***Standard letter to inform suppliers and customers about adherence to The Supply Chain Initiative***

On xx/xx 201x, [our company] signed up to *The* *Supply Chain Initiative* launched on the 16th of September 2013 by seven EU level trade associations[[1]](#footnote-1) to promote fair business practices in commercial relations throughout the food supply chain.

*The* *Initiative* implements *The Principles of Good Practice* that were adopted on the 29th of November 2011 by eleven European trade associations covering the entire food supply chain in consultation with the European Commission[[2]](#footnote-2).

*The Principles* include general principles, specific principles and examples of fair and unfair practices whose full wording can be consulted here: [www.supplychaininitiative.eu](http://www.supplychaininitiative.eu).

By signing up to the Initiative we commit to respect those principles in our relationships with trading partners who have themselves made the same commitment.

In signing up to *The Initiative* [our company] also undertakes to abide by the process commitments set out in *The* *Framework for the implementation and enforcement of the principles of good practice in vertical relations in the food supply chain* as adopted on 25th January 2013 by the seven trade associations referred to above[[3]](#footnote-3). The process commitments require adhering companies to take the necessary steps to integrate the principles in their daily activities and report on their activity.

In case you, as one of our suppliers or customers, wish to contact us concerning our obligations under *The Initiative*, for instance regarding concerns about a possible breach of the principles, such contact should be made to

Ms/Mr XX

Title

Telephone no.

Email address

who is [our company’s] designated dispute resolution contact point. He/she is required to operate in an impartial manner independently from the company representatives handling the commercial negotiation. As a member of the Initiative, we have committed to ensure that disputes raised through this channel are handled fairly and that complaints shall not be subject to commercial retaliation.

---

We would like to underline that in handling our obligations under *The* *Initiative* we will, as always, ensure compliance with applicable laws, including competition law.

1. AIM, CELCAA, ERRT, EuroCommerce, Euro Coop, FoodDrinkEurope UGAL. [↑](#footnote-ref-1)
2. AIM, CEJA, CELCAA, CLITRAVI, Copa Cogeca, ERRT, EuroCommerce, Euro Coop, FoodDrinkEurope, UEAPME, UGAL. [↑](#footnote-ref-2)
3. The full text of the *Framework* is available at [www.supplychaininitiative.eu](http://www.supplychaininitiative.eu). [↑](#footnote-ref-3)