

Guideline 4 - Dealing with competitors

- Do not reach an agreement, or even discuss any aspect of pricing, discounts, allowances, rebates, credits, or terms of trade with competitors.
- Do not signal price changes to competitors, exchange price information with competitors or provide them with student lists, tender documents, conditions of supply or cost sensitive information. Make independent decisions on all pricing matters, including decisions on whether to follow competitors' price changes.
- Do not reach an agreement, or even discuss, service lines, territories, terms of trade or tender, particular customers or supply arrangements with competitors. This includes discussions to divide or allocate customers, territories or course lines, capacity or supply restrictions, 'cover quoting' or bid-rigging, and agreements not to poach each other's customers or to boycott a particular customer.
- Do not reach an agreement, or even discuss particular suppliers or terms of acquisition with competitors. This includes discussions to boycott a particular supplier.
- Remember that arrangements or understandings between competitors can be informal. Make a diary note or have recorded in the minutes that you left a conversation or meeting because of any of the above discussions.