

**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 resolved 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 部門的投訴已得到滿意的解決方案

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 resolved 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滿意的解決方案

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，並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 whom 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 to be very serious so that step-up measures 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。