

October 2023

Billing Best Practice Guidance

This letter is to provide you with details on our billing process. Following the guidance of this document will facilitate in the prompt processing of your Invoices and Credit Notes, and ensure payments are made according to agreed payment terms.

Submitting billing documents

1. Only submit Invoices once goods have been delivered or services rendered. Invoices submitted prior to the above completions will be returned unprocessed, and requested to be reissued accordingly
2. Invoices and Credit Notes must be sent as a PDF document attached to an email. Each PDF file must contain only **one** billing document, that one document can contain multiple pages. More than one billing document can be sent in a single email
3. Invoices and Credit Notes must be emailed directly to supplierinvoices.comarch@heidelbergmaterials.com . Please do not send emails with embedded weblinks (hyperlinks to websites), as these cannot be accessed
4. The naming convention of the PDF document must not contain any special characters. For example: / <slash>, | <pipe>, “ <quotation marks>, ?, *, \$, &
5. Do not send your billing documents to the Heidelberg Materials UK site, or delivery point that you are liaising with. Doing so, may lead to delays in processing the document

Billing document content requirements

Your Invoices and Credit Notes must contain the following information to align with our billing document policy:

- Your VAT identification number (if applicable)
- The Purchase Order (PO) or Purchasing Reference provided by Heidelberg Materials UK
- Document date
- Invoice or Credit Note number
- Quantities and Values
- Currency of values
- The Heidelberg Materials UK site name where goods were delivered, or services rendered
- Credit Notes must clearly state the Invoice number they are related to

Heidelberg Materials UK company names

Previous business line trading name (remains Legal Entity / bank name)	Current business line trading name (must be referenced on invoices / credit notes)
Castle Cement Limited	Heidelberg Materials UK Cement
Hanson Packed Products Limited	Heidelberg Materials UK Packed Products
Civil and Marine Limited	Heidelberg Materials UK Civil and Marine
Hanson Quarry Products Europe	Heidelberg Materials UK Quarry Products
Hanson Contracting	Heidelberg Materials UK Contracting
Hanson Concrete	Heidelberg Materials UK Concrete
Hanson Aggregates	Heidelberg Materials UK Aggregates
Hanson Asphalt	Heidelberg Materials UK Asphalt

Billing Queries

Billing or payment queries (not billing documents) should be emailed to GBRAPQueries@heidelbergmaterials.com

Queries relating to overdue payments should be promptly raised, enabling us to support with analysis and resolution in an efficient and effective manner.

If you require support with a procurement topic, please reach out to either your on-site account representative or relevant Procurement Manager.

Company Data Amendments

As the Supplier, it is your responsibility to notify Heidelberg Materials UK of any changes to your company data. For example:

- Bank account amendments
- Company name changes
- VAT/TAX identification number changes
- Contact detail information updates (telephone number, email, address)
- Payment currency changes

Keeping your company information up to date in our records will reduce the risk of payment delays or incorrect processing of billing documents. You should inform us of any company data changes by emailing GBRAPQueries@heidelbergmaterials.com

Purchase Orders (PO)

Our system has been set up to send Purchase Order documents directly to the supplier email address we have in our records. To check or update the email address we have on record for your company, contact us at GBRAPQueries@heidelbergmaterials.com

Please note that Invoices or Credit Notes not referencing a Purchase Order or containing an invalid Purchase Order may be rejected.

We thank you for your collaboration, as these changes allow us to continue to deliver our seamless and exemplary level of customer service.