

Business Charter

Governing the BBC's business affairs dealings with independent production companies

The BBC's dealings with its independent production partners are central to its core public service operations and to being able to fully deliver its public purposes. In a fast evolving media landscape and a challenging economic climate, the BBC is as committed as ever to being a collaborative and constructive business partner and to facilitate a mutually valuable and supportive working relationship. The BBC's business affairs teams want their counterparts in the independent sector to have positive dealings with BBC Business Affairs, and so the BBC has articulated the following standards which it aspires to meet in its business dealings with its independent suppliers.

- However you get in touch with us, we will ensure you receive an acknowledgement within 2 working days (letting you know where possible the timescale for receiving a full response, if not within 2 working days)
- We will provide a high standard of information to help you understand the BBC's procedures and policies and how and why decisions are made.
- We will work closely with our colleagues internally to ensure all business and editorial dealings are as joined up as possible, and will prioritise our workloads appropriately (for example by reference to proposed production or transmission schedules)
- We will be clear about the process and the route to completion of our business dealings, and provide information on request of the progress of your deal.
- We will engage in professional and courteous dialogue and be as open as possible. We will encourage the same from our business partners.
- We will issue contracts for signature promptly following agreement in principle of all relevant paperwork and deal approvals. We will authorise payments as per the agreed cash flow terms within 2 days of receipt of a satisfactory progress report, and other relevant paperwork.
- Where reasonably requested and feasible, we will offer the opportunity for debrief following the completion of a deal, to facilitate continual improvement in our business dealings.
- We will encourage our business partners to:
 - be familiar with all guidance and information which is provided by the BBC on its commissioning website to facilitate informed and efficient business dealings between us;
 - ask for clarity from us where needed, with appropriate timeliness;
 - comply with our need for the return of information, documents and signatures within appropriate timeframes to enable us to achieve the above standards.
 - Be professional and courteous in return

If any independent supplier to the BBC believes that it is not experiencing these standards in its business dealings with the BBC, it should contact the relevant Business Affairs Manager or Head of Department.