



# Colart Security & Document Handling Guide


## Be Alert - Spotting Fraudulent Requests

Criminals may try to trick you into making changes to payment or banking details by pretending to be a supplier or colleague.

These requests often look legitimate - using correct logos, email signatures, and writing styles - but can be fake.

 Always verify changes to payment or banking details using pre-approved contact methods (phone number in our system).

 Never rely solely on an email request, even if it looks authentic.

 Report suspicious requests immediately to Technical Support.

## Sending Documents to External Parties

All documents sent outside Colart must be in PDF format - not Word (.docx).

Why?

- Word files can be easily edited after sending, creating legal and compliance risks.
- PDFs preserve formatting and can be locked to prevent editing.

If a signature is required:

- Send as PDF until our new e-signature system is in place.
- Legal contracts should be processed via ContractSafe.

## Secure Document Signing

We are evaluating DocuSign for secure, digital signing. Until then:

- Only send documents for signing as PDFs.
- Never accept pasted or image signatures in editable files.
- Keep all signed legal contracts in ContractSafe for security and compliance.

***Remember: Verify before you trust. Lock down what you send. Use approved signing processes.***