



Supplier Payment Process

Whistl's policy is that all compliant invoices are paid within agreed terms.

Common reasons why invoices are not compliant include:

- a) No purchase order number quoted on invoice.
- b) No supplier statement received from supplier.
- c) Goods or services not received and verified in Whistl systems.

To reduce the level of non-compliant invoices presented by suppliers Whistl takes the following actions.

- a) Purchase orders: Suppliers are regularly reminded to quote a purchase order on their invoice.
- b) Supplier statements: To ensure that discrepancies are identified and resolved in a timely manner Whistl employs a team of accounts payable clerks across the business who are in regular contact with suppliers and who support suppliers in the resolution of purchase order queries.
- c) Whistl requires that suppliers submit statements on a regular basis. This ensures that payments are allocated correctly on both the suppliers' ledgers as well as Whistl's ledgers. Whistl's accounts payable team supports suppliers in the reconciliation process.
- d) Goods receipt: Whistl has made a significant investment in a leading Purchase to Pay IT system, including electronic goods receipt, to streamline the procurement process and facilitate the timely and correct administration of purchasing transactions.

Whistl complies with the UK Government's Duty to Report on Payment Practices and Performance. The results are prepared on a 6-monthly basis, approved by Whistl's CFO and presented to the Board of Directors.

Whistl maintains a Supplier Charter which is approved by the Board of Directors and communicated to all suppliers. In the Supplier Charter Whistl commits to pay suppliers to agreed terms.