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**Supplier Questionnaire Form**

Updated 2024

# Instructions

ActionAid UK uses this questionnaire to ensure that we do business with organisations that can deliver quality products or services, and also share our core values and in order to build a healthy relationship with our suppliers.

There are 3 elements to this questionnaire:

**Section A** Business Details

**Section B** Operational Practices

**Section C** Terms and Conditions

Please complete both sections, A and B, and then once Section C is agreed to submit this with any supplementary information to the ActionAid UK contact at the address listed below. If you require any clarification please contact the ActionAid UK contact.

ActionAid will confirm whether our criteria have been met within 14 days of receipt of the questionnaire, after which your organisation will be considered an ActionAid supplier. Please note that additional information may be required for specific procurements of services or products at a later stage.

Please send all completed documents, with each section signed by an appropriate officer of your company to the following:

|  |  |
| --- | --- |
| ActionAid Contact: | Jo Armah-Kinson |
| Position: | Contracts and Procurement Manager |
| Contact Email: | [commercial.uk@actionaid.org](mailto:commercial.uk@actionaid.org) |
| Address: | ActionAid UK  33-39 Bowling Green Lane  London,  EC1R 0BJ, United Kingdom |

**Confidentiality**

The information this questionnaire contains will be held in confidence by ActionAid UK and used only for the purpose of determining your suitability for meeting our general requirements for the provision of the goods and/or services.

**Data Protection Act**

Information submitted will be held by ActionAid UK to allow us to determine your continued suitability as a supplier. This may be supplemented by references supplied by your referees. We will not disclose any information to any third party. Should you no longer wish to be an approved supplier and your information to be removed then please contact: Contracts and Procurement Manager, [commercial.uk@actionaid.org](mailto:commercial.uk@actionaid.org).

# Section A : Business Details

1. **Contact Details**

|  |  |
| --- | --- |
| Name of Company: |  |
| Trading Name:  *(if different from above)* |  |
| Principle contact: |  |
| Trading Address: |  |
| Tel: |  |
| Email: |  |
| Website Address: |  |

1. **Business Overview**

Please describe the principle businesses or activities in which you are involved:

|  |
| --- |
|  |

Please briefly describe the nature of the products and or services will you be looking to supply to ActionAid.

|  |
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1. **Organisation Information**
   1. What is the legal status of your business? Please tick as appropriate:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Public Limited Company |  |  | Charity |  |
|  |  |  |  |  |
| Private Limited Company |  |  | School |  |
|  |  |  |  |  |
| Sole Trader |  |  | Government Agency |  |
|  |  |  |  |  |
| Partnership |  |  | Other (Please detail) |  |

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* 1. For Incorporated Entities (including the trading arm of any charities):

|  |  |
| --- | --- |
| Country of Incorporation: |  |
| Company Reg. no: |  |
| Date of Incorporation: |  |
| Registered address  *(if different from above)****:*** |  |

* 1. If your company has been incorporated and/or known by any other names in the past 10 years, please supply that information here:

|  |  |
| --- | --- |
| Country of Incorporation: |  |
| Previous Company Name/s |  |
| Company Reg. no: |  |
| Date of Incorporation: |  |
| Registered address  *(if different from above)****:*** | (Please continue on a separate sheet if necessary) |

3.4 If your company is the subsidiary of another entity please provide the following for the ultimate parent company.

|  |  |
| --- | --- |
| Name: |  |
| Country of Incorporation: |  |
| Company Reg. No: |  |

* 1. Where applicable please state:

|  |  |
| --- | --- |
| Charity No.: |  |
| VAT No.: |  |

What was your turnover/income in your last financial year?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company / Organisation \* | | | Group \*\* | |
|  | | | | |
| Less than £100,000 |  |  |  |  |
|  |  |  |  |  |
| £100,000 - £1M |  |  |  |  |
|  |  |  |  |  |
| £1M - £5M |  |  |  |  |
|  |  |  |  |  |
| Greater than £5M |  |  |  |  |

\* The Company/Organisation is doing direct business with ActionAid International.

\*\* The total Turnover Income relating to the group of which your Company forms part.

* 1. How many people does your Organisation employ?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company/Organisation \* | | | Group \*\* | |
|  | | | | |
| Number |  |  |  |  |

1. **Professional Membership and Accreditation**
   1. Please indicate whether your organisation belongs to any professional or trade bodies

|  |
| --- |
|  |

* 1. Please provide details of any quality assurance accreditation that your company holds (e.g. BS EN IS09000, Investors in People etc.)

|  |
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|  |

**5 References**

Please provide the details of three references that ActionAid may contact:

***Reference 1***

|  |  |
| --- | --- |
| Name of Company: |  |
| Principle contact: |  |
| Trading Address: |  |
| Tel: |  |
| Email: |  |

***Reference 2***

|  |  |
| --- | --- |
| Name of Company: |  |
| Principle contact: |  |
| Trading Address: |  |
| Tel: |  |
| Email: |  |

***Reference 3***

|  |  |
| --- | --- |
| Name of Company: |  |
| Principle contact: |  |
| Trading Address: |  |
| Tel: |  |
| Email: |  |

1. **Banking Details**

Please provide details of your Bankers for settle payment by EFT:

|  |  |
| --- | --- |
| Bank Name: |  |
| Branch Name: |  |
| Account Name: |  |
| Account No.: |  |
| Branch Code: |  |

Please note, any changes in banking details should be communicated formally to the contact email provided.

1. **Contact Details**

Please provide the contact details of those person(s) responsible for:

**6.1 Quotes/Purchase Orders**

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Telephone No.: |  |
| Email Address: |  |

**6.2 Invoices/Payments**

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Telephone No.: |  |
| Email Address: |  |

1. **Declaration**

I hereby confirm that all information given is complete and accurate.

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Signature: |  |
| Date: |  |

(This should be provided by an appropriate Officer of the Company e.g. Managing Director, CSR Officer, etc.)

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Supplier set up on SUN: Yes/No

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Accountant Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Financial Manager Date

# Section B : Operational Practices

This section aims is an opportunity for ActionAid to gain some insight into the way that your organisation “does business”. This is intended to be an overview – there may be some areas that will require more detailed consideration when particular goods and/ or services are being procured e.g. how a specific sub contracted element would be managed but these will be requested as part of that procurement process.

We understand that businesses have different approaches and resources to tackling environmental and ethical issues and therefore have kept this section as flexible as possible.

1. **Operational Policies**

Please indicate if you have a policy on the following areas:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Environmental |  |  | Equal Opportunities |  |
|  |  |  |  |  |
| Health & Safety |  |  | Diversity |  |
|  |  |  |  |  |
| Ethical/Anti-Slavery |  |  | Quality Assurance |  |
|  |  |  |  |  |
| Sub-Contracting |  |  |  |  |

Where there is a policy in force, please provide a copy as part of this submission – no further information will be required. If you do not have a policy, please indicate briefly how your approach to the following areas:

1. **Environment**

What steps do you take to minimise the impact of your organisation on the environment?

|  |
| --- |
|  |

1. **Health and Safety**

How do you ensure that you provide a safe working environment? Elaborate.

|  |
| --- |
|  |

1. **Ethical**

Have you developed any codes of conduct that you apply to those with whom you do business? For example, if you procure from suppliers would you make efforts to determine the conditions that services have been supplied or products manufactured? Have youthoroughly investigated your labour practices, and those of your direct suppliers, to ensure that there is no forced labour or slavery used anywhere in your business or by any of your direct suppliers? Do you pay the London Living Wage? Have you put in place all necessary processes, procedures, investigations, and compliance systems to ensure that this will continue to be the case at all times?Elaborate. (Continue on a separate sheet if required.)

|  |
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1. **Equal Opportunities**

How do you ensure that you meet all legislation that ensures equality of different groups within the workplace?

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|  |

1. **Diversity**

Does your organisation take any active steps to encourage diversity in your workforce – for example ethnic or gender diversity? Elaborate.

|  |
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1. **Quality Assurance**

How do you ensure that you deliver consistent quality in your work (this needs only to relate to general policies and practises rather than relate to any specific contract)?

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1. **Sub-contracting**

If applicable, how do you ensure that elements delivered by sub-contractors are of acceptable quality, delivered on time etc. (this needs only to relate to general policies and practises rather than relate to any specific contract)?

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1. **Legal Proceedings**

Is your organisation currently involved, or has been subject to in the last 3 years any legal proceedings/ tribunals etc.? If so please give details and outcomes:

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|  |

1. **Declaration**

I hereby confirm that all information given is complete and accurate.

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Signature: |  |
| Date: |  |

(This should be provided by an appropriate Officer of the Company e.g. Managing Director, CSR Officer, etc.)

# Section C : Terms and Conditions

These Terms and Conditions shall govern all orders received by the Supplier from the Purchaser.

For the purpose of these Terms and Conditions:

1. ‘Purchaser’ shall mean ActionAid UK, located in London,
2. ‘Supplier’ shall mean the party that provides the Purchaser with goods/services

All communication between the parties shall be in writing, by means of email communication. The Purchaser shall only accept communication at the email address notified by the Purchaser to the Supplier.

1. **Quotations**
   1. Unless otherwise negotiated, quotations will first be requested from the Supplier before a final order will be instructed.
   2. The mere provision of a quotation by the Supplier does not constitute a contract or order.
   3. The quotation should stipulate an estimated delivery date as well as an expiry date.
   4. The Supplier’s quotation will be considered if a competitive price is quoted and quality goods/services can be delivered.
   5. The parties shall be bound to these Terms and Conditions once the Purchaser has notified the Supplier of the acceptance of the Supplier's quotation.
   6. The Purchaser shall not be bound to any terms or conditions which the Supplier purports to include in its quotation.
2. **Orders/Services**
   1. **Should the Supplier be selected to provide the goods/services that were quoted on, the Purchaser will** send the Supplier an electronic Purchase Order Form from the Action Aid Finance email address.
   2. The Supplier should only process an order with a Purchase Order. No other orders purportedly received from the Purchaser shall be valid.
   3. The Supplier’s email response to the "ActionAid Finance email address" will confirm the status of the order.
3. **Delivery**
   1. All goods/services shall be delivered to the Purchaser’s premises during normal business hours, Monday – Friday, from 8:30am to 5:00pm, unless otherwise agreed.
   2. Goods/services will be delivered on or before the estimated delivery date provided in the quotation.
   3. The Supplier shall be held liable for all damage, if any, caused to the goods prior to or on delivery of the goods to the premises of the Purchaser.
   4. The Supplier will provide a Delivery Received Note to the Purchaser on delivery. In the case of services provided a Services Received Note will be required.
4. **Inspection** 
   1. The Purchaser reserves the right to inspect goods upon delivery, or in the case of service delivery, a Job Card should be signed before the Supplier leaves the premises.

* 1. Claims for any of the following shall be sent to the Supplier within 21 (twenty one) days of the Purchaser gaining knowledge thereof:

1. a shortage of goods;
2. damaged goods;
3. defects of fault in the goods; and/or
4. unsatisfactory service delivery.
   1. The Supplier shall make good such damage, shortage, defects or unsatisfactory service delivery within 7 (seven) days of receiving the Purchaser's claim.
   2. Level of services needs to be delivered in line with the agreement. This will be ratified in consultation with the service provider.
5. **Warranty**

The Supplier warrants that the Goods and/or Services, as the case may be, shall be:

* 1. new and unused;
  2. fit for the intended purpose;
  3. comply with the Purchaser's requirements; and
  4. free of any liens or other encumbrances.

1. **Ownership**

Ownership in and to any Goods shall transfer from the Supplier to the Purchaser upon payment thereof.

1. **Invoicing/Pricing**
   1. Invoices should be based on the quotation. The price quoted by the Supplier shall be fixed, and the Purchaser shall not be liable for any increase in the price.
   2. Invoices will reflect the final price of the goods/services delivered and will be provided by email (the preferred method), post or on delivery of the goods or provision of the services. If the Supplier is a VAT vendor, the invoices will be inclusive of VAT.
   3. All invoices should quote the ActionAid Purchase Order and unique invoice number. Failure to do so will lead to a delay in payment.
   4. Payments will only be made based on the invoice/pro-forma invoice received.
   5. The invoice from a consultant/agency need to state the scope of work that has been done and the costs as agreed. The invoice needs to be accompanied by a Service Received Note.
2. **Credit Agreement**

Where applicable, the Supplier will request a 30 (thirty) day from statement Credit Agreement. It is in the Purchaser's sole discretion whether it will grant any credit to the Supplier.

1. **Payments**
   1. As per the agreed Credit Agreement Terms.
   2. In special circumstances only, and as agreed between the two parties, the Purchaser will pay the value of the invoice to the Supplier by EFT within fourteen (14) days after the delivery of the goods/services.
   3. Unless a deposit is required and agreed upon, no other pre-payments will be actioned.
2. **Additional charges**
   1. In the case of any additional charges, these should be noted or included in the quotation. The Purchaser shall not be liable for any charges that are not included in the Supplier's quotation.
3. **Default by the Supplier**
   1. If, in the Purchaser’s opinion, the Supplier repeatedly fails to deliver goods or provide services to the Purchaser's satisfaction, or fails to deliver goods or provide services on time or fails to deliver goods or provide services in good order, the Contracts and Procurement Manager of the Purchaser will send a Notice to the Supplier, which will provide the supplier with:

a) the description and dates of the incidents ; and

b) a two (2) months window period or two (2) service deliveries (whichever occurs first) in which to improve.

* 1. Should the Purchaser not experience an improvement in services during the window period or in the deliveries received, the Purchaser shall be entitled to cancel future orders by written notice to the Supplier with immediate effect.
  2. In the event that the Supplier becomes insolvent, is placed under business rescue, or performs any act of insolvency, the Purchaser shall be entitled to cancel all or any part of any order which remains unperformed.
  3. The Purchaser shall be entitled to cancel any Purchase Order by giving the Supplier 30 (thirty) days' written notice. In such an event the Supplier shall be entitled to payment of that portion of the Purchase Order which has been performed by the Supplier, unless such cancellation is due to any breach or default by the Supplier.

1. **Confidentiality**
   1. The Supplier undertakes to keep confidential any information which the Purchaser communicates to the other Supplier and which is stated to be or by its nature is intended to be confidential.
2. **General** 
   1. Any variation to these Terms and Conditions must be in writing and signed by the Purchaser and Supplier.
   2. If there is any inconsistency between these Terms and any other document, agreement or understanding as between the parties, then these Terms and Conditions will apply.
3. **Declaration**

I hereby confirm to agree to the Terms and Conditions provided.

|  |  |
| --- | --- |
| Name: |  |
| Position: |  |
| Signature: |  |
| Date: |  |

(This should be provided by an appropriate Officer of the Company e.g. Managing Director, CSR Officer, etc.)

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1. Supplier reviewed and approved: Yes/No

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Contracts and Procurment Manager/Procurement Committee, AAUK Date

1. Supplier entered on central Suppliers List Yes / No

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Contracts and Procurement Manager, AAUK Date