

Dataco Global Supplier Relationship Management (SRM) Policy

1. Introduction

This Supplier Relationship Management (SRM) Policy outlines the expectations, standards, and procedures governing Dataco Global's engagement with suppliers. The purpose is to ensure transparency, compliance, ethical practices, and the achievement of strategic objectives. This policy applies to all Dataco Global employees, suppliers, and service providers engaged in procurement, supply chain, and related activities[1][3].

2. Objectives

- Establish clear and quantifiable criteria for sourcing, contracting, and managing supplier relationships.
- Ensure legal, ethical, and sustainable practices across the supply chain.
- Promote risk management, continuous improvement, and value creation for all parties[1][2].

3. Policy Scope

This policy applies to:

- All employees engaged in purchasing and supplier management.
- All suppliers, vendors, and service providers contracted by Dataco Global, regardless of geography or business unit[1].

4. Supplier Selection and Evaluation

- Suppliers must have a minimum of three years of operating history and provide references upon request.
- Only suppliers that achieve a minimum compliance score of 85% in our Supplier Audit Checklist will be considered for partnership.
- Dataco Global requires at least three competitive bids for all purchases exceeding USD 50,000.
- Re-evaluation of each active supplier must occur at least once every 12 months, with results documented and shared with relevant stakeholders[1][2][3].

5. Compliance and Conduct

- All suppliers must comply with applicable labor, tax, and social security laws, as well as environmental and data protection regulations.
- A zero-tolerance approach applies to bribery, corruption, and violation of human rights within the supply chain.
- Suppliers are required to sign Dataco Global's Code of Conduct, which includes commitments to non-discrimination, diversity, and inclusion[1].

6. Performance Management

- Supplier performance will be measured quarterly using Key Performance Indicators (KPIs) such as:
 - On-time delivery rate (target: 98% or higher)
 - Quality acceptance rate (target: 95% or higher)
 - Customer complaint rate (maximum: 2% of deliveries per quarter)
- Suppliers failing to meet KPI benchmarks for two consecutive periods will be placed on performance review and may be suspended from future sourcing unless corrective action is completed within 60 days[2][3].

7. Communication and Escalation

- All critical supplier communications (e.g., contract updates, performance reviews, corrective actions) must be documented using Dataco Global's Supplier Management System.
- Issues requiring escalation (such as legal violations or contract breaches) must be reported to the Procurement Director within 48 hours and resolved within 30 days, where possible[4].

8. Risk Management

- Suppliers are classified according to risk level (high, medium, low) based on annual risk assessments.
- High-risk suppliers must provide evidence of annual third-party audits and a business continuity plan.
- Any supplier engaged in an incident affecting supply continuity, compliance, or reputation must undergo a root-cause analysis and submit a mitigation plan within 15 business days[1].

9. Termination and Remediation

- Dataco Global reserves the right to terminate a supplier relationship for persistent non-compliance, breaches of this policy, or failure to meet corrective action timelines.
- Upon termination, the supplier will be notified in writing and given a minimum notice period of 30 days unless a severe violation necessitates immediate action[3].

10. Continuous Improvement

- Biannual supplier forums will be held to foster collaboration, share best practices, and introduce process improvements.
- A minimum of 10% of suppliers will be subject to spot audits each year to ensure ongoing compliance and improvement.

Note: This policy has been generated specially for a hackathon. It has no relation with Syngenta or any other company.