



# Payment Performance Action Plan

January 2023

## Commitment

Maintel are committed to paying all suppliers to contract terms and recognise that we have not met the required threshold.

Maintel have been challenged with the instability of the supply chain due to the major chip shortage following the COVID-19 pandemic and the war in Ukraine. Furthermore, we have undergone significant internal restructuring and major systems changes which have meant invoice approval and payment has been impacted.

Following a detailed analysis by our Finance Team we have determined the root causes and actions required to rectify which have been outlined below:

## Actions

Primary Causes of non-conformance	Actions to improve payment of suppliers	Target date
Moving our internal logistics function to an external supplier has resulted in delays with goods receiving information.	We have instigated a project to develop API links that will enable automatic system updates.	December 2023
Delays in queries from our largest supplier (due to the global microchip shortage) meant that corresponding licence invoices needed to be held prior to payment. Consequently, a large amount of invoice queries were received.	This is an ongoing issue outside of Maintels control, we are monitoring progress and expect improvement in H2. We have also engaged a Head of Strategic Vendor Management to give oversight and control of the supply chain going forward.	December 2023
During the year Maintel changed it's banking Partner which resulted in delays to payments.	Anomalies and delays caused by cutover now resolved.	Resolved
Moved main in house accounting system to a hosted server solution. Downtime experienced in transition caused delays in payments.	Mitigating controls have been put in place to avoid down time and/or receive appropriate advance notification of downtime.	June 2023
Departmental restructuring & engagement of new CFO.	Invoices in approval chain were delayed whilst restructuring took place. Reviewing approval matrix to implement in to automated approvals system.	June2023
Remove/reduce manual payments which may cause delays.	We are working towards standardising the payment process to be automated to reduce the risk of human error caused by manual intervention.	March 2023

## Regular Monitoring and Reporting

Our Finance team have implemented monthly reporting to senior management on payment performance and this Payment Performance Plan actions. This means that any unresolved issues can be escalated, and appropriate action taken to resolve and help to ensure prompt payment is made.

All internal projects are monitored and managed including weekly/bi-weekly calls to address/record anomalies which might cause payment delays.

## Signature

A handwritten signature in black ink, appearing to read 'Gab Pirona', with a checkmark at the end.

Gab Pirona

Chief Financial Officer