

Vendor On-Site Policy External

PHX124

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Booking Process

A booking process has been introduced to ensure that your time and Phoenix time is utilised in the most productive manner. This also ensures that your offering is aligned to Phoenix strategy and core propositions and validates we are driving sales behaviours in the right areas.

To arrange time to visit Phoenix, please speak to your Phoenix contact and they will raise the request on your behalf.

Once approved, you will be contacted by a member of the Phoenix Team to confirm your visit. If we are unable to accommodate your suggested visit dates, alternative dates will be offered.

Priority over the dates will be given 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 multiple vendors may be approved. This will be at the discretion of the Sales Director and Vendor Alliances Manager, and you will be notified prior to your visit.

The agenda for your visit must be pre-agreed and incentives and/or social activities must be approved prior to your visit and within the realms of our gift policy. This ensures we give sufficient notice to each stakeholder within the business that may be involved or impacted by the visit.

Post visit you will be required to share a debrief of your visit along with a summary of what was achieved and any outstanding actions.

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.

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 organiser to ensure the gift has been registered in line with our Anti-Bribery Gift Register Policy.

Social activities must be inclusive and accessible to all Phoenix employees and appropriate enquiries should be made to ensure that the activities are run in a safe and professional manner.

Food

If you are providing lunch for Phoenix Staff, please ensure a vegetarian option is available.

Should you need any assistance arranging food, please speak to your Phoenix Contact prior to your visit and they will be able to advise local suppliers.

Sign-In Process

All visitors must sign in at Reception. Upon arrival you will be issued with a visitors' badge which must be worn throughout the duration of your visit and returned upon departure.

As part of our company policy, visitors must be accompanied at all times, and you will be made aware of our ISO27001 information security rules as standard.

A copy of our Fire policy and a map of fire exits will be available on reception upon signing in - please familiarise yourself with the document in case of an emergency.

Cancelling a Visit

If you are unable to attend a scheduled visit, 48 hours' notice should be given, wherever possible.

Phoenix will also endeavour to give you 48 hours should we need to cancel.

Dress Code

Phoenix operates a smart casual style Monday-Thursday with a casual dress every Friday.

Code of Conduct

When on site at Phoenix visitors are expected to act in a sensible and respectable manner, and in accordance with the Supplier Code of Conduct Policy. This also applies to all company social occasions.

Any crucial and commercially sensitive business information that you are exposed to during your visit must remain confidential and must not be disclosed, in accordance with our Non-Disclosure Agreement.

Please be aware, if a Non-Disclosure Agreement has not been signed then you will be prohibited from visiting our offices until this is in place.

Phoenix adheres to the obligations set out in our Health and Safety policy to ensure safe working conditions and a healthy environment for all staff, this is also extended to anyone outside of the organisation that is visiting our offices.

During the COVID-19 pandemic Phoenix have followed Government guidelines to ensure everyone remains safe and this has meant introducing some internal COVID measures. When visiting our offices please ensure you follow guidelines and adhere to all measures we have in place at the time.

Directions and Parking

If you are driving to the office, please use the postcode YO42 1NS.

Parking is available on site at Phoenix and visitors are encouraged to use the designated visitor parking spaces at the front of the building, wherever possible.

If you are using public transport the closest railway station to the office is York. You will then need to arrange a taxi from the station to the office which takes 30-40 mins.

Food & Accommodation

Please be aware there is no on-site canteen and lunch will not be provided unless stated otherwise. We are situated a 5-minute drive from Pocklington town centre where a variety of food outlets can be found.

Phoenix have a Corporate Room Rate at Kilnwick Percy Resort and Golf Club

<https://darwinescapes.co.uk/kp-resort/>.

Please reference Phoenix when making a booking to take advantage of the reduced rate. Please ensure that payment is made by you/your company and not charged to Phoenix.

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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

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