

STANDARD

CORP-PRO-STD-003

Supplier Handbook

Document Information

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Refer back of documents for version control

Table of Contents

1	WHAT IS THIS DOCUMENT ABOUT?	4
2	WHO SHOULD READ THIS DOCUMENT?	4
3	WHO IS ENERGY POWER SYSTEMS AUSTRALIA?	4
4	WHY SUPPLIERS MATTER TO EPSA?	5
5	WHAT ARE EPSA’S CORE STANDARDS?	5
	5.1 Health and Safety	5
	5.2 Values and Behaviour	6
	5.3 Business Ethics	7
6	WHAT ARE EPSA’S MINIMUM HEALTH AND SAFETY REQUIREMENTS?	7
	6.1 Life Saving Rules.....	8
	6.2 Leadership and Supervision	9
	6.3 Risk Management.....	9
	6.4 Safe Work Method Statement (SWMS), Job Hazard Analysis (JHA) & Permits to Work	10
	6.5 Consultation and Communication	10
	6.6 Plant and Equipment	11
	6.7 Hazardous Chemicals.....	11
	6.8 Managing workers, PPE and inductions	11
	6.9 Reporting of Incidents and Injury Management	12
	6.10 Subcontracting.....	12
7	WHAT ARE EPSA’S MINIMUM ENVIRONMENTAL REQUIREMENTS?	13
8	WHAT ARE EPSA’S MINIMUM QUALITY REQUIREMENTS?	13
9	WHAT ARE EPSA’S MINIMUM PROCUREMENT AND SUPPLY CHAIN MANAGEMENT REQUIREMENTS?	14
	9.1 Purchase Order and contract documentation	14
	9.2 Agreed scope of work.....	14
	9.3 Insurances	14
	9.4 Supplier Questionnaire information	15
	9.5 Monitoring of Supplier performance.....	15
	9.6 Contract reports and non-conformances	15
	9.7 Meetings and Performance Monitoring with Suppliers.....	16
	9.8 Standard payment terms	16
	9.9 Bribery and Corruption.....	16
	9.10 Anti-Competitive Conduct.....	16
	9.11 Modern Slavery	17
	9.12 Wages and Employee Payment	17



9.13	Sustainable Procurement	17
9.14	Data Protection	18
9.15	Social Media	18

1 WHAT IS THIS DOCUMENT ABOUT?

We are pleased to present this EPSA Supplier Handbook to our current supplier and subcontractor base and to those who may potentially work with us by providing goods and services into our business and alongside us to our customers.

While we use the term “Suppliers” throughout the document for simplicity, it is intended to include suppliers and subcontractors alike, as well as any other partners we work with throughout our supply chain.

Supplier relationships are critical to any organisation and there are proven benefits to fostering collaborative relationships with our Suppliers. EPSA wants Suppliers to support our business activities and to help streamline and make more effective the processes and communications between our organisations.

This document is intended to provide guidance to Suppliers with regards to EPSA’s expectations when doing business with EPSA. This document does not overrule any signed agreements, project specific documentation, purchase orders, drawing, specifications, and/or instructions applied to specific goods and services supplied to EPSA by our Suppliers.

All documents referred to in this Supplier Handbook, including the Supplier Handbook itself, as well as other supporting information are available on EPSA’s website

Low risk suppliers are defined as supplying goods and service <\$25,000 in one transaction, High Risk Suppliers are defined as providing goods and service >\$25,000 or Determined by the HSEQ team or Procurement team.

<https://www.energypower.com.au/company/governance/for-suppliers/>

2 WHO SHOULD READ THIS DOCUMENT?

This document is applicable to both existing and potential EPSA Suppliers regardless of the nature or complexity of goods and/or services supplied, or the Supplier’s size, sophistication or type of entity.

Information in this document may change without notice. Suppliers should always check the latest version and obtain revisions of this handbook from EPSA from time to time. Once downloaded or printed this handbook is considered uncontrolled.

3 WHO IS ENERGY POWER SYSTEMS AUSTRALIA?

With over 25 years of customer service excellence and market-leading technical experience, Energy Power Systems Australia (EPSA) is the exclusive specialised Cat® Power Systems dealer for Australia, Papua New Guinea and the Solomon Islands.

We supply the full range of integrated Cat Power Systems solutions, full turnkey installations, project management, service delivery, and support for marine, industrial, electric power, petroleum, and oil and gas applications.

4 WHY SUPPLIERS MATTER TO EPSA?

Suppliers and business partners are an important and integral part of the total value chain of the energy solutions provided by EPSA to its Customers.

EPSA expects Suppliers to perform their obligations in a professional and careful manner according to the highest industry standards. EPSA values the role that Suppliers have in the total value chain and seeks to partner via sustainable and fair contractual arrangements which foster mutual trust, collaboration, early communication, accountability for respective areas of responsibility and the joint pursuit of opportunities to continually improve the solutions provided for our collective Customers.

EPSA wants its Suppliers to be committed to the same ideals that EPSA is committed to. EPSA seeks strong, mutually rewarding business relationships to enhance the value of EPSA's energy solutions through close collaboration through the life cycle.

5 WHAT ARE EPSA'S CORE STANDARDS?

5.1 Health and Safety

First and foremost, Suppliers are required to familiarise themselves with EPSA's Health and Safety Policy which is available for download from our website www.energypower.com.au.

EPSA is committed to the safety, health and wellbeing of our employees, contractors and stakeholders, including our suppliers and customers. Our vision is of no incidents today, no incident every day. We envisage an incident-free workplace each day, and we work towards this vision through a commitment and awareness of safety across the business including with our Suppliers.

5.2 Values and Behaviour

EPSA is committed to doing business in a way that shows that we believe in and live Our Values. We expect our Suppliers to commit to doing business this way also.



5.3 Business Ethics

We are committed to doing the right thing.

EPSA understands that the reputation of EPSA and Caterpillar reflects the ethical performance of the people who work for EPSA and our business partners, including EPSA's Suppliers.

EPSA is committed to doing business in a way that complies with the spirit of the laws that apply to us and which meets community expectations. We compete fairly – and on merit, we avoid any actions which could create a perception that favourable treatment is sought, we avoid and appropriately disclose conflicts of interest, we respect the property rights of others, we safeguard confidentiality of information which is entrusted to us, we ensure accuracy in our reporting and records, we are fair, open and honest in our communications, we follow international trade laws in any country where we do business, we comply with sanctions and anti-boycott laws, we refuse to make improper payments. We value and promote diversity.

We expect our Suppliers to do and be all of these things too.

6 WHAT ARE EPSA'S MINIMUM HEALTH AND SAFETY REQUIREMENTS?

EPSA maintains a strong focus on Health and Safety in the workplace. EPSA is committed to the safety, health and wellbeing of all workers in all areas of its operations and its supply chain. This commitment is reflected in EPSA's HSEQ Policies

6.1 Life Saving Rules

All personnel of EPSA, as well as our Suppliers, have a responsibility not only to themselves, but also to their family and work colleagues to work safely. EPSA has developed a set of health and safety non-negotiable rules (Life Saving Rules) which must be applied by all personnel and business partners. The objective is to target crucial behaviours and processes that ensure safety performance, particularly in high risk areas of our business.

Where a person has acted in breach of the Life Saving rules, disciplinary action must be taken. EPSA expects its Suppliers to equally commit to, promote and enforce our Life Saving Rules across their own workforce and supply chain.



VEHICLES AND DRIVING

Ensure vehicle is safe to drive. Seatbelts are worn. Drive Responsibly.



CRANES AND LIFTING DEVICES

Ensure you are trained and competent to operate. Inspect crane and lifting devices before use.



ISOLATIONS

Isolate, lockout or control all energy sources before working on any plant or equipment.



LOADING AND UNLOADING

Always ensure the area is safe to load/unload. Ensure there is sufficient room to maneuver.



FITNESS FOR WORK

Ensure you present to work mentally and physically ready and not under the influence of alcohol, drugs or fatigue.



HAZARDOUS SUBSTANCES

Always obtain, read and follow instructions on the Safety Data Sheet for any hazardous substance with which you will be working with.



MANUAL HANDLING

Plan and assess before any manual handling task is carried out.



6.2 Leadership and Supervision

EPSA is committed to providing safe workplaces through committed and active leadership. EPSA looks to partner with our Supplier base to ensure that leaders, managers and supervisors in our businesses continuously work together to establish the right safety values and culture to support the creation of safety mindfulness. Leaders must develop and implement policies and enforce accountability.

Suppliers must ensure all personnel involved in the performance of the works are adequately supervised by competent supervisors. This includes maintaining adequate supervision across multiple work areas. Trades apprentices must be supervised at all times in accordance with local and relevant trades regulations. Suppliers must regularly provide information to EPSA about the training, qualifications and assessed competencies of its supervisors and workers.

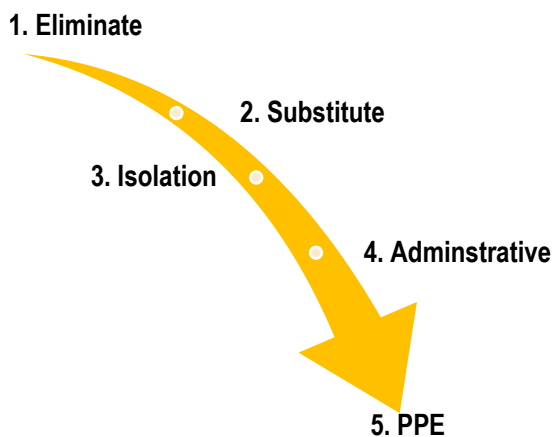
6.3 Risk Management

To minimise or eliminate risks, a process known as the Hierarchy of Controls (see below) is applied when determining appropriate control measures. These are designed to achieve some of the following:

- Maintaining a safe workplace
- Identifying potential hazards
- Undertaking a Risks Assessment
- Implementing appropriate controls

EPSA expects Suppliers to use hazard identification, risk assessment and controls in their approach to work. In particular, risk assessment should be used before changes are made to workplace conditions involving plant, equipment, chemical, work systems or people or when new or additional health and safety information associated with workplace conditions becomes available.

When a hazard is identified, risk control measures must be applied in the following order of preference:



Suppliers must be able to demonstrate that they can comply with EPSA's risk management requirements and/or the relevant HSEQ Management Plan/s which may apply to the location where the Supplier will be performing works and which will otherwise govern the delivery of goods and/or services.

In some circumstances a Supplier may be required to develop and provide to EPSA its own HSEQ Management Plan/s in order to demonstrate that the Supplier is planning for effective management of hazards and risks.

6.4 Safe Work Method Statement (SWMS), Job Hazard Analysis (JHA) & Permits to Work

Everyone undertaking high risk work must ensure that the works are conducted according to an approved Safe Work Method Statement (SWMS) or Job Hazard Analysis (JHA). If a SWMS or JHA is required for your activity, it is essential that your workers are trained and familiar with it before starting work, and that the work is undertaken with all required controls in place. The Supplier must not commence the performance of any work until it is clear that appropriate risk assessment has been undertaken and which HSEQ Management Plans and/or SWMS it needs to comply with.

Risk management processes should be used to provide a continuing review of any potential hazards related to work and must be reflected in the SWMS and/or JHA.

Some highly hazardous work activities may require specific permits to work to be drawn up or subject to an authority to commence work process. Suppliers are responsible for co-ordinating their work activities with EPSA and ensuring that all work activities comply with EPSA's and, if applicable, EPSA's customer's site specific requirements and relevant governing procedures. Permit to work requirements must be understood and planning carried out to comply with identified requirement prior to starting work. Permits which will apply include:

- Authority to Work-Isolations
- Hot Works
- Confined Space Entry
- Working at Heights
- Excavations
- Cranes and Lifting

6.5 Consultation and Communication

Suppliers must consult, cooperate and coordinate with EPSA and all other relevant parties in relation to any HSEQ issues. Forums that Suppliers may be requested to participate in include:

- Customer meetings
- Toolbox talks
- WHS committees
- Daily Pre-start meetings
- HSE reporting

Suppliers are responsible for making all due enquiries in connection with their undertaking to ascertain participation required in relevant forums, and are expected to actively and participate and co-operate with all initiatives discussed in these forums.

6.6 Plant and Equipment

All plant and equipment used by Suppliers must be in good condition, safe for use and adequately maintained in accordance with statutory requirements, manufacturer's recommendations and relevant standards.

Where a Supplier is intending to use High Risk Plant, they must provide:

- Equipment pre-start checklists and historical periodic maintenance is being completed
- Associated SWMS's or JHA for the operation of these items of plant
- Evidence the operator/s hold a valid 'licence to perform high risk work' where relevant
- Failure to meet these requirements, the piece of High-risk plant and/or the operator will be not be permitted to operate

6.7 Hazardous Chemicals

Where a Supplier is intending to use Hazardous Chemicals, they must:

- Provide a register of all Hazardous Chemicals
- Have up to date copies of Safety Data Sheets (SDS) and relevant controls implemented
- Ensure the chemical is adequately transported, labelled, stored and disposed of according to the Safety Data Sheet and the relevant environmental and safety regulations

EPSA will approve chemicals for onsite use.

6.8 Managing workers, PPE and inductions

Suppliers must ensure that workers engaged by them and involved in the performance of services / works are competent and qualified to undertake the work. Suppliers are required to provide all their employees with adequate information, instruction and training and must provide evidence of training and/or qualification to EPSA on request.

Suppliers are responsible for providing and replacing Personal Protective Equipment (PPE). Specific site PPE requirements should be confirmed with the EPSA Site Representative.

All Supplier personnel must have written verification that they have completed the required inductions before they commence work. These include:

- Industry generic inductions (e.g. construction industry white card or equivalent)
- EPSA site induction including - HSE risk management requirements
- Project/contract/site specific inductions

Suppliers will be briefed on specific emergency response requirements as part of the site induction that will be given prior to work commencing on site. Suppliers may be required to supply emergency equipment where their scope of work or risk assessment identifies such requirements.

6.9 Reporting of Incidents and Injury Management

Suppliers must immediately report all incidents to the EPSA Site Representative. These include injuries, near miss/hit incidents, environmental damage; reportable dangerous occurrences and any statutory notices issued by the regulator. Suppliers are also required to report hazards.

Suppliers must fully co-operate, at their own cost, with any investigation by any regulator, EPSA and EPSA's Customers to ensure that the root causes/s of the incident are identified and corrective actions can be developed to prevent re-occurrence. Suppliers are required to manage the rehabilitation of their respective employees in accordance with all legislative requirements. EPSA may request evidence that the employee is fit to safely return to duties on any EPSA site.

Suppliers may be required to submit a monthly report when working on an EPSA controlled site. This will be submitted to the designated EPSA Site Representative with data reported within 10 days of the end of each month. These report may include:

- Hours Worked and Number of Employees
- Incident/Injury and Hazards reported
- HSE Leading indicators such as;
- Risk Assessments
- Training completed
- HSEQ Meetings completed
- Actions closed out
- General Communications

6.10 Subcontracting

Suppliers must not enter into any subcontract for the purpose of directly or indirectly fulfilling their obligations under their contract without first consulting with EPSA and obtaining EPSA's written consent.

All subcontractors, suppliers or other persons engaged in the course of providing goods and/or services to EPSA must comply with the principles and rules set out in this Supplier Handbook. Suppliers are responsible for sharing the information set out in this Handbook with their respective subcontractors, suppliers and other persons engaged by them.

7 WHAT ARE EPSA'S MINIMUM ENVIRONMENTAL REQUIREMENTS?

EPSA maintains a strong focus on environmental performance. EPSA is committed to implementing responsible environmental practices in all areas of its operations. This commitment is reflected in EPSA's Environmental Policy

EPSA aims to plan all activities in a way that minimises harm to the environment and expects its Suppliers to assist by minimising the environment impact of their work also.

Suppliers must:

- use practices and material in design, construction and delivery that minimise adverse environmental impacts
- prevent water pollution, minimise destruction / disturbance of flora / fauna and protect cultural heritage and artefacts. Noise and vibration related impacts on occupants, visitors and surrounding activities and/or owners must be assessed and mitigation measures put in place
- comply with all applicable environmental laws, standards, codes and practices
- when working at a site, always remember to dispose of waste products appropriately. Non-hazardous waste such as paper, glass, plastic, food and other general litter should be disposed of, or recycled, in the relevant labelled bins located at the site

8 WHAT ARE EPSA'S MINIMUM QUALITY REQUIREMENTS?

EPSA is committed to implement responsible quality assurance practices in all areas of its operations. This commitment is reflected in EPSA's Quality Policy

To ensure Suppliers meet EPSA's requirements of ISO 9001 Quality Management System the following shall be a minimum requirement:

- Systems are in place to monitor and control manufacturing/supply processes to achieve quality attributes to meet the requirements of EPSA
- Systems are in place to communicate quality requirements to EPSA and processes implemented that monitors performance against criteria which are considered critical for consistent delivery of product attributes
- Sufficient infrastructure and support services (buildings, equipment, hardware, software and information systems) are in place that is needed to ensure conformity of product quality

As agreed, quality targets maybe set and reviewed on an ongoing basis based on customer feedback and continuous improvement.

Where changes from a specification are required, planning processes shall be followed for design, review, verification and validation of results.

Suppliers must ensure sufficient resources are provided to:

- Determine the necessary competence for employees performing work affecting product conformity
- Provide training were applicable to achieve this competency
- Ensure awareness of the importance and relevance of their activities
- Maintain systems for continuous improvement
- Reporting non-conformances with product or processes
- Product design meets applicable legislation and standards

9 WHAT ARE EPSA'S MINIMUM PROCUREMENT AND SUPPLY CHAIN MANAGEMENT REQUIREMENTS?

9.1 Purchase Order and contract documentation

In most instances EPSA will engage with Suppliers under a formal Request for Quotation process in accordance with EPSA's procurement guidelines. A copy of relevant terms and conditions which apply to Requests for Quotations are available on our website.

Before a Supplier is authorised to begin work, they must ensure that the correct a documents are signed and in place.

All purchases made by EPSA must have a purchase document to verify the purchase. This will be in the form of an Electronic Purchase Order generated out of EPSA's financial system, a formal Supply Contract which quotes the relevant Electronic Purchase Order or a Purchasing Card authorisation or other similar document. Without formal contract documentation in place, Suppliers are not authorised to commence work for EPSA and payment for your goods or services may be delayed due to additional administration and governance requirements.

9.2 Agreed scope of work

Additionally, prior to commencing work for EPSA Suppliers must be provided with a scope of work or task required to be performed by the Supplier. The scope of work may be written on the purchase order if the purchase is relatively simple (for example administrative services or supply of goods only). If the scope of works is more complex and / or involves the Supplier performance works on a site controlled by EPSA or perhaps a Customer then the scope of works must be a formal scope of work. Licences, certificates of competency, training, insurance requirements shall be based on the scope of works.

9.3 Insurances

High risk suppliers are initially required to supply evidence of current insurances as requested by EPSA

It's the responsibility of the supplier to maintain insurances annually spot checks may be complete for verification

- Public and Product liability insurance – at minimum AUD\$10 million for any one occurrence
- Professional indemnity insurance, if the Supplier is providing professional services

- Workers compensation insurance in accordance with applicable legal requirements

If a Supplier that is providing goods and/or services valued at AUD\$25,000 or above has no insurance, does not meet EPSA's minimum requirements or refuses to provide a Certificate of Currency, the Supplier must not be engaged.

9.4 Supplier Questionnaire information

When requested to do so, the Supplier is required to complete the Supplier Questionnaire or other prequalification documents as required. The Supplier Questionnaire is available for download and completion on EPSA's website. The Supplier is required to ensure that information provided in the Supplier Questionnaire remains current always.

9.5 Monitoring of Supplier performance

EPSA regularly checks supplier performance and progress to ensure that contractual obligations are being met. Checking may take the form of any one or more of the following:

- Conducting regular random inspections of the supplied goods and/or services during the contract period to ensure they meet specification and are of a suitable standard
- Check conditions and clauses in the contract are acted upon
- Escalating non-conformances with the contract for early resolution and advising the Supplier in writing if dissatisfied with any aspect of performance under the contract
- Acting immediately if a problem occurs and involving senior representatives of EPSA and the Supplier to solve any identified problems as soon as appropriate
- Developing effective mechanisms for obtaining feedback from stakeholders about performance and the procurement more generally
- Keeping adequate, written records of all dealings with the Supplier and of the administration of the contract
- Perform regular inspections of work to ensure compliance with any applicable legislation, contract conditions, quality provisions; or workplace health and safety – depending on the nature of the procurement, its complexity and associated risks, this could be on a daily, weekly or monthly basis

9.6 Contract reports and non-conformances

In some contracts it is appropriate to require the Supplier to provide written reports on performance as one of the contract deliverables, for example, consultancies. The reports provide a further mechanism for monitoring and managing the Supplier's performance. It is vital that both parties action any such reports in a timely manner, otherwise the performance management opportunity may be lost. Additionally, sometimes, reporting of non-conformance from the field is required to allow rapid responses by both parties to problems or potential problems. Information on non-conformance from the field allows both parties to adjust plans and ensure strategies can be put in place to minimise and manage potential exposure to time or cost over-runs, and any potential impact on EPSA or its Customers' own core activities.

9.7 Meetings and Performance Monitoring with Suppliers

Regular, scheduled meetings between the EPSA and its Suppliers are an important avenue through which supplier (and EPSA) performance is monitored. They also form one of the cornerstones for building, developing and maintaining an effective relationship between EPSA and its Suppliers. Suppliers are expected to actively seek and participate in regular meetings with EPSA, particularly in connection with long-term contracts. Ideally, such meetings complement other forms of performance monitoring and provide a forum for 360 degree feedback.

Progress review meetings, technical review meetings and longer-term reviews and audits accompanied by formal agendas and minute taking minimises the risk of the parties having misaligned focus.

9.8 Standard payment terms

EPSA's standard payment terms are 45 days from the end of the month. For prompt and accurate receipt of goods and services, EPSA requests proof of delivery (Goods) and where applicable, service acceptance form, signed by the relevant EPSA representative together with any other invoicing requirements set out in the agreed contract documentation.

9.9 Bribery and Corruption

Bribery is the offer, payment or provision of a benefit to someone to influence the performance of a person's duty or to encourage misuse of their authority. EPSA will not tolerate bribery or corruption in any form.

It is expected that:

- All activities shall be conducted openly, fairly and honestly
- Anyone acting on behalf of EPSA shall not engage in any illegal or improper act
- All third parties working on EPSA's behalf will maintain similar antibribery policies

If anyone suspects that bribery is taking place, they should report this to EPSA Procurement as soon as they become aware. Alternatively, concerns can be raised anonymously in accordance with the Company's Whistle Blowing Policy.

9.10 Anti-Competitive Conduct

It is expected that all our Suppliers will not engage in any collusive, anti-competition or similar conduct with any tenderer or person in relation to:

- The preparation, content or lodgement of their offer
- The evaluation and clarification of their offer
- The conduct of negotiations with the organisation

Failure to comply with this policy will render the Supplier disqualified from that specific tender and all other future works with EPSA.

9.11 Modern Slavery

Modern Slavery is a criminal offence and can happen in various forms, including slavery, servitude, human trafficking and forced labour, all of which will have in common deprivation of a person's liberty by another in order to exploit them for person gain.

EPSA is committed to ensuring there is no modern slavery or human trafficking in our supply chain and insists on acting ethically and with integrity in all our business dealings and relationships. We expect all Suppliers to:

- Abide by minimum wage requirements for their respective government area and to state how their employees are paid
- Where appropriate, provide sufficient living conditions for its workforce
- To state their awareness of the Modern Slavery Act of your country of governance and compliance with it
- Confirm the policies they have in place to mitigate any risk specific to the use of slave labour
- Evidence what level of auditing they undertake for their own suppliers
- Allow EPSA to carry out audits if required
- State whether they have been previously involved in any human trafficking, debt bondage and other acts of employee exploitation

EPSA will not support or deal with any business knowingly involved in slavery or human trafficking.

9.12 Wages and Employee Payment

It is important to ensure that all Supplier's employees are paid fairly and in accordance with at least the National Minimum Wage as stated by the Fair Work Act 2009 and is reviewed each year.

9.13 Sustainable Procurement

EPSA is committed to ensuring that all goods and services procured are:

- Manufactured, delivered, used and disposed of in an environmentally and socially responsible manner
- Deliver long term value for the company and in turn for the customers it serves

EPSA abides by its corporate governance structure, ethical practices and legal compliance. Where practicable will evaluate costs on a whole life basis to ensure long term value with regards to purchase, commissioning costs, operating costs, management cost and recycling costs.

We expect all Suppliers to adopt sustainable procurement principles within their business structure.

9.14 Data Protection

Any sensitive or personal information shared to fulfil any contractual obligations must be processed in accordance with the Australian Data Privacy Regulations (ADPR). All data should be:

- Used specifically for its intended purpose and nothing else
- Accurate and unchanged
- Not be shared with any employee or representative who is not directly involved with the associated work (unless with prior permission)
- Handled according to people's data protection rights (whenever personnel are involved)
- Kept safe and secure at all times, with help from recognised standards of IT security such as Australia's Cyber Security Strategy 2020
- Handled to ensure compliance with the obligations under the ADPR

All Suppliers must notify EPSA immediately when they become aware of a data breach.

9.15 Social Media

All Suppliers are requested to acknowledge EPSA's social media policy guidelines, including but not limited to the use of Twitter, Instagram, Face Book, LinkedIn and You Tube.

Suppliers shall not:

- use EPSA's corporate social media platforms to communicate directly with the business or endeavour to sell services
- discuss or post details of any projects, works and/or contracts they have with EPSA on social media or your website without prior written permission
- gripe about the working relationship with EPSA on social media. All concerns should be raised with your direct EPSA contact(s) and/or complaints raised through official channels

Any photos of EPSA employees, require their consent prior to posting on any social media channels.

Document version history

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3.0	Moved into new template
2.0	Updated to include EPSA Corporate Policies, updated Website links and Modern Slavery Statement – 1/6/2021
1.0	Updated HSEQ and CoC Policies – 23/11/2018