	Sheikh Shakhbout Medical City		
SSMC مدينة الشيخ شخبوط الطبية Sheikh Shakhbout Medical City In partnership with بالشراكة مع MAYO CLINIC	**Title: VENDOR VISITATION PROCESS POLICY**	**Issue Date**	31 March 2021
		Last Reviewed	21 March 2023
		Next Review	20 March 2025
	Document Number: SSMC/SC/PUR/PP/016		
	Department : Supply Chain Management		
	Version: 3		

Policy, Procedure and Program Approval Sheet

Document title: **VENDOR VISITATION PROCESS POLICY**	*Document number :* SSMC/SC/PUR/PP/016	*Version number : 3*
		Supersedes policy : Vendor Visitation Process Policy Version 2
Regulatory / certification/ Accreditation requirements	❏Federal law ☑DOH ❏OSHAD ❏FANR ❏JCIA ❏CCPC ❏CAP ❏AABB ❏ISO ❏Other, please specify ……………….	
Related JCIA chapter/s and/or other standards	❏IPSG ❏ACC ❏PFR ❏AOP ❏COP ❏ASC ❏MMU ❏PFE ❏QPS ❏PCI ☑GLD ❏FMS ❏SQE ❏MOI ❏Others: {Specify}	

☑ The policy is consistent with, and does not duplicate, SEHA and SSMC's policies.
☑ All of the titles and names of (individuals, groups, committees, related documents, forms, etc.) are accurate.
☑ All of the hyperlinks are correct and functional.
☐ This is a new policy

Approvals		
Initiator:	*Name : Hanan Albeashr* *Position : Strategic Sourcing & Contracts Manager* *Department: Supply Chain*	*Signature*
Reviewers	*Name : Otar Sarishvili* *Position : Sr. Director, Supply Chain & Strategic Sourcing* *Department: Supply Chain*	*Signature*
Endorser	*Name : Otar Sarishvili* *Position : Sr. Director, Supply Chain & Strategic Sourcing* *Department: Supply Chain*	*Signature*
Approver	*Name : Dr. Naser Mahmud Ammash* *Position : Chairperson* *Committee Name : SSMC Executive Operating Team*	*Signature*

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1. Purpose

1.1. The purpose of this policy is to describe the approved process for vendor representative's visitation.

1.2. To establish clear and consistent rules governing all Vendor Representatives' activities, as well as to guide all SSMC employees to follow the appropriate process when dealing with vendors.

2. Scope

This policy applied to all SSMC employees.

3. Target Audience:

- Vendors
- Supply Chain Department
- All SSMC and Contracted Employees

4. Definitions

Vendor	A party in the supply chain that makes goods and services available to SSMC.
Vendor's Authorization Pass (Badge):	Authorization Pass is a printed badge printed by a vendor representative in Oracle system upon approval of their scheduled visit/meeting.

5. Abbreviations

SCD	Supply Chain Department
PSD	Protective Services Department

6. Policy Statement

6.1. Supply Chain Department in collaboration with Protective Services Department are committed to establish and implement vendor visitation procedures.

6.2. SCD in collaboration with PSD shall review/modify the policy regularly and when necessary.

7. Guidelines / Procedure

7.1. SCD will circulate the visitation procedures to all department chairs (clinical or non-clinical) as well as to all vendors via emails, Oracle notifications or other appropriate methods. Vendors shall comply with SSMC General Visitation Policy and guidelines.

    7.1.1. Vendor must make request for appointment through Oracle system-Visiting Pass.

    7.1.2. Request will be forwarded to SCD and the end-user (Internal Department) for approval as an Oracle notification.

    7.1.3. Once a request is approved, Vendor will receive a notification with date and time for the meeting. Vendor will be required to print and present the Oracle pass at any security registration point, to obtain a temporary SSMC Visitor/Vendor ID.

    7.1.4. SCD will share the approved visitor pass with Security Command Center through the following email: SSMC-SCC@ssmc.ae by the end of each Day for next day's appointments.

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7.1.5. PSD at the registration point will cross-check Oracle pass and will issue a temporary SSMC Vendor/Visitor ID for access to the building.

7.1.6. Vendor is required to submit *any of following* valid official identification for registration:

- o   Emirates ID or home country ID (for International visitors)
- o   Driver's License
- o   Company ID

7.1.7. If the Vendor is facing any technical issues preventing him/her to apply for a visitor pass, or due to short notice and urgent cases, vendor must inform SCM Department, who in turn will inform vendor details to the Security Command Center via email.

7.1.8. Vendor is required to return his Vendor/Visitor ID to Security at completion of work to collect his ID and leave the premises.

8. Responsibilities:

8.1 Vendor Responsibilities:

8.1.1   Vendors must fully comply with visitor safety instructions in the vendor's authorization pass card.

8.1.2   The vendors must always wear the Access ID above the chest while at SSMC premises.

8.1.3   It is the vendor responsibility, to ensure all their employees and representatives are educated on SSMC Vendor policies and guidelines.

8.1.4   Vendor Representatives are permitted to visit only the scheduled department/employee at SSMC.

8.1.5   While on campus, Vendor Representatives shall abide by all SSMC, Government/regulatory and safety procedures and requirements (including wearing PPEs, social distancing, PCR test) and SSMC Dress Code Policy.

8.1.6   All vendors shall abide by patient information confidentiality requirements.

8.1.7   All vendors shall comply with SSMC Third Party Code of Conduct requirements, which SC communicates to all vendors as separate document, including vendor's agreement with this code of conduct as affirmed by vendor signature.

8.1.8   Vendor Representatives are not allowed to do the following:

8.1.8.1 Be in any patient care areas, unless necessary for specific support activities and explicitly directed and permitted to do so by Supply Chain Department.

8.1.8.2 Participate in any direct or indirect patient care.

8.1.8.3 Sell products or services directly to patients, physicians or end-user department Employee.

8.2 SSMC Employee Responsibilities:

8.2.1   It is the responsibility of the supply chain department to circulate the visitation procedures to all concerned vendors.

8.2.2   If employee wishes to meet with any vendor, this must be arranged through the SCM following the established Vendor registration process.

8.2.3   All SSMC employees are responsible to comply with this policy.

8.2.4   Deny any direct approaches or meeting requests from any vendors, who have not followed SSMC approved vendor visitation process.

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8.2.5   Report any suspected violations of this process to SSMC Security Command Centre for their attention and necessary action.

8.2.6   PSD is to guide vendors and educate them about the appropriate process and take necessary action in case of any repeated violations.

8.3 Non-Compliance:

8.3.1   If a Vendor Representative does not adhere to this policy, SSMC Security employee representative or a designee may assume control of the Vendor's visitor ID badge and revoke Vendor Representative's access to SSMC Facilities for a period of not less than one month (minimum).

8.3.2   Violations will be reported to the respective Vendor Representative's company/management for necessary disciplinary action.

8.3.3   Depending on the nature and severity of the vendor violation for this policy , the following disciplinary action will be applied:

8.3.3.1 Verbal warning for 1st time Violation

8.3.3.2 Written warning letter for 2nd time violation

8.3.3.3 Prohibition of accessing SSMC premises for 3rd time violation

8.3.4   Violations of this policy by SSMC employees will be addressed in accordance with Compliance requirements and the appropriate HR policies.

9   Compliance Monitoring:

Indicator or Element	Data Source	Reviewed by / Frequency of Review	Responsible Person (by Title) or Party
N/A			

10 Appendices:

10.1 Access Process Flow

11 References:

11.1 SEHA policy and procedure: PUR-013

12 Revision History:

Date	Synopsis of Change
16th March 2023	Points 8.1.6 and 8.1.7 newly added: All vendors shall abide by patient confidentiality and third party code of conduct.
22/09/2022	The workflow has modified to align with PSD responsibilities
31/05/2021	The following has been added: 8.2.4. The suppliers should abide to all the SSMC/ government regulatory and safety procedures including (PPEs, social distance, PCR …etc.)
31/03/2021	1st version developed

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Appendix 10.1: Access Process Flow

* Security Registration Points;

    ○ Main reception IPD ground floor
    ○ Key control room OPD B1 (B15001)
    ○ Loading dock IPD B1 back side (B11005)