

Shaftesbury PLC - Payment of Suppliers Policy (the “Policy”)

As a signatory of the Prompt Payment Code, we set out below guidance to our suppliers on our payment process.

Payment terms

Unless otherwise agreed in writing prior to the supply of goods or services to us, our standard payment terms are 30 days from the date of invoice (the “**Standard Payment Terms**”).

Invoices should be sent by email to your usual contact or by post to 22 Ganton Street, Carnaby, London W1F 7FD. Invoices should include your registered company name, address and company number, VAT number, your bank account details, an email address for receipt of the remittance advice and the name of the Shaftesbury employee who has placed the order for the goods/services or who is instructing or responsible for the works. We make payments by BACS/fast payments and CHAPS.

If payment cannot be made within the Standard Payment Terms due to late receipt of the invoice, we will notify you of this and the date by which you can expect payment.

We will request that our agents and others who act on our behalf follow this Policy.

Supplier dispute

We will seek to resolve any disputes within the Standard Payment Terms. In the first instance, any dispute should be discussed with your usual business contact. If this does not resolve the issue, then the relevant Executive Director should be consulted:

- Carnaby, Soho & Fitzrovia – Simon Quayle
- Covent Garden & Chinatown – Tom Welton
- Finance – Chris Ward
- Chief Executive – Brian Bickell

If you wish to make a complaint about this Policy, please contact the Company Secretary in writing at the address above. We will provide a written response to the complaint within 20 working days of receipt.