UK Prompt Payment Action Plan

This action plan has been created to ensure that Conduent are adhering to the prompt payment policy for UK suppliers. It covers the steps to be taken to ensure all suppliers are paid within 30 days of Conduent receiving an undisputed invoice.

The deadline for this plan is <u>01/01/2020.</u>

Process Changes
The following processes will be updated and followed by the line of businesses in the UK and supported by the Global Shared Service Centre to ensure invoices are submitted correctly, approved and paid:

- Invoice approval queues will be updated and streamlined to ensure the correct people are receiving approval requests.
- A daily report will be created with all invoices waiting to be approved, who's queue it is in and how long is left before the payment due date.
- This report will be reviewed daily to ensure payments are progressing from each person's queue in a timely manner.
- Any payment at risk of being delayed will be escalated to the senior management team and the AP management team.
- The BACS frequency will be updated from weekly payment runs to daily.
- Payments terms for all UK suppliers will be adjusted to 27 days, this will allow for 3 additional days to process the BACS payment.
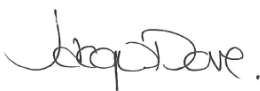
Agreed Payment Terms
We will review current agreements with each supplier and confirm the currently agreed payment terms. If a supplier agreement has been set up with payment terms over 27days then this will be adjusted, the supplier will be informed, and any new agreements or contracts will be put in place.

Supplier Communication
A communication will be sent to UK suppliers to highlight the steps and actions they must take to ensure Conduent receive the correct information to ensure the payment is processed without any delays. Should the wrong information or an incorrect process be followed by the supplier, the invoice will be rejected, and a new invoice must be raised following the correct procedures.

Signed

Jacqueline Dove – Director – Finance UK

Signed

Chris Newman – CPES UK
Regional Director