



VENDOR REPRESENTATIVE NONCOMPLIANCE CORRECTIVE ACTION

At HonorHealth our values are the non-negotiable behaviors that guide how we treat each other and those we serve.

Integrity - **We are committed to doing what is right.**

Caring - **We show genuine concern for the well-being of others.**

Accountability - **We take personal responsibility for ensuring that individual and team goals are achieved.**

Stewardship - **We enable our mission by ensuring the best use of our talent, finances and resources.**

Excellence - **We deliver the highest standards of performance through collaboration, innovation and unrelenting commitment to quality.**

Respect - **We recognize each person's inherent value and worth by treating them with dignity.**

We expect the same from our business vendor representatives. As employees of HonorHealth, we are reviewed on our performance and interactions with everyone we come into contact with. The same values are expected from our business partners. To that end we have a formal noncompliance protocol that all business members who enter our premises will be held to. Vendor Representatives who fail to comply with the rules and regulations described in this packet will be **placed into our noncompliance program.**

- **First Offense:** The Clinical Supply Chain Manager (CSCM) will meet with the Vendor Representative and his/her manager. After the incident is discussed, a review of the situation will be discussed. The business representative will be in a formal coaching stage. Dependent on the severity of the offense; A corrective action will be implemented and will include the inability of the Vendor Representative to conduct business within any HonorHealth Facility for six (6) months(An example would be failure to register into the HonorHealth vendor credentialing system). The CSCM will document the final outcome on the Vendor Incident Log and notify the Vendor Representative's Regional/National Sales Director.
- **Second Offense:** The Clinical Supply Chain Manager (CSCM) will meet with the Vendor Representative and his/her manager. After the incident is discussed, corrective action will be remediated and will include the inability of the Vendor Representative to conduct business within any HonorHealth Facility for six (6)/ twelve (12) months. The CSCM will document the final outcome on the Vendor Incident Log and notify the Vendor Representative's Regional/National Sales Director.

- **Third Offense:** Permanent Suspension from conducting business at any HonorHealth facility. The CSCM will document the final outcome on the Vendor Incident Log and notify the Vendor Representative's Regional/National Sales Director.

Situations may occur that necessitate bypassing one or more steps in the non-compliant process. The decision will be made after consulting with the Department Head, Legal Counsel and Risk Management, when applicable. This would result in an immediate and permanent suspension from HonorHealth.

- Any attempts to solicit pricing information from any HonorHealth Employee will be considered a breach of ethics and may result in the immediate suspension of the Vendor Representative.
- Any perception of harassment, sexual or otherwise indicated, will be considered a breach of ethics and will result in the immediate suspension of the vendor representative.
- **Scrub apparel** will be allocated at the procedural area. **ALL** vendor representatives are to approach an Honor health facility in business attire. Entering in non HonorHealth issued scrubs **will** place the business representative in the noncompliance corrective action process.
 - A. **If entering a procedural area a red bouffant cap will be issued in supply chain. Failure to wear the assigned red bouffant will subject the vendor representative to the HonorHealth noncompliance corrective action process.**