

Payment Practices & Performance (April 2022)

Average time to pay	32 days
% of payments made within 30 days	51%
% of payments made within 60 days	47%
% of payments made after 60 days	2%
% of payments not paid within the agreed period	38%

- Standard payment terms are 30 days, unless otherwise negotiated with procurement
- The current maximum contractual payment is 60 days end of month
- All suppliers are notified of any changes to terms via email (where applicable), or post
- Invoice disputes are dealt with by the relevant business unit, Rivus aim to answer and close these within 5 working days of receipt
- The data above covers the entirety of April, covering circa 14,258 invoices across 700 suppliers

Payment Practices & Performance (March 2022)

Average time to pay	25 days
% of payments made within 30 days	65%
% of payments made within 60 days	34%
% of payments made after 60 days	1%
% of payments not paid within the agreed period	34%

- Standard payment terms are 30 days, unless otherwise negotiated with procurement
- The current maximum contractual payment is 60 days end of month
- All suppliers are notified of any changes to terms via email (where applicable), or post
- Invoice disputes are dealt with by the relevant business unit, Rivus aim to answer and close these within 5 working days of receipt
- The data above covers the entirety of March, covering circa 13,435 invoices across 700 suppliers

Payment Practices & Performance (February 2022)

Average time to pay	26 days
% of payments made within 30 days	65%
% of payments made within 60 days	34%
% of payments made after 60 days	1%
% of payments not paid within the agreed period	36%

- Standard payment terms are 30 days, unless otherwise negotiated with procurement
- The current maximum contractual payment is 60 days end of month
- All suppliers are notified of any changes to terms via email (where applicable), or post
- Invoice disputes are dealt with by the relevant business unit, Rivus aim to answer and close these within 5 working days of receipt
- The data above covers the entirety of February, covering circa 8,621 invoices across 700 suppliers

Payment Practices & Performance (January 2022)

Average time to pay	28 days
% of payments made within 30 days	56%
% of payments made within 60 days	41%
% of payments made after 60 days	3%
% of payments not paid within the agreed period	48%

- Standard payment terms are 30 days, unless otherwise negotiated with procurement
- The current maximum contractual payment is 60 days end of month
- All suppliers are notified of any changes to terms via email (where applicable), or post
- Invoice disputes are dealt with by the relevant business unit, Rivus aim to answer and close these within 5 working days of receipt
- The data above covers the entirety of January, covering circa 12,500 invoices across 700 suppliers

Payment Practices & Performance (December 2021)

Average time to pay	28 days
% of payments made within 30 days	59%
% of payments made within 60 days	40%
% of payments made after 60 days	1%
% of payments not paid within the agreed period	33%

- Standard payment terms are 30 days, unless otherwise negotiated with procurement
- The current maximum contractual payment is 60 days end of month
- All suppliers are notified of any changes to terms via email (where applicable), or post
- Invoice disputes are dealt with by the relevant business unit, Rivus aim to answer and close these within 5 working days of receipt
- The data above covers the entirety of November, covering circa 11,735 invoices across 700 suppliers

Payment Practices & Performance (November 2021)

Average time to pay	29 days
% of payments made within 30 days	58%
% of payments made within 60 days	41%
% of payments made after 60 days	2%
% of payments not paid within the agreed period	29%

- Standard payment terms are 30 days, unless otherwise negotiated with procurement
- The current maximum contractual payment is 60 days end of month
- All suppliers are notified of any changes to terms via email (where applicable), or post
- Invoice disputes are dealt with by the relevant business unit, Rivus aim to answer and close these within 5 working days of receipt
- The data above covers the entirety of November, covering circa 11,735 invoices across 700 suppliers