

All Utility Support Services (AUSS) Vendor Risk Management Policy

Introduction

All Utility Support Services (AUSS) recognizes the importance of managing risks associated with third-party vendors, contractors, and service providers ([Vendors](#)). Vendors play a crucial role in supporting AUSS operations, and this Vendor Risk Management Policy outlines the principles, processes, and responsibilities for ensuring vendors meet AUSS's operational, safety, and compliance standards.

Policy Objectives

This policy aims to:

1. Identify, assess, and mitigate risks associated with vendor relationships.
2. Ensure vendors comply with applicable laws, regulations, and AUSS standards.
3. Protect AUSS from operational, financial, legal, and reputational risks.

1. Vendor Assessment and Selection

AUSS will assess all vendors before engagement to ensure they meet company standards and operational needs.

Assessment Criteria:

- **Compliance:** Vendors must comply with applicable legal, regulatory, and industry standards.
- **Capability:** Vendors must demonstrate the ability to deliver services effectively and reliably.
- **Financial Stability:** Vendors must have a proven financial track record to reduce risks of service disruption.
- **Reputation:** Vendors must have a history of ethical business practices and positive client relationships.

Selection Process:

- All vendors must undergo a risk assessment that evaluates their alignment with AUSS requirements.
- Vendors providing critical services (e.g., Wire Guarding or damage assessments) will be subject to additional scrutiny, including background checks and validation of qualifications.

2. Contractual Requirements

AUSS requires all vendors to enter into formal agreements that outline responsibilities, expectations, and risk mitigation measures.

Contracts Must Include:

- **Scope of Services:** Detailed description of the services to be provided.
- **Compliance Obligations:** Requirements to comply with applicable laws, regulations, and AUSS policies.
- **Confidentiality and Data Security:** Provisions for protecting AUSS's data and preventing unauthorized disclosure.
- **Insurance Coverage:** Proof of adequate insurance to cover liabilities related to the vendor's operations.
- **Termination Clauses:** Clear terms for contract termination in case of non-compliance or poor performance.

3. Risk Monitoring and Management

AUSS will continuously monitor vendors to ensure ongoing compliance and performance.

Monitoring Activities:

- **Performance Reviews:** Regular evaluations to measure vendor performance against agreed-upon metrics.
- **Compliance Audits:** Periodic audits to verify adherence to contractual obligations and legal requirements.

- **Incident Reporting:** Vendors are required to report incidents, safety breaches, or regulatory violations promptly.
- **Insurance Verification:** Annual checks to ensure vendors maintain required insurance coverage.

Risk Mitigation:

- Identified risks will be addressed through corrective actions, renegotiation of terms, or, if necessary, termination of the vendor relationship.

4. Data Security and Privacy

Vendors with access to AUSS data must adhere to strict data protection and privacy standards.

Data Security Requirements:

- Vendors must implement security controls to protect AUSS data from unauthorized access, theft, or loss.
- Access to AUSS data must be limited to authorized personnel only.
- Vendors must comply with AUSS's Privacy Policy and applicable data protection regulations.

Breach Management:

- Vendors must notify AUSS immediately in the event of a data breach or security incident.
- AUSS will work with vendors to investigate and mitigate the impact of any data-related incidents.

5. Vendor Relationship Management

AUSS is committed to maintaining productive and collaborative relationships with vendors while ensuring accountability.

Relationship Management Practices:

- **Communication:** Maintain open lines of communication to address issues and align expectations.
- **Training:** Provide vendors with necessary training or resources to meet AUSS standards.
- **Feedback Mechanisms:** Encourage vendors to provide feedback for continuous improvement.

6. Termination and Offboarding

If a vendor fails to meet AUSS standards or poses unacceptable risks, the relationship will be terminated.

Offboarding Process:

- Ensure the secure return or destruction of any AUSS data in the vendor's possession.
- Conduct a final performance review and document lessons learned for future engagements.

Enforcement

Non-compliance with this Vendor Risk Management Policy may result in termination of the vendor relationship and other corrective actions as deemed necessary by AUSS.

Conclusion

By implementing this Vendor Risk Management Policy, AUSS aims to establish secure and reliable partnerships that align with its operational goals and commitment to safety, compliance, and ethical practices. Through proactive risk management, AUSS ensures its vendors support the company's mission of providing critical utility support during major storm events.