



SUSTAINABLE  
**DIGITAL WORKPLACE**  
PERFORMANCE  
*an epsa company*

Roles of the SME correspondent  
and internal mediator



### **Roles of the SME correspondent:**

- Define indicators for monitoring collaboration objectives with VSEs and SMEs, including integration (SIAE) and inclusion (disability: ESAT, EA and TIH) structures.
- Monitor these indicators.
- Ensure that the purchasing policy for SMEs is implemented and complied with.
- Promote and develop collaboration with SSE companies (SIAE + ESAT, EA and TIH).
- Promote access to tenders for SMEs.
- Map the SMEs on the supplier panel.

Suppliers must be aware of the SME correspondent's name, contact details and the procedure to solicit him/her. SME Pact membership is a plus.

### **Roles of the internal mediator:**

- Resolve any commercial or relational conflicts, etc., when dialogue is broken or blocked between the supplier and its usual contacts.
- Is the link between the supplier and the Internet buyer and/or customer.
- Guarantee principled neutrality and respect for confidentiality.
- Create a real mediation culture within your company.

Suppliers must be aware of the internal mediator's name, contact details and the procedure to solicit him/her.

The internal mediator collaborates with corporate mediation when:

- When a case is referred directly to the in-house mediator, he or she acts as mediator or can call on the services of the *Médiation des entreprises*, depending on the complexity of the case.
- When a claimant in a dispute with a company officially refers the matter to the *Médiation des Entreprises*, the national or regional mediator in charge of the case informs the internal mediator, while remaining in charge of the mediation to be carried out. The in-house mediator helps to identify and contact the right decision-makers, and to promote mediation internally as the preferred dispute resolution method.