

# Payment Practices & Performance (May 2022)

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

- 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 May, covering circa 13,242 invoices across 700 suppliers

# Payment Practices & Performance (April 2022)

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

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- 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	<b>25 days</b>
% of payments made within 30 days	<b>65%</b>
% of payments made within 60 days	<b>34%</b>
% of payments made after 60 days	<b>1%</b>
% of payments not paid within the agreed period	<b>34%</b>

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- 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	<b>26 days</b>
% of payments made within 30 days	<b>65%</b>
% of payments made within 60 days	<b>34%</b>
% of payments made after 60 days	<b>1%</b>
% of payments not paid within the agreed period	<b>36%</b>

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- 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	<b>28 days</b>
% of payments made within 30 days	<b>56%</b>
% of payments made within 60 days	<b>41%</b>
% of payments made after 60 days	<b>3%</b>
% of payments not paid within the agreed period	<b>48%</b>

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- 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	<b>28 days</b>
% of payments made within 30 days	<b>59%</b>
% of payments made within 60 days	<b>40%</b>
% of payments made after 60 days	<b>1%</b>
% of payments not paid within the agreed period	<b>33%</b>

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- 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	<b>29 days</b>
% of payments made within 30 days	<b>58%</b>
% of payments made within 60 days	<b>41%</b>
% of payments made after 60 days	<b>2%</b>
% of payments not paid within the agreed period	<b>29%</b>

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- 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