

Supplier Expectations

One of Yankee Alliance's cornerstone programs is our group purchasing program. Our program consists of market leading group purchasing agreements that provide high quality products and services at market leading prices. It is critical that Yankee Alliance maintain effective, productive relationships with the supplier community. For this relationship to be productive, it is essential that both buyer and seller follow certain guidelines in the way they conduct business.

Yankee's Board of Directors has adopted a Code of Conduct which clearly delineates the way in which the organization will conduct itself in contracting activities and its dealings with suppliers. Yankee believes that any relationship, including the negotiation process, requires that both parties follow similar guidelines. To this end, Yankee's Board of Directors has adopted this Supplier Expectations document which explains our expectations of our suppliers, and suggests the manner in which we wish to be treated as customers and business associates.

Yankee's Expectations of its Suppliers:

It is our expectation that all Yankee Suppliers will conduct themselves in a responsible, truthful and ethical manner in all dealings with Yankee, its Shareholders and its Affiliated organizations. Suppliers shall:

- Provide pricing that recognizes the aggregated volume of Yankee's compliant members.
- Honor the terms and conditions as well as the spirit and intent of any agreement between Yankee and Supplier.
- Refrain from offering Yankee staff, including their spouses and minor children gifts, gratuities, or entertainment of greater than nominal (\$200/year) value.
- Honor the agreements that Yankee executes with other competing Suppliers. Supplier shall show the same respect to its competing Yankee Suppliers as they expect to enjoy as a Yankee Supplier.
- Provide an experienced central point of contact with Yankee that is authorized to speak for and make decisions on behalf of Supplier. Supplier shall respond to inquiries from Yankee and Yankee membership within 24 hours of receipt of such inquiries.
- Provide a competent, well-trained, responsible field sales force to support Yankee agreements. Suppliers shall train their sales force on the Yankee agreement(s).
- Maintain an accurate Yankee membership roster to ensure that contract pricing is extended to all Yankee eligible members.
- Provide accurate and timely contract pricing to Yankee and its membership.
- Work with Yankee staff to develop contract implementation materials, and actively support the launch of Yankee group purchasing agreements.

- Support the adoption of new technologies that offer significant advantages over current technologies.
- Support the educational needs of Yankee's Shareholders and their facilities. This includes adequate in-service training for Supplier's products and services as well as other educational opportunities that might be available from Supplier.
- Support Yankee's efforts to promote Small, Minority, Woman Owned and Veteran businesses.
- Provide information about Supplier's environmentally preferred products.
- Provide Yankee staff with information and contract pricing for new clinical preference items that may improve quality of care.
- Support the health care industry's efforts to implement Universal Product Numbering (UPN), Bar coding and eCommerce solutions to streamline the healthcare supply chain.
- Maintain the confidentiality of terms and prices of Yankee agreements.
- Provide accurate and timely sales reporting and payments of all administrative fees, rebates or incentives per the terms of Yankee group purchasing agreement.

Enforcement

If a Supplier consistently fails to live up to these expectations, the Supplier may be asked to explain its actions to Yankee Alliance. Continued violation of these expectations may lead to:

- Cancellation of agreements with Supplier.
- Risk of losing future business with Yankee Alliance
- Reporting of the behavior to appropriate authorities.