

Vendor On-Site Process Internal

PHX125

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Document Purpose

The below document outlines the procedure for approving Vendor Activity onsite at Phoenix.

The purpose of this document is to ensure that Phoenix sales time is utilised in the most productive manner. This also validates that the Vendor offering is aligned to Phoenix strategy and core propositions, and we are driving sales behaviours in the right areas.

The objective of a Vendor Activity should primarily be to drive business and increase sales, in line with our growth strategy.

Examples of a Vendor Activity is inclusive of but not limited to:

- Quarterly Business Reviews
- Training Sessions
- Account Mapping
- Walking the Sales floor

Booking Process

Vendor Booking Request

A booking process has been introduced to ensure that we have tighter controls of who is in the office and when.

To arrange a time to visit Phoenix you need to complete the Booking Form on behalf of the Vendor.

Once you have completed the form the details will be shared with the following recipients to review:

- Jonathan Scott
- Keith Martin

Upon validation that we are happy with the Vendor Activity, and we have verified that no other Vendor is in the office during the period requested, the final approval of the visit will be made by Keith Martin/Jonathan Scott. The decision outcome will also be shared with Alliances Team, Overlay Heads and Sales Managers.

The Vendor form will automatically be populated within the Vendor Onsite Log so that we can track activity. The information recorded will include details of the visit along with the Status, Date and Approver Details.

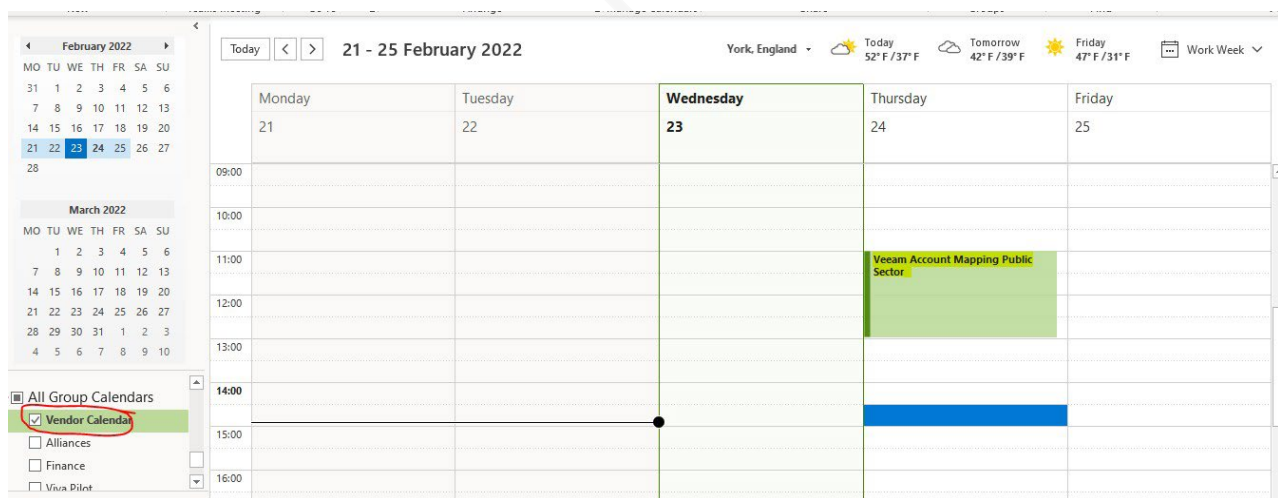
Priority over the dates will be on a first come first serve basis and in most instances the Vendor will have exclusivity of the sales floor. However, should we get a request for non-conflicting or complementary technology offerings then this will be viewed on a case-by-case basis and

multiples Vendors may be approved. This will be at the discretion of Keith Martin and Jonathan Scott.

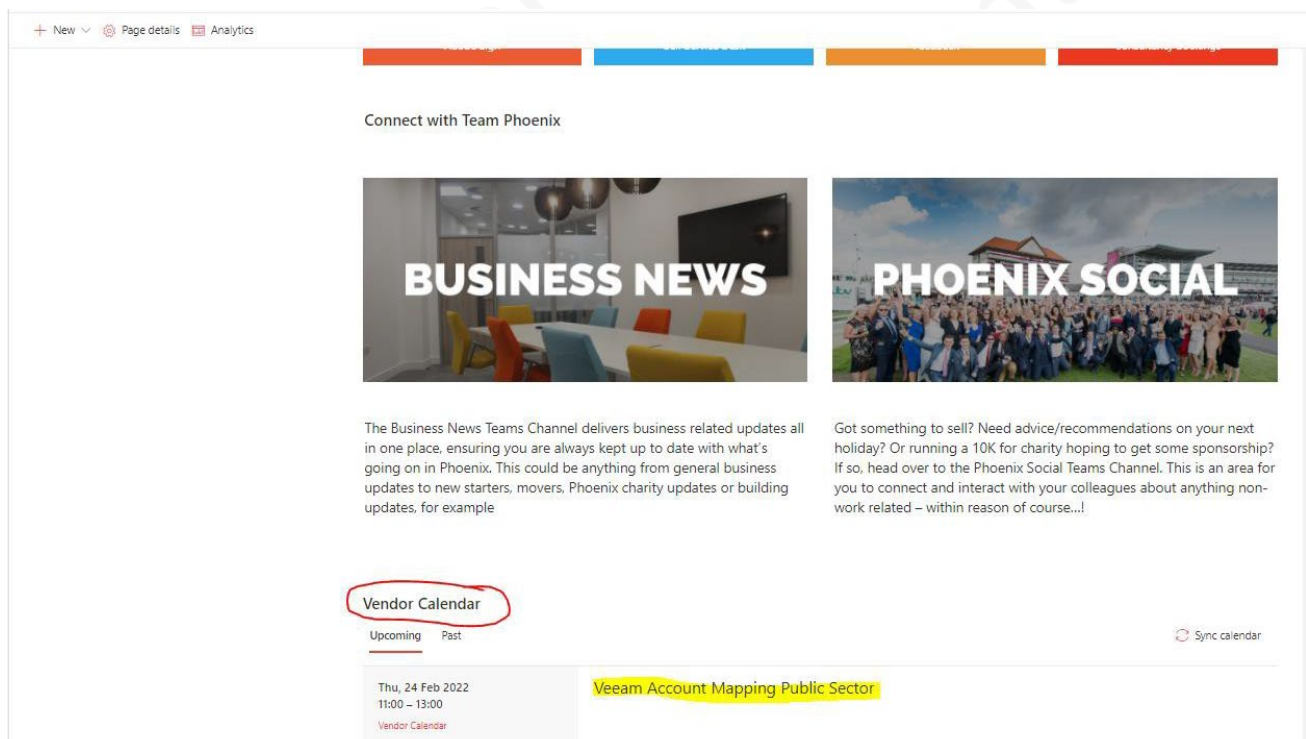
The agenda for the visit must be pre-agreed and incentives and/or social activities must be approved prior to the Vendor visiting and within the realms of our gift policy.

Booking Request Approval Process

Once the Approval has been received, the Vendor Calendar in Outlook will be automatically populated:



The meeting will then automatically display in the Phoenix Intranet Hub 'Vendor Calendar' area, for all staff to see. The 5 upcoming and 5 past events will be able to view.



It is the responsibility of the Phoenix requestor to notify the Vendor that the request has been approved and any further arrangements should be confirmed between the Vendor and Phoenix Vendor Manager.

Should the request be rejected, it is the responsibility of the Phoenix requestor to notify the Vendor and provide a reason why the request has been rejected. If it was rejected due to the time not being inconvenient (month/quarter end or another Vendor is already in the office) alternative dates will be offered.

Communicating the Vendor Onsite

Every Friday, the Alliances Team will send an All-Staff communication advising which Vendor is scheduled to be in the office the following week. Details around who will be attending, what the Vendor activity is, and which Teams will be impacted will also be shared.

This information will also be made available on the TV screens located throughout Blenheim House.

Should the onsite Vendor visit impact any other teams' workload e.g. Deal Reg Team, Marketing, Operations it is the responsibility of the Phoenix Vendor Manager to ensure sufficient notice has been given.

Onsite Vendor Activity Process Flow

Please refer to PHX123 Vendor On-Site Process Flow for the process flow diagram and further information.

Onsite Directives

Sign-In Process

All visitors must sign in at Reception. As part of our company policy, it is the responsibility of the Phoenix Vendor Manager to ensure that the visitors are accompanied at all times and that the visitor wears a visitors' badge throughout the duration of your visit.

Cancelling a Visit

Phoenix will endeavour to give the Vendor 48 hours should we need to cancel. If the Vendor/supplier are unable to attend a scheduled visit, 48 hours' notice should also be given, wherever possible.

Code of Conduct

It is the responsibility of the Phoenix Vendor Manager to ensure visitors are acting in a sensible and respectable manner, and in accordance with the Supplier Code of Conduct Policy and Health and Safety Policy. This also applies to all company social occasions.

Before approving a Vendor/Supplier to be on site at Phoenix it is the responsibility of the Phoenix Vendor Manager to ensure that a Non-Disclosure Agreement has been signed with the Vendor/Supplier the visitor is representing.

Incentives & Gifts

In accordance with the Phoenix policy regarding gifts and entertainment, we do not permit any form of gifting or entertainment which could, or could be perceived to, improperly influence, or induce individuals at Phoenix into procuring from any supplier where they may not ordinarily have done so.

Key Principles

Campaigns earning incentives:

1. Incentives must be aligned to Phoenix strategy around Vendors, products, and solutions
2. Incentives must be pre-approved by the Phoenix Board. It is the responsibility of the Phoenix organiser to ensure the incentive has been registered in line with our Anti-Bribery Gift Register Policy
3. Awards must be visible and measurable
4. Fairly distributed - Phoenix to determine, in conjunction with the Vendor

Phoenix has zero tolerance to and facilitation of tax evasion in line with the Criminal Finances Act 2017. We expect all employees and associated persons to be able to identify and take steps to prevent any scenarios where there may be a risk that they are facilitating others to commit tax evasion, either in the UK or overseas.

For transparency and to ensure incentives are accessible to all staff, ongoing incentives should be made public within the Phoenix Software 'Business News' Team Channel.

Vendor Funded

If the Vendor provides funding as MDF (i.e., cash to Phoenix) and we then use that cash to pay for vouchers/pre-paid cards:

- Phoenix will pay the tax & NI (same as if Phoenix funded) – HENCE AVOID! In effect a Vendor funded scheme would cost Phoenix money

If the Vendor provides the incentives (vouchers/pre-paid cards) direct to the employees:

- The Vendor must pay the tax and NI and ensure there is no liability on the employee
- There is no cost to Phoenix

Social Activity

Any out of hours activities must be pre-approved by the Phoenix Board and is the responsibility of the Phoenix Vendor Manager to ensure the gift has been registered in line with our Anti-Bribery Gift Register Policy.

It is the responsibility of the Phoenix Vendor Manager to validate that social activities are inclusive and accessible to all Phoenix employees and appropriate enquiries have been made to ensure that the activities are run in a safe and professional manner.

When representing the Company or attending any company social event employees are expected to act in a sensible and respectful manner. It is also the responsibility of everyone attending the social event that participation does not negatively impact their day-to-day work commitments in any way.

Version Control

| <u>Author</u> | <u>Version</u> | <u>Date</u> | <u>Description</u> |
|---------------|----------------|-------------|-----------------------------------------------------------------------|
| Fay Mercer | 1.0 | 10/12/2021 | Original Document |
| Fay Mercer | 1.0 | 29/04/2022 | Annual review – no changes |
| Fay Mercer | 1.1 | 12/04/2023 | Amendments following annual review inc removal of Post Visit section. |

Document Approval

| <u>Name</u> | <u>Version</u> | <u>Date</u> | <u>Position</u> |
|----------------|----------------|-------------|---------------------|
| Sam Mudd | 1.0 | 01/11/2021 | Managing Director |
| Sam Mudd | 1.0 | 29/04/2022 | Managing Director |
| Clare Metcalfe | 1.1 | 26/04/2023 | Operations Director |

Signed: *Clare Metcalfe* Clare Metcalfe, Operations Director

Dated: 26/04/2023