

diversity
modern slavery
equality
health
prompt payment **code**
safety
environmental
continuity
policy





Need cash flow? **Think** prompt payment code

AIM OF THIS POLICY

To outline our commitment to honesty, transparency and mutual respect in our business dealings, including our expectations in how we both give and receive payment.

WHAT IS THE PROMPT PAYMENT CODE?

The Prompt Payment Code (PPC) is a voluntary code of practice for businesses, administered by the Office of the Small Business Commissioner (SBC) on behalf of BEIS. It was established in December 2008 and sets standards for payment practices between organisations of any size and their suppliers.

THE ETHOS OF THE CODE

As signatories, we undertake to:

- Pay suppliers on time, within agreed terms;
- Give clear guidance to suppliers on terms, dispute resolution and prompt notification of late payment;
- Support good practice throughout their supply chain by encouraging adoption of the Code.

WHY DO WE SUPPORT THE PPC?

We as a business endeavour to deal with our clients and suppliers with full transparency and honesty and this includes how we deal with payments as well. By promising to be ethical in our payments, and by expecting the same of our payors, we aim to instill full trust and confidence between all parties.

Full information about the PPC can be found at:

<https://www.smallbusinesscommissioner.gov.uk/ppc/>

COMPLAINTS

We endeavour to be compliant and on time with all of our invoices and payments. However if any issues arise, contact Adrian Broadway (director) at adrian@ouno.co.uk or Simon Pipe (director) at simon@ouno.co.uk in the first instance.

If you would like to take your complaint further you can do so on the PPC website at: <https://www.smallbusinesscommissioner.gov.uk/ppc/contact/>