

Go-Cort, Inc. Vendor Management Policy

Last Update Status: Updated January 2021

1. Overview

The Go-Cort, Inc. (DBA Apptoto) Vendor Management Team is tasked with employing the right vendors and contractors, in line with the organization's financial, corporate, and security focused objectives. The team shall establish a coordinated plan and program for information technology (IT) implemented and maintained through established Go-Cort, Inc. policies, standards and procedures. All interactions with vendors should include a clear paper, digital, and audit trail.

2. Purpose

The purpose of this program is to smoothly manage the vendor relationship and ensure the partnership is productive, meets security requirements, and contributes to the financial goals of the business. The team is responsible for overseeing seven pillars of Vendor Management:

- 2.1. Vendor Selection. It's essential to have a strong process for selecting new vendors as needed. This may entail requesting and reviewing fundamental business documents like OFAC checks and secretary of state checks.
- 2.2. Risk Assessment. Determine the risk and potential business impact of a vendor, product or service. Any regulatory risk is essential to evaluating the overall risk a vendor poses to the organization.
- 2.3. Due Diligence. Request essential due diligence documents, like a SOC report, financials, business continuity and disaster recovery documentation.
- 2.4. Contractual Standards. Develop thorough standard contract terms and conditions before entering contract negotiations. Keep it fair and reasonable for both parties.
- 2.5. Reporting. Standard reporting should be developed for all lines of the business and management team.
- 2.6. Ongoing Monitoring. This is a valuable best practice and a regulatory expectation. Analyze vendors according to an annual calendar, not just during vendor vetting, to help eliminate concerns.
- 2.7. Exit Strategy. A predetermined course of action for terminating a vendor relationship is in place prior to contracting.

3. Scope

This policy applies to all contracts with third-party providers that:

- have a critical impact on the success of strategic projects and services
- have an expected duration of six or more months
- carry significant risk to the Go-Cort, Inc. business or its customers
- play a vital role in operations
- may be difficult to change in the short term

- require continuous monitoring
- have complex dispute and problem-solving mechanisms
- access or manage substantial critical or sensitive data

4. Roles and Responsibilities

4.1. The Apptoto Vendor Management Team shall be ultimately responsible for the correct and thorough completion of IT policies, standards, and procedures.

4.2. Appointed members of the Team shall:

- be responsible for the development of requirements
- support vendor selection and contract negotiation
- ensure that the vendor agreement is conducted per the contract
- communicate the status of the contract to stakeholders in a timely manner
- establish service level agreement standards and monitor performance against these
- ensure that key risks are identified and monitored
- ensure that problems, issues, disputes and other matters are resolved timely
- ensure that the contract termination and transition is performed effectively and efficiently

5. Policy Compliance

5.1. Compliance Measurement

Go-Cort, Inc. will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback from employees.

5.2. Exceptions

Any exception to the policy must be approved by Go-Cort, Inc. in advance.

5.3. Non-Compliance

Failure to comply with this policy may result in disciplinary action, up to and including termination.

6. Revision History

Date of Change	Responsible	Summary of Change
November 2020	Frank Cort	Adopted and customized to apptoto.com
January 2021	Frank Cort	Customized to Go-Cort, Inc. (DBA Apptoto)