

Guidelines for Suppliers

November 2020

SSW is committed to having business relationships with suppliers who share the company's dedication to conducting business in a legal and ethical manner.

Appointment Scheduling

Following the procedures below will ensure time spent between sales representatives and department personnel will be productive for both parties:

- Hours – generally, sales representatives are seen Monday through Friday, 8:30 a.m. - 4:30 p.m.
- Appointments must be pre-arranged with the appropriate department representative.
- Sales representatives presenting new products in any SSW facility must obtain approval through Strategic Sourcing.

Vendor Responsibilities

It is our expectation that all vendors will conduct themselves in a responsible, truthful and ethical manner in all dealings with SSW-supported organizations. Vendors shall have the following responsibilities:

- Employees shall not accept (directly or indirectly) gifts, prejudicial discounts, payments, fees, loans, entertainment, favours or services from any supplier.
- Suppliers shall maintain open and direct communication with appropriate lines of business, including Strategic Sourcing and Purchasing.
- Honour the terms, conditions and spirit of intent of any Agreement between SSW and the vendor, and any agreement executed by SSW's Hospitals.
- Honour the agreements that SSW executes with other competing vendors. The vendor will not "counter-detail" or otherwise undermine competing agreements. The vendor will show the same respect to competing vendors and their relationship with SSW as the relationship they expect to enjoy.
- Use best efforts to provide market competitive pricing to SSW that reflects the committed nature of the organization.
- Provide appropriate in-service training and education for SSW support staff, organizational staff and physicians.
- Provide a competent, well-trained, responsible field sales force committed to timely ongoing support of SSW-supported Hospital staff and physicians.
- Provide an experienced, central point of contact for SSW authorized to represent and make decisions on behalf of the vendor.
- Provide accurate and timely sales reporting in the format(s), including electronic, specified by SSW.

- Make accurate and timely payments to SSW for all earned rebates and incentives according to agreement terms.
- Provide accurate and timely pricing in the format(s), including electronic, specified by SSW and invoice SSW with the correct contracted pricing.
- Support Electronic Data Interchange (EDI), eCommerce, GS1, and other initiatives designed to improve efficiency and reduce supply chain costs.
- Provide complete and accurate product cross-referencing and other information requested to facilitate the contract development and implementation process.
- Refrain from offering any SSW or organizational staff members, including members of their immediate family, gifts, gratuities, or entertainment of greater than nominal value.
- Comply with SSW and healthcare industry guidelines and regulations pertinent to (1) patient confidentiality; (2) patient safety matters and (3) Employee Health & Safety.

Vendor Rights

- Receive equitable and impartial treatment when bidding or negotiating for business with SSW-supported Hospitals.
- Expect confidentiality in their dealings with SSW.
- Expect no SSW employee will use their authority for personal gain.
- Expect to receive thorough and timely information from SSW regarding the status of any pending bid or negotiation with SSW.
- Be treated with honesty and good faith during the purchasing process.
- Have access to a grievance procedure in the event that the vendor feels it has not been treated fairly.

Proposals

All proposals, oral or written, for the sale of goods or services must be referred to SSW for action.

With the exception of pharmaceuticals and food products, sales representatives will not commit SSW-supported Hospitals to the purchasing of goods and services without written approval of SSW, regardless of amount.

Any sales representative who exhibits what has been determined to be unethical behavior will be notified and cautioned. If improvement is not seen:

- The sales representative may be banned from entering SSW-supported Hospital facilities.
- A letter of complaint will be sent to the sales representative’s supervisor by SSW’s Vice President, Operations.

Grievance Process

If a vendor who provides goods or services to SSW believes in good faith that they have a grievance in connection with SSW's contracting process, then the vendor should first contact the department/manager for the applicable product area to discuss and informally resolve the vendor's concerns. If the vendor is not satisfied that their grievance has been addressed by the department director/manager, then they may file a formal written grievance with SSW. The vendor may send a letter that states the facts and concerns related to the vendor's grievance with sufficient specificity to enable SSW to respond promptly. The vendor shall address its written grievance to:

Shared Services West

Northgate Business Park
1107 Clay Avenue, Unit 500p
Burlington ON L7L 0A1
Attn: Vice President, Operations

SSW shall respond in writing to the grievance in a timely manner, but no later than thirty (30) days after SSW's receipt of the grievance letter.