

# Dispute Resolution for Supply Chain

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## 1. Purpose and Scope

Mace are committed to fair dealing with all of our suppliers with complete transparency and ensuring a timely and efficient resolution of any disputed invoices.

Mace Limited is a signatory to the UK Government's Prompt Payment Code and is committed to paying our supply chain partners promptly and in accordance with our mutual terms and conditions, thus ensuring we comply with the principles of the Code.

The dispute resolution process provides opportunities for the exchange of information between the concerned supplier and Mace. The purpose of this policy is to ensure that the correct supplier dispute resolution process is followed.

This policy further provides the guidance and direction associated with the supplier dispute resolution process and how this is reflected in the responsibilities of Mace.

## 2. Supplier Dispute Resolution Process

The process is set out below along with the key principles to adhere to the governance defined by the policy:

- 2.1 Any disputed invoices will be raised by the business and /or the accounts payable contact. The issue will be raised with the supplier.
- 2.2 The supplier can query invoices with our accounts Payable team leader, if required.
- 2.3 If no resolution is achieved between the supplier and accounts payable team leader. As a point of escalation the disputed invoices should then be submitted to [supplierdisputeresolution@macegroup.com](mailto:supplierdisputeresolution@macegroup.com).
- 2.4 The email inbox will be monitored daily by the business. The supplier must include all of details of the disputed invoice and if not clear, must state the nature of the dispute.
- 2.5 All disputed invoices will be reviewed internally by the respective business/project lead to ensure the accuracy of the facts shared.
- 2.6 If the disputed invoice is proved to be acceptable, the business/project lead will make contact with the appropriate persons within the suppliers business to look to review and resolve. The Procurement and Supply Chain team will be able to assist with the contact, if required.
- 2.7 If a resolution cannot be reached between Mace and the supplier, appropriate escalations within the respective organisations will be made.
- 2.8 The escalation process followed should be the process detailed within the Contract Terms and Conditions of the respective Contract for the particular project.
- 2.9 When it is not possible to reach agreement, we may need to utilise one of the used dispute resolution methods, as an example but not limited to, mediation, adjudication, litigation and /or arbitration.

### Mace

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