

## Foreword

Welcome to Radicare (M) Sdn Bhd (“Radicare”). Upon receipt of this guidelines, your company is eligible to be a registered vendor to Radicare.

These guidelines shall act as reference to provide brief guidance on how your company and Radicare shall engage proper business relationship. Radicare expects you to understand the procedures, policies, guidelines and to adhere to all of them as fundamental steps in maintaining good values and business ethics.

As business partner to Radicare, you are expected to function as outlined below:

- Abide by the relevant government legislation, laws and others applicable industry rules and codes of practices to ensure proper conduct of business
- Respect the obligations of our procurement officials to act in accordance with this statement
- Commit not to exert pressure on our staff to act in ways that contravene the business ethics or code of conduct of our company
- Commit not to offer our staff inducements on incentives such as money, gifts, benefits, and entertainment or employment opportunities
- Observe ethical standards, principles and behavior throughout the procurement process
- Maintain the good image and reputation of Radicare in the delivery of services to our customer

Continuous communication is needed to ensure any changes are understood. Please do not hesitate to contact us if you need any further clarifications. We look forward to your continuous support and commitment in ensuring that our business relationship succeed.

Best regards,

Hamidey Hamid  
Director, Group Procurement and Vendor Development  
[hamidey@radicare.com.my](mailto:hamidey@radicare.com.my)



RADICARE (M) SDN BHD is an integrated facilities management company that specializes in the provision of non-clinical support services to the healthcare sector in Malaysia. Radicare has built a foundation of excellence that enables it to remain synonym with quality hospital support services partner with reputable healthcare institutions in Malaysia. Learn more at <http://www.radicare.com.my/>

The followings are the vendor guidelines:

**1. Nominated Procurement Personnel.**

Vendors should only deal with Radicare’s procurement team who are nominated by Radicare’s Management. Vendors are advice to check the list of nominated personnel with the respective general managers or heads of the subsidiaries, hospital branches or head office divisions as appropriate

**2. Registration as Radicare’s Vendor.**

All vendor must register and be listed in Radicare’s Approved Vendor List to be able to carry out a supply and service transaction. A vendor has to pay a nominal fee as determined by Radicare for registration purposes, payable to Radicare (M) Sdn Bhd. Radicare does not appoint any agent nor authorize its personnel to collect any other payment for the registration. A vendor will be removed from the Approved Vendor List under the following circumstances:

- i. No business transaction recorded for a continuous period of two years, or
- ii. Poor service performance, or
- iii. Not complying with Radicare’s policy or codes.

A vendor who wishes to be re-registered will have to undergo the same registration process.

**3. Vendor Performance Review.**

Radicare shall conduct Vendor Performance Review (VPR) to all Approved Vendors that are active for the year and it shall be conducted every half yearly of the calendar year. The key elements for the performance measurement criteria may include Price, Quality, Specification, Delivery, Services, Reliability, Cooperation, Response Time and Satisfaction. Vendors that score 80%-100% scoring shall remain and be recommended for future projects. Those with 50%-79% scoring shall remain with close monitoring whilst vendors with below 50% scoring shall be suspended or removed from the Approved Vendor List subject to item 2(ii) above.

**4. Vendor Code.**

Vendor shall be assigned a particular vendor code after the registration process. Vendors are only authorized and allowed to perform work after obtaining the said code. Any unauthorized assignment is null and void.

**5. Procurement Ethic**

**5.1 General.**

To do business with Radicare, vendors must respect and understand Radicare’s “Procurement Process”. Radicare also expects vendors to perform fully, timely and honestly in accordance with the good procurement practices and to demonstrate full responsibility throughout business performance.

**5.2 Bid or Proposal.**

Vendors are awarded to vendor on the basis of price, quality and merit. Efforts by vendor or by lobbyist acting on behalf of vendor to gain an “inside tract” by inhibiting competition or exploiting business are forbidden.

(a) Undercutting.

Vendor expected to independently and honestly prepare and submit bids and proposal based on vendors’ own costs and operations. Under Anti- Competitive Activity, collusive bidding, price fixing or bid-rigging is illegal and strongly prohibited.

(b) Gifts.

Do not offer a gift of any kind to Radicare’s employee to directly or indirectly influence the drafting of procurement requirements, evaluations, awards, or payment.

(c) Sensitive and Protected Information.

Information related to identity, proposal contents, cost/pricing data, proprietary information and trade secrets, technical and cost evaluations and ranking is highly confidential, unless the information is publicly available.

**5.3 Contract.**

Vendor is required to perform fully in accordance with the terms of the contract. Where progress payments are sought, or payment is made on a budgetary or cost reimbursement basis, vendors’ business records must truthfully support the claim for payment.

**6. Payment Term.**

Payment is due Sixty (60) Days after receipt of invoice. Radicare shall not be liable and vendor shall hold Radicare harmless from any cost of losses resulting from suspension or cancellation on account of vendors’ failure to provide complete documents to proceed with payment.

**7. Sponsorship and Contributions.**

Radicare shall not ask for any sponsorship or similar arrangement that is not open and transparent or affecting any decision-making process. Where contribution by vendors for an official event are recognized and permitted by Radicare, such payment should only be made to authorized official and all requirements for disclosure of such contributions shall be complied with.

**8. Safety Requirements.**

Vendors must ensure the workers, contractors and personnel comply with safety-related requirements, procedures, specification and standards by adhering with the law while working on Radicare property or on behalf of Radicare.

**9. Conflict of Interest**

Vendors shall not exercise coercion, manipulation, concealment, abuse of privileges information, misrepresentation of material facts, or any other unfair- dealing practices for material benefits. Vendors are obligated to declare, disclose and communicate the nature and extent of any material conflicts between their own interest and responsibilities towards their business with Radicare.

**10. Confidentiality**

Vendors should be sensitive to the nature of confidentiality and should not disclose any form of information including all non-public information acquired directly or indirectly as a result of doing business with Radicare including but not limited to contract award, budget, cost, profit/losses, business method and size of business.

**11. Communication.**

Radicare expects high degree of integrity among its vendors to assure communication processes are free from any forms of abuse or malicious intentions leading to negative perceptions or inappropriate influences that can be extremely damaging the reputation of both parties.

**12. Protection and Proper Use of Radicare Assets.**

Vendors should at all times protect and properly use Radicare’s asset and premises and should not misuse which lead to damage, theft, waste, carelessness, vandalism or loss. Vendors must replace any damages done accordingly.

**13. Consequences of Non-compliance.**

Vendors, their contractors, sub-contractors, agents or employees whether directly or indirectly under the supervision of the vendors, are responsible for their actions while working for Radicare. Vendors shall be responsible for employee injuries and for correcting all damages to building, grounds, lawns, equipment and other areas resulted from vendor’s work. Vendors causing interruptions to Radicare operations need to be dealt accordingly and shall be financially liable for such cost or removed from the Approved Vendor List.

**14. Contacts.**

Any concern on possible breach of this statement or any conduct by Radicare’s employees, vendors or its agents or employees that could involve fraud, corrupted conduct, misappropriation, or serious and substantial waste of funds not consistent with this statement can be referred to:

I fully understand and agree the above information and terms: -

Signature : .....

Name : .....

Date : .....

