



SUPPLIER RECOGNITION PROGRAM
2025 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 sourcing partner for Ontario's education, municipal and Broader Public Sector (BPS) customers. We contract with innovative, reputable suppliers to offer a comprehensive choice of quality products and services, to generate significant savings for our customers.



BACKGROUND

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 2025 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



ELIGIBILITY

All Supplier Partners who have an active OEM agreement in 2025 are automatically enrolled in the 2025 SRP.

EVALUATION PERIOD

The evaluation period is from January 1 to December 31, 2025.

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 2025 SRP results will be published in April 2026.

OVERVIEW OF THE 2025 SRP

The 2025 Supplier Recognition Program (SRP) builds on the success of previous years, maintaining a consistent and transparent framework for evaluating and recognizing Supplier Partner performance.

Evaluation Methodology

The evaluation methodology remains consistent with last year, providing a fair and transparent framework for recognizing achievement, with enhancements made to Customer Excellence and Strategic Alignment for the 2025 SRP to better recognize supplier contributions. Supplier Partner performance will continue to be evaluated based on the following five key criteria: Spend/Savings, Customer Excellence, Business Growth, Strategic Alignment, and Compliance.

Update for 2025

- **Customer Excellence**

For 2025, the Customer Excellence criteria has been updated to offer greater flexibility. In addition to the Customer Satisfaction Surveys, Supplier Partners now have the option to submit testimonials from OECM Customers who have made purchases during 2025. This addition allows Supplier Partners to meet the criteria through either surveys or testimonials, supporting a broader range of feedback while recognizing outstanding service delivery.

- **Strategic Alignment (ESGI)**

For 2025, the Strategic Alignment criteria focuses on ESGI (Environmental, Social, Governance, and Indigenous). This builds on last year's focus on ESG by incorporating Indigenous engagement as a key component. This update reflects OECM's ongoing commitment to fostering sustainable procurement practices and promoting inclusivity, including meaningful collaboration with Indigenous communities, in partnership with our Supplier Partners.

Recognition Levels

Supplier Partners will continue to be recognized across the following levels: Diamond, Platinum, Gold, and Silver.



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 at least 10 combined customer submissions (surveys and/or testimonials), with surveys averaging 70% or higher.

Each testimonial counts as three submissions; each survey counts as one submission.

View the Testimonial Guideline.

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 ESGI (Environmental, Social, Governance, and Indigenous)

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.

ESGI Evaluation Framework

For 2025, Strategic Alignment has been designated as ESGI (Environmental, Social, and Governance & Indigenous Engagement) 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

ESGI	Key Focus Area	Description	Examples of Demonstration
Environmental	Climate Change - Transition	Climate Change focus area addresses supply chain efforts to mitigate climate change by transitioning to sustainable energy sources and reducing greenhouse gas emissions. It includes initiatives such as adopting renewable energy within the supply chain, improving energy efficiency, and promoting environmentally friendly practices among suppliers.	<ul style="list-style-type: none"> • % reduction in Scope 1, 2 and 3 emissions • # tonnes annually of CO2 emissions
	Circular Economy	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.	<ul style="list-style-type: none"> • % of waste diversion from landfills • lbs/kg reduction in waste (i.e. paper, water, electronics, toner, ink, battery) • lbs/kg of recycled materials (i.e. lighting units, glass, mercury, metals, plastics, porcelains) • % of recycled fibers or materials in products • % of organic certified textiles in production • \$ sales of products with certified environmentally-friendly or locally made products
Social	Social	Social Procurement within the supply chain involves sourcing goods and services in a way that generates positive social impact. This includes prioritizing suppliers from diverse or underrepresented groups, supporting inclusive economic growth, and fostering a more equitable supply chain.	<ul style="list-style-type: none"> • # of collaborations or partnerships with local and/or diverse businesses • \$ sales sourced from local and/or diverse businesses
	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"> • \$ raised in donations, employee giving and/or corporate donations • \$ invested in community grants • \$ raised for crisis and emergency relief efforts • # of volunteer hours (traditional and skill based) • # of hours dedicated to pro bono services and initiatives • \$ awarded through scholarship programs

ESGI Evaluation Framework (continued)

ESGI	Key Focus Area	Description	Examples of Demonstration
Governance	Human Capital	Human Capital Management pertains to the policies and projects initiated and implemented within the supply chain to manage and develop the workforce. 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.	<ul style="list-style-type: none"> Any policy or project initiated in 2024 for human capital management that was not in place before
	Data Security & Privacy	Data Security & Privacy in the supply chain involved 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"> Any policy or project initiated in 2024 for data security privacy that was not in place before
	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"> Any policy or project initiated in 2024 for ESG governance that was not in place before
Indigenous	Indigenous Relations &	<p>Practices you use to engage with Indigenous communities and/or provide socio-economic opportunities.</p> <p>Commitment to build relationships with Indigenous economic development organizations to identify and engage qualified Indigenous suppliers.</p>	<ul style="list-style-type: none"> Partnering with # Indigenous organizations/associations to contribute to economic development for Indigenous communities in Ontario and beyond Sponsoring/participation in # Indigenous events/conferences creating partnership opportunities. (e.g. Ontario First Nations Economic Developers Association (OFNEDA)) Providing employment/paid internship opportunities, direct purchasing and sub-contracting from or with Indigenous businesses
	Indigenous Knowledge in	Utilizing Indigenous expertise to create environmentally sustainable procurement solutions.	<ul style="list-style-type: none"> Sourcing % of forestry-related products (e.g., paper, timber) from Indigenous-certified sustainable suppliers Including Indigenous-led certifications such as First Nations Forest Certification as a criterion in RFP evaluations

ESGI Evaluation Framework (continued)

ESGI	Key Focus Area	Description	Examples of Demonstration
Indigenous	Indigenous Community Support & Cultural Awareness	<p>Meaningful contributions to Indigenous communities to promote economic, education, and social well-being by aligning efforts with community needs</p> <p>Commitment to demonstrate impactful actions toward reconciliation, cultural understanding, and collaborative efforts.</p>	<ul style="list-style-type: none"> Showing quantifiable efforts to increase competency and awareness of indigenous culture within your organization. (e.g. trainings, workshops with guest speakers from indigenous community) Showcasing # of initiatives to support you polices and/or practices to promote and uphold Indigenous rights and reconciliation Allocated budget (\$) for funding initiatives/events/needs aimed to support indigenous people/youth or related projects (e.g. educational kits, supply of essential equipment and supplies)

Submission Form: forms.office.com/r/Rjk02CFfTy

Deadline: December 31, 2025

Please note that submissions can be made multiple times throughout 2025. All details on the ESGI initiatives and actions taken in 2025 will be considered and evaluated for 2025 SRP. Your submission should provide us with sufficient detail and be written as a narrative for the demonstrated impact related to the focus area. Your submission will also be used for OECM's ESGI-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 2025 SRP will continue to 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 2025 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.

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“Through innovation and commitment, our Supplier Partners help set the standard for excellence in public procurement.”

Tibor Galambos
Director, Supplier Relationship Management, OECM