

SUPPLY PARTNERS - CODE OF CONDUCT

- ➔ Suppliers and service providers are a key part of Signmanager's success and will be treated as "supply partners".
- ➔ Signmanager is not a manufacturer or installer, and will not compete directly with its supply partners. We are project managers that rely on a reputable contractor base. We detail the customer's specifications and use qualified local contractors to provide the signage at current market value. The client selects the successful contractor and we manage the project on their behalf.
- ➔ We encourage our supply partners to understand our business and offer suggested improvements to our specifications, procedures & systems.
- ➔ We encourage our supply partners to offer new and innovative products, services and opportunities to increase their exposure to Signmanager and its projects.
- ➔ Supply partner's information and pricing is privileged information and will not be released to competitors. In tender situations, prices will not be revealed or given to competitors to match.
- ➔ Signmanager will periodically conduct performance reviews on its supply partners on behalf of its clients.
- ➔ Supply partners are invited to report their experiences with Signmanager, and participate in periodic reviews on Signmanager's performance.
- ➔ Supply partners may be suspended in the event of poor performance. Any recommendations for suspension will be referred to Signmanager's directors for consideration.
- ➔ Signmanager's agreements are with the supplier's company, not with the individuals who work there. Signmanager will remain committed to the company in the event that a key individual leaves or starts their own business. The former individual may compete for work from Signmanager on the merit of their new organisation's capability.
- ➔ Supply partners are free to present concerns of unfair dealings with Signmanager to the directors in a confidential manner without fear of reprisal or retribution.
- ➔ The establishment of a supply relationship represents our intention to be long term business partners. It is the dual responsibility of both partners to develop and enhance the mutually beneficial aspects of the relationship.