

Payment Practices & Performance (September 2023)

Average time to pay	35 Days
% of payments made within 30 days	47%
% of payments made within 60 days	46%
% of payments made after 60 days	7%
% of payments not paid within the agreed period	24%

- 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 September, covering circa 12,406 invoices across 700 suppliers

Payment Practices & Performance (August 2023)

Average time to pay	35 Days
% of payments made within 30 days	49%
% of payments made within 60 days	44%
% of payments made after 60 days	7%
% of payments not paid within the agreed period	24%

- 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 August, covering circa 13,696 invoices across 700 suppliers

Payment Practices & Performance (July 2023)

Average time to pay	35 Days
% of payments made within 30 days	49%
% of payments made within 60 days	41%
% of payments made after 60 days	10%
% of payments not paid within the agreed period	40%

- 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 July, covering circa 13,729 invoices across 700 suppliers

Payment Practices & Performance (June 2023)

Average time to pay	32 Days
% of payments made within 30 days	54%
% of payments made within 60 days	38%
% of payments made after 60 days	9%
% of payments not paid within the agreed period	32%

- 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 June, covering circa 13,991 invoices across 700 suppliers

Payment Practices & Performance (May 2023)

Average time to pay	34 Days
% of payments made within 30 days	48%
% of payments made within 60 days	45%
% of payments made after 60 days	7%
% of payments not paid within the agreed period	22%

- 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 14,173 invoices across 700 suppliers

Payment Practices & Performance (Apr 2023)

Average time to pay	35 Days
% of payments made within 30 days	49%
% of payments made within 60 days	42%
% of payments made after 60 days	8%
% of payments not paid within the agreed period	22%

- 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 17,146 invoices across 700 suppliers

Payment Practices & Performance (Mar 2023)

Average time to pay	33 Days
% of payments made within 30 days	54%
% of payments made within 60 days	38%
% of payments made after 60 days	9%
% of payments not paid within the agreed period	35%

- 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 8,942 invoices across 700 suppliers

Payment Practices & Performance (Feb 2023)

Average time to pay	29 Days
% of payments made within 30 days	58%
% of payments made within 60 days	35%
% of payments made after 60 days	8%
% of payments not paid within the agreed period	21%

- 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 11,983 invoices across 700 suppliers

Payment Practices & Performance (Jan 2023)

Average time to pay	32 Days
% of payments made within 30 days	50%
% of payments made within 60 days	43%
% of payments made after 60 days	7%
% 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 January, covering circa 13,387 invoices across 700 suppliers

Payment Practices & Performance (Dec 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	21%

- 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 December, covering circa 14,880 invoices across 700 suppliers

Payment Practices & Performance (Nov 2022)

Average time to pay	31 days
% of payments made within 30 days	56%
% of payments made within 60 days	41%
% of payments made after 60 days	4%
% of payments not paid within the agreed period	18%

- 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 14,123 invoices across 700 suppliers

Payment Practices & Performance (Oct 2022)

Average time to pay	31 days
% of payments made within 30 days	56%
% of payments made within 60 days	42%
% of payments made after 60 days	2%
% 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 October, covering circa 13,453 invoices across 700 suppliers

Payment Practices & Performance (Sep 2022)

Average time to pay	33 days
% of payments made within 30 days	53%
% of payments made within 60 days	43%
% of payments made after 60 days	4%
% 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 September, covering circa 13,756 invoices across 700 suppliers

Payment Practices & Performance (Aug 2022)

Average time to pay	32 days
% of payments made within 30 days	53%
% of payments made within 60 days	45%
% of payments made after 60 days	2%
% of payments not paid within the agreed period	20%

- 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 August, covering circa 13,408 invoices across 700 suppliers

Payment Practices & Performance (July 2022)

Average time to pay	29 days
% of payments made within 30 days	66%
% of payments made within 60 days	32%
% of payments made after 60 days	2%
% of payments not paid within the agreed period	26%

- 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 July, covering circa 14,124 invoices across 700 suppliers

Payment Practices & Performance (June 2022)

Average time to pay	27 days
% of payments made within 30 days	68%
% of payments made within 60 days	29%
% of payments made after 60 days	4%
% of payments not paid within the agreed period	35%

- 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 June, covering circa 12,996 invoices across 700 suppliers

Payment Practices & Performance (May 2022)

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	28%

- 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	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