



## Prompt Payment Code – Action Plan

	Primary cause of Non-Compliance	Action Plan
1	Internal processes, policies and controls have historically not been standardised across the business and this has impacted compliance. This has also required corrective actions at the back end of the P2P process.	We are currently reviewing, amending and standardising our processes as appropriate. We aim to ensure they are robust, ensure compliance and are managed by the correct internal teams; this should also minimise or eliminate inefficient activity and bottlenecks. We will then communicate these to the business; and provide the relevant training to ensure all staff are educated. These processes will be regularly reviewed and any updates required will be communicated to the business.
2	Disputes/queries/invoice holds and error corrections processes require actions and engagement with suppliers and so can lead to invoices not being matched and ready for payment within 60 days.	We are reviewing our internal processes to ensure supplier disputes and queries are dealt with more efficiently and to allow prompt actioning.
3	Incorrect set up of purchase orders delays invoice matching.	We will refresh and re-issue the procurement policy and training documentation to all employees. This will include training on raising POs and highlighting best practice guidelines. We will ensure all new employees complete the training in a timely manner.
4	Delays in goods receipting process leading to invoices not being paid on time.	The above refresh will also include training and best practice with regards to good receipting. We will also send regular reports to management on outstanding POs that require receipting.
5	Quality and timeliness of supplier invoices and other documentation.	We will, through appropriate communication channels, work with and support the supply chain to ensure accurate and timely documentation so as to minimise invoice queries.



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6	Differences between invoices listed on supplier statement of account and those received by Six Degrees.	We will send out correspondence to our supply chain to inform them that invoices need to be received promptly to make sure payments are paid within the specified period. We will complete statement of account reviews and reconciliations to ensure all invoices have been received and to ensure any discrepancies are identified in a timely manner.
7	We have previously focused on the importance of paying our SME suppliers, by value rather than volume of invoices.	We remain committed to prioritising payment to our SMEs while reviewing our payment processes against the volume of invoices metric across the different tiers of the supply chain.

Approved by:

**David Manuel**

Chief Financial Officer