

	Document Title	Document Number	Issue Date
	VENDOR REPRESENTATIVES SITE VISITS	3776	23/03/2021
	Approved By	Version Number	Review Due Date
POLICY	Dr. Barbro Fridén Chief Executive Officer	1	23/03/2023
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SCOPE	Organizational <input checked="" type="checkbox"/> Departmental <input type="checkbox"/>
TITLE	Vendor Representatives Site Visits
PURPOSE	<p>To establish processes in order to:</p> <ol style="list-style-type: none"> 1. ensure a sound, transparent and professional relationship during Site Visits between Sidra's staff and its Vendors' Representatives. 2. provide information on how they are expected to behave and what behavior they can expect from the Sidra Medicine's staff;
APPLICABLE TO	Sidra Staff, Consultants and the Vendors.
DEFINITIONS	<p>Vendors Any entity that has, or is known (or should be) known by Sidra staff to be seeking, a business relationship with Sidra to provide any equipment, product, supply, facility, item or service for payment.</p> <p>Vendor Representatives means all vendors' personnel [direct and in-direct, i.e. sub-contractors, their vendors etc.] whom may come in to contact with Sidra Medicine employees.</p>
EXPECTED OUTCOME	To ensure no equipment, goods, or services are sold, exhibited, demonstrated, loaned (paid or free of charge) to Sidra without compliance with the applicable Policies such as Procurement Policies and Procedures, Biomedical Engineering (BME), Code of Ethics, and Vendor Sponsorship.

POLICY STATEMENT

GENERAL

Sidra Medicine appreciates the role that its current and potential vendors play in supporting health practitioners by providing safe, effective and economic products and services to the patients in their care, and other staff working within Sidra Medicine in the delivery of their duties.

1. OBJECTIVES

- 1.1. This policy is to outline the protocol of the vendors' representatives to present a sales representatives Policy and Procedure that supports both clinical innovation and financial stability on a sound and professional basis.
- 1.2. This Policy provides information on how Vendors are expected to behave and what behaviour they can expect from the Sidra Medicine's staff; clinical and non-clinical.
- 1.3. Also to allow Procurement and Contracts (P&C) to have visibility of Vendor Representative Visits and to give it the opportunity to intervene if deemed appropriate.

- 1.4. By intervene this may mean – participate in the meeting, request vendor representative to meet with P&C first, request the meeting to be postponed – this is not an exhaustive list.
- 1.5. The policy covers all areas of Sidra Medicine and all premises that the Sidra Medicine operates from. All staff of the Sidra Medicine should be aware of this Policy.

STANDARDS AND PRACTICE

2. Visits to Sidra Medicine Sites

- 2.1. Vendor Representatives will NOT be seen by Sidra Medicine staff without being permissioned by the department of procurement and contracts and have a prior appointment. 'Cold calling' is an inefficient use of staff and vendors' time - it is not permitted. This will also be applied to the virtual communications.
- 2.2. Visitations are allowed only for suppliers that have existing businesses with Sidra.
- 2.3. When visiting Sidra Medicine visitor badges must be obtained from the Security Department (SD) before visiting any clinical or non-clinical area. The badge must be returned prior to leaving the site.
- 2.4. The SD reserve the right to refuse to issue badges without a valid confirmed pre-appointment with the departments.
- 2.5. Vendors' Representatives following signing in and badge collection must be escorted by the relevant department representative at all times.
- 2.6. When on site, all Vendor representatives are expected to comply with Sidra's Code of Ethics Policy, and must wear the visitor badge at all times.
- 2.7. Vendor Representatives should limit their visits to the allocated department and allocated appointment slot only.
- 2.8. Unsolicited mail, leaflets and posters produced by vendors must not be distributed or displayed in clinical areas unless approved by the departmental manager/clinician. Prior approval from Sidra Communications Department must be obtained for any promotional / advertising tools.
- 2.9. It is recognised that, in addition to providing information to health practitioners, the prime function of representatives is to promote, demonstrate and sell their products and services. This function should be carried out in a proper and ethical manner and not contravene Sidra Medicine policies.
- 2.10. Vendor Representatives should be well informed about the products they are promoting. In addition to standard technical, and where appropriate, clinical data, information should be available on product effectiveness.

3. PRICE INFORMATION

- 3.1. Staff and vendors are reminded that commercial pricing information is confidential and must only be discussed in the presence of P&C.
- 3.2. Pricing information (i.e. quotation/formal offer/budgetary) should be provided as a formal response to P&C's request in accordance with relevant procurement and tendering policies.
- 3.3. Vendors participating in Sidra tenders must coordinate all communications, product evaluations, information requests, etc., only through the P&C Department.

4. CODE OF ETHICS

- 4.1. The staff of the Sidra Medicine are subject to the following Sidra Medicine policies and procedures, all of which are available on Sidra Medicine intranet on the 'Policy and Procedures' page;
 - 4.1.1. Anti-Corruption and Bribery
 - 4.1.2. Code of Ethical Conduct
 - 4.1.3. Policy of Gifts, Entertainment and Business Courtesies
 - 4.1.4. Declaration of Interests
 - 4.1.5. Whistleblowing
 - 4.1.6. Vendor Sponsorship
- 4.2. Sidra Staff and Vendor representatives should note the following points:
 - 4.2.1. All offers of hospitality or gifts made to staff must be made in accordance with the Policy for Gifts, Entertainment and Business Courtesies and Vendor Sponsorship.
 - 4.2.2. Vendors and Vendor's representatives must not attempt to influence business decision making by offering gifts, hospitality or business courtesies to Sidra Medicine staff and staff must follow Sidra policy in relation to acceptance of anything of value from a vendor

5. INFECTION PREVENTION AND CONTROL

- 5.1. All personnel who visit and any equipment brought into the Sidra Medicine has the potential to introduce infection and the Sidra Medicine requires that all Vendors' representatives adhere to the appropriate protocols of Infection Control procedures when visiting any Sidra Medicine site.
- 5.2. Vendors must not visit if they have acute symptoms of infection (i.e. runny nose, fever, diarrhoea and/ or vomiting, and new rash). Vendors presenting with these symptoms will not be allowed entry.

- 5.3. Vendors visiting clinical areas must ensure they are perform hand hygiene on entry and before leaving the unit.
 5.4. All clinical staff must ensure Vendors visiting their departments adhere to infection prevention and control standard precautions and are accompanied at all times in clinical areas.

6. PRODUCT TRIALS, EVALUATIONS, STUDIES, AND RESEARCH PROJECTS

- 6.1. Sidra Medicine does NOT undertake unstructured “trials” or product evaluations. Samples of any clinical or non-clinical products, pharmaceuticals must not be left with any wards and departments. These should be approved by P&C who will update the relevant department which are Facilities Management (FM), Pharmacy, or BME and the End-user, and confirm the delivery location.
 6.2. Electro-Medical equipment must be left with the BME in order that appropriate testing can be carried out before use.
 6.3. Any equipment supplied must be sanitised according to the Policy for Equipment Cleaning Strategies for Patient Care Areas and must be vetted by BME department.
 6.4. Both Staff and Vendors are reminded that failure to adhere to these instructions will have personal liability impact in case of a breach, patient safety and infection risk in accordance with Sidra’s corrective action policies.

7. SIDRA AGREEMENTS (CONTRACTS AND PURCHASE ORDERS)

- 7.1. All goods and services offered to the Sidra Medicine will be procured against the standard Sidra Medicine Terms and Conditions for Goods and/or Services.
 7.2. Commitment to purchase goods and services is only entered into by the raising of an official Purchase Order (PO). Vendors must not deliver goods or provide a service without first receiving an official PO. Sidra Medicine operates a no PO no pay basis.

COMPLIANCE REFERENCES	N/A
RELATED DOCUMENTS	POL - O - Procurement PRO - O - Emergency Procurement PRO - O - Bid Evaluation PRO - O - Sole Source Procurement PRO - O - Pre-Tendering PRO - O - Tendering PRO - O - Award and Administration PRO - O - Procurement and Contracts Procedure Manual PRO - O - Procurement Planning PRO - O - Vendor Relationship Management POL - O - Anti-Corruption and Bribery POL - O - Code of Ethical Conduct POL - O - Declaration of Interests POL - O - Gifts, Entertainment and Business Courtesies POL - O - Whistleblowing POL - O - Vendor Sponsorship POL - O - Infection Control POL - O - Hand Hygiene POL - O - Standard Precautions POL - O - Decontamination Of Reusable Equipment In Patient Care Areas
REFERENCES	N/A
NAME OF AUTHOR	Ali Ali, Director of Procurement and Contracts
POLICY OWNER/ DEPARTMENT	Chief of Administrative Services / Supply Chain

APPROVAL BODY	As per POL - O - Tables of Decision Authorities (ToDA) and Financial Authorities (ToFA)
MEASUREMENT OF COMPLIANCE	Adherence to this policy will be monitored by the incidences of complaints relating to behaviour to either the SD or P&C Departments. These will be reviewed annually or more frequently if continued complaints are received directly by any Sidra Medicine member of staff, and the findings maintained by the P&C Department, and could lead to black-listing the Vendor.
KEYWORD SELECTION	Keyword 1 : Vendor Keyword 3 : Representative Keyword 2 : Visit Keyword 4 : Vendor

Version Number	Issue Date	Summary of amendments Key Changes	Communication Message
1	23/03/2021	New Policy Approved by Dr. Barbro Fridén, Chief Executive Officer.	The purpose of this policy is to ensure better control and alignment with the relevant policies including the procurement policy in terms of the engagement with external vendors.