

10<sup>th</sup> March 2014

Dear Sir / Madam

### UNIVERSITY OF BRISTOL CONTRACT FOR THE PROVISION OF THIRD PARTY CATERING SERVICES

You are invited to submit a Supplier Vetting Questionnaire for the above contract.

Questionnaires must be submitted via the ProContract system no later than **1200 hrs on Wednesday 9<sup>th</sup> April 2014**. Please note that any questionnaires received after this time will be rejected.

Please note that due to the number of responses we receive it is important that all information is presented in a way which makes it easy to find and evaluate. We therefore require that you submit your response in a series of 'zipped' folders up to a maximum of 20mb each and that each file in your response is labelled using the following naming convention:

SupplierName\_ContractRef\_SupplierVettingQuestionnaire  
SupplierName\_ContractRef\_Accounts (if applicable)

Where suppliers fail to use the correct naming convention for their files, the University cannot be held responsible for any failure to evaluate the information submitted.

Should any documents be missing please contact the undersigned immediately.

Yours faithfully

Matthew Coote  
Procurement Manager



**SUPPLIER VETTING QUESTIONNAIRE  
FOR  
UNIVERSITY OF BRISTOL CONTRACT FOR THE PROVISION OF THIRD  
PARTY CATERING SERVICES**

**Comprising**

**PART A – GUIDANCE NOTE FOR SUPPLIERS**

1. Introduction
2. Content of PART B of the Questionnaire
3. Additional Notes for Suppliers

**PART B – QUESTIONS**

- |            |   |   |
|------------|---|---|
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| Section 2  | - | Financial Information                   |
| Section 3  | - | Technical Capacity / Resources          |
| Section 4  | - | References                              |
| Section 5  | - | Insurance                               |
| Section 6  | - | Quality Assurance                       |
| Section 7  | - | Health and Safety                       |
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| Section 11 | - | Requirement Specific Questions          |
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Appendices

- |               |   |
|---------------|---|
| Appendix 1(a) | Additional Equality and Diversity Questions             |
| Appendix 1(b) | Additional Equality and Diversity Monitoring Questions  |
| Appendix 2    | University of Bristol Food Safety Policy                |
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**PART B Questionnaire shall be submitted electronically via ProContract**

**UNIVERSITY OF BRISTOL**  
**PART A – GUIDANCE NOTE FOR SUPPLIERS**

**1. Introduction**

- 1.1 The purpose of this Questionnaire is to assist the University in its evaluation of suppliers to ensure that they are capable of providing the goods / services required. You will not be required to provide your accounts if you have already submitted them to the University in the past 6 months. You may also be asked to clarify your answers or provide more details. Please note that the University's Contract Terms and Conditions will apply.
- 1.2 Please ensure that **PART B of the Questionnaire** is fully completed (in English) and answer every question. Please write N/A if the questions do not apply to you and N/K if the answer is not known. Please ensure that all information is provided, we are unable to chase up any missing information and it will invalidate your application
- 1.3 The University reserves the rights to reject or refuse to consider any application where information provided in the Questionnaire is incomplete and/or inaccurate and/or false and/or misleading.
- 1.4 Where any question refers to relevant UK legislation, non-UK organisations should answer on the basis of applicable laws in their country.
- 1.5 Please note that where in the Questionnaire there are two "Yes / No" columns, the first is to answer the relevant question, the second to confirm whether details/evidence could be provided if asked.
- 1.6 If you have any queries or require assistance in completing the Questionnaire, please contact Matthew Coote ([matthew.coote@bristol.ac.uk](mailto:matthew.coote@bristol.ac.uk)).
- 1.7 Please return the completed **Part B of the Questionnaire and Complete the Required Appendices** (ensuring that the Declaration in Section 12 has been completed) via ProContract e-tendering system, with your completed tender response.
- 1.8 The University shall not be liable for any costs or expenses incurred by applicants in completing this Questionnaire.

**2. Content of PART B of the Questionnaire**

- 2.1 The Questionnaire consists of following 12 sections (explained in paragraph 2.2 below):

Section 1	-	Organisation Identity and Basic Details
Section 2	-	Financial Information
Section 3	-	Technical Capacity / Resources
Section 4	-	References
Section 5	-	Insurance
Section 6	-	Quality Assurance
Section 7	-	Health and Safety
Section 8	-	Equal Opportunities
Section 9	-	Environmental Management
Section 10	-	Professional & Business Standing
Section 11	-	Requirement Specific Questions
Section 12	-	Declaration

Appendices

Appendix 1(a)	-	Additional Equality and Diversity Questions
Appendix 1(b)	-	Additional Equality and Diversity Monitoring Questions
Appendix 2	-	University of Bristol Food Safety Policy
Appendix 3	-	University of Bristol Ethical and Sustainability Policy

**2.2 Section 1 - Organisation Identity and Basic Details**

In this section you will need to provide some basic contact details and background information about your organisation. If any of this information changes after you have sent us your application you must let us know immediately.

## Section 2 - Financial Information

In this section you will need to provide company financial information to allow us to establish your organisation's financial standing. You will not be required to provide your accounts if you have already submitted them to the University in the past 6 months.

The University reserves the right to carry out further independent financial assessments to determine your company's suitability to provide the goods and / or services.

## Section 3 - Technical Capacity / Resources

In this section you will need to provide a brief outline of your organisation's experience, ability and expertise to fulfil any orders and contractual obligations that they may be given, to the standard expected by the University. You will also need to provide assurances that there will be sufficient resources (including the employment of suitably qualified and experienced staff) in place to perform the contract properly or if you intend to sub-contract any elements of the contract. We will use the information in this section to help us assess potential supplier's suitability.

## Section 4 - References

Your organisation will need to provide references<sup>1</sup> of three similar jobs of a similar size carried out to a good standard in the past. The information you give should cover the whole range of work for which your organisation wishes to be considered. A newly set-up supplier might be unable to provide three references, but at least one or two should be available. We will also want to know about any problems the supplier has had on previous contracts. It may be there are reasonable explanations in justification so it is best to be honest and open in answering these questions rather than have details scrutinised later.

## Section 5 - Insurance

You will need to provide details of insurance policies to adequately cover any liabilities in relation to the field that is the subject of the proposed contract. Insurance requirements will vary depending on the risks that are perceived to be attached to any contract and these minimum requirements will be stipulated in the ITT.

The University's minimum requirements of suppliers and contractors as regards insurance are currently: Employer's Liability £10 million any one incident; Public & Products Liability (including Food Safety Act coverage): £10 million any one incident, and Professional Indemnity £1 million for any one period of insurance.

## Section 6 - Quality Assurance

Please provide details of any recognised quality management systems in place that your organisation works to, including any industry specific requirements. You may be asked to provide evidence of how you make sure work is consistently carried out to high standard.

## Section 7 - Health and Safety

Please provide details of any Health & Safety and Food Safety standards, policies or systems in place. There are legal requirements in this area that we will need to know that your organisation meets. If your organisation has been prosecuted under health and safety legislation, or there is a prosecution outstanding, you must submit details. Such circumstances will not, in themselves, adversely affect your application, but failure to disclose details may do so.

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<sup>1</sup> The referees must be contacted and agree to providing a reference prior to you submitting this Questionnaire. The University reserves the right to approach any of these people/organisations for references.

## Section 8 – Equality and Diversity

The University recognises its responsibility to promote equality and diversity and will adhere to its responsibilities under the legislation to take equality into account when procuring goods, services or works from external providers. In so doing the University will require all vendors to provide information on their compliance with the relevant legislation.

### ***Appendix 1 – Additional Equality and Diversity Questions***

The questions in this Appendix build on those already asked in Section 8 of the core Questionnaire and ask for details of the supplier's policies on, and approach to, equality and diversity opportunities for its staff.

## Section 9 - Environmental Management

The University seeks to ensure that organisations demonstrate compliance with all relevant environmental legislation and satisfy the requirements of regulatory bodies such as the Environment Agency. A firm's policies in this area will be more important for some types of contract than others, please provide details of any processes or policies that your organisation has in place.

## Section 10 - Professional & Business Standing

Public bodies have a duty to maintain high standards of professional behaviour and honesty. They need to be sure that potential suppliers can show that they meet the same high standards. As a potential supplier to the University, please answer these important questions. Suppliers must demonstrate that they operate in accordance with all relevant company taxation and social security legislation.

## Section 11 – Requirement Specific Questions

We will inevitably have some questions to ask of suppliers which fall outside of the above categories and relate specifically to the subject matter of the procurement they are currently undertaking (for example, typical delivery lead times, or interoperability with existing IT systems).

## Section 12 – Declaration

This is simply the confirmation to us by you that the information provided is valid and correct and is the final section of the Questionnaire with the exception of explanatory notes and supplementary modules.

### **3. Additional Notes for Suppliers:**

#### **3.1 Confidentiality**

All information provided to the supplier by the University shall be regarded as confidential and used only to prepare a response to the questions. The Questionnaire remains the property of the University and must be returned or destroyed upon demand.

#### **3.2 Freedom of Information**

The supplier acknowledges that the University is obliged under the FOIA to disclose information, including information relating to this opportunity, to third parties, subject to certain exemptions. The supplier further accepts and acknowledges that the decision to disclose information and the application of any such exemptions under the FOIA will be at the University's sole discretion PROVIDED THAT the University shall act reasonably and proportionately in exercising its obligations under the FOIA as to whether any exemptions under section 43 of the FOIA may be applied to protect the supplier's legitimate commercial and trade secrets.

#### **3.3 Non-UK Based Organisations – Transparency and Fairness**

Non-UK based organisations should attempt to answer the Questionnaire substituting where relevant the appropriate legislation or codes of practice which are applicable within their domestic jurisdiction.

**University of Bristol**  
**PART B – QUESTIONS**

<b>1.</b>	<b>Basic details of your organisation</b>			
<b>Section Weighting: NOT SCORED</b>				
1.1	Name of the organisation in whose name the tender would be submitted			
1.2	Contact details for correspondence	Name		
		Position		
		Address		
		Tel No.		
		Fax No.		
		Mobile No.		
	E-mail address			
	Website address			
1.3	Company Registration number (if this applies) / Charities or other Registration number (if this applies) <b>(Please specify registering body):</b>  Date of Registration:			
1.4	Registered address (if different from the above)			
1.5	VAT Registration number			
1.6	Is your organisation (Please tick <b>one</b> )			
	a public limited company?			a sole trader?
	a limited company?			other (please specify)
	a partnership?			
1.7	Name of (ultimate) parent company (if this applies):			
1.8	Companies House Registration number of parent company (if this applies)			
1.9	Number of Employees in total:			
1.10	<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <b>(Construction and related businesses only)</b>  Are you registered with Constructionline? </div> <div style="width: 30%;"> Yes / No </div> <div style="width: 30%;"> If “Yes”, what is your registration number? </div> <div style="width: 10%;"></div> </div>			
Office use only: Concerns (Y/N)			Notes:	

2.	<b>Financial Information</b>		
<b>Section Weighting: 15%</b>			
2.1	What was your turnover in the last two years (if this applies)?	£..... for year ended ____ / ____ / ____	£..... for year ended ____ / ____ / ____
<i>Please note that we would anticipate a minimum turnover of £500,000 to provide the goods / services described in this Invitation to Tender.</i>			
2.2	Has your organisation met the terms of its banking facilities and loan agreements (if any) during the two past years?	Yes / No	If “ <b>No</b> ” what were the reasons, and what has been done to put things right?
2.3	Has your organisation met all its obligations to pay its creditors and staff during the past two years?	Yes / No	If “ <b>No</b> ” please explain why not:
2.4	What is the name and branch of your bankers? (who could provide a reference)	Name:  Branch:  Contact details:	
2.5	Has your organisation filed any audited accounts with the Companies House on in the past two years?	Yes / No / N/A	If “ <b>No</b> ” please explain why not: If N/A please explain why
2.6	Were your organisations audit reports of the accounts in the last two years unqualified?	Yes / No	If “ <b>No</b> ” please explain nature of qualification
2.7	<b>Please provide one of the following with your submission (please indicate which has been included in the relevant box on the right).</b>	A copy of your most recent audited accounts (for the last two years if this applies)	
or, a statement of your turnover, profit & loss account and cash flow for the most recent year of trading			
or, a statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position			



Office use only: Concerns (Y/N)		Notes:	
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<b>3.</b>	<b>Technical Capacity / Resources</b>		
<b>Section Weighting: 5%</b>			
3.1	What are the main business activities of your organisation?		
3.2	How many staff does your organisation employ specifically in relation to the goods /services sought in this tender? (If you are a sole trader, please say so)		
3.3	Please supply the names, qualifications and CVs of key personnel you would dedicate to this contract		
Office use only: Concerns (Y/N)		Notes:	

<b>4.</b>	<b>References</b>				
<b>Section Weighting: 10%</b>					
4.1	Please provide details of three recent contracts that are relevant to the University's requirement. Where possible at least one should be from the public sector		<b>REFERENCE 1</b>	<b>REFERENCE 2</b>	<b>REFERENCE 3</b>
		<b>Customer Organisation (name):</b>			
		<b>Customer contact name and phone number:</b>			
		<b>Date contract awarded:</b>			
		<b>Contract reference and brief description:</b>			
		<b>Value:</b>			
		<b>Date contract was completed:</b>			
4.2	If you cannot provide three references, please explain why				

4.3	Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contracting authority?	Yes / No	If "Yes", please give details:	
Office use only: Concerns (Y/N)			Notes:	

<b>5.</b>	<b>Insurance</b>			
<b>Section Weighting: 5%</b>				
5.1	Please provide value of your current insurance cover	Employer's Liability:	£	
		Public & Products Liability:	£	
		Professional Indemnity (if applicable):	£	
<i>Please refer to the Guidance Notes for Minimum Insurance Levels required for this contract.</i>				
Office use only: Concerns (Y/N)			Notes:	

<b>6.</b>	<b>Quality Assurance</b>			
<b>Section Weighting 5%</b>				
6.1	Does your organisation hold a recognised quality management certification for example BS/EN/ISO 9000 or equivalent?	Yes / No		
6.2	If not, does your organisation have a quality management system*?	Yes / No		
6.3	If you do not have quality certification or a quality management system, please explain why			
Office use only: Concerns (Y/N)			Notes:	

<b>7.</b>	<b>Health and Safety</b>			
<b>Section Weighting: 15%</b>				
7.1	Does your organisation have a written health and safety at work policy? (see notes at end of Questionnaire)	Yes / No	If "No" please explain why not:	
7.2	Does your organisation have a health and safety at work system*?	Yes / No	If "No" please explain why not:	
7.3	What is your Hygiene rating?			

7.4	Please demonstrate, with examples where appropriate how you will comply with the University's Food Safety Policy (attached at Appendix 2)			
7.5	Do you have a Food Safety Policy?	Yes / No	If <b>"Yes"</b> please include a copy	
Office use only: Concerns (Y/N)			Notes:	

<b>8.</b>	<b>Equality and Diversity</b>			
<b>Section Weighting 10%</b>				
8.1	Does your organisation have a written equality and diversity policy, to avoid discrimination	Yes / No	If <b>"No"</b> please explain why not:	
8.2	It is your policy as an employer to comply with your statutory Obligations under the Equal Pay Act and also under relevant equality legislation not to discriminate on the grounds of age, disability, gender, race, religion or belief, or sexual orientation under relevant UK legislation or equivalent legislation that applies in the countries in which your organisation employs staff.  Please confirm.			Yes / No If <b>"No"</b> please explain why:
8.3	Please demonstrate, with examples where appropriate how you will comply with the University's Ethical and Sustainability policy (attached at Appendix 3).			
8.4	Do you have a Policy regarding Ethics and Sustainability?	Yes / No	If <b>"Yes"</b> please include a copy	
Office use only: Concerns (Y/N)			Notes:	

<b>9.</b>	<b>Environmental Management</b>	
<b>Section Weighting:5%</b>		
9.1	Does your organisation have an environmental management system*?	Yes / No
9.2	What processes or actions has your company initiated in relation to energy saving and management of waste streams?	

9.3	Do you have an Environmental Policy?	Yes / No	If “Yes” please include a copy	
Office use only: Concerns (Y/N)		Notes:		

<b>10.</b>	<b>Professional and Business Standing</b> - Do any of the following apply to your organisation, or to (any of) the director(s) / partners / proprietor(s), senior managers or those with powers of representation?			
<b>Section Weighting: 5%</b>				
10.1	Is in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings	Yes / No	If “Yes” please provide details:	
10.2	Has been convicted of a criminal offence related to business or professional conduct including fraud or conspiracy to defraud	Yes / No	If “Yes” please provide details:	
10.3	Has committed an act of grave misconduct in the course of business	Yes / No	If “Yes” please provide details:	
10.4	Has not fulfilled obligations related to payment of social security contributions	Yes / No	If “Yes” please provide details:	
10.5	Has not fulfilled obligations related to payment of taxes	Yes / No	If “Yes” please provide details:	
10.6	Is guilty of serious misrepresentation in supplying information	Yes / No	If “Yes” please provide details:	
10.7	Is not in possession of relevant licences or membership of an appropriate organisation where required by law	Yes / No	If “Yes” please provide details:	
Office use only: Concerns (Y/N)		Notes:		

<b>11.</b>	<b>Requirement Specific Questions</b>		
<b>Section Weighting: 25%</b>			
11.1	Please explain how you ensure compliance with the provisions of the Data Protection Act		
11.2	Are you able to cater for special dietary requirements?	Yes / No	If <b>"Yes"</b> please provide details
11.3	Please describe how you ensure your kitchen is free from allergens		
11.4	Please confirm that you can accept and process orders from the University Monday – Friday, 08:00 – 18:00, all year round	Yes / No	If <b>"No"</b> please explain why not:
11.5	Please confirm your ability to deliver outside of these hours (ie: evenings and weekends)	Yes / No	If <b>"No"</b> please explain why not:
11.6	Please explain, with examples where appropriate how you will comply with the University's requirements for the transportation of food as detailed in the Food Safety Policy (attached at Appendix 2)		
11.7	Please describe how you will ensure all food delivered is chilled to correct temperature and delivered in the correct manner according to University Food Safety Policy		
11.8	Please describe how you will ensure food is clearly labelled according the University Food Safety Policy		

11.9	Please describe how you will address food labelling as per the EU Food Information for Consumers Regulation	
11.10	Please describe how you will respond to urgent or last minute bookings	
Office use only: Concerns (Y/N)		Notes:

12	I declare that to the best of my knowledge the answers submitted in this Supplier Vetting Questionnaire (and any supporting appendices) are correct. I understand that the information will be used in the evaluation process to assess my organisation's suitability to provide the goods / services.	
	<b>FORM COMPLETED BY (Authorised Signatory):</b>	
12.1	Name:	
12.2	Position (Job Title):	
12.3	Date:	
12.4	Tel No:	
12.5	Signature:	

In order for us to evaluate the effectiveness of the various procurement information sources we use, please indicate how you came to hear about this opportunity:

Source	Please tick one or more sources
Official Journal of the European Union (OJEU)	
Subscribed Tender Alert Service (e.g. Tracker)	
If above, please specify which service:	
<a href="http://www.supply2.gov.uk">www.supply2.gov.uk</a>	
<a href="http://www.tenders.ac.uk">www.tenders.ac.uk</a>	
University Website	
ProContract (University of Bristol e-Tendering System)	
Direct approach from the University	
Other (please specify)	

Notes:

\* “system” means processes and procedures to ensure that the subject is properly managed. This includes making sure that legal requirements are met.

**Health and Safety Policies**

Any business employing **five** or more people has, by law, to prepare and bring to the attention of employees a written Health and Safety Policy Statement.

A Health and Safety Policy usually consists of three distinct sections namely:

- **General Policy Statement** – a short statement outlining the organisation's commitment to Health and Safety, **signed and dated** by the senior organisation official (for example, the Managing Director);
- **Organisation** – how the organisation addresses health and safety; lines of communication between managers and staff; and any specific duties/responsibilities assigned within the organisation - this should be relatively straightforward for smaller organisations;
- **Arrangements** – the systems and procedures in place for ensuring employees' health and safety at work.

**Notes:**

\* **“system”** means processes and procedures to ensure that the subject is properly managed. This includes making sure that legal requirements are met.

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- **Arrangements** – the systems and procedures in place for ensuring employees' health and safety at work.

**University of Bristol**  
**SUPPLIER VETTING QUESTIONNAIRE – APPENDIX 1(a)**

ADDITIONAL EQUALITY AND DIVERSITY QUESTIONS		Response to Question	Can Provide Details if asked?	
<b>1.</b>	<b><i>Is your approach to equality and diversity on the grounds of age, disability, gender, race, religion or belief and sexual orientation set out in:</i></b>			
	1.1	Instructions to those concerned with recruitment, selection, remuneration, training and promotion?	Yes / No	Yes / No
	1.2	Documents available to employees, recognised trade unions, and other representative groups of employers?	Yes / No	Yes / No
	1.3	Recruitment advertisements or other literature?	Yes / No	N/A
<b>2.</b>	<b>Statutory Compliance</b>			
	2.1	Do you observe as far as possible the relevant codes of practice produced by the Commission for Equality and Human Rights, or equivalent code of statutory guidance issues under equivalent legislation in another country, which gives practical advice to employers and others on the elimination of unlawful discrimination and the promotion of equality of opportunity in employment, including monitoring of workforce matters and steps that can be taken to encourage members of all parts of society to apply for jobs and take up training opportunities?	Yes / No	N/A
	2.2	If the answer to Question 2.1 is “ <b>Yes</b> ”, are you able to provide evidence to support your answer such as copies of your equality, diversity or equality in employment policy, copies of your gender, disability or race equality schemes (where applicable), documents containing instructions to staff, or outlining arrangements for recruitment, or other materials that demonstrate your organisation’s commitment to equality	Yes / No / N/A	Yes / No / N/A
<b>3.</b>	<b>Claims</b>			
	3.1	In the last 3 years has any finding of unlawful discrimination in any field been made against your organisation by the Employment Tribunal, The Employment Appeal Tribunal or any court or in comparable proceedings in any other jurisdictions or has your organisation been the subject of formal investigation (which has had a negative finding) by relevant authorities (such as an Equality Commission) on the grounds of alleged unlawful discrimination?		N/A
	3.2	If the answer to Question 3.1 is “ <b>Yes</b> ”, please advise what the unlawful finding(s) was/were and what corrective action has been taken as a result:		



**University of Bristol**  
**SUPPLIER VETTING QUESTIONNAIRE – APPENDIX 1(b)**

<b>ADDITIONAL EQUALITY AND DIVERSITY MONITORING QUESTIONS</b> (This information will only be used by the University for statistical purposes)			
Please indicate below in percentage terms the make-up of your total workforce in terms of:			
<b>Ethnicity</b>	<b>%</b>	<b>Ethnicity</b>	<b>%</b>
White - British		Asian or Asian British - Bangladeshi	
White - Irish		Chinese	
Other White background		Mixed – White and Black Caribbean	
Black or Black British – Caribbean		Mixed – White and Black African	
Black or Black British - African		Mixed – White and Asian	
Other Black background		Other Mixed background	
Asian or Asian British – Indian		Other Ethnic background	
Asian or Asian British - Pakistani		Information refused	

  

<b>Disability</b>	<b>%</b>	<b>Disability</b>	<b>%</b>
Declared Disabled		Information refused	
No Disability			

  

<b>Gender</b>	<b>%</b>	<b>Gender</b>	<b>%</b>
Male		Transgender	
Female		Information refused	

**SUPPLIER VETTING QUESTIONNAIRE – APPENDIX 2**  
**UNIVERSITY OF BRISTOL FOOD SAFETY POLICY**

Please see separate attachment

**SUPPLIER VETTING QUESTIONNAIRE – APPENDIX 3**

**UNIVERSITY OF BRISTOL ETHICAL AND SUSTAINABILITY POLICY**

This policy can be found on the University's website at the following link:

<http://www.bristol.ac.uk/conferences-hospitality/hospitality/ethics/ethicalpolicy.pdf>