



# **EPIM JQS**

## **Special terms**

**Version: March 2021**

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# 1 Definitions and Abbreviations

In addition to definitions and abbreviations in the General terms section 1, the following shall apply to the Agreement with regards to the Services covered by these Special terms:

Term	Definition
Company Super User	User from a given User organisation with extended privileges and duties related to the EPIM JQS Service. For details refer to section 8.1.
EPIM JQS Reference Group	The decision-making body governing the EPIM JQS Service
HuRi-only	A subset of Suppliers only using the Service to do human right assessments based on being nominated/requested to do so by another User organisation.
HuRi Reference Group	The decision-making body governing the human rights assessment types within the EPIM JQS Service
Supplier	A User organisation that use the Service for providing assessments related to own qualification as supplier.

## 2 Service

### 2.1 Description

EPIM JQS is a supplier register and a service for qualification of Suppliers.

The Service allows:

- 1) Suppliers to register and assess own organisation
- 2) User organisations to search for Suppliers

For more detailed descriptions of the Service see [www.epim.no/jqs](http://www.epim.no/jqs).

### 2.2 Access management

Privileges and access rights are controlled by the Company Super user.

### 2.3 Support

Refer to description of the EPIM JQS Service's support at [www.epim.no/jqs](http://www.epim.no/jqs).

### 2.4 Service level

#### 2.4.1 Availability

The goal is that the Service should be available at all times, except for during standard maintenance windows as described below.

#### 2.4.2 Standard Maintenance Window

Standard Maintenance Windows (planned maintenance) are used for carrying out technical and functional updates.

- Technical updates: Typically performed monthly, with the goal of not affecting the availability of the Service.
- Functional updates: Performed in relation to releasing new functionality in the Service. Maintenance notifications are published on the Service login-page and/or in e-mail to the Users minimum 7 days in advance.

### 2.5 Data management

Data in EPIM JQS is populated and maintained by each individual User organisation. EPIM JQS has functionality for extracting 3<sup>rd</sup> party information such as financial information from public business registries as well as detecting and collecting relevant company information from public websites that can be utilized as-is, not at all or in parts.

Sources for parsed information are specified within EPIM JQS user interface.

### 3 Service fees

Terms in the General terms section 4 – “Service fees” applies, with following additions:

- Yearly Service fee for EPIM JQS is NOK 4.500,-
- Yearly Administration fee. Refer to [www.epim.no/fees](http://www.epim.no/fees) for details.
- For HuRi-only Suppliers no fees apply, as covered by the User organisation that have nominated the HuRi-only Supplier.
- For Members all fees are included as part of the yearly Member fee.

### 4 Processing of personal data

Terms in the General terms section 5 – “Processing of personal data” applies.

The EPIM JQS Privacy Policy is available at [www.epim.no/privacy](http://www.epim.no/privacy).

### 5 Security

Terms as stated in General terms section 6 – “Security” applies, with following additions:

- EPIM JQS uses EPIM ID to provide secure log-in and authentication services. Refer to Special terms for EPIM ID available at [www.epim.no/terms](http://www.epim.no/terms) and the EPIM ID information page at [www.epim.no/epim-id/](http://www.epim.no/epim-id/) for details.

### 6 Termination

Terms in the General terms section 8 – “Termination” applies, with following additions:

- Upon termination the User organisation will be set to an “Inactive” state
- With respect to clause 8.6 in the General terms (data deletion or retention) data will be retained as the Service acts as an archive solution.
- User organisations onboarded as “HuRi only” users, will be automatically offboarded after 2 years from the day being onboarded. NOROG will not send any notifications concerning the termination.

### 7 NOROG’s additional obligations

Terms in the General terms section 13 – “NOROG’s general obligations” applies with following additions:

- None

### 8 User organisation’s additional obligations

Terms in the General terms section 14 – “User organisation’s general obligations” applies with following additions:

#### 8.1 Company Super User

Each User organisation must appoint and maintain a Company Super User, acting as the User organisation’s overall EPIM JQS administrator. These responsibilities include:

- Being responsible for the company's administration of users and content in EPIM JQS
- Having the authority to act as main contact towards NOROG concerning the User organisation's use of the Service.

For Company Super Users representing a Supplier, responsibilities also include to ensure that all information registered into the Service is correct, ref. section 8.3.

#### 8.2 Verification

Each User organisation approves that it could be subject to external reviews and auditing processes. This includes, but is not limited to, verification or audits of capability assessments, management systems, products and services.

The result of the verification process (reports and actions plans) will be made available within the Service for the organisations with members in EPIM JQS Reference Group and HuRi Reference Group, and will be used as part of those organisation's assessment of Suppliers.

### 8.3 Correct information

Each Supplier shall ensure that all information registered into the Service is correct. This shall be ensured by doing ad-hoc updates when required, in combination with a mandatory yearly review.

The Supplier acknowledges that incorrect and/or missing information, and failure to update and review content will lead to that it will no longer be able to search for other Suppliers and their products and services within the Service until information have been provided and/or updated.

## 9 Governance

All decisions concerning design, maintenance, operation and functionality are made by the EPIM JQS Reference Group.

## 10 Additional provisions

None