

## BEING A BETTER BUSINESS

# Prompt payment code

Ouno is a creative agency based in Farnborough, Hampshire. Established in 2009, as a responsible company we aim to be honest and transparent in our business and this extends to how we give and receive payment. We are proud of our prompt payment record to our suppliers and are registered signatories to the UK Prompt Payment Code.

### 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

Signatories have always undertaken 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 should translate over to how we deal with payments as well. By promising to be ethical in our payments 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](mailto:adrian@ouno.co.uk) or Simon Pipe (director) at [simon@ouno.co.uk](mailto: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/>