



**GWAS Independent Ambulance Service**

**Invoicing & Payment Policy  
Policy Number 050**

<b>Version</b>	<b>1</b>
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Approved by	Managing Director – Gary Darling-Parkes
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### Version History

This document has undergone various revisions

Original Release date	5 <sup>th</sup> May 2025		
Revision date	Previous revision	Next revision	Comments
5 <sup>th</sup> May 2025	N/A	07/03/2025	New Policy

### Approvals

This Document requires approval from the following:

Name	Date of approval
Senior Management Team (SMT)	05/05/2025
Managing Director - Gary Darling-Parkes PhD Senior Accounts Manager - Jayne Darling-Parkes Paramedic Director - Callum Bayley Clinical Consultant - Dr Louisa Goodwin	Signed on behalf of SMT 

# GWAS050 – Subcontractor Invoicing & Payment Policy

## 1. Purpose

This policy defines the invoicing and payment processes for subcontractors working with GWAS Independent Ambulance Service Ltd, ensuring consistency, legal compliance, and financial prudence in line with UK statutory and best practice frameworks.

## 2. Background and Rationale

GWAS has sustained operations for over 15 years through transparency and stable financial management. Many PAS providers fail due to over-promising and under-delivering. Weekly subcontractor payments are unsustainable under modern cash flow models, particularly when our clients operate on 30–60+ day terms.

Moving to a 30-day payment model aligns GWAS with standard commercial practice and provides resilience, while protecting subcontractor relationships through clear terms and open support.

## 3. Scope

This policy applies to all subcontractors invoicing GWAS Ambulance, including:

- Registered clinicians
- First responders and event medical personnel
- Ambulance crew
- Operational subcontractors

It also applies to internal staff processing invoices or managing subcontractor relations.

## 4. Policy Statement

- Payment Terms: All valid invoices submitted to GWAS will be paid within 30 calendar days of receipt.
- Invoices must be clear, itemised, and sent to [accounts@gwasambulance.co.uk](mailto:accounts@gwasambulance.co.uk).
- Missing or incorrect invoices will not be processed, and the 30-day clock will reset upon re-submission.
- No early payments will be made unless agreed in writing by the SMT under exceptional circumstances.

## 5. Contractual Basis

Engagement with subcontractors constitutes a contract for services. By accepting shifts or projects with GWAS, the subcontractor agrees to these invoicing and payment terms. No separate signed contract is necessary unless otherwise required by law or agreement.

GWAS retains the right to delay payment if fraud, error, or breach of service is suspected, pending investigation.

## **6. Data Protection and Financial Records**

All invoices and related correspondence will be stored for a minimum of six years in accordance with:

- The Companies Act 2006
- HMRC record-keeping requirements
- The Data Protection Act 2018 and UK GDPR

Data will be securely stored and processed only for financial and audit purposes.

## **7. Disputes and Escalation**

Any disputes about payment must be raised to the Senior Accounts Manager within 14 days of the due date.

GWAS aims to resolve all disputes within 10 working days.

If unresolved, the matter will escalate to the Managing Director for final arbitration. External mediation may be sought if required.

## **8. Liability and Late Payment**

GWAS is committed to honoring all debts but is not liable for any third-party fees incurred due to delayed submission, processing error, or incomplete documentation.

Interest will not be paid on standard 30-day payments. In cases where GWAS is found liable for undue delay (beyond 45 days without cause), statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998 may apply.

## **9. Subcontractor Responsibilities**

Subcontractors are expected to:

- Submit invoices within 7 calendar days of completing duties.
- Ensure accuracy of bank and contact details.
- Retain their own records for tax and compliance purposes.
- Raise issues promptly with [accounts@gwasambulance.co.uk](mailto:accounts@gwasambulance.co.uk).

## **10. Ethical Procurement and Fair Treatment**

GWAS operates under ethical procurement principles. No subcontractor shall be discriminated against for raising concerns or requesting transitional financial support.

We encourage transparency, fair dealings, and mutual accountability.

## **11. ULEZ and Congestion Charges**

ULEZ fees in all areas of the UK, will never be paid by GWAS as it's a personal choice regarding the type of vehicle contractors drive for work purposes. Congestion Charges will be paid if the location is inside the zones – however, if the location is outside and you choose the drive through a CC zone where there is another route to site will it not be paid.

## **11. Monitoring and Review**

This policy will be monitored by the SMT and reviewed formally every three years or sooner if legislation or operational needs change.

All changes will be communicated via internal memo and uploaded to the GWAS App under the Knowledge Base.

### **Approved By:**

Gary Darling-Parkes – Managing Director

Jayne Darling-Parkes – Senior Accounts Manager

Date: 05/May/2025