

Supply Chain Charter

Our Supply Chain Charter defines the commitment between Supply Chain Providers and Reed in Partnership. These are our shared values, which create mutually beneficial and rewarding relationships that best meet Member and Learner needs.

The Charter has been drawn up in conjunction with Supply Chain Providers through information and feedback gathered at Service Delivery Boards, Contract Performance Reviews and Provider Forums.

The Charter is based on the three principle values:

We work together



- Together, we build the capacity and capability of the Supply Chain by sharing best practice, policies and providing constructive feedback on performance
- Together, we create a strong partnership through collaboration, inclusion and mutual respect
- Together, we develop a strong understanding of each others business strengths and limitations that we use to ensure the quality of our services
- Together, we work to be the best in what we do

We are fair, open and honest



- We agree common objectives and share the success when we achieve these
- We encourage transparency whilst respecting each others commercially sensitive information
- We are committed to a consultative approach which encourages honest, constructive feedback
- We are open, transparent and accessible in the way in which we communicate

We take ownership



- We are jointly responsible for high performing service delivery and continually improving outcomes for our Members and Learners
- We are innovative in our approach to delivery, partnership and decision making
- We are accountable for our actions in order to ensure our Members and Learners are the focus of every decision we undertake.
- We deliver high quality services across diverse and multicultural areas to support the overall well-being and development of local communities

The success and impact of the Charter will be regularly reviewed. This will be undertaken through meetings, online surveys and management information reviews.