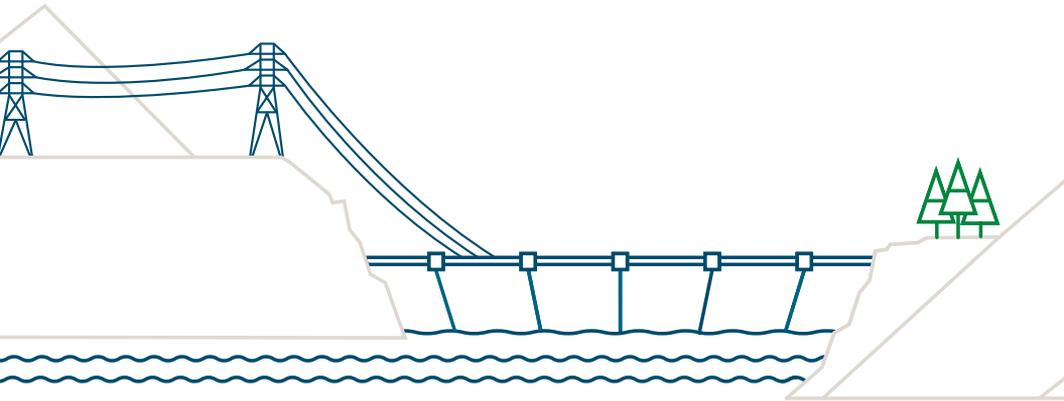


BC Hydro supplier interaction guidelines



Introduction

We work to build trusted relationships with customers, suppliers*, First Nations and the communities we serve. The Supplier Interaction Guidelines are one way we are representing our commitment to being a “customer of choice” for suppliers.

We believe that mutually beneficial business agreements, achieved through fair, open and transparent treatment of suppliers will promote the highest level of service and contract compliance.

Background

The Supplier Interaction Guidelines were developed in response to the Supplier Engagement Review recommendations. These guidelines are neither contractual nor a comprehensive manual that describes every interaction between BC Hydro and our suppliers. Its purpose is to provide guidance, improve our relationships and support our processes at BC Hydro.

These guidelines incorporate the spirit and intent of many of our existing codes and policies and are complementary to the BC Hydro Code of Conduct (the Code), which includes the Contractor Standards for Ethical Conduct. Where there might be conflict between existing policies and these guidelines, the policies should be followed.

Applicability

Our employees and suppliers interact on varying levels depending on job functions and needs. Some of the context of this document might not be applicable to all your interactions, however, these guidelines are intended for all of our employees and all of our suppliers.

*Suppliers include contractors, suppliers, vendors, consultants, sub-contractors and service providers who may provide labour, materials and/or consulting/professional services.

Supplier interaction guidelines

PARTNERING RELATIONSHIPS

- Cultivate positive relationships, seek consistency and work as a team.
- View each other as essential allies, recognizing each other's specific objectives.
- Assist each other in planning: share forecasts and allow for input from both parties where appropriate.
- Identify and manage risks together to achieve optimal solutions for both parties.
- Fulfill contractual obligations. Any changes to a contract must be in writing, must follow the established processes outlined in the contract and must be agreed to by both parties.
- Work collaboratively to anticipate and solve problems together.
- Share best practices.
- Develop skills and jointly achieve improvements that enhance safety, environmental, social and fiscal responsibilities.
- Create a win/win atmosphere.
- Provide a harassment free environment where all individuals are treated with dignity and respect (See also: Respectful Workplace Policy).
- Explore opportunities for relationships with First Nation communities and Aboriginal businesses.



Fair, open and transparent

- Follow the processes that have been established to enable fair, open and transparent communication and competition.
- Do not participate in any behaviour that could lead to favouritism or impropriety or the impression of favouritism or impropriety.
- Select business meeting locations in settings that are suitable to the nature or intent of the meeting and will not be perceived as unethical or unnecessary by BC Hydro or a third party.
- Do not accept nor offer entertainment or gifts which could affect business judgment, create uncomfortable commitments/relationships and may be perceived as unethical or unnecessary by BC Hydro or a third party. (See also Gifts, entertainment and benefits of the Code and Contractor Standards for Ethical Conduct.



Due diligence

- Do your due diligence (as applicable to BC Hydro).
 - Engage the appropriate procurement, technical, legal and/or other experts at early stages to define and develop documentation and processes.
 - Engage the appropriate internal and external stakeholders for input review, feedback and approval.
 - Ensure that documentation and processes are organized in accordance with internal and contract requirements, and are followed.
- Delegate and communicate roles and responsibilities.
 - Know who the appropriate representatives are to issue and accept instructions from.
 - Ensure that site personnel understand the roles of both parties' representatives.
- Understand when change orders and equitable adjustments are valid and necessary, communicate within the established timelines and follow the process.
- Address discrepancies and/or personnel conflicts in a timely manner through the correct process* to avoid unnecessary financial consequences and damaged business and community relationships.
- Pay attention to detail in documentation, workmanship and contract deliverables.
- Follow through on your actions and follow up on your expectations.

*If unsure of the process, then please contact your procurement representative.



Business integrity

- Act with integrity in all of your dealings and abide by the BC Hydro Code of Conduct.
- Respect the property of others and the rules of the site/facility, including having the proper security, environmental and safety clearances.
- Communication or documentation should not be designed to mislead and take advantage of mistakes or lack of awareness by either party.

Business continuity

- Provide and acknowledge alternate contacts, processes and/or support to internal and external contacts before a leave of absence or change of role.
- Develop and maintain documentation and correspondence in an organized fashion to enable smooth transitions during a leave of absence or change of role.
- Where appropriate or specifically required, have a comprehensive risk mitigation or emergency plan in place.

Utilities are a critical part of the infrastructure of British Columbia. We are committed to keeping the lights on for our customers at all times including prior to, during and after a disaster, and we expect our business partners to work with us to achieve this goal.

Conflict of interest

Avoid conflict of interest, or the appearance of at all times.

As a BC Hydro employee or BC Hydro supplier your compliance with BC Hydro's Code of Conduct is required. Please refer to the BC Hydro Code of Conduct and the Contractor Standards for Ethical Conduct applicable to BC Hydro Contracts.

References

Please visit bchydro.com to view our other policies.

- Aboriginal Contract and Procurement Policy.
- BC Hydro Code of Conduct (which includes the Contractor Standards for Ethical Conduct applicable to BC Hydro Contracts).
- Environmental Responsibility Policy.
- Respectful Workplace Policy.
- Social Responsibility Policy.
- Vendor Complaint Review Process.

Contact

For questions or concerns regarding the Supplier Interaction Guidelines contact pppc@bchydro.com.



