

# Vendor Code of Conduct

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At **Epic Staffing Group (Epic)**, we believe that ethical conduct, responsible business practices, and unwavering commitment to excellence are the cornerstones of our success in providing exceptional healthcare staffing solutions. As a valued partner in our mission, we invite our vendors to join us in upholding the highest standards of integrity, quality, and compliance within our industry.

Our Vendor Code of Conduct is a testament to our dedication to maintaining the utmost ethical and professional standards in all our interactions. It serves to ensure that our vendors share in our commitment to deliver outstanding services while adhering to principles that safeguard the well-being of patients, healthcare professionals, and our organization alike.

To maintain a valued partnership, vendors are asked to comply with the following guidelines set forth by Epic.

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## **Ethical Conduct:**

- Conduct business affairs with the highest level of integrity, honesty, and transparency.
- Avoid conflicts of interest and disclose any potential conflicts promptly to Epic.

## **Compliance with Laws and Regulations:**

- Comply with all applicable laws, regulations, and industry standards where they operate.
- Maintain compliance with labor laws, including minimum wage, working hours, and workplace safety standards.

## **Quality and Safety:**

- Strive to deliver products and services that meet or exceed industry standards for quality and safety.
- Report all service, employee, or patient safety concerns promptly to Epic.

## **Fair Labor Practices:**

- Respect the rights of all workers, including fair wages, working hours, and the freedom to associate and organize.
- Prohibit the use of child or forced labor in any form.
- Fully comply with all applicable slavery, forced labor and human trafficking laws, and do not engage in practices that are associated with forced labor or service for which the individual has not offered voluntarily.

## **Non-discrimination and Diversity:**

- Provide equal employment opportunities to all workers regardless of race, color, religion, gender, sexual orientation, national origin, disability, or other protected characteristics.
- Promote diversity, equity, and inclusion within the workforce.

## **Environmental Responsibility:**

- Work to minimize the environmental impact of business operations, including reducing waste, conserving energy, and using sustainable materials when possible.

## **Confidentiality and Data Security:**

- Safeguard any and all confidential information, PHI and/or data shared by Epic.
- Implement appropriate security measures to protect sensitive data from unauthorized access or disclosure.

## **Anti-Bribery and Anti-Corruption:**

- Prohibit all forms of bribery, corruption, and unethical influence, including gifts and entertainment, to Epic employees or representatives.
- Maintain accurate records of financial transactions.

## **Whistleblower Protection:**

- Establish mechanisms for employees and vendors to report concerns regarding unethical or illegal behavior without fear of retaliation.

## **Continuous Improvement:**

- Strive for continuous improvement in all aspects of business operations.
- Collaborate with Epic to identify opportunities for enhancing services.

## **Communication and Collaboration:**

- Maintain open and honest communication with Epic, including promptly reporting any issues or concerns.
- Collaborate with Epic to address challenges and find mutually beneficial solutions.

## Monitoring and Enforcement:

- Epic reserves the right to monitor and audit vendor compliance with this Code of Conduct.
- Non-compliance may result in corrective action, including the termination of the vendor relationship.

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## REPORTING VIOLATIONS

To report possible violations of these guidelines, vendors are encouraged to work with their primary Epic contact to bring about and/or resolve the concern. If the vendor wishes to escalate or keep the report anonymous, the following communication channels may be used;

### Epic Inform Anonymous Hotline reporting procedure

#### Submitting an Epic Inform report (Company ID: 601010778)

- You may submit a report by calling SafeHotline directly at **1-855-662-7233** and entering the company ID above
- You may also submit a complaint or concern at <https://safehotline.com/SubmitReport> and enter the company ID above
- Please note, if you want to allow the organization to respond to your report while keeping your anonymity, you will need to login or create an account

By engaging with **Epic Staffing Group**, you acknowledge your commitment to upholding these principles and complying with our Vendor Code of Conduct.

We expect our vendors to act as partners in our mission to provide exceptional healthcare staffing services while maintaining the highest ethical standards.