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Our response to the Small Business Commissioner's Report – March 2019

As a business we manage over 22,000 payments annually. In this instance an invoice was not processed correctly as a result of human error. We deeply regret that this occurred and have apologised to Magellan Design. We implemented a 'Purchase to Pay' system in 2015 in order to ensure that invoices were paid on time and disputes minimised; in response to this incident we have re-trained colleagues on the correct procedures for raising and processing invoices under this system. We have also employed additional people within our Finance team to monitor invoice payments and changed our process to identify smaller suppliers (defined as a business employing fewer than 50 people) and place them on terms in line with recommendations put forward by The Office of The Small Business Commissioner. We will continue to monitor these measures and take further action as necessary to support our valued small business suppliers.