



SUPPLIER RECOGNITION PROGRAM

## 2024 Supplier Recognition Program Guidebook

Recognizing  
OECEM Supplier  
Partners





Delivering **value**  
through savings,  
choice, and service

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OECM is a trusted not-for-profit collaborative sourcing partner for Ontario's education sector, broader public sector, and other not-for-profit organizations. We contract with innovative, reputable suppliers to offer a comprehensive choice of quality products and services, and generate significant savings for our Customers.

With over 450 active unique Supplier Partners, OECM's Marketplace continues to grow and contribute to collaborative sourcing practices across Ontario's education sector and BPS community.



## OVERVIEW

As OECM's Marketplace of products and services continues to grow, so do our partnerships with our many Supplier Partners. They play a fundamental role in ensuring our Customers' needs are met with consistent and exceptional service.

As part of our efforts to provide greater value to OECM Customers and foster collaboration with Supplier Partners, OECM is proud to continue recognizing our Supplier Partners with the 2024 Supplier Recognition Program (SRP).

The SRP was piloted in 2019 as an integral first step in strengthening OECM's relationships with Supplier Partners and driving greater performance. Building on the success of the program in previous years, OECM will continue to objectively evaluate Supplier Partner performance using an open, fair, and transparent framework.

*The SRP is not intended to constitute an endorsement by OECM for any particular Supplier Partner or product and/or service. OECM Customers will continue to apply their own policies and procedures in selecting OECM Supplier Partners.*

## OBJECTIVE

The SRP aims to drive long-term performance by recognizing and motivating Supplier Partners to deliver continued savings, value, choice, and service to our Customers.

Through the SRP, OECM will recognize Supplier Partners in one of four recognition levels: Diamond, Platinum, Gold, and Silver.

Each category has been carefully formed based on objective criteria outlined in this Guidebook.

*A Supplier Partner's SRP result may be considered by OECM when determining whether to extend the term of the Master Agreement with that respective Supplier Partner. However, it will not be taken into account in the evaluation of future submissions made by that Supplier Partner in response to RFPs issued by OECM.*

## PROGRAM TIMELINE AND DETAILS



Ongoing customer feedback and evaluation from January to December

### ELIGIBILITY

All Supplier Partners who have an active OECM agreement in 2024 are automatically enrolled in the 2024 SRP.

### EVALUATION PERIOD

The evaluation period is from January 1 to December 31, 2024.

At the end of the evaluation period, Supplier Partners will be evaluated using the evaluation methodology outlined in this Guidebook.

### RESULTS

Supplier Partners will be recognized as either Diamond, Platinum, Gold, or Silver based on their results. All Supplier Partners have the option to request meetings to discuss their results and address any questions and/or concerns.

The 2024 SRP results will be published in March 2025.

## WHAT'S NEW FOR 2024 SRP?

In response to valuable feedback from OECM Supplier Partners and Customers, and our commitment to continuous improvement, the following enhancements have been made to the 2024 SRP.

### New Evaluation Methodology

The new Supplier Partner evaluation methodology will be based on meeting five key Evaluation Criteria: Spend/Savings, Customer Excellence, Business Growth, Strategic Alignment, and Compliance.

### New Diamond Recognition Level

This new category is designed to recognize Supplier Partners who met all the Evaluation Criteria in the 2024 SRP, demonstrating strong alignment with OECM's strategic growth objectives, and delivering exceptional performance and value to our Customers.

### Single Recognition for Supplier Partners with Multiple Awarded Agreements

Supplier Partners with multiple awarded agreements will now receive a single recognition level based on their overall performance across all agreements, rather than each agreement separately.



## EVALUATION METHODOLOGY: FIVE EVALUATION CRITERIA

The new evaluation methodology will now be at the supplier level rather than at the awarded agreement level, and will be based on meeting the following five Evaluation Criteria during the SRP evaluation period.

### SPEND / SAVINGS

Achieves \$5M or more in Total Spend  
- OR -  
Demonstrates significant savings to Customers

### CUSTOMER EXCELLENCE

Achieves an average score of 70% or above in 10 or more OECM Customer Satisfaction Surveys

### BUSINESS GROWTH

Achieves 50% or more in Spend Growth  
- OR -  
Execute 10 or more new Customer-Supplier Agreements (CSAs) with Active Spend

### STRATEGIC ALIGNMENT

Demonstrates commitment to ESG (Environmental, Social, and Governance)

### COMPLIANCE

Complies with the OECM's Supplier Code of Conduct and meets all contractual obligations as per the Master Agreement(s), such as KPIs, Spend Report and others

*Note: OECM reserves the right to modify evaluation metrics as needed to ensure fairness among our Supplier Partners and to align with the specific nature of each agreement.*



## ESG Evaluation Framework

For 2024, Strategic Alignment has been designated as ESG (Environmental, Social, and Governance) to reflect our commitment to collectively advance our shared goals toward sustainable procurement with OEM Supplier Partners. Below are some key focus areas that will help us understand your organization's impact on sustainability and the ethical implications for procurements.

Key Focus Area	Description	Examples of Demonstration
<b>Environmental:</b> Climate Change - Transition	<p>Climate Change - Transition addresses supply chain efforts to mitigate climate change by transitioning to sustainable energy sources and reducing greenhouse gas emissions.</p> <p>It includes initiatives such as adopting renewable energy within the supply chain, improving energy efficiency, and promoting environmentally friendly practices among suppliers.</p>	<ul style="list-style-type: none"> <li>• Energy consumption converted to Renewable Sources</li> <li>• Reduction in Greenhouse Gas (GHG) Emissions, for Scope 1, 2 or 3</li> </ul>
<b>Environmental:</b> Circular Economy	<p>Circular Economy within the supply chain involves designing out waste and pollution, keeping products and materials in use, and regenerating natural systems. This includes practices such as sourcing from suppliers that prioritize recycling, reusing materials, and integrating circularity considerations into their products and processes.</p>	<ul style="list-style-type: none"> <li>• \$ purchased from procurements that integrate circularity considerations</li> <li>• \$ sold on products with environmental certifications</li> <li>• Weight of end-of-life products and e-waste recovered (percentage recycled)</li> <li>• Total spend on food and beverage products that are plant-based and/or sustainably or ethically produced</li> </ul>
<b>Social:</b> Social Procurement	<p>Social Procurement within the supply chain involves sourcing goods and services in a way that generates positive social impact.</p> <p>This includes prioritizing suppliers from diverse or underrepresented groups, supporting inclusive economic growth, and fostering a more equitable supply chain.</p>	<ul style="list-style-type: none"> <li>• Number of social procurements completed</li> <li>• \$ purchased from a diverse/Indigenous organization</li> <li>• Number of diverse/Indigenous suppliers joining the supply chain</li> </ul>
<b>Social:</b> Human Capital Management	<p>Human Capital Management pertains to the policies and projects initiated and implemented within the supply chain to manage and develop the workforce.</p> <p>It includes efforts related to supplier workforce training, promoting diversity and inclusion among suppliers, ensuring fair labour practices, and enhancing overall talent management within the supply chain.</p>	<ul style="list-style-type: none"> <li>• Any policy or project initiated in 2024 for human capital management</li> </ul>

## ESG Evaluation Framework

Key Focus Area	Description	Examples of Demonstration
<b>Social:</b> Data Security and Privacy	Data Security & Privacy in the supply chain involves implementing policies and projects to protect sensitive information and secure privacy across all supply chain partners. This focus area addresses the measures taken to safeguard data from breaches and unauthorized access throughout the supply chain network.	<ul style="list-style-type: none"> <li>Any policy or project initiated in 2024 for data security privacy</li> </ul>
<b>Governance:</b> Community Relations	Community Relations in the supply chain encompasses efforts to positively impact local communities through investments, donations, and volunteer work. This focus area highlights the company's role in ensuring that supply chain operation contributes to community development and social well-being.	<ul style="list-style-type: none"> <li>\$ annually allocated to community investments (i.e. donations)</li> <li>Number of volunteer hours annually</li> </ul>
<b>Governance:</b> ESG Governance	ESG Governance in the supply chain refers to the framework and processes put in place to ensure that environmental, social, and governance considerations are integrated into the supply chain's decision-making processes. This includes policies initiated to oversee ESG performance and compliance among all supply chain partners.	<ul style="list-style-type: none"> <li>Any policy or project initiated in 2024 for ESG governance</li> </ul>

## ESG EVALUATION FORM

The 2024 SRP ESG Evaluation Form can be accessed online at [forms.office.com/r/7yauj768Tz](https://forms.office.com/r/7yauj768Tz)

## SUBMISSION REQUIREMENTS

**Submission Deadline:** Tuesday, December 31, 2024

**Minimum Key Focus Areas for Submission:** Out of 7 key focus areas (outlined above) established for ESG Evaluation Framework, you must make submissions for at least 3 key focus areas to be considered for evaluation under 2024 SRP Strategic Alignment criteria. All initiatives and commitments made in 2024 will be considered and evaluated for 2024 SRP.

Your submission should provide us with sufficient detail and be written as a narrative for the demonstrated impact related to the focus area. After careful review of your submissions, OECM may reach out for more information.

**Confidential Information:** Your submission will also be used for OECM's ESG-related materials and may be distributed to OECM's stakeholders. Should there be any confidential information, please omit the sensitive details in your submission.



## RECOGNITION LEVELS

The 2024 SRP will now recognize Supplier Partner performance in the following Recognition Levels:



### DIAMOND

Met  
**all five**  
Evaluation Criteria



### PLATINUM

Met  
**any four**  
Evaluation Criteria



### GOLD

Met  
**any three**  
Evaluation Criteria



### SILVER

Met  
**any two**  
Evaluation Criteria

**Note:** *The aggregated data will be used across all agreements that Supplier Partner is awarded under.*



## SUMMARY

OECM's 2024 Supplier Recognition Program is designed to drive Supplier Partner performance to ensure the continued delivery of quality products and services to our Customers. To support our growing Marketplace, OECM remains committed to fostering collaboration by creating positive working relationships with Supplier Partners and providing savings, value, choice, and service to OECM Customers.

### Follow us

 @OECM  
 @OECMCollaborate

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“Strong supplier partnership paves the way for an exceptional customer experience.”

Khusen Shukurov  
*Director, Supplier Relationship Management, OECM*