to a Label being awarded. The applicant must bear the cost of this assessment.

During the first three-year period from 1 July 2012 to 30 June 2015, the auditors must be from the Vigeo Agency as they are the only third-party experts certified to carry out this assessment by *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF. Thereafter, a list of duly certified legal entities that can perform the assessment will be posted on the www.relations-fournisseur-responsables.fr website.

The duration and cost of the assessment vary depending on: the number of entities covered by the Label (a list of the legal entities to which the Label will apply must be provided by the applicant), the organisational structure of the procurement function being assessed and the volumes purchased.

5. The assessment stages are as follows:

A/ A timetable for the assessment is drawn up on a quarterly basis by the applicant and sent to Vigeo by *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF.


B/ The assessment contract is signed by the applicant and the third-party expert.

C/ Assessment is carried out based on the assessment protocol drawn up by Vigeo. All Vigeo auditors have been trained in this protocol. It may involve the following:

- i. Gathering and processing of information supplied by the applicant:
 - a. analysis by Vigeo of public documentation; this will include a search for any disputes/contentious issues
 - b. questionnaire sent to the applicant; the applicant may find it useful to send Vigeo documents such as the results of the *Pacte PME*¹ survey, ISO26000 voluntary guidance standards, etc.
 - c. pre-processing of the questionnaire and all documents sent by Vigeo
 - d. gathering of additional information in the data room (on-site) and sending of additional questions if information is missing
 - e. preliminary report sent to the applicant
- ii. Prescription, if necessary, of corrective measures for immediate implementation by the applicant which will enable the auditor to sign off on any outstanding reservations before producing his/her final report.
- iii. Final report sent by Vigeo to the applicant stating assurance levels observed in relation to the benchmarks outlined in the *Responsible Supplier Relations Charter*, and where applicable, recommendations that the organisation should act on.

D/ The applicant sends the following documents to *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF:

¹ French association to promote business relations between SMEs and larger companies in the public and private spheres

- 
- i. Final, complete version of the assessment approved by the applicant. If the applicant does not agree with the contents of the final report, he/she can appeal to *Médiation Inter-entreprises, Médiation des Marchés publics* and the CDAF (see Point 8)
 - ii. The applicant's cover letter (format at the applicant's discretion).
 - iii. The action plan approved and signed by the appointed company representative. This action plan follows on from the auditor's recommendations to implement corrective measures with a view to compliance with the benchmarks outlined in the *Responsible Supplier Relations Charter*.

6. Label award and maintenance

Upon examination of the documents submitted to the Awards Committee and following discussions, where appropriate, a decision is taken based on any non-compliance issues identified:

a/ the *Responsible Supplier Relations Label* is awarded to the applicant.

b/ the award of the *Responsible Supplier Relations Label* is delayed until non-compliance with mandatory criteria is dealt with, or to allow the applicant to bolster practices that will bring it up to the level of compliance required.

Once this decision has been announced, the applicant can:

- ask the Awards Committee to take another look at the application and in light of the additional information supplied by the applicant, review its decision.
- ask for a verification test (see Point 8). The verification test report is submitted to the Awards Committee, which will then give its decision as to whether or not the Label should be awarded.

7. Verification test

This verification test takes into account any changes to the *Responsible Supplier Relations Charter* benchmarks that may have been made after the initial assessment date.

For organisations that obtained the Label: the Awards Committee asks for a verification test to be carried out every year to ensure that the mandatory criteria are being complied with. On the Label's anniversary date, the company must submit the verification test report issued by the third-party expert to the Awards Committee.

For applicants whose award has been delayed: the applicant may request a verification test to assess whether or not the corrective measures have been taken and the recommended procedures put in place. This verification test must take place no later than 9 months after the original assessment report issued by Vigeo.

The applicant must send the verification test report and the resulting new action plan to *Médiation Inter-entreprises, Médiation des Marchés publics* and the CDAF.

The cost of this verification test is borne by the applicant.

Annual verification tests must be carried out by the same third-party expert organisation that carried out the initial assessment. If possible, the same auditor should carry out the test.

8. Appeals

Applicants can appeal to the Awards Committee against all or part of the assessment report if they do not agree with its contents. The appeal must be made in writing and must outline the reasons why the applicant does not agree with the expert's opinion vis-à-vis the areas of compliance with the Responsible Supplier Relations Charter benchmarks.

The Awards Committee can ask for the points raised to be re-examined. If the auditor is deemed to not have acted with the necessary due diligence in carrying out the assessment, the Awards Committee may order a new assessment, the cost of which will be borne by the third-party expert.

9. Public communication procedures

A public announcement is systematically made by *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF when the *Responsible Supplier Relations Label* is awarded to an organisation. They decide the form the announcement will take. In contrast, the Committee does not disclose the names of the organisations for which it decides to delay awarding the Label.

Any communication by companies that have been awarded the Label must comply with the terms of the Label awarded. They should at least include the award information in their first annual report published after the Label is awarded and on their corporate website.

Any public announcement on the subject should not distort or misrepresent the opinions of the expert who carried out the assessment. Similarly, it should not distort or misrepresent the terms of the Label as outlined by *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF.

10. Withdrawing the Label

The *Responsible Supplier Relations Label* can be withdrawn before the three-year expiry date.

This can occur if:

The deadlines for performing annual mandatory compliance tests have not been met.

One or more mandatory criteria are no longer complied with.

An event occurs or information appears that is or may be incompatible with the assurance of compliance previously given regarding the organisation concerned due to its nature or seriousness.

Serious misconduct occurs, as outlined in Point 12 d below.

Before the Label is withdrawn, *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF will send a registered letter to the head of the organisation concerned to inform him/her of the situation and ask for a solution to be found within two months. If no solution is found within this timeframe, the Label could be withdrawn.

This decision automatically gives rise to a public announcement. In this particular case, withdrawal of the Label means that the organisation in question cannot obtain the Label again for one year.

11. Renewal

Before the Label can be renewed, an assessment requested by the organisation is carried out under the same conditions as the initial assessment.

A new assessment may be carried out by a third-party expert other than the one who carried out the initial assessment.

12. Liability clauses

A/ Intellectual property

The *Responsible Supplier Relations Label* and related processes and procedures, in particular the assessment methodologies and documentation used to provide feedback on the assessments, are the exclusive intellectual property of *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF. Any communication or use of these processes/procedures for advertising or other ends, including not-for-profit, must receive the express, written approval of the abovementioned organisations.

B/ Confidentiality

The information and documents submitted to the Committee awarding the *Responsible Supplier Relations Label* are held by *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF. Members and associate members of the Awards Committee have a duty to keep the information supplied and processed strictly confidential. They must undertake not to use any of this information in either their professional or personal lives.

C/ Conflicts of interest

When they join the Awards Committee, members and associate members will pay close attention to possible conflicts of interest that may arise when examining an application. For example, if a member or associate member is to review the application made by a particular company (or other type of organisation) in which he/she has an interest, he/she must discharge him/herself of any duties pertaining to the assessment or consultation of the application and must at least abstain from taking part in related discussions and votes.

D/Serious misconduct

Serious misconduct is defined here as:

- Making a false declaration on any type of document to obtain a report or incorrect opinion on an applicant's situation or the future impact of an applicant's management procedures.
- Non-compliance by organisations and auditors with confidentiality clauses.
- Misrepresentation/incorrect use of specific terms relating to the Label awarded.
- Falsely alleging that the Label was awarded to a particular organisation.
- Producing forged documents or reaching an illegal agreement with an individual or legal entity to produce unfounded opinions or lies about an organisation, its documents or its actions.

If serious misconduct occurs, the Label can be withdrawn (see Point 10). In addition, *Médiation Inter-entreprises*, *Médiation des Marchés publics* and the CDAF reserve the right to claim for damages to their reputation or compensation from the organisation concerned.



- APPLICATION FORM -

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Organisation applying for the *Responsible Supplier Relations Label*:

Name:

SCOPE OF THE APPLICATION :

State at which level the Label is being requested:

Group or Holding co.

Related subsidiaries

Provide a list of the legal entities concerned:
.....
.....

Full purchasing portfolio or partial portfolio only If so,
provide details (e.g. Production procurement, General Purchasing):

.....
Country: France only or list of relevant countries:
.....

Manager to whom the final report should be sent:

Full name:
Job title:
Postal address (for all correspondence):
.....
Telephone number:
Email address:.....
.....

Duly appointed representative who will provide the auditor with information:

Full name:
Job title:
Postal address (for all correspondence):
.....
Telephone number:
Email address:.....
.....

APPLICATION FORM -

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SME CORRESPONDENT/INTERNAL OMBUDSMAN:

Full name:

Job title:

Postal address (for all correspondence):

.....

Telephone number:

Email address:.....

.....

COMMUNICATION:

Address of the Internet site where information about the Label award will be published:

.....

Contact:

Full name:

Job title:

Postal address (for all correspondence):

.....

Telephone number:

Email address:.....

.....

KEY FIGURES REGARDING THE SCOPE OF THE APPLICATION:

Total number of staff covered by the scope:

.....

Total sales in year N-1: €.....m

Total purchases in year N-1 corresponding to the scope:

Total: €.....m O/W France: €.....m

Is the scope being assessed subject to the French Public Procurement Code or Directives 2004-17 or 18? Yes/No

Designated purchasing site where the assessment will be carried out:

Address:

Timetable for the assessment (with details per quarter)

.....



- CERTIFICATION BODIES -

- Médiation Inter-entreprises -

Médiation Inter-entreprises (Business Relations Ombudsman) is a government scheme to help businesses. It was founded to establish a fairer balance in relations between customers and suppliers. Any company or business organisation, regardless of their size or sector of activity, can refer cases to the Ombudsman if there is a dispute regarding the application of a clause in a contract or the execution of a contract. There are three referral methods: individual mediation, group mediation (several companies together) or sector mediation.

Contact: francoise.odolant@finances.gouv.fr

- Médiation des Marchés publics -

Médiation des Marchés publics (Public Procurement Ombudsman) is designed to promote corporate growth by improving private sector relations with the public sector. This involves boosting the access of SMEs to the public procurement market. The Ombudsman plays a proactive role to encourage companies to venture into the public procurement market. It also plays a defensive role by offering individual or group mediation.

Contact: francoise.odolant@finances.gouv.fr

- CDAF (*Compagnie des dirigeants et acheteurs de France*) -

The CDAF is an association that brings together over 1,600 purchasers. Its aim is to promote the strategic role of purchasers, render the purchasing function more professional, and anticipate and identify changes to the business. It can make suggestions to government bodies as to how the markets should function and how economic progress can be achieved.

Contact: francois.girard@cdafr.fr

**– List of consultancies certified by *Médiation*
Inter-entreprises and CDAF on 31 March 2014 –**

Consultancy	Address	Contact	Telephone number	Email address
A2Consulting	14 rue d'Ouessant 75015 PARIS	Jacques Schramm	+33 (0) 660544438	jacques.schramm@a2consulting.fr
AFNOR SOLUTIONS ACHATS	Champ du Bies lieu-dit le Rolland 38160 ST VERRAND	Bruno Frel	+33 (0) 607439517	bruno.frel@afnor.org
ASEA	25 rue de la Chezine 44100 NANTES	Annie Sorel	+33 (0) 623224213	asorel@ecoachats.com
AVENIR MEDIATION	9 rue de l'Amiral de Joinville 92200 Neuilly sur Seine	Maud Neukirch	+33 (0) 631470674	maud.neukirch@gmail.com
CAP VISION	22 rue Pierre Mendès France BP 76 – 77201 Marne La Vallée Cedex	Valérie Testa	+33 (0) 173790800 0609633967	valerie.testa@cap-vision.com
COOPREX INTERNATIONAL	Rue des Rives de l'Oise - Parc Technologique BP 50149 VENETTE	Christophe Machu	+33 (0) 619972339	christophe.machu@cooprex.com gilles.le-cardinal@utc.fr
CSC	Immeuble Balzac 10 Place des Vosges 92072 Paris la Défense Cedex	Thierry Mercier	+33 (0) 155705620 +33 (0) 660604175	tmercier2@csc.com
GB OUEST	5 Quai de la Saône 76600 Le Havre	Elisabeth Fraiz Stéphanie Kerbarh	+33 (0) 235210443 +33 (0) 674560514	efraiz@gb-ouest.com kerbarh@free.fr
LOWENDAL MASAI	Euroatrium 7 rue Emmy Noether F-93400 Saint-Ouen	Olaf de Hemmer Gudme	+33 (0) 667335888	odehemmergudme@lowendalmasai.com plasry@lowendalmasai.com
MOZART CONSULTING	59 avenue Mozart 75016 Paris	Victor Waknine Bruno Brochenin	+33 (0) 142880518 +33 (0) 628675290	v.waknine@mozartconsulting.eu bruno.brochenin@mozartconsulting.eu
SC CONSULTANTS	16 rue Troyon 92310 Sèvres	David Scalia	+33 (0) 155059700	david@scconsultants.fr
SYSTEMGIE	11 rue du Clos Courtel 35000 Rennes	Béatrice Chasle Philippe Demée	+33 (0) 626508625	beatrice.chasle@systemgie.fr philippe.demeé@systemgie.fr
THE GREEN COMMUNICATION	InnovaGrasse Espace JL Lions 4, Traverse Dupont 06130 Grasse	Frédéric Dupouy	+33 (0) 489856043 +33 (0) 684776751	f.dupouy@thegreencommunication.com

**– List of approved training bodies certified by
Médiation Inter-entreprises and CDAF on 31 March 2014 –**

Certified training body	Address	Contact	Telephone number	Email address
AFNOR SOLUTIONS ACHATS	Champ du Bies lieu-dit le Rolland 38160 ST VERRAND	Bruno Frel	+33 (0) 607439517	bruno.frel@afnor.org
ASEA	25 rue de la Chezine 44100 NANTES	Annie Sorel	+33 (0) 623224213	asorel@ecoachats.com
AVENIR MEDIATION	9 rue de l'Amiral de Joinville 92200 Neuilly sur Seine	Maud Neukirch	+33 (0) 631470674	maud.neukirch@gmail.com
BIG FISH	7 rue Chateaubriand 75008 PARIS	Nicolas Kourim	+33 (0) 609498328	nicolaskourim@e-bigfish.com luc.mora@bigfish.com
CAP VISION	22 rue Pierre Mendès France BP 76 – 77201 Marne La Vallée Cedex	Valérie Testa	+33 (0) 173790800 +33 (0) 609633967	valerie.testa@cap-vision.com
CEGOS	19 rue René Jacques 92798 ISSY LES MOULINEAUX	Philippe Petit	+33 (0) 155009140 +33 (0) 687607763	ppetit@cegos.fr
FIDAL FORMATION	14 bd du Général Leclerc 92200 NEUILLY SUR SEINE	Isabelle Vaugon	+33 (0) 155681655	ivaugon@fidalininternational.com
GRENOBLE ECOLE DE MANAGEMENT	12 rue Pierre Sémard BP 127 38003 GRENOBLE	Dominique Benoist	+33 (0) 476706189	dominique.benoist@grenoble-em.com
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SERAINE CONSULTING	42 rue d'Artois 75008 PARIS	Philippe Wuppermann	+33 (0) 650200555	ph.wuppermann@gmail.com
SYSTEMGIE	11 rue du Clos Courtel 35000 Rennes	Béatrice Chasle Philippe Demée	0626508625	beatrice.chasle@systemgie.fr philippe.demee@systemgie.fr