

CADENCE INNOVA

PROMPT PAYMENT OF OUR SUPPLIERS POLICY

Revision History

Version	Revision Date	Revised by	Section Revised
V1.1	01/11/2019	Suzi Watt	New for CI
V1.1	22/11/2019	Luiza Serban	Entire Policy
V1.1	25/11/2019	Gary Asby	Entire Policy
V1.1	28/11/2019	Luiza Serban	Final Adjustments
V1.2	18/12/2019	Suzi Watt	Standard payment clause amended

Document Control

Document Owner: Operations	Managed by: Suzi Watt	Approved by: Gary Ashby	Date Approved: 29/11/2019
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1. Introduction

- 1.1 Cadence incurs costs for the services and service providers it uses to deliver business to its clients.
- 1.2 This policy provides guidance on how to pay for these services in a controlled and efficient way.

2. Scope

- 2.1 This policy applies to all employees of Cadence, contract and agency consultants and any other individual working for Cadence, encountering any supplier invoice.
- 2.2 This Policy is available on Cadence SharePoint within the HR Policies Library.
- 2.3 Guidance and support will be provided as and when required by the Cadence Operations team.

3. Policy Purpose and Aims

- 3.1 This Policy is intended to provide guidance to employees and managers of the steps to take, and the controls in place to enable timely payments of invoices for services supplied to Cadence.
- 3.2 This policy also provides guidance to facilitate the calculation of payment statistics to enable the submission of quarterly a Prompt Payments report:

4. Standard Payment Period

- 4.1 All Cadence service agreements specify the standard payment terms as follows:

"Payment of invoices shall usually be made within 30 days of receipt. Should the Client refuse to pay any invoice submitted by Cadence or a disputed portion thereof, payment of the corresponding invoice/s submitted by the Service Provider or the disputed portion thereof may be withheld unless and until the dispute is resolved." (See clause 6.2)

5. VAT Registered Supplier self-invoicing

- 5.1 Suppliers who are VAT registered and who are engaged in business with Cadence are encouraged to complete a [service provider payments agreement](#) where the management solution automation software adopted by Cadence creates a 'self-billing' invoice on behalf of the Service Provider.
- 5.2 The resulting invoice is subsequently emailed to the Service Provider for their approval within five working days of the agreed invoice date, this usually being at month end or as otherwise specified within the schedule of the service provider agreement.
- 5.3 The service provider then has three working days to 'approve' their invoice by way of a link in the email, or to raise a query about the invoice content.
- 5.4 The agreed invoice then moves to the next Cadence payment stream for BACS payment.

6. Dispute Resolution Process

- 6.1. In the case of a perceived discrepancy, the issue will be raised with the Business Operations Analyst, for review and a resolution affected in a timely manner.
 - 6.1.1. Within two working days, the Business Operations Analyst will check the CRM system to see if all the time has been submitted and approved. If the data is correct on the system, then the Invoice Tracker and the finance system will be checked for human error.

6.1.2.If not resolved at 6.1.1. above, within a further two working days the Finance Director responsible for initiating payments will be asked to check BACS payment details to see if there is any other information captured there that resulted in non-payment or discrepancy.

6.1.3.Within a timely manner, but not more than two working days, the Business Operations Analyst will report back to the Supplier requesting confirmation of details as required and advising next steps. If the issue was error by Cadence when the payment was initiated, every endeavour will be made to affect a corrected payment the same day the error is discovered. If there was an issue with the Supplier's bank, Cadence will make every endeavour to affect payment within one working day of receipt of amended BACS payment details from the Supplier.

6.2 Quality Assurance dispute between Cadence and the Client. Where there is a dispute in respect of satisfactory delivery by the Supplier to the end Client, every effort will be made by Cadence to resolve the issue within 30 working days of invoice date. Where such a dispute arises, Cadence undertakes that payment will only be withheld for the element of delivery under dispute.

7. Cadence Payment Statistics

7.1 Cadence undertakes to submit quarterly payment statistics for publication online at: <https://publish-payment-practices.service.gov.uk/publish/company/10594707/pre-login>

7.2 Calculations will be made following the guidelines published for submission:

Average time to pay in days (The average time it took to make payments under qualifying contracts in the reporting period.)	days
Split of payments made under qualifying contracts in the reporting period (Figures A, B and C should add up to 100%)	
	%
A) Percentage of invoices paid between day 1 and day 30 (inclusive)	%
B) Percentage of invoices paid between day 31 and day 60 (inclusive)	%
C) Percentage of invoices paid on or after day 61	%
Payments due in the reporting period which have not been paid within the agreed period (This relates to the number of invoices, not their value.)	%

8. Implementation of Policy

8.1 This Policy shall be deemed effective as of 01/12/2019. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

This Policy has been approved and authorised by:

Name: Gary Ashby
Position: Commercial and Strategy Director
Date: 18/12/2019
Due for Review by: 30/04/2021

Signature:

