

turnstone

Service Charter



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## Introduction

Turnstone Services is a niche IT Procurement consultancy. We specialise in helping clients to discover extra profit by reducing IT third party costs whilst enhancing the services received.

This may be within your IT Outsourcing deals, mobile phone contracts, ERP negotiations or any other area of IT and telecoms spend.

We work closely with our clients to ensure that you receive the best value for money in terms of price, quality and service.

We recognise that for any client-supplier relationship to function effectively, both parties must be able to fulfil their business objectives. We take a long-term view of the market and of the client-supplier relationship.

We act as an extension to your own IT, purchasing and management teams. Whilst our aim is to find best value from suppliers, we understand that those suppliers also need to run a profitable and sustainable business.

This document is designed to help you understand our code of practice and our ethics.



## Our Key Values

1. Well done is better than well said
2. Integrity, honesty and enthusiasm in all of our work with you
3. Gaining true value for money from suppliers for our clients
4. Bringing innovation and tenacity to the commercial perspective
5. Challenging current practices with strategic input
6. Delivering on time and within budget
7. Creating a working environment that retains outstanding talent
8. Bringing order and transparency to the procurement process
9. Using CIPS best practice and current market knowledge

## How we operate with our clients

Our reputation is based entirely upon our commitment to you as our client. We are proud to be independent and impartial. We do not sell any technology, nor do we have any affiliations with technology or services suppliers.

You can be assured that our advice will always be independent, unbiased and in the interest of you the client only. We will always act with integrity, courtesy and openness in everything we do for and with you

### What you can expect from us

- CIPS qualified consultants with category expertise applicable to your project
- Professional respect and courtesy
- Agreement of the fee or basis of our fee for any assignment prior to work commencement.
- Independent, impartial advice focused on giving you best value for money
- Consultants focused on adding value to your business and improving your financial situation
- Contact from expert consultants who know the history of your client relationship
- Our respect for the confidentiality of our working relationship
- A response to your telephone calls within one day
- Our commitment to meeting the deadlines we agree with you (or, very unusually, if there are any reasons outside of our control that prevent us from doing so, we will let you know well in advance)
- Regular updates of progress against the plan and actual days worked against forecast usage

### What we expect from you

- Professional respect and courtesy
- Access to appropriate client resources as and when requested
- Timely payment of correct invoices

## **Code of Practice**

### **Fees**

Our fees are paid solely by our clients and no form of remuneration or payment is ever received by anyone in Turnstone from suppliers.

We do not work on a gainshare or percentage of saving fee mechanism with clients. This ensures focus on total value for money to the client, not quick win savings.

### **Unsolicited gifts**

Under no circumstances do any of our consultants accept gifts from suppliers as remuneration. To avoid any confusion, gifts of any kind with a value greater than £50, including but not limited to vacations/travel, meals, event tickets, commissions, retail vouchers or gifts of any nature, are considered remuneration.

### **Conflicts of interest**

Turnstone works exclusively for the client in a consultative relationship and will not allow any dealings or negotiations on behalf of that client to be influenced by any outside work or offer of outside work by the supplier or any related party.

### **Confidentiality**

We are committed to maintaining the highest degree of integrity in all of our dealings with potential, current and past suppliers, both in terms of normal commercial confidentiality and the protection of all personal information received in the course of providing our business service.

### **Ethics**

We always conduct our services with integrity and honour, and expect our clients and suppliers to do the same.

Our advice, strategic assistance and the methods imparted through our knowledge take proper account of ethical considerations, and the protection of our clients and suppliers.

### **Duty of care**

Our actions and advice will always conform to relevant laws and standard industry practices.

### **Contracts**

Our client contract authorises us to represent our client in dealings with the supplier market but does not allow us to commit our client to any contractual obligations, or act as an agent in any other way.

Our clients, however, often rely on our experience in their final decisions regarding which supplier with whom to work with. Our contract binds us always to work in what we perceive to be a client's best interest.

### **Achieving best value**

In all supplier negotiations and subsequent recommendations to our clients we will judge each offering on a basis of best value. A definition of best value shall include, but not be limited to, consideration of service levels, product quality, delivery terms, trading history, cost of change of supplier and price per unit.

Turnstone consultants will never recommend a change of supplier based on price alone.

Turnstone consultants will ensure that RFP evaluation is always fair, objective and transparent.

### **Quality assurance**

To maintain the quality of what we do, we conduct ongoing reviews of goals, activities, outcomes and cost effectiveness. These reviews are conducted via regular meetings with our clients and suppliers.

### **Professional conduct**

We conduct all of our activities

professionally and with integrity. We take great care to be completely objective in our judgment and with any recommendations that we make, so that decisions are never influenced by anything other than the best and proper interests of our clients.

### **Equality and discrimination**

We strive to be fair and objective in our advice and actions and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age, disability or any other factor not directly related to the needs of our clients.



## **How we operate with suppliers**

We understand that your supplier relationships are very important, often delivering mission critical goods and services. We advocate close working relationships, to facilitate best value, competitive pricing and efficient working practices.

### **Incumbent Suppliers**

Your existing suppliers can expect a courteous and professional relationship with our team of consultants.

We will protect your existing relationship, whilst treating them on a level and fair playing field.

If in a re-tendering situation, subject to your approval, incumbents can expect the opportunity to fairly and competitively re-quote, along with any alternative suppliers.

### **Prospective suppliers**

Under certain conditions, we may jointly agree that potential new suppliers are approached. Turnstone maintain a comprehensive Supplier Database, from which we can recommend potential new suppliers.

## What suppliers can expect from us

- Clear requirements and manageably sized RFI/RFP documents
  - A copy of our letter of authority to negotiate on behalf of the client
  - Contact from knowledgeable consultants who understand the any existing contract and buying history
  - Good communications throughout the project
  - We always endeavor NOT to waste the time of any alternative suppliers, usually inviting a maximum of 6 suppliers for RFP.
  - We may precede the RFP process with a higher level RFI to a wider audience of prospective suppliers.
- This filtering process ensures the RFP only goes to suitable suppliers.
- We will always notify the supplier if their proposal is unsuccessful and provide appropriate debrief information
  - A prompt response to all reasonable questions
  - Details of any possible changes in supply methods, which may enable better value to be offered
  - The opportunity to be entered into our Supplier Database
  - A debriefing in the event of an unsuccessful Request for Proposal (RFP) or Request for Information response



## What we expect from the supplier

- A best value combination of price and quality
- Professional respect and courtesy
- Prompt responses to all communications
- Accurate responses to any RFI / RFP submitted
- No attempts to circumvent Turnstone and deal directly with client staff
- For the supplier to enjoy an acceptable profit margin



## Frequently asked supplier questions

As a quick reference guide for you, we have prepared some of the most frequently asked questions that suppliers ask about working with Turnstone.

We recognize that we can't predict every question they may have, so if you have a question which isn't covered by this document, please feel free to ask.

### **Question #1**

*Are you looking to take my account away?*

#### **Answer**

Absolutely not! Turnstone has been retained to obtain the best value in terms of quality, service and price. In 50% of the assignments we manage, the incumbent(s) retain the business. In ensuring we achieve best value it is our standard procedure to include the incumbent supplier(s) in the RFP process. In working with the client and supplier(s) we often identify efficiencies, which can help to adjust (or streamline) buying methods. These, in turn, could enable you to provide the client with the better value they seek.

### **Question #2**

*Are you looking for the cheapest price?*

#### **Answer**

Absolutely not! We are paid on a fixed price or time and materials basis, not percentage of savings, and are focused on gaining best value for the client. Best value to us is a combined measure of service levels, delivery standards, quality, reliability and price.

### **Question #3**

*Do Turnstone have their own favoured suppliers?*

#### **Answer**

No. Consultants select suppliers for inclusion in the competitive proposal list on the basis of meeting each of our clients' individual needs. We maintain a central database of suppliers within each technology area. This holds information on the goods and services offered by each supplier, along with any Turnstone / client history with that supplier. This information is used to select a number of alternative suppliers whom we consider to best match the client's criteria on each project.

### **Question #4**

*Do you receive any income from suppliers?*

#### **Answer**

Absolutely not! Our fees are paid by our clients. Turnstone is totally objective and independent of suppliers and this is the key to the success of our service. We have a strict policy of taking no form of payment from any supplier, so you can be confident that every assignment is handled impartially, honestly and openly.