

Suppliers Welcome Pack



You've arrived. We're really excited that you've joined us as a new supplier. Before we get going, we want to make sure you've got everything you need to get started.

We've put together this quick, handy guide to let you know:

- The bits of info we'll need to get you set up on our system
- About our principles and policies
- How we'll request a purchase
- What info we need on an invoice and how to send it
- What our terms and conditions are
- Who to contact with any questions

Our purpose

Our Purpose is *Building connections that really matter*. These five words sum up why Virgin Media exists, and why we do what we do. They describe how we think, act and do business. And we always have our Purpose in mind when we're making our decisions.

Connections: they're what life's all about. Meaningful connections, and a sense of belonging, can change your life for the better, helping you to find your way in an often overwhelming world.

That's where we come in. We help our customers to build those connections by going out of our way to understand what really matters to them. Whether it's staying up-to-date with what's happening around the world or keeping in touch with friends and family; enjoying the very best entertainment or working hard to build the businesses and communities of the future. If it matters to our customers, it matters to us.

In a world where every second counts, speed matters. And speed is what we're all about. Sitting still? Not us. We push boundaries. We stay a step ahead of the game: we watch for new opportunities and our agility means we can seize them.

Connecting millions of homes and businesses. Building tomorrow's communities. Creating jobs, transforming lives, boosting infrastructure and the economy across the UK and Ireland.

We can't do all this without our suppliers. And that's why we welcome building a meaningful connection with you. What you do for us matters in what we do for our people and our customers.

New around here?

First, we'll need to get your company added to our system before we can get started.

You'll need to fill out our Supplier Information Form and send it along to your Procurement contact.

As well as your company's name and banking information, we require a single email address where we'll send our purchase orders and a single email address to which to send our remittance advices when we're settling your invoices.

If we've entered into a contract with you, you should've already signed our Non-Disclosure Agreement (an NDA). If not, just let your Procurement contact know and they'll get one sorted for you.

A few things you'll need to do

To set you up as a new supplier, we'll need you to:

- Complete the Supplier Information Form and scan it to a PDF (Appendix 1)
- Sign the Code of Conduct, scan it to a pdf (Appendix 2)
- Complete the GDPR Questionnaire, scan it to a PDF (Appendix 3)
- Complete Certification questions scan it to a PDF (Appendix 4)

Your Procurement contact will then submit all files for processing.

Doing it the right way

As a business, there are a few policies and principles that are pretty important to us. We ask that our suppliers and partners follow these with the same passion we do.

Code of Business Conduct

We're committed to doing things with honesty and integrity, sticking to high ethical and legal standards. The **Code of Business Conduct** is our guide to getting it right in the workplace and a handy resource we can use to better understand our principles, standards and behaviour.

Corporate Responsibility

We're passionate about corporate responsibility and we want our suppliers to share our vision. You can find more details about our approach, as well as our **Sustainability Code of Conduct for Suppliers**.

GDPR and Privacy

We take the safeguarding of information very seriously. One of the ways we do this is by strictly adhering to the requirements of UK data protection legislation, and recently this has changed as part of the General Data Protection Regulation (GDPR for short).

We've included a few questions in addition to this guide, with a few questions to check you, as our partner, follow the same requirements as we do.

Construction Industry Scheme (CIS)

Where Suppliers are providing services to Virgin Media, they shall ensure that in doing so, none of the personnel providing those services are individuals to whom off-payroll working rules as issued by HMRC from time to time apply and Virgin Media is fully indemnified without limitation from any loss, damages, fines or obligations that arise as a result.

There is a section to cover CIS in Appendix 1 which must be completed if applicable.

How we'll request a purchase

So, the exciting bit – what happens when we're ready to make an order? We'll send you a Purchase Order (PO) as an HTML attachment. This will include:

- A description of the amount we want
- The unit and total cost
- Requester
- Delivery address and date

Our PO numbers start with ' _ ' and are followed by 5 or more numbers. It's really important to include a PO number in all your communications with us, including:

- Enquiries to your Procurement contact
- Enquiries to our P2P team
- Invoices
- Statement of Account, Dunning Letter, etc.

Our various business teams are responsible for raising Purchase Orders before you deliver goods or services.

Strategic Procurement teams

Responsible for setting sourcing strategies and leading any negotiations with you.

Our P2P team

Responsible for the processes and operational activities related to purchasing and invoicing. We use Oracle for our procure-to-pay (P2P) processes. Oracle includes automated approvals, routing and tracking of POs and enables our end-users to have full insight into their orders and invoices. We think it's a pretty handy tool.

Sending us an invoice

Having all the right info on an invoice first time will ensure there's no delay in paying you. Here's everything your PO will need to include to hit the mark:

- A unique document / reference number (i.e. invoice number)
- The full legal name and bill-to address for our entity that issued the PO to you
- Our PO number
- Invoice date / date of supply
- Description of Goods / Services provided including units, costs and currency

- Your company name and address
- Your bank account details
- VAT details as appropriate.

If we receive an invoice that doesn't have everything listed above, we may have to send it back.

We process a weekly payment run which is transmitted on Wednesday with funds clearing on Friday.

Our standard payment term = 90 days net

We have a central Purchase to Pay Department. This makes it nice and easy to send all your invoices, credit notes and statements to one email address: invoices@virginmedia.co.uk

Please attach only one PDF (or similar) page per invoice. Data on extra pages may be lost, so try to avoid multiple page invoices.

Want to keep it old school?

You can always post it to us at:

Virgin Media Limited PO Box 574

Northwich CW9 9FZ

Some other things to remember

- Your invoice needs to be from the same company as named on the PO
- Non-compliant tax invoices will have to be returned unpaid
- We can't accept pro-forma invoices
- If delivering partial orders, please ensure that your invoice reflects the amounts delivered. We can only pay for products / services received
- If you receive an order through a Purchasing Card you'll need to send your invoice to the address requested by the cardholder at the time the product/service is delivered. The cardholder has responsibilities for reconciling their statements each month and will need your invoice to complete this activity.

Importing info

Generally we don't accept freight terms other than DDP (Delivery Duty Paid). Unless you've agreed in writing another type of incoterm with a member of the Procurement Team we won't be able to pay freight and duty associated with imported goods.

If you try to bring goods in under any other term they'll have to be rejected as we've got agreements with the majority of freight handlers not to apply any charges without written consent from the Procurement Department. This is because we need to understand everything about our imports and we must keep a track of paperwork and transactions for legal and audit purposes.

If you think you've agreed a different kind of freight term you must get in touch with your Procurement representative.

Got a burning question?

If you've got any questions, please call a member of our Finance and Procurement team on 0345 149 0845 and select option 1, then 1 again. They'll be happy to help.

We've also got some **handy FAQs**, as well as lots of useful information in our **'Working with us' document**. This tells you more about what we do and how you can expect to be looked after as one of the team.

You can check out our terms and conditions on our website.

[Appendix 1 – Supplier Company Information](#)

[Appendix 2 – Code of Conduct](#)

[Appendix 3 – Questions for GDPR](#)

<https://www.virginmedia.com/corporate/contact-us/information-for-suppliers/information-for-suppliers-working-with-us.html>



					Supplier Reference:				
Section 1.0 - Company Name, Registration Details and Structure <i>(To confirm legal structure and ownership)</i>									
Company Name: (registered name)									
Trading Name/Style: (if different to registered name)									
Legal Form: (Please tick box as appropriate)		Proprietorship/ Sole Trader		Partnership:		Incorporated:		Other:	
If Other Please State:									
Company Registration Number:									
Place of Registration:									
<i>If Proprietor/Sole Trader or Partnership please complete the following information detailing the partners names:</i>									
No.	Title	First Name		Second Initial	Surname				
1									
2									
3									
4									
<i>If you have more than five partners please attach a schedule detailing the full list of partners.</i>									
VAT Registration Number:									
Construction Industry Scheme (CIS) UTR Number <i>(If applicable):</i>									
As well as CIS UTR please ensure you let us know the CIS status (either Gross or Net)									
Section 1.1 Parent/ Holding Company Information <i>(Details of immediate parent company is applicable)</i>									
Company Name:									
Company Registration No.									
Section 2.0 Purchase Order Address & Email <i>(The location to which we need to send your POs.)</i>									
Line 1:									
Line 2:									
Town / City:									
Post Code/Zip:									
County / State / Province:									
Country:									
Telephone No. (General No.)									
Email (General email we need to use to email POs.)									
Section 3.0 - Remittance Address <i>(For remittance/payment advice and cheque payments. If you are using the services of a factor please see Section 7.0 below.)</i>									
Line 1:									
Line 2:									
Town / City:									
Post Code/Zip:									
County / State / Province:									



Appendix 1: Supplier Company Information

Country:			
Remittance e-mail address: (if available)			
If this is a central remittance address please indicate by ticking this box:			
Section 4.0 - Payment Information Charge/ Credit Card Capability			
Do You Accept MasterCard?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If No , please indicate below if you wish your details to be passed to Royal Bank of Scotland (or one of their agents) who will contact you to provide information about accepting card payments. <i>Note:</i> If you do not become MasterCard capable all purchases will be made via Purchase Order.
If Yes , please state capability below			
Standard		Please arrange for RBS to contact me	Yes <input type="checkbox"/> No <input type="checkbox"/>
Summary VAT		Contact Name:	
Line Item Detail		Telephone No:	
Section 5.0 Sterling Bank Account Information (For BACS payments only. See Section 6.0. for non-sterling bank account information or sterling to non-UK based suppliers.)			
Bank Name:	-		
Branch Address:			
Sort Code: *		6 digits	
Account No: *		8 digits	
Account Name: *			* Mandatory Information
Currency:	GBP		
Section 6.0 Non Sterling Bank Account Information (For Non Sterling (GBP) payments and Sterling (GBP) payments to Non U.K. Based suppliers.)			
Bank Name:	-		
Branch Address:			
SWIFT Code:*		If you invoice in multiple currencies please provide bank account information for each currency on separate sheets or indicate if payments can be made to a single account. *Mandatory Information	
Account No. or IBAN:*			
Account Name:*			
Currency:*			
Section 7.0 - Payment Information - Factoring Arrangements (If using the services of a factor please provide their name and your account reference and payment details below.)			
Factor Name: (Registered Name:)			
Factor Account /Reference No.			
Address Line 1:			
Address Line 2:			
Town / City:		Post Code/Zip:	
Country:		Telephone No.	
Remittance e-mail address: (if available)		Facsimile No.	
Bank Name			
Branch Address			
Sort Code: *		6 digits	
Account No: *		8 digits	
Account Name: *			* Mandatory Information
Currency:	GBP		



Mutual Value Initiatives

As you will now be a Supplier to Virgin Media, we want to start a conversation around how we can help our businesses thrive. Virgin Media Business provides market leading IT and telecommunication solutions to enable businesses to reach their full digital potential. We would like to initiate discussions around how Virgin Media Business can service your IT requirements and launch Mutual Value Initiatives between our organisations. Please complete Section 8 of Appendix 1 to enable us to qualify the opportunity to commence these discussions to benefit both parties.

Section 8.0 – Mutual Value Initiatives			
What is your annual spend on IT & Telco Services (including mobile)?			
IT	£	Please provide, as accurately as possible, the spend your organisation commits annually to the categories detailed here. Please separate direct and indirect spend depending on the nature of your business	
Telecoms	£		
Mobile	£		
Who is your incumbent provider(s) of these services and when does the contract with the provider(s) expire (if no expiry leave date blank)?			
IT Supplier		Expiry Date	
Telecoms Supplier		Expiry Date	
Mobile Supplier		Expiry Date	
What is the name and contact details of your IT/Telco/Mobile procurement decision-maker?			
Name			
Role	Please provide the details of your procurement contact who is best placed to engage with Virgin Media Business to ensure the Mutual Value Initiative is discussed between our parties.		
Email			
Mobile			

Please also supply your company bank details on letter headed paper, attached to Appendix 1
If this is not received another request will have to be issued.



Appendix 1 Completed/Certified by:

By signing this you are confirming that all of the details in this form are correct and that you will comply with the terms of the attached Code of Conduct:

Signature: _____

Name: _____

Position: _____

Date:

Email address:

(Please provide your email address so we can confirm when your account has been set up)

Please POST this completed form to:

**Purchase to Pay Virgin Media Ltd
Shared Service Centre
PO Box 1001, Mayfair Business Park Bradford, BD4
8YD**

Any subsequent changes to the above information should also be posted to the address above.



Virgin Media Supplier Code of Conduct 2019



Virgin Media is a part of Liberty Global plc, the world's largest international TV and broadband company. Together we serve 29 million customers across 30 countries, helping connect people to the digital world and enabling them to discover and experience its endless possibilities.

Virgin Media helps create a digital world that makes good things happen, for our customers and the communities in which we operate. Across the UK and Ireland we offer four multi award-winning services: broadband, TV, mobile and home phone. Virgin Media also launched the world's first virtual mobile network and we are one of the largest fixed home phone providers in the UK and Ireland.

We're dedicated to making sure everything we do is ethical and lawful, and that we work in a socially and environmentally sustainable way.

It's important to us that our suppliers feel the same way, and that's why we've put together this code of conduct: to give you a good idea of what it means to work with a Virgin company.

Our code is a set of principles that we expect all suppliers to work within. We'll be working with our suppliers to make sure they have the right policies and processes in place to comply with these principles, and that they also use them with their own suppliers. We'll also consider these principles when we're choosing suppliers, and we'll be working together to monitor compliance throughout our relationship.

A lot of the principles in this code are about complying with laws and regulations. By this, we mean laws and regulations that apply in the jurisdiction that suppliers operate in. At Virgin Media, this compliance is the minimum standard we're looking for, and we're always working with our suppliers to improve things further.

Wherever we're working regularly with suppliers, we'll do everything we can to make sure processes are in place to check that our principles are being followed and continually reviewed, and that there are solutions available for anything that needs to be put right. We'll do this through our contracts with suppliers, and we might also use independent third parties to check that our suppliers are complying with our principles.

Amar Treon

Amar Treon
Procurement Director

• Our principles

The principles in this code aren't meant to provide an exhaustive list of our expectations of suppliers, just the things that matter most. These are our priorities:

Human rights and labour conditions

Modern slavery and human trafficking

Virgin Media takes a zero tolerance approach to modern slavery and human trafficking and expects our suppliers to do the same. Employees should not be subjected to servitude, forced and compulsory labour or human trafficking. Employees should have the freedom to work for their employer and to leave the company after they've given reasonable notice. We expect all suppliers to meet the disclosure requirements under the Modern Slavery Act 2015 and to undertake the necessary due diligence to ensure that there is no modern slavery or human trafficking in their operations and supply chains.

Employment relationships

Employees should have an easy to read contract of employment, which needs to comply with legislation and be particularly clear about wages. Employees who are unable to read the contract should be introduced to a suitable person, who can read out and explain the contract to them.

Freedom of association

Employees should be free to join trade unions (or other kinds of representation) and, where appropriate, to carry out representative functions at work, in accordance with relevant legislation. Employees should not be discriminated against, or be treated unfavourably or differently because they carry out representative functions.

Wages

Wages and benefits need to be in accordance with the relevant legislation. Employees should give their informed, freely given consent to any deductions (which should also be lawful).

Child labour

Virgin Media does not support the use of child labour in any circumstances.

Where children under the age of 18 are legally employed, they must not be employed at night or in hazardous conditions. All suppliers must work towards the elimination of all child labour and this should be in a manner consistent with the best interests of the children concerned.

Working hours

Suppliers should comply with legislation and/or industry standards on working hours, giving employees days off and resting times accordingly. Suppliers must not make workers do more than 48 hours per week and workers shall be provided with at least one day off in every seven.

Overtime should be voluntary and not demanded on a regular basis. Employees working overtime should be reimbursed at an appropriate rate.

Treating employees with respect and dignity

Employees should never be abused, harassed or intimidated, and any disciplinary measures taken should be recorded. Employees should have access to a written grievance or appeal procedure that's clear and easy to understand. Employees who are unable to read the procedure should be introduced to a suitable person, who can read it out and explain it to them.

Health and Safety

Suppliers will provide their employees with a safe and healthy workplace and should make sure a senior management representative is responsible for Health and Safety, and that appropriate policies and procedures are in place.

Discrimination

Suppliers will not discriminate in hiring and employing workers on the basis of race, caste, birth, social or ethnic origin, religion, nationality, age, gender, gender identity or expression, marital status, sexual orientation, disability, maternity, union membership or political affiliation.

HIV/AIDS

Suppliers should make sure that if HIV/AIDS is a significant issue where they're operating, workers are educated about the risk and that access to treatment and medication is provided as necessary. It's important not to tolerate discrimination against any worker who is (or is thought to be) HIV-positive or living with AIDS.

The environment

Suppliers should try and minimise any potential impact on the environment when supplying goods and services to us. As a minimum, we expect suppliers to comply with all local and national environmental legislation, regulations and directives to protect and improve the environment, and have developed, reviewed and recorded processes in place to make sure they comply.

We also expect suppliers to have action plans in place to manage their environmental impact, e.g. energy reduction and waste management programmes. Where appropriate, suppliers must also comply with additional environmental requirements specific to the products and services supplied to Virgin Media. Any specific requirements would be outlined in contract.

Business ethics

Suppliers should uphold the highest standards of integrity, transparency and governance and, as a

minimum, we expect our suppliers to comply with all relevant legislation and regulations. Suppliers must not take part in forms of bribery or corruption, and must not knowingly be associated with any group that supports acts of violence, terrorism or discrimination.

Conflict minerals

We expect suppliers to make us aware of 'conflict minerals' that are sourced from the Democratic Republic of Congo and surrounding countries (and any other countries that become applicable) which are used to finance armed conflict in that region, and that may exist in products or equipment provided by suppliers and all parties within their supply chain to Virgin Media.

Our supplier engagement process

We expect openness and transparency in our relationships with our suppliers. We want to work together improve our sustainability performance, and we'll endeavour to support continuous improvement with any supplier that needs help meeting the principles within this code. Transparency includes maintaining documentation necessary to demonstrate compliance with these principles. Virgin Media may exercise its relevant contractual rights to access this documentation and raise reasonable enquiries.

.....

We ask all our suppliers to confirm that they have read and understand the expectations contained within this code.

Signed:

Date:

Company:

Position:

Appendix 3

A few quick questions

Please review and complete the questionnaire below, using the following definitions.

Process – any action performed on data (including but not limited to collection, recording, storage, alteration, consultation, use, disclosure by transmission, erasure or destruction).

Virgin Meass Data – data pertaining to or relating to the business of Virgin Media and its affiliates (including but not limited to confidential commercial data or technical data).

Virgin Media Personal Data – data that either by itself or in combination with other data could be used to identify a Virgin Media customer or employee.

Data Processor – as defined by data protection regulation.

Data Controller – as defined by data protection regulation.

Categories of Data – as defined by data protection regulation.

Categories of Data Subjects – as defined by data protection regulation.

Need to know more? Check out this handy guide:

ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/

1. Does your organisation currently Process or expect to act as Data Processor (as defined by data protection legislation) in relation to any Virgin Media Personal Data?	<input type="checkbox"/>
2. If yes, please detail the Categories of Data as well as the Categories of Data Subjects processed.	<input type="text"/>
3. Does your organisation use any affiliates, agents or subcontractors to process any Virgin Media Personal Data?	<input type="checkbox"/>
4. Does your organisation Process any Virgin Media Personal Data or Virgin Media Business Data outside of the European Economic Area?	<input type="checkbox"/>
5. Does your organisation act as Data Controller (as defined by data protection legislation) in relation to any Virgin Media Personal Data?	<input type="checkbox"/>

Appendix 4

Please confirm if you have the following certifications in place (copies may be requested at a later date):

CERTIFICATION IN PLACE BY SUPPLIER:		
1.	ISO 9001 Certified (Quality Management)	<input type="checkbox"/>
2.	ISO 14001 Certified (Environmental Management)	<input type="checkbox"/>
3.	ISO 26000 Certified (Social Responsibility)	<input type="checkbox"/>
4.	ISO 27001 Certified (Security Classification)	<input type="checkbox"/>
5.	ISO 31000 Certified (Risk Management)	<input type="checkbox"/>
6.	ISO 22301 Certified (Business Continuity)	<input type="checkbox"/>