

THE CHINESE UNIVERSITY OF HONG KONG 香港中文大學
Disciplinary System for Suppliers 供應商紀律制度

The University will follow up with the suppliers upon receiving complaints from users. The following measures will be taken:

大學將會跟進各部門的投訴，並有可能對被投訴的供應商採取以下措施：

Section 1 - Regular measures taken by Business Unit

第 1 部分 - 一般處理程序(由商務組執行)

For Suppliers on the USD 適用於目錄內的供應商：

- i. No warning will be issued to the supplier if
 - it is found that the supplier is not solely responsible for the problem(s), and/or the problem(s) is/are subsequently solved to the user's satisfaction.不會向供應商發出警告，若
 - 證實供應商無須為事件承擔全部責任，及/或 部門的投訴已得到解決
- ii. A **verbal warning** will be issued to the supplier if
 - it is found that the supplier should be held responsible for the problem(s), but the problem(s) is/are subsequently solved to the user's satisfaction.向供應商發出口頭警告，若
 - 證實供應商需要為事件負責，惟部門的投訴已得到解決
- iii. A **written warning** will be issued to the supplier if
 - it is found that the supplier should be held responsible for the problem(s) and it fails to take reasonable remedial actions; OR
 - two verbal warnings have been issued to the same supplier within 2 years (i.e. the second verbal warning will result in a written warning).向供應商發出書面警告，若
 - 證實供應商需要為事件負責，並沒有合理解決事件；或
 - 同一供應商於兩年內收到兩次口頭警告(第二次口頭警告將以書面警告發出)

- iv. The supplier will be **removed** from the USD for 2 years if
 - the problem(s) caused by the supplier is/are deemed serious; OR
 - any additional warning is to be issued to the same supplier which has already received one written warning in the past 2 years.

供應商將於目錄內除名兩年，若

- 證實供應商嚴重失當；或
- 供應商已於兩年內收到一個書面警告，之後再收到任何形式的警告。

For Suppliers NOT on the USD 適用於目錄以外的供應商：

- v. the procedure will be the same as (i)-(iii) in Section 1 above but (iv) is not applicable as the supplier is not on the USD.
處分程序會與第 1 部分的(i)-(iii)項相同，惟(iv)項不適用。
- vi. If any additional warning is to be issued to the same supplier which has already received one written warning in the past 2 years, actions in Section 2 may be taken.

若供應商於兩年內除了收到一個書面警告，再收到任何形式的警告，大學將會採取第 2 部分的處分方式

Section 2 - Measures other than the above

第 2 部分 - 上述措施以外的其他處分方式

Other disciplinary measures (e.g. suspension from bidding the University's tenders, blacklist, etc.) will be proposed by Business Unit for Tender Board's consideration if:

商務組除執行上述措施外，並可向大學投標委員會建議其他處分方式(例：禁止參與大學招標或列入黑名單等)以作考慮，若

- i. further complaint is received against a supplier to which measures in Section 1 have been applied; or
供應商在受到第 1 部分列出的處分後，仍收到投訴。
- ii. the problem(s) caused by the supplier is/are deemed very serious so that measures harsher than those listed in Section 1 should be considered.
供應商的失當非常嚴重，需要採取較第 1 部分更嚴厲的措施。