INFORMA
Business by Data

2021

8th ANALYSIS OF

Business Payment Behaviour

dun & bradstreet
WORLDWIDE NETWORK

GRUPO CESCE
Gestión Integral del Riesgo Comercial

8th ANALYSIS OF BUSINESS PAYMENT BEHAVIOUR. 2021

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EXECUTIVE SUMMARY

The 8th Analysis of business payment behaviour studies the situation of payments in Spain and across the world, the evolution of the legislation and the results of an opinion survey on late payment.

In 2020, the only legislative movement in Spain has been the approval to initiate the modification of the Law against Defaults of Payments in the plenary of the Congress of Deputies. This change could lead to the creation of a sanctions regime that has remained frozen since 2017, when the law amendment was approved.

At a European level, the European Commission organised a business meeting that year to evaluate the possibility of creating a European payment observatory, a fundamental tool to appreciate the impact of implementing the legislation.

The Average Payment Terms (APT) reached 93.23 days in the fourth quarter of 2020 (Q4), the highest figure since Q1 2016. The two components of the APT increased throughout 2020: the Average Agreed Terms increased by 0.72 days and the Average Payment Delay (APD) by 1.87 days.

The APT started an upward trend at the end of 2017 that continued throughout 2019. In 2020, the COVID-19 health crisis had immediate effects on payment terms: the APD reached 16 days, which had not happened since Q4 2015.

The APD in 2020 was characterised by the following:

- The prompt payment rate continued to fall, representing 43.70% in Q4.
- There was an APD increase in all autonomous regions. The APD in Melilla, the Balearic Islands and the Canary Islands exceeded 25 days in Q4 2020.
- The APD increased in all sectors, except in Mining and quarrying and Energy. Hotels and restaurants increased by 13.03 days in comparison with Q4 2019.
- The difference in payment behaviour depending on the company size remained: almost 50% of micro-companies met payment terms while it was less than 12% in large companies.

Payment terms increased in all European countries under study in 2020, except for Germany and Portugal. The European APD was affected by the COVID-19 crisis' effects and exceeded 14 days, which had not happened since Q1 2016.

We have compared Spain's payment behaviour to Ireland's payment behaviour: two countries that have exceeded the European average for years but improved their payment terms from 2015 and 2017 respectively. Between 2011 and 2020, the Spanish APD decreased by 3.86 days and the Irish one by 4.66 days.

The main results of the survey showed that 96% of the analysed companies resumed operations and 40% of the surveyed companies has had longer payment terms since the beginning of the health crisis. Lastly, around 42% of the respondents consider that a sanctions regime could be useful to reduce late payment.

25 YEARS OF LEGISLATION

EUROPE

1995

European Commission Recommendation

On 12 May 1995 the European Commission adopted a Recommendation about payment delays in commercial transactions.

2000

Directive 2000/35/EC

The European Parliament and the Council approved Directive 2000/35/EC on 29 June 2000, establishing measures to combat late payment in commercial transactions.

Transposition deadline: 08 August 2002.

2009

April 2009

Proposal for a Directive to reduce delays between companies and the Administration.

2011

Directive 2011/7/EU.

2013

Directive 2011/EU transposition deadline: 16 March 2013.

2018

Revision of Directive 2011/7/UE[1].

MILESTONES

• The European Commission became concerned about the problems caused by payment delays and their negative effects on SMEs in 1992.

• In 1995, the Commission adopted a recommendation to combat late payment; its poor compliance resulted in the approval of Directive 2000/35/EC.

• Directive 2000/35/EC introduces a 30-day reference payment period and the obligation to automatically pay interests in arrears without the need of an expiration notice. Its main concern is to protect SMEs, taking into consideration that payment problems limit the harmonization of the European market.

• The directive was not transposed on time in Spain. The Spanish Government published Law 3/2004 with a delay of more than two years.

• Law 3/2004 established that the payment period, if no payment period or date were established on the contract, would be thirty days after the invoice reception date. It also established that the creditor shall have the right to automatically collect interests in arrears, without the need of an expiry notice or any notification, merely on the grounds of the debtor's failure to pay within the legally established or agreed period.

• Considering the poor results of Law 3/2004 and the increase of late payment effects due to the crisis, Law 15/2010 was enacted.

• Law 15/2010 established a maximum period of 60 days for companies and 30 days for Public Administrations and introduced measures to enhance transparency.

• The revision process of Directive 2000/35/EC that started in 2009 ended with the enactment of the European Directive 2011/7/EU.

• Directive 2011/7/EU aimed to standardise payment periods and combat late payment, and it established a 30-day payment deadline. It also established new interests in arrears. The Commission began an awareness campaign.

• The deadline for the transposition of Directive 2011/7/EU expired on 16 March 2013.

• The Legislative Royal Decree 4/2013 dated 22 February on measures to support entrepreneurs and stimulate growth and job creation served as the transposition of Directive 2011/7/EU.

(1) See page 5: Directive 2011/7/EU implementation report

SPAIN

2002

8 August 2002

Deadline to adapt Directive 2000/35/EC. In September, the Commission started proceedings against the Spanish Government for non-compliance with the transposition deadline for Directive 2000/35/EC.

2004

September 2004

The European Court uphold the appeal filed by the Commission.

Law 3/2004 - 29 December, which established measures to combat late payment in commercial transactions.

2010

Law 15/2010 dated 5 of July, which modified Law 3/2004 dated 29 December.

2013

Legislative Royal Decree 4/2013, approved on 22 February 2013 and published on 22 February 2013 in the Official State Gazette (BOE).

2015

Legislative Royal Decree 10/2015

On measures for public employees, extra credits and other economic stimulus plans. The Administration decided to use a company's payment terms as a solvency indicator for public contracts.

November 2015
The Government announced that it was considering the introduction of a sanctions regime.

2017

Law 9/2017 on public procurement

It established new terms, intensified electronic payments and allowed direct payment to subcontractors.

2018

March 2018

The Public Sector Contracts Law entered into force.

2020

September 2020. The plenary of the Congress of Deputies approved to initiate the modification of the Law against Defaults of Payments.

• The Legislative Royal Decree 4/2013 is supplemented by actions for public administration payments: the Legislative Royal Decree 8/2013 dated 28 June on urgent measures to combat late payment in public administrations and to support local entities with financial problems.

• Transposition of Directive 2011/7/EU is supplemented by Law 11/2013 dated 26 July to support entrepreneurship and to stimulate growth and job creation, which introduced new financing measures to pay suppliers of local and regional entities and also measures against late payment.

• Royal Decree 635/2014 dated 25 July developed the methodology to calculate the average payment terms to suppliers of the public administrations. Public administrations were required to publish their payment terms.

• October 2014: final first and third provisions of the draft bill to stimulate business funding were removed. They allowed longer payment terms if credit was transferred to a third party.

• 19 June 2015: the European Commission sent a formal notice to Spain for not complying with the transposition of the directive to combat late payment.

• 11 September 2015: Legislative Royal Decree 10/2015 on measures for public employees, extra credits and other economic stimulus plans. The Administration decided to use a company's payment terms as a solvency indicator for public contracts.

• 22 June 2017: the Congress of Deputies gave the green light to the non-government bill to reinforce the combat against late payment in business operations, which was first presented by the parliamentary group Ciudadanos. The goal is to modify Law 15/2010 on measures to combat late payment and to introduce a sanctions regime.

• 8 November 2017: approval of Law 9/2017 on public procurement. It established new payment terms for the Administration, it intensified electronic payment and allowed direct payment to subcontractors. It entered into force on 9 March 2018.

• 22 September 2020: the plenary of the Congress of Deputies approved to initiate the modification of the Law 3/2004 dated 29 December, establishing measures to combat late payment. With this vote, the non-government bill dated 18 May 2020 will continue to be processed.

FOLLOW-UP TO DIRECTIVE 2011/7/EU

Since it came into force, Directive 2011/7/EU against late payment has been the subject of several studies to evaluate its implementation and efficiency.

In 2015, the European Commission (DG GROW) issued a report that concluded that payment delays were a general problem throughout the Member States, even though there were big differences among countries and sectors.

In 2016, the Commission issued another report that highlighted the lack of monitoring systems to control payment terms, the importance of creating a code of conduct and the need to promote electronic invoicing.

The European Parliament commissioned a new evaluation of the directive in 2019, which resulted in the Comi report (named after the MEP Lara Comi). On that occasion, preventive measures were suggested —publication of payment terms and commercial credit management training, among others— as well as reactive measures, such as the increase of penalties, the creation of mediation systems, etc.

Despite these evaluations, the implementation of the directive is questionable, since more than half of Europe's companies suffer payment delays of over 60 days.

For that reason, in October 2019, the European Commission summoned industry associations and administrations to reflect on the operation of the directive. Informa D&B attended this meeting through its European association, FEBIS, and made a presentation on how business information helps combat late payment.

On 6 November 2020, the European Commission arranged a meeting to discuss the possibility of creating a European payment observatory: «A blueprint for the EU Observatory of Payment Delays in Commercial Transactions». As on previous occasions, INFORMA was present through FEBIS. The aim was to study the idea of having an observatory on payment terms in Europe. The session started with two presentations: the first one, on the Observatory of payment terms that is operating in France, followed by another one on the European construction observatory. Then, there were 3 working sessions on:

- The observatory's scope.
- Data's validation.
- Data's provision and maintenance.

THE OBSERVATORY OF PAYMENT TERMS IN FRANCE

The Observatory of payment terms was created in 1991 by the French administration to monitor the reduction of payment terms and the decrease of inter-enterprise credit as well as to suggest improvement measures.

Since then, it carries out economic studies and analysis based on business behaviour statistical observations and the Ministry of Economy can be consulted on all the economic issues related to payment terms.

Its main publication is an annual report containing an assessment of the evolution of payment terms.

The observatory consists of the main professional associations and federations, the main business associations, the French association of credit managers and the business information federation. Administrations with economic powers, the Bank of France and the National Statistics Institute are also involved.

To carry out the analysis, it uses several information sources provided by its members:

- Analysis of companies' balance sheets from the databases of the Bank of France and the National Statistics Institute.
- Payment behaviour data provided by Altares (Dun & Bradstreet's partner in France).
- Results of late payment surveys conducted by Intrum and Atradius.
- Results of opinion surveys conducted by several professional federations.

Each edition includes:

- An analysis of the previous year and a partial diagnosis of the current year.
- The contribution of professional federations and the situation of the public sector.
- A legal framework study and the results of the inspections and sanctions carried out by the administration.

Reports can be found on the Bank of France's website:

https://publications.banque-france.fr/liste-chronologique/rapport-de-lobservatoire-des-delais-de-paiement

PAYMENT BEHAVIOUR IN SPAIN

The Average Payment Terms exceeded 93 days in the fourth quarter of 2020.

In the fourth quarter (Q4) of 2020, the Average Payment Terms (APT) reached 93.23 days, the highest figure since Q1 2016. The APT increased by 1.12 days in comparison with Q3 2020 and by 2.60 days in comparison with Q4 2019.

This increase was due to rising APT components: the Average Agreed Terms increased by 0.23 days and the Average Payment Delay (APD) increased by 0.80 days in comparison with Q3 2020.

The COVID-19 health crisis affected payment terms since the beginning. In 2020, the APD reached 16 days and this increase was reflected in all sectors. Hotels and restaurants is the most affected sector, with more than 30 delay days in the last quarter of the year; on the other hand, regions closely linked to tourism, such as the Balearic Islands and the Canary Islands, exceed 25 days.

The Average Payment Delay reached 16 days in the fourth quarter of 2020.

The APD in 2020 was characterised by the following:

- Prompt payments continued to decrease throughout the year and were at 43.70% in Q4, 3.75 percentage points less than in Q4 2019.

- The amount of the analysed invoices reaches 14,396 million euros, 0.13% less than a year ago.

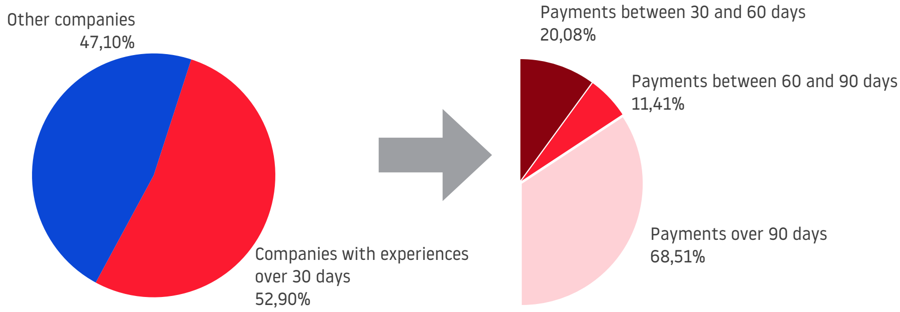
- In 2020, the APD increased in all regions. Melilla, the Balearic Islands and the Canary Islands were the most affected regions with an APD over 25 days in Q4 2020. During the same quarter, Madrid took the fourth position with an APD over 19 days.

- The APD did not increase in only two sectors in 2020: Mining and quarrying and Energy. Hotels and restaurants increased by 13.03 days in comparison with Q4 2019.

- In 2020, segments with higher increases in their APDs in terms of size were medium-sized companies, with a 2-day extension.

YEAR-ON-YEAR PAYMENT BEHAVIOUR OF COMPANIES WITH DEFAULTS OF PAYMENT IN 2020

We have linked the payment behaviour observed in 2019 with defaults of payment during the following year. 52.90% of companies with defaults on payments in 2020 already recorded late payments in the previous year (paid later than 30 days). These companies accounted for 68.51% of the total of over 90-day payments.



AVERAGE PAYMENT TERMS (APT) EVOLUTION

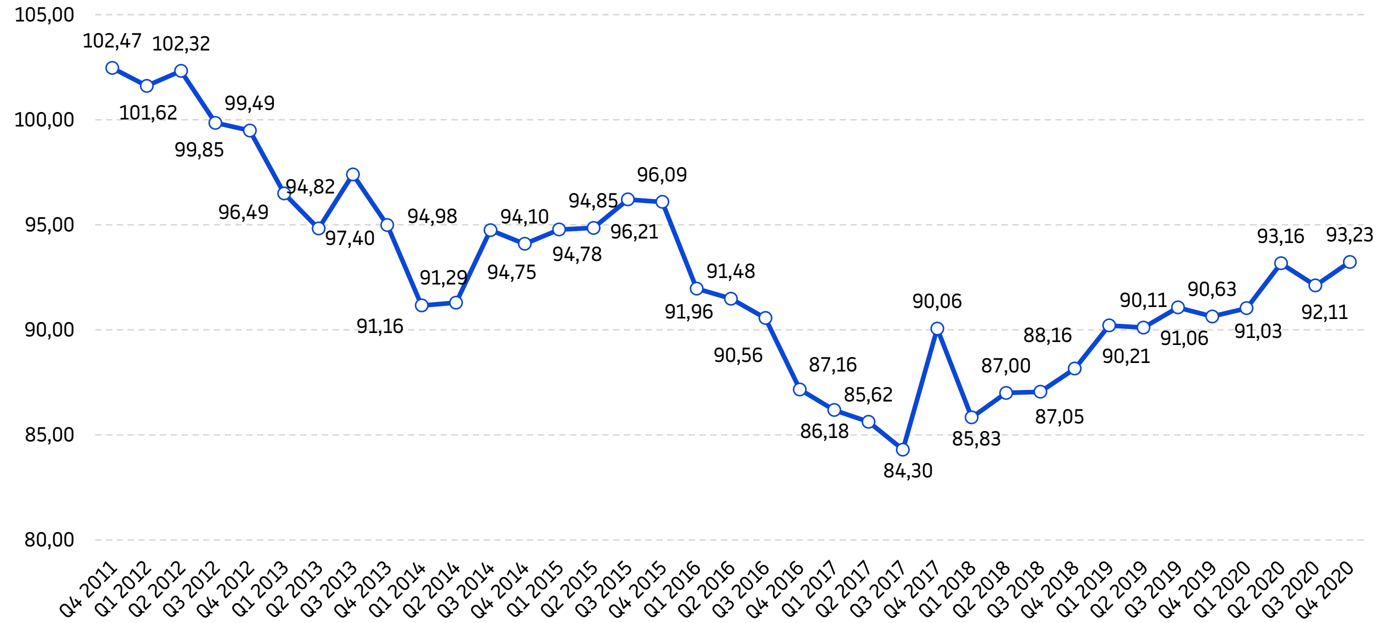
In Q4, the APT increased by 1.12 days in comparison with Q3 and exceeded 93 days for the second time this year. The APT reached 93.23 days, which means a 2.60 day increase in comparison with Q4 2019. This amount has also been the highest since Q1 2016.

The APD increased by 0.88 days between Q3 and Q4 and reached 16 days, which had not happened since Q4 2015. In a year, the APD has increased by 1.87 days.

In Q4, the Average Agreed Terms increased by 0.23 days in comparison with Q3 and 0.72 days in comparison with Q4 2019. It stands at 77.23 days in the last quarter.

	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Average Payment Delay (APD)	14.12	14.37	14.73	15.12	16.00
Average Agreed Terms	76.51	76.66	78.44	77.00	77.23
Average Payment Terms (APT)	90.63	91.03	93.16	92.11	93.23

AVERAGE PAYMENT TERMS (APT) DAYS EVOLUTION



Methodology

• **Average Payment Terms Calculation (APT):** it is obtained by adding the Average Payment Delay and the Average Agreed Terms values.

• **Average Payment Delay (APD):** the calculation of payment delays is based on the Paydex value. Paydex is an assessment of payment behaviour obtained from a formula that takes into account payment experiences in the last 12 months, their value and the payment date (before/on time/after due date). It is expressed with a numerical indicator that rates the payment performance of a company over 100. For the calculation of the Paydex index we need: 3 or more payment experiences or 1 or 2 experiences if the maximum recommended credit represents 1% of the sales of the company. A payment experience is the sum of all the pending invoices in a specific date. Using the 0-100 Paydex assessment, the average payment delay days (after the due date of the payment terms) is calculated.

• **Average agreed terms:**

The information of the participants in the DunTrade® Program indicates the agreed days between the participant/supplier and its customer.

AVERAGE PAYMENT DELAY (APD) EVOLUTION

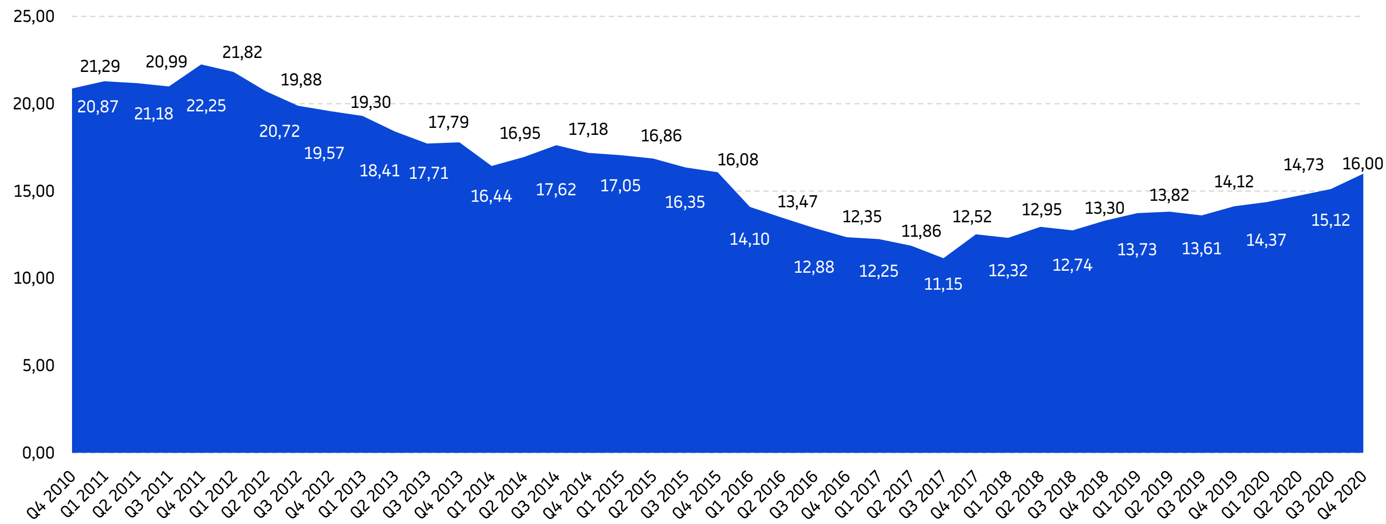
The APD increased for the fifth quarter in a row and reached 16 days in Q4 2020.

Payment delays cost

In order to estimate the direct cost that delays in payments mean for all the business network, we have applied the main conclusions of this study to the entire Spanish economy, which is reflected in a default cost of 1,967 million euros.

DunTrade®'s database has 1.4 million payment experiences, both positive and negative, with a total value of more than 14,000 million euros. This database offers payment experiences from more than 400,000 different companies, which provides a unique analysis framework in Spain that can be used as a valid reference to determine real payment habits.

AVERAGE PAYMENT DELAY DAYS EVOLUTION. Q4 2010 - Q4 2020



PAYMENT DELAYS COST CALCULATION

It is obtained using the amount that represents the business credit in Spain (Recent Evolution of the Business Credit of Non-Financial Companies in Spain, Economic Bulletin January 2015).

Thanks to the DunTrade® Program statistics, we can learn the percentage distribution of payment delays. By extrapolating those percentages to business credit, we can find the amounts in each stretch and calculate their cost, by applying an 8% annual interest, according to BOE (Official State Gazette) of 31 December 2020.

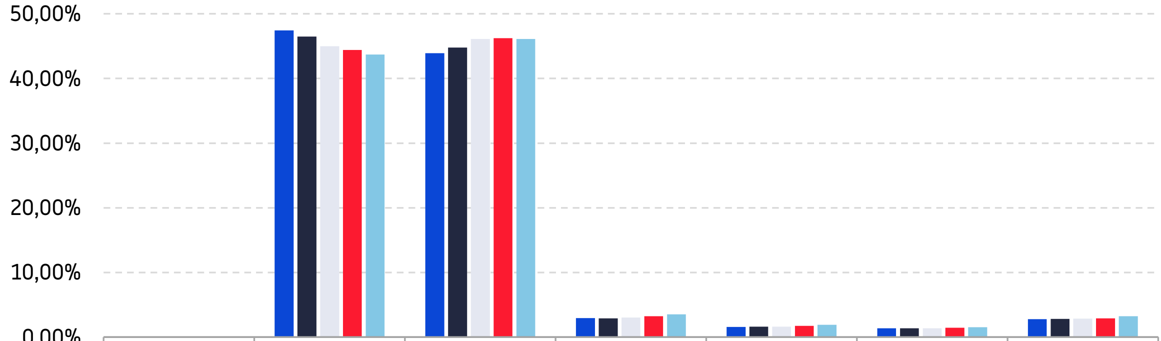
PAYMENT BEHAVIOUR DISTRIBUTION

NUMBER OF COMPANIES

The prompt payment rate has been decreasing since Q3 2019. In Q4 2020, it was at 43.70%, which means 3.75 points below the previous year.

On the other hand, payments over 120 days accounted for 3.22% of the analysed payments, which means a 0.46 increase in comparison with 2019. Payments over 120 days did no exceed 3% of payments since Q4 2017.

SPANISH COMPANIES PAYMENT STRETCHES DISTRIBUTION

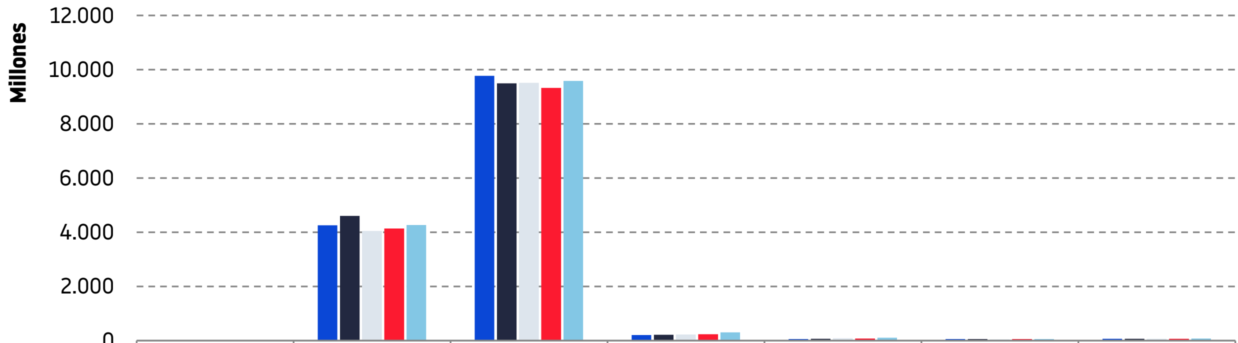


	In advance	Prompt	Up to 30 days	Between 31 and 60 days	Between 61 and 90 days	Between 91 and 120 days	More than 120 days
Q4 2019	0,00%	47,45%	43,92%	2,93%	1,57%	1,36%	2,76%
Q1 2020	0,00%	46,50%	44,78%	2,92%	1,61%	1,35%	2,84%
Q2 2020	0,00%	45,00%	46,12%	3,04%	1,62%	1,35%	2,87%
Q3 2020	0,00%	44,44%	46,24%	3,24%	1,73%	1,44%	2,91%
Q4 2020	0,00%	43,70%	46,11%	3,52%	1,91%	1,53%	3,22%

AMOUNT

The total amount of the analysed invoices reached 14,396 million euros in Q4 2020 and increased by 3.41% in comparison with Q3. 29.62% of the amount are prompt payments and 66.61% are payments up to 30 days.

PAYMENT DELAYS VALUE DISTRIBUTION



	In advance	Prompt	Up to 30 days	Between 31 and 60 days	Between 61 and 90 days	Between 91 and 120 days	More than 120 days
Q4 2019	315.827	4.258.145.60	9.769.589.05	207.473.766	57.180.605	56.907.102	66.306.140
Q1 2020	286.353	4.601.300.82	9.500.031.10	221.898.160	64.309.434	60.508.884	67.258.047
Q2 2020	148.300	4.046.722.89	9.513.435.10	229.824.873	85.331.343	45.240.100	67.502.918
Q3 2020	304.322	4.136.809.99	9.330.420.40	241.339.438	83.303.297	57.960.103	71.339.315
Q4 2020	415.960	4.263.910.36	9.588.832.98	304.029.385	106.714.366	57.042.513	75.577.671

(2) Payment in advance included.

GEOGRAPHIC ANALYSIS

APD BY REGIONS

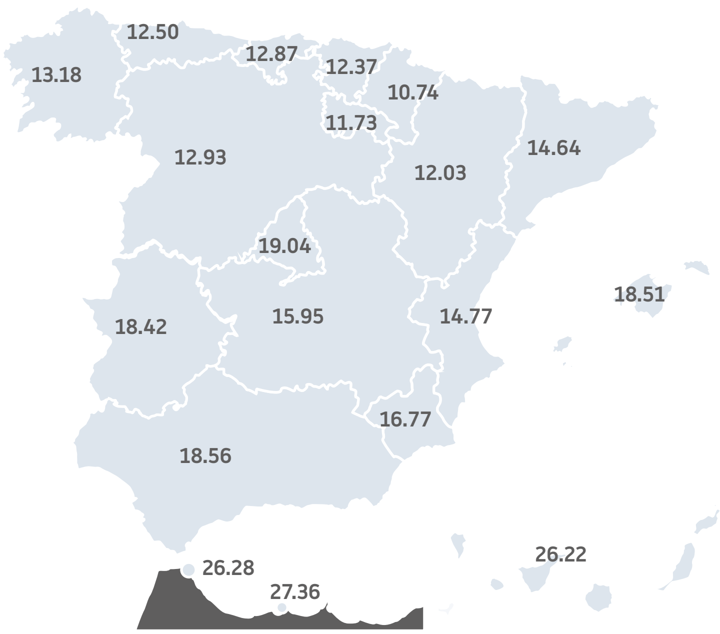
Three regions exceed 25 days in Q4 2020: Melilla (27.36 days), Ceuta (26.28 days) and the Canary Islands (26.22 days).

On the contrary, Navarra has the shortest APD with 10.74 days, followed by La Rioja, with 11.73 days, and Aragon, with 12.03 days.

Madrid had an APD of 19.04 days in Q4, the fourth longest APD this quarter. On the other hand, Catalonia's APD remains below the average with 14.64 days.

There is a difference of 16.62 days between the regions with greater and lower late payments this quarter.

AVERAGE PAYMENT DELAY DAYS BY REGION



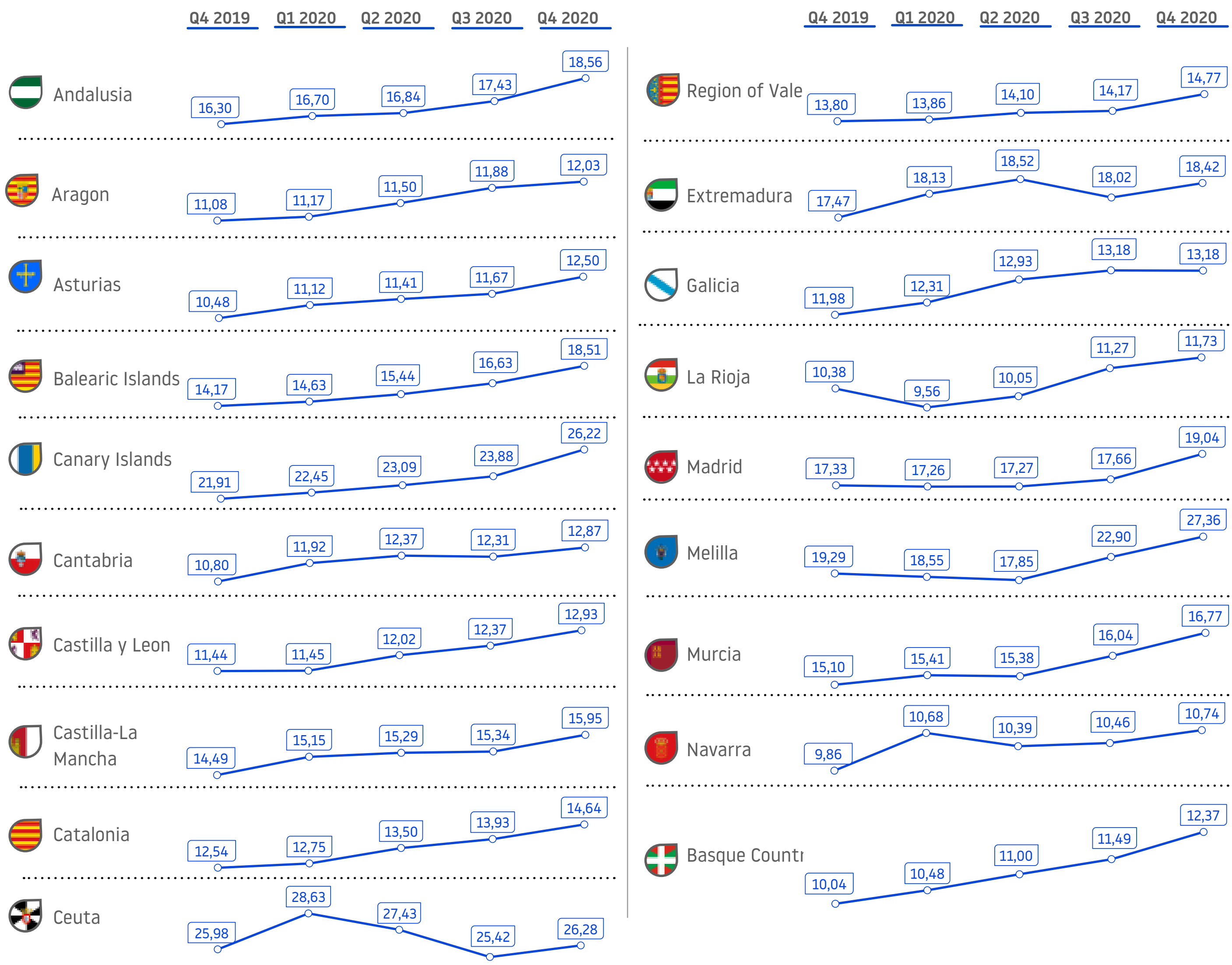
EVOLUTION SINCE THE FOURTH QUARTER OF 2019

The APD increases in all the regions during the last quarter, except in Galicia, where it remains at the same level.

The most significant increases take place in Melilla (+4.47 days), the Canary Islands (+2.34 days) and the Balearic Islands (+1.89 days).

In comparison with Q4 2019, the APD increased in all regions. Melilla (+8.08 days), the Balearic Islands (+4.34 days) and the Canary Islands (+4.31 days) experienced the highest increases.

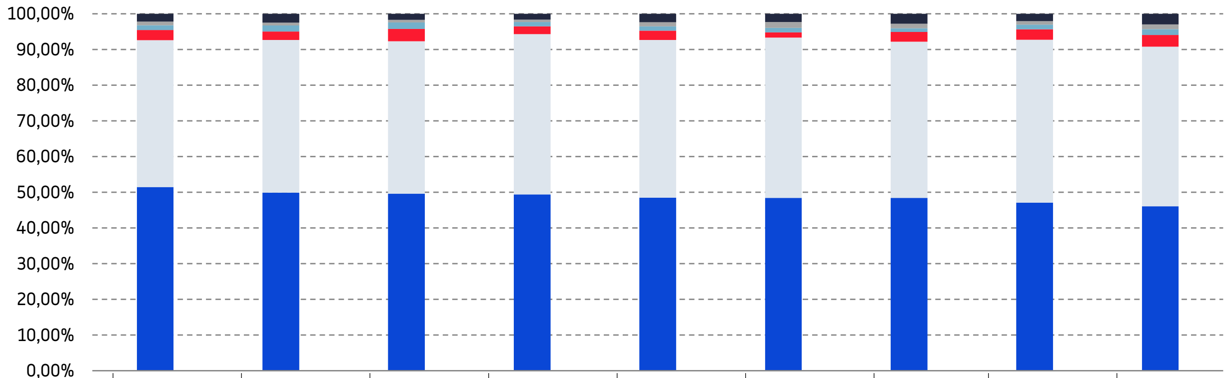
APD DAYS EVOLUTION BY REGION



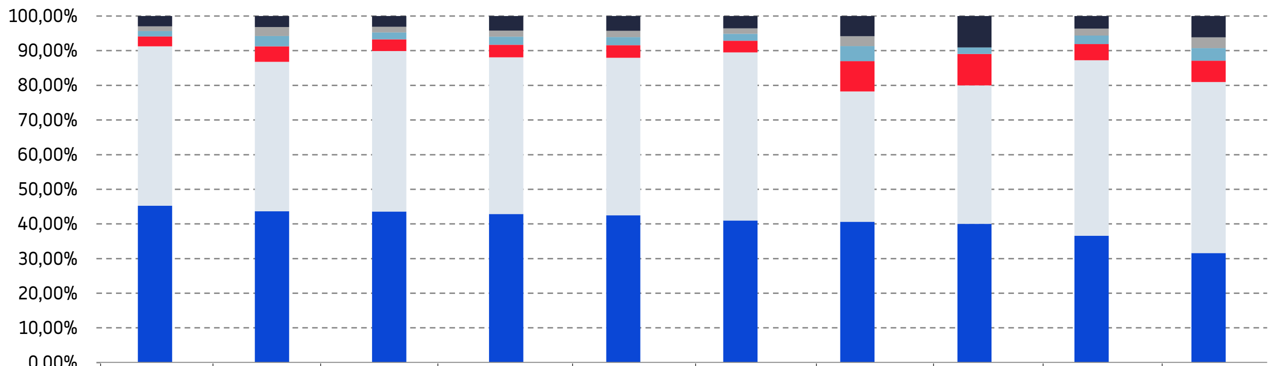
PAYMENT BEHAVIOUR STRETCHES BY REGION

The only region that exceeds 50% of prompt payments is Aragon, with 51.45%. On the contrary, the Canary Islands record the lowest prompt payments percentage, with only 31.57 %.

PAYMENT BEHAVIOUR STRETCHES BY REGIONS



	Aragon	Asturias	La Rioja	Navarra	Castilla y Leon	Cantabria	Galicia	Basque Country	Catalonia
In advance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Prompt	51.45%	49.89%	49.55%	49.42%	48.46%	48.45%	48.40%	47.11%	46.10%
Up to 30 days	41.16%	42.78%	42.78%	44.86%	44.24%	44.89%	43.82%	45.62%	44.70%
Between 31 and 60 days	2.84%	2.39%	3.45%	2.23%	2.59%	1.46%	2.72%	2.90%	3.25%
Between 61 and 90 days	1.36%	1.67%	1.79%	1.16%	1.20%	1.28%	1.04%	1.36%	1.67%
Between 91 and 120 days	1.02%	0.78%	0.77%	0.68%	1.15%	1.64%	1.25%	0.97%	1.30%
More than 120 days	2.17%	2.50%	1.66%	1.65%	2.35%	2.28%	2.77%	2.04%	2.98%



	Region of Valencia	Balearic Islands	Castilla-La Mancha	Extremadura	Andalusia	Murcia	Ceuta	Melilla	Madrid	Canary Islands
In advance	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Prompt	45.26%	43.61%	43.57%	42.89%	42.49%	41.01%	40.58%	40.00%	36.55%	31.57%
Up to 30 days	46.01%	43.21%	46.33%	45.21%	45.50%	48.52%	37.68%	40.00%	50.66%	49.36%
Between 31 and 60 days	2.83%	4.44%	3.34%	3.63%	3.61%	3.35%	8.70%	9.09%	4.71%	6.18%
Between 61 and 90 days	1.58%	2.96%	2.07%	2.32%	2.35%	2.00%	4.35%	1.82%	2.45%	3.61%
Between 91 and 120 days	1.31%	2.59%	1.56%	1.75%	1.78%	1.55%	2.90%	0.00%	1.99%	3.11%
More than 120 days	3.00%	3.18%	3.13%	4.20%	4.28%	3.58%	5.80%	9.09%	3.64%	6.15%

SECTORIAL ANALYSIS

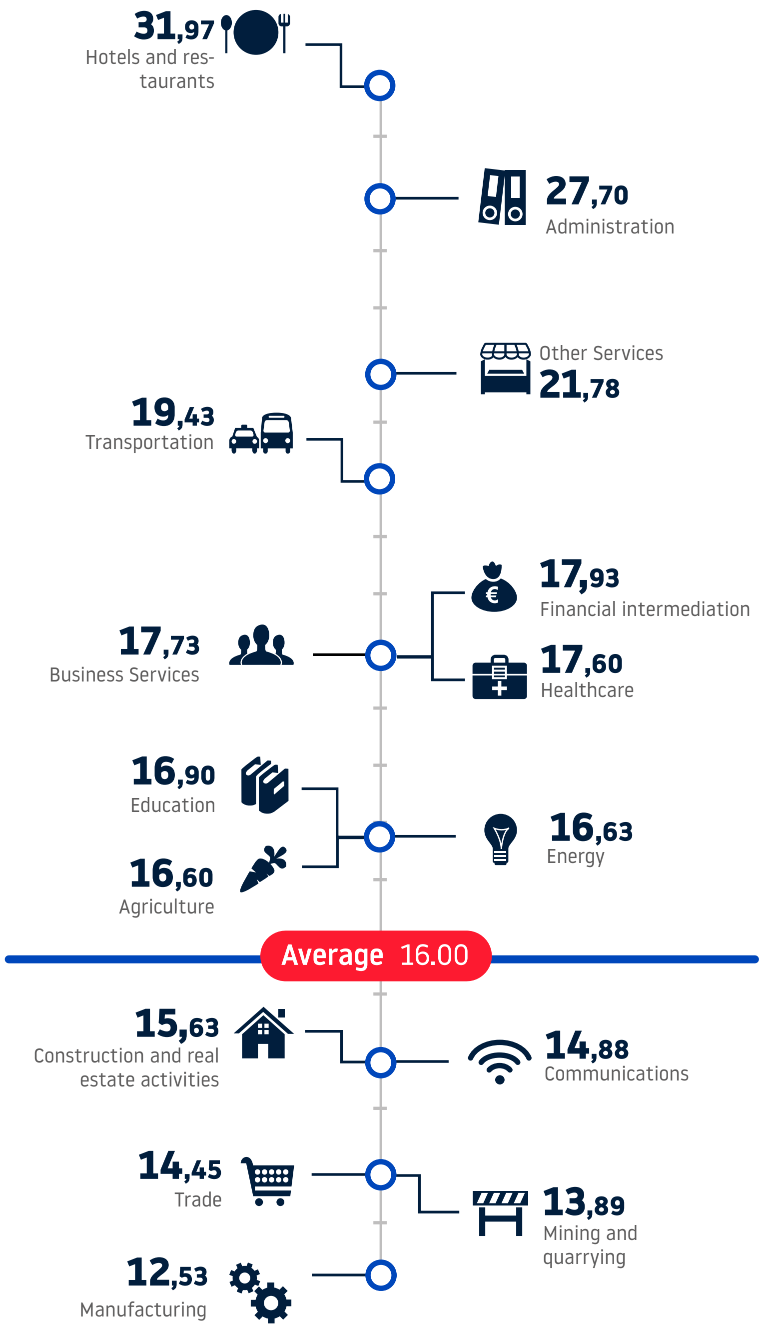
APD BY SECTOR

In Q4 2020, Hotels and restaurants had more than 30 delay days with an APD of 31.97 days. The closest sectors to that amount were Administration, with 27.70 days, and Other services, with 21.78 days.

On the other hand, the sectors with the lowest APD were Manufacturing (12.53 days) and Mining and quarrying (13.89 days).

Depending on whether there is a contract with a company from the Manufacturing sector or from the Hotels and restaurants sector, the delay has a variation of 19.44 days.

APD DAYS BY SECTOR.
FOURTH QUARTER 2020

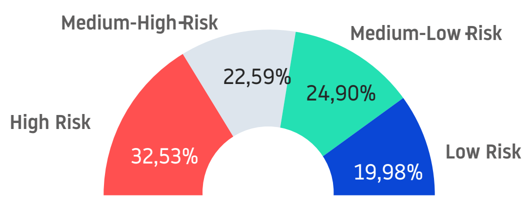


DELINQUENCY SCORE

Thanks to DunTrade® data, Informa D&B has developed a Delinquency Score that can measure the probability of a company paying later than 90 days.

Data on 31/12/2020 showed that 19.98% of Spanish companies presented a low risk while 32.53% had a high risk.

COMPANY DISTRIBUTION BY DELINQUENCY SCORE



EVOLUTION SINCE THE FOURTH QUARTER OF 2019

The APD of most sectors increased in comparison with Q3, except for Mining and quarrying, Transportation and Healthcare. Hotels and restaurants is the sector with the highest increase (5.47 days).

Most sectors show a raise in comparison with the previous year, except for Mining and quarrying and Energy. The highest increase takes place in the Hotels and restaurants sector again, with 13.02 days more than in the Q4 2019.

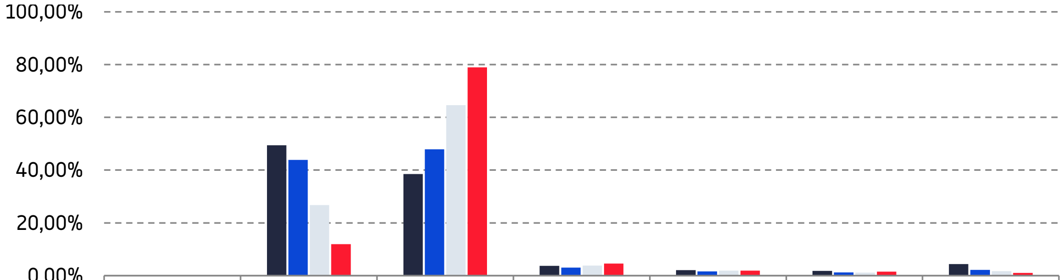
APD DAYS EVOLUTION BY SECTOR

ANALYSIS BY COMPANY SIZE[3]

PAYMENT STRETCHES BY COMPANY SIZE

49.37% of micro-companies paid promptly in Q4 2020 but they also recorded the highest payment over 120 days rate (4.44%). Only 11.93% of large companies and 26.77% of medium-sized companies paid promptly.

PAYMENT STRETCHES BY COMPANY SIZE
FOURTH QUARTER 2019



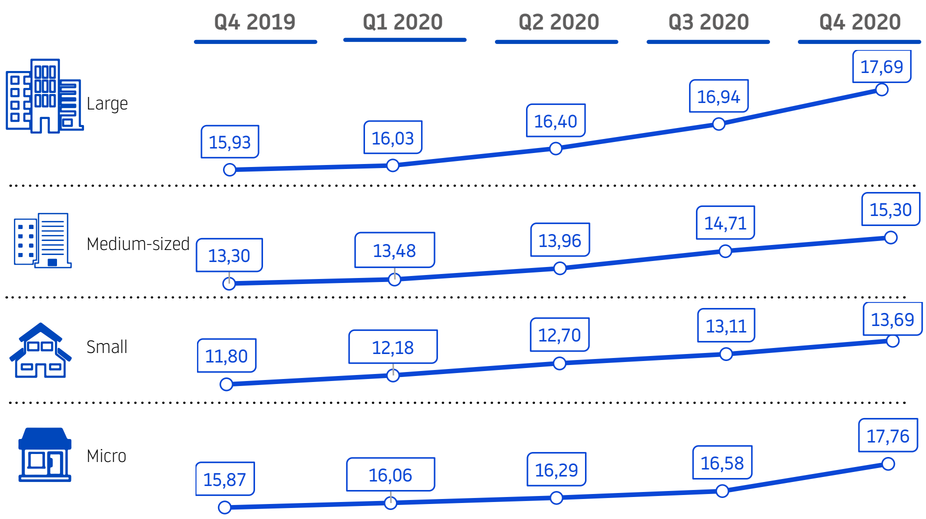
	In advance	Prompt	Up to 30 days	Between 31 and 60 days	Between 61 and 90 days	Between 91 and 120 days	More than 120 days
Micro-company	0,00%	49,37%	38,53%	3,75%	2,09%	1,82%	4,44%
Small	0,00%	43,90%	47,92%	3,03%	1,65%	1,27%	2,24%
Medium-sized	0,00%	26,77%	64,65%	3,83%	1,93%	1,13%	1,69%
Large	0,00%	11,93%	78,93%	4,64%	1,95%	1,51%	1,04%

APD EVOLUTION SINCE THE FOURTH QUARTER OF 2019

In Q4, micro-companies paid with the longest delay, 17.76 days, followed by large companies with 17.69 days.

In just one year, all segments have extended their APDs, medium-sized companies by 2 days and small companies and micro-companies by 1.89 days each.

APD DAYS BY COMPANY SIZE



(3) To define company sizes, we partially used as a reference the definition included in Appendix I of the Regulation (EU) 651/2014 of the Commission, only taking into account the number of employees: micro-company: <10 employees; small: <50 employees; medium-sized: <250 employees; large: >= 250 employees.

PAYMENT BEHAVIOUR OF COMPANIES IN THE HOTELS AND RESTAURANTS SECTOR

The fact that the crisis affected Hotels and restaurants is clearly evident: the Average Payment Delay (APD) reached its peak in Q4 2020 with 31.97 delay days.

The difference with the rest of sectors has increased throughout 2020: its APD was 5.83 days above the average in Q1 2020 and there has been a difference of 15.97 days in Q4 2020. Thus, it is the sector with the longest APD for the first time since 2010. This position has been traditionally held by Administration.

From the two branches comprising the sector, Food and beverage services has the longest APD, with almost 34 delay days, whereas Accommodation services stands at 29.02 days.

Prompt payment in Hotels and restaurants only represents 26.09% of the total while the average of the other sectors is 43.06%.

Regarding company size, large companies in Hotels and restaurants recorded the longest APD in Q4 2020 with 38.64 days.

SECTOR CHARACTERISTICS

Out of the total 328,576 active companies included in the database of Informa D&B, the Hotels and restaurants sector accounts for 9.17% of them. The sector comprises 2 branches: Accommodation services, which accounts for 11.36% of the total companies of the sector, and Food and beverage services, which accounts for 88.64%.

In 2020, 7,181 companies were created in the sector, which is 9% of the total and an investment of 223,310,572 euros (4.43% of the total investment).

In 2020, 459 companies entered into insolvency proceedings. This amount represents 10.49% of the total and shows an increase of 28.21% in comparison with 2019.

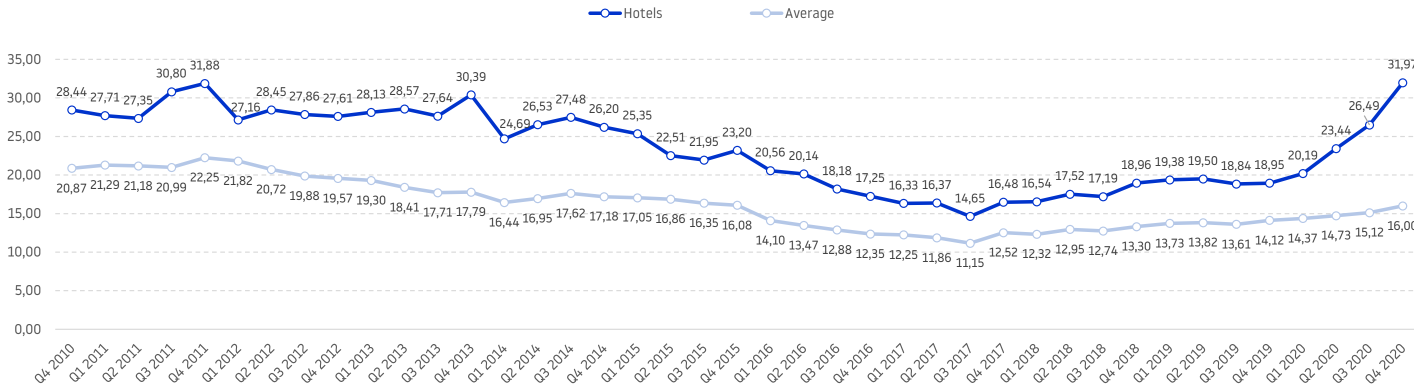
	Number of active compa-nies	%
Accommodation services	37,314	11.36%
Food and beverage services	291,262	88.64%
Hotels and restaurants Total	328,576	100.00%

EVOLUTION OF THE HOTELS AND RESTAURANTS SECTOR COMPARED TO THE SECTOR AVERAGE

The APD of the Hotels and restaurants sector has always been above the sector average from the fourth quarter 2010 until now.

The difference between Hotels and restaurants and the average in Q4 2020 was 15.97 days, which means the greatest inequality observed in the studied period.

APD DAYS EVOLUTION OF HOTELS AND RESTAURANTS AND SECTOR AVERAGE

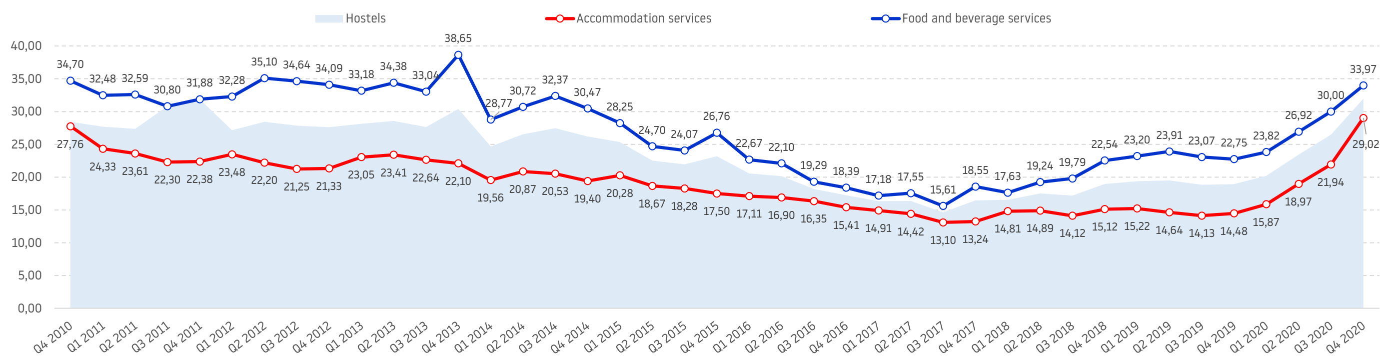


EVOLUTION OF HOTELS AND RESTAURANTS' DETAILS

The Food and beverage services branch has always had a longer APD than the Hotels and restaurants sector, whereas the Accommodation services branch is below the average.

Since the beginning of the health crisis, the difference between both branches' APDs has decreased, going from 7.96 days to 4.96 days.

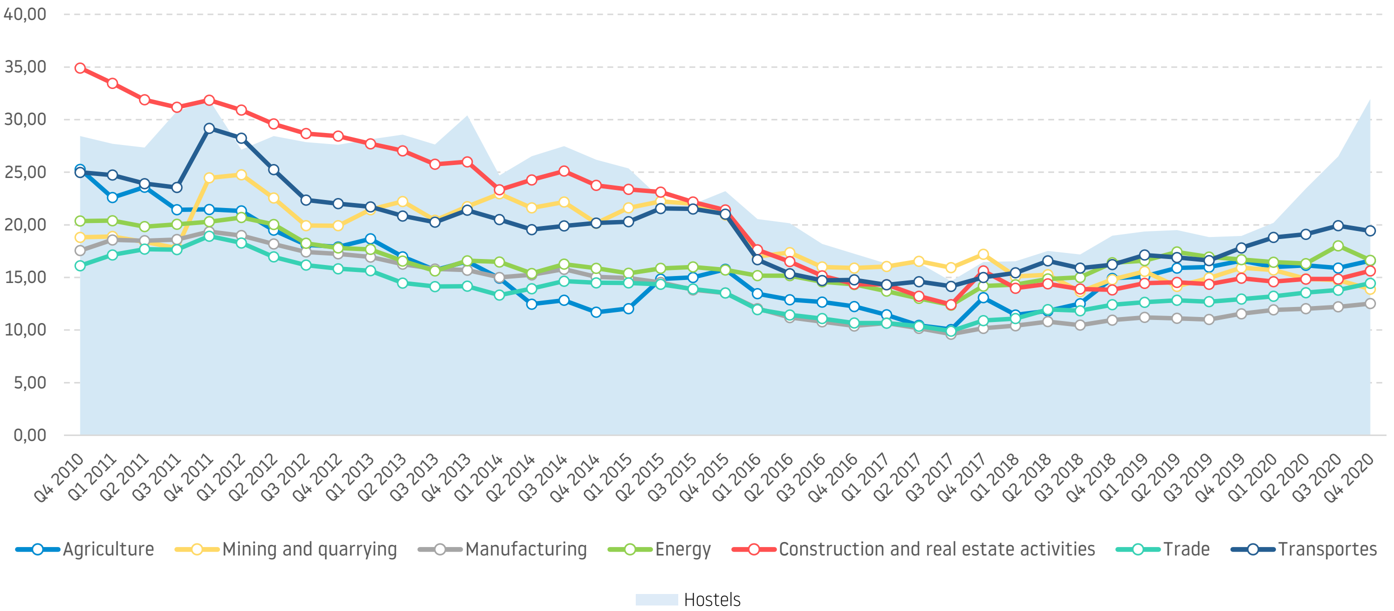
APD OF HOTELS AND RESTAURANTS' BRANCHES

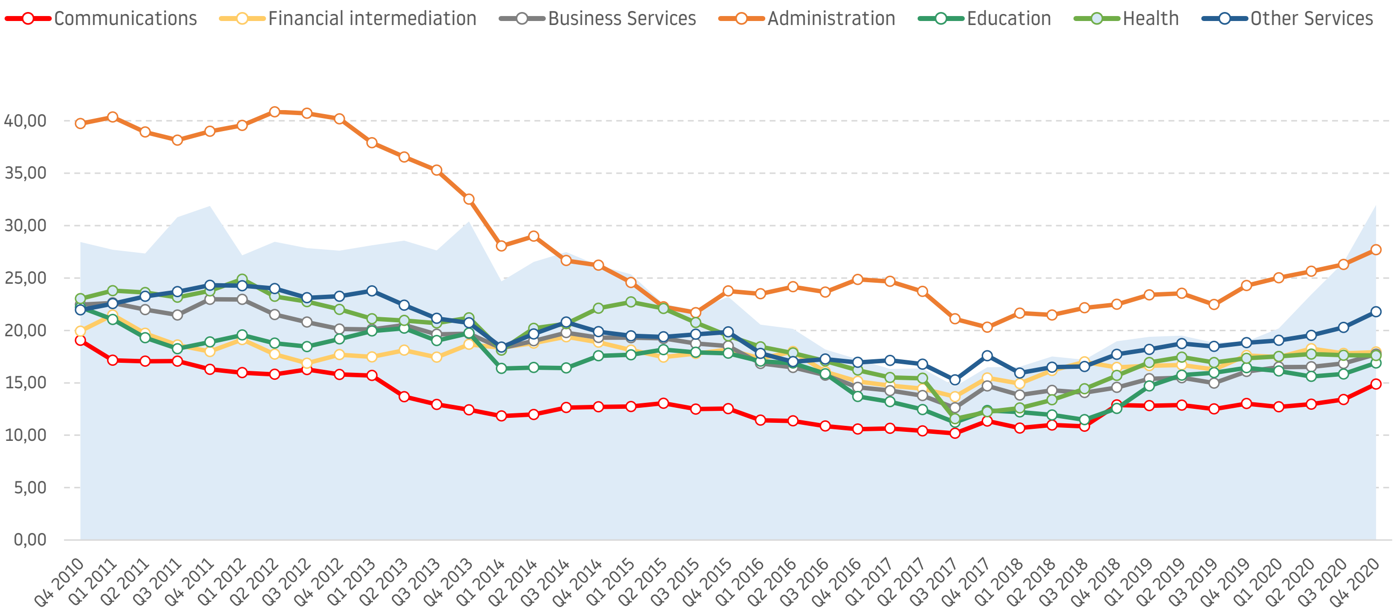


EVOLUTION OF THE HOTELS AND RESTAURANTS SECTOR COMPARED TO THE SECTOR AVERAGE

Hotels and restaurants has historically been the second sector with the longest APD after Administration. However, in Q3 2020, Hotels and restaurants got the first position for the first time since 2010.

APD EVOLUTION OF HOTELS AND RESTAURANTS AND SECTOR AVERAGE



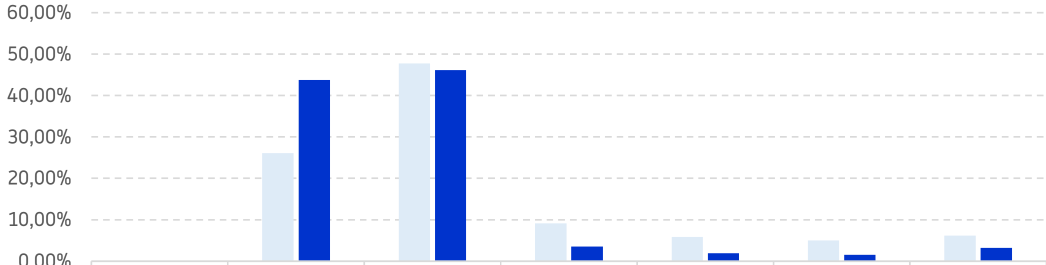


PAYMENT STRETCHES OF THE HOTELS AND RESTAURANTS SECTOR AND SECTOR AVERAGE. FOURTH QUARTER 2020

The main difference between the APD of Hotels and restaurants and the rest of the sectors is the prompt payment rate: it only reaches 26.09% of the payments in Hotels and restaurants in comparison with 43.70% of the total of sectors.

On the contrary, payments over 90 days represent 11.18% of Hotels and restaurants' payments but 4.75% of the sector total.

PAYMENT STRETCHES DISTRIBUTION IN HOTELS AND RESTAURANTS AND THE OTHER SECTORS

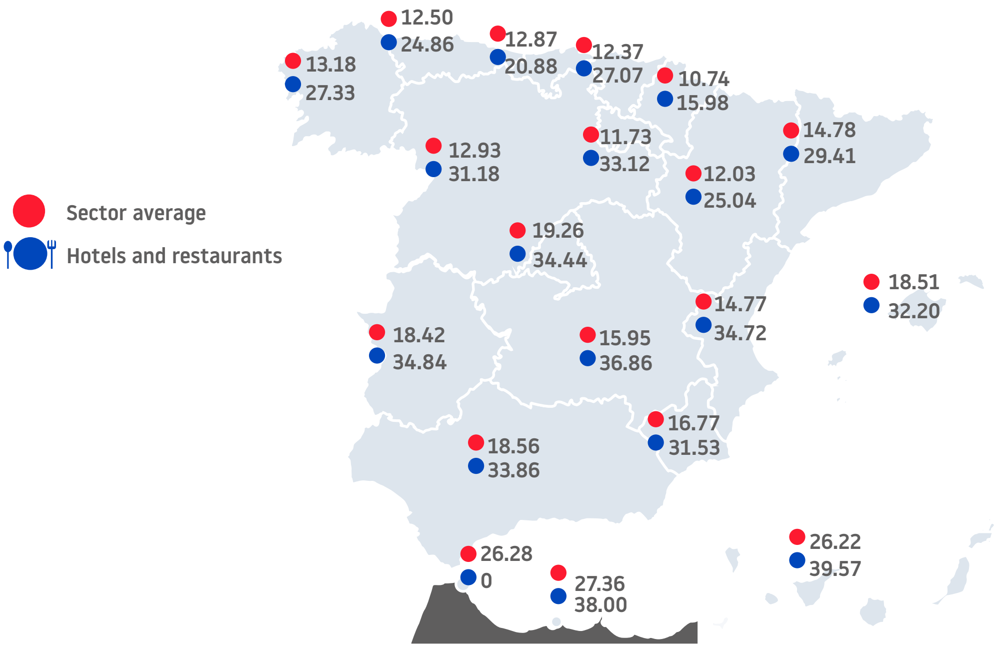


	In advance	Prompt	Up to 30 days	Between 31 and 60 days	Between 61 and 90 days	Between 91 and 120 days	More than 120 days
Hostels	0,00%	26,09%	47,73%	9,16%	5,84%	5,04%	6,14%
Average	0,00%	43,70%	46,11%	3,52%	1,91%	1,53%	3,22%

DELAY AVERAGE BY REGION, HOTELS AND RESTAURANTS, AND SECTOR TOTAL. FOURTH QUARTER 2020

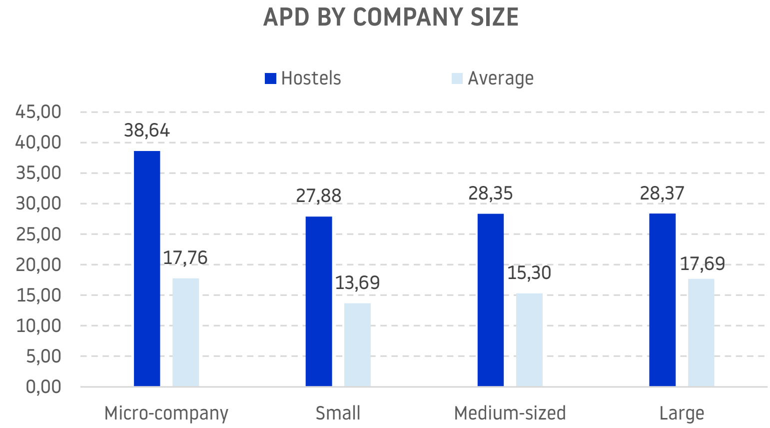
APD in Hotels and restaurants is above the average in almost all regions, but the range varies from one region to another: there is a difference of 21.39 days in La Rioja but a difference of 5.24 days in Navarra.

PAYMENT DELAY DAYS DISTRIBUTION BY REGION



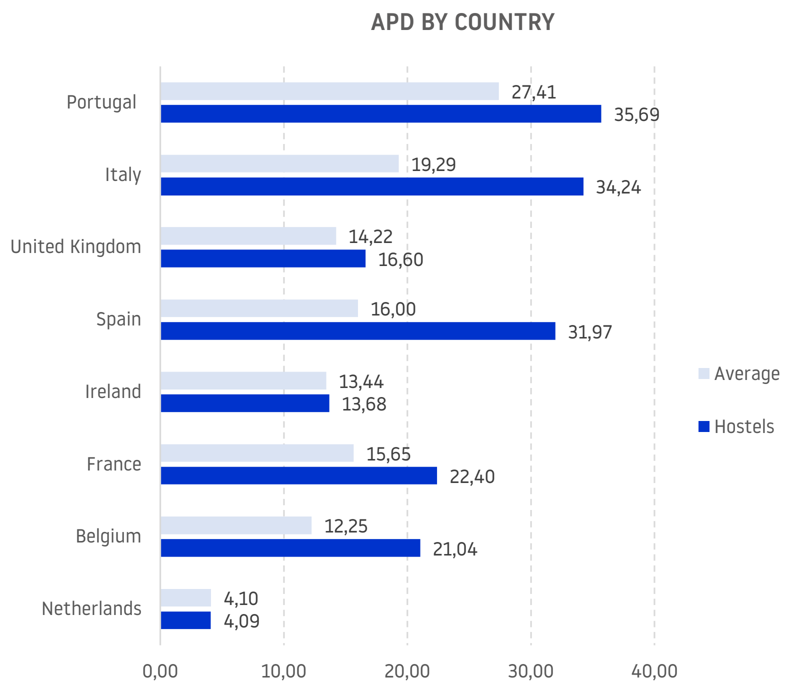
ANALYSIS BY COMPANY SIZE

The APD of micro-companies in Hotels and restaurants is by far the longest, with 38.64 days.



EUROPEAN COMPARATIVE ANALYSIS

In general, the APD of the Hotels and restaurants sector is higher than the sector average, except in the Netherlands. The Spanish APD for Hotels and restaurants is the third longest APD, after Portugal and Italy.



RESULTS OF THE QUALITATIVE SURVEY

We completed our payment statistics' conclusions with a telephone survey aiming to learn how companies perceive late payment.

CTI carried out this survey on a random sample of 1,400 clients of Informa D&B during the first half of June 2021. We obtained 300 answers from financial directors or managers.

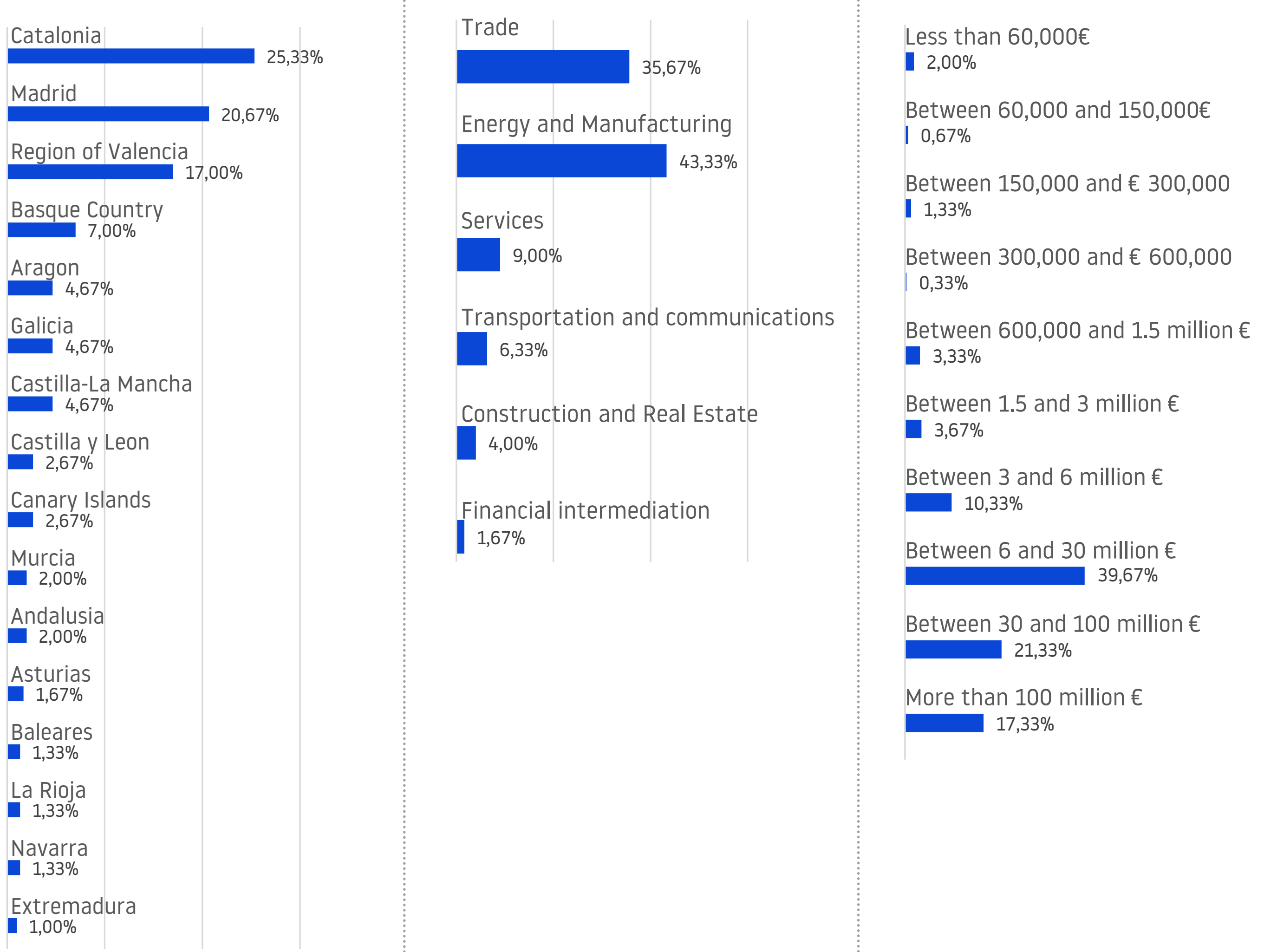
As in 2020, we included some questions about the COVID-19 crisis.

96% of the respondents had completely resumed their activity when the survey was carried out.

40% of the respondents had longer payment terms from the beginning of the pandemic. The main causes of payment delays are the health crisis and financial problems.
Most of the consulted companies know the applicable legislation (both national and European) but more than 75% of them do not apply interest in arrears.

Finally, the two measures that could reduce late payment are: the implementation of a sanctions regime and the improvement of subsidies.

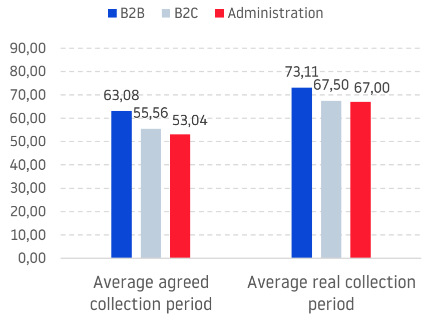
SAMPLE PROFILE



1. What has been your average collection period in national operations in the last 12 months?

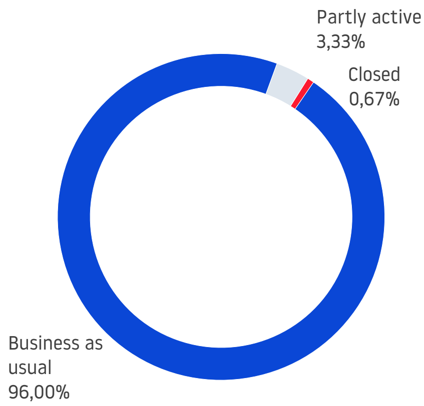
B2B companies have the highest agreed terms (63.08 days) whereas the Administration's average agreed payment period is at 53.04 days.

Real payments are higher for B2B businesses (73.11 days) than for Administration (67 days).



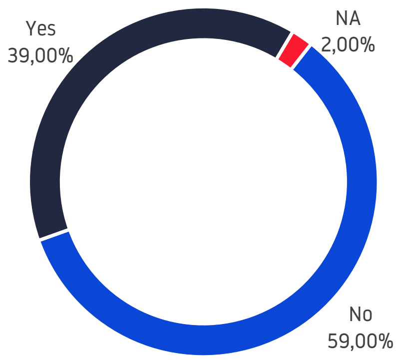
2. What is your company's situation?

When the survey was carried out, in June 2021, 96% of the companies were working as usual, while 3.33% had not completely resumed their activity and 0.67% had closed.



3. Have you noticed more late payments since the health crisis started?

Around 40% of the respondents have suffered an extension of payment terms.

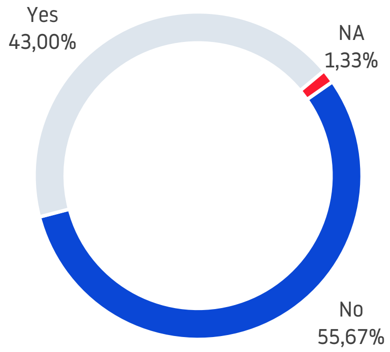


4. In your opinion, what causes late payments?

The main causes of late payments are the health crisis in almost 44% and financial problems in 39.68%.

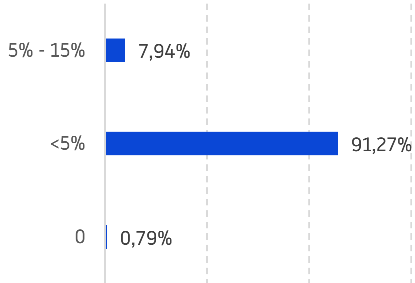
5.
Have you had any defaults in the last 12 months?

43% of respondents had a default in the last 12 months.



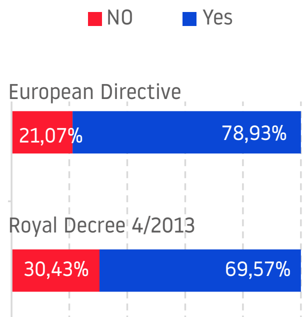
6.
What percentage of your sales do defaults of payments account for?

The value of the defaults does not exceed 5% of the total sales volume in 91.27% of the cases.



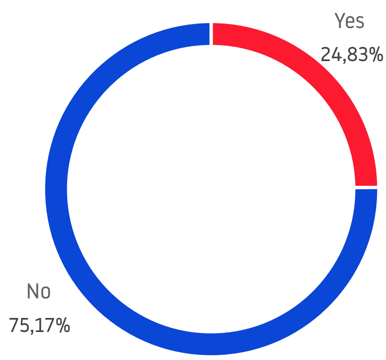
7.
Do you know the applicable legislation?

Around 79% of respondents know the European legislation and 69.57% is aware of the national legislation.



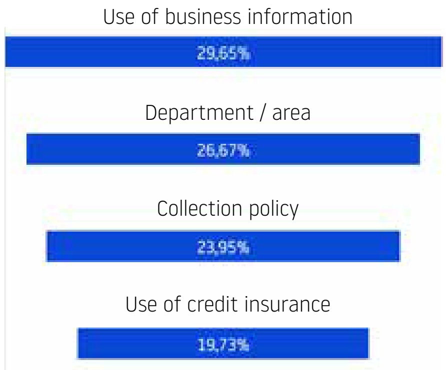
8.
Do you apply late payment penalties?

More than 75% of the companies do not apply interest in arrears.



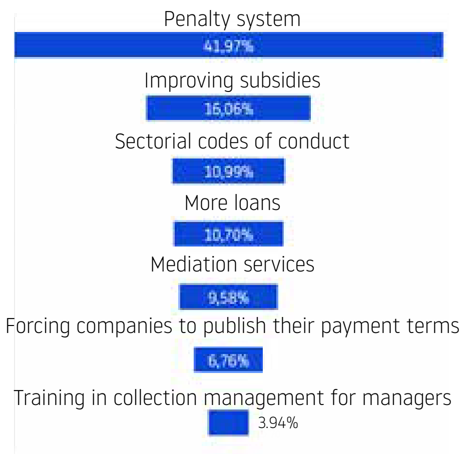
9. Does your company have any means to manage payments?

29.65% of the surveyed companies use business information to combat late payment and 26.67% have a dedicated department.



10. What measures do you think could help shorten payment terms?

The two measures that would help companies reduce payment terms are: the creation of a sanctions regime and an improvement of subsidies.



PAYMENT BEHAVIOUR IN EUROPE

Payment delays in European companies are still rising

In 2020, the Average Payment Delay (APD) in the 9 European countries under study has worsen due to the COVID-19 crisis effects on payments. For the second time in 2020, the European APD exceeded 14 days, which had not happened since the first quarter (Q1) of 2016. Payments have increased by 1.33 days since Q4 2019.

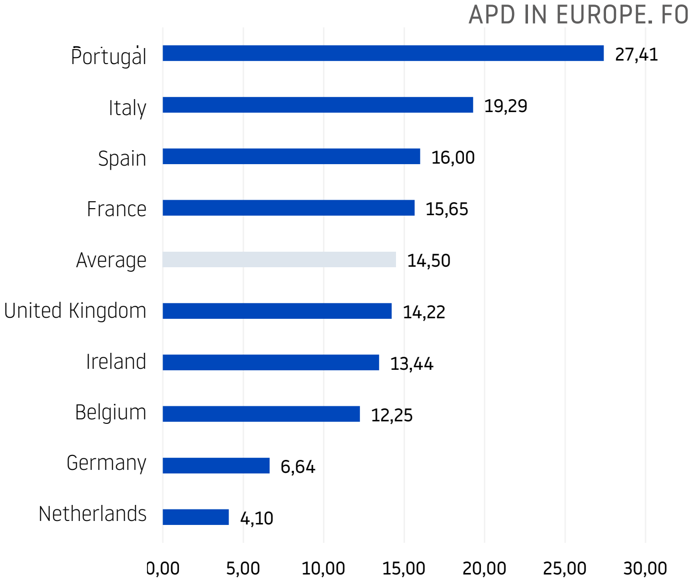
In the last quarter of 2020, the APD increased in all countries except in the United Kingdom and Italy. Spain recorded the highest increase (0.88 days).
Since the last quarter of 2019, payment terms have increased in all the countries under study except in Germany and Portugal. France and Italy had the highest increases in their APDs between Q4 2019 and Q4 2020, with 3.06 days and 3.63 days respectively.

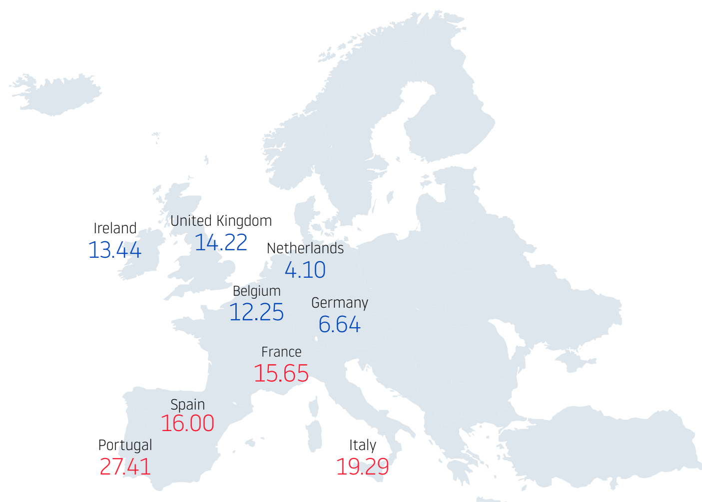
AVERAGE PAYMENT DELAY IN EUROPE. FOURTH QUARTER 2019

The difference on APD among the countries under study reached 23.31 days this quarter. Countries can be grouped according to their APD as follows:

- Countries with an APD of less than 7 days this quarter: the Netherlands and Germany.
- Countries with an APD close to the average: Belgium, Ireland, the United Kingdom, Spain and France.
- Countries with longer delays: Italy and Portugal.

APD IN EUROPE. FOURTH QUARTER 2020





Source: Dun & Bradstreet Inc – Informa D&B

EVOLUTION SINCE THE FOURTH QUARTER OF 2019

The European APD exceeded 14 days for the second time in a row, which had not happened since Q1 2016 and reached 14.50 days in Q4 2020. In Q4 2020, the APD increased by 0.14 days in comparison with Q3 and 1.33 days in comparison with the previous year.

The Dutch APD increased by 0.11 days in comparison with Q3 2020 and reached 4.10 days. Since 2019, the APD has increased by 0.03 days but it is still the lowest APD of the 9 countries under study.

The German APD increased again by 0.11 in the last quarter. However, it decreased by 0.09 days in comparison with Q4 2019 and reached 6.64 days.

The Belgian APD exceeded 12 days for the first time since Q3 2019. The APD reached 12.25 days in Q4, which means 0.35 days more than in Q3 2020 and 0.40 days more than in Q4 2019.

The Irish APD remained over 13 days in Q4, increased by 0.42 days with respect to Q3 and by 3.63 with respect to Q4 2019. It is the highest rise recorded in a year among the countries under study.

For the second quarter in a row, the French APD exceeded 15 days, which had not happened since the beginning of 2011. The APD increased 0.41 days compared to Q3 and 3.06 days compared to the previous year.

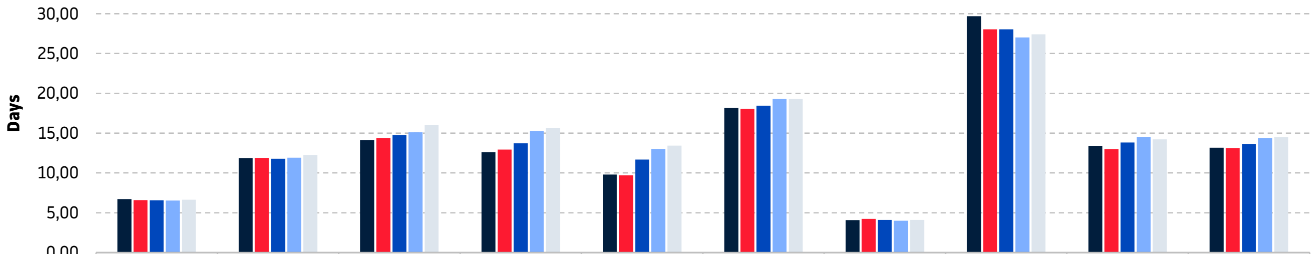
Although the British APD decreased by 0.30 days compared to Q3, it still exceeds 14 days in Q4 2020. The APD stands at 14.22 days in the last quarter, which means a 0.82 increase when compared to 2019.

The Spanish APD increased for the fifth quarter in a row and reached 16 days for the first time since Q4 2015. The APD increased by 0.88 days between Q3 and Q4, which means the highest rise of the countries under study. In a year, the Spanish APD has increased by 1.87 days.

The Italian APD remained at the same level as in Q3 with 19.29 days, the highest figure since Q2 2016.

Portugal recorded the largest decline with respect to Q4 2019 (2.28 days) but it still has the highest APD (27.41 days).

APD EVOLUTION SINCE THE FOURTH QUARTER OF 2019

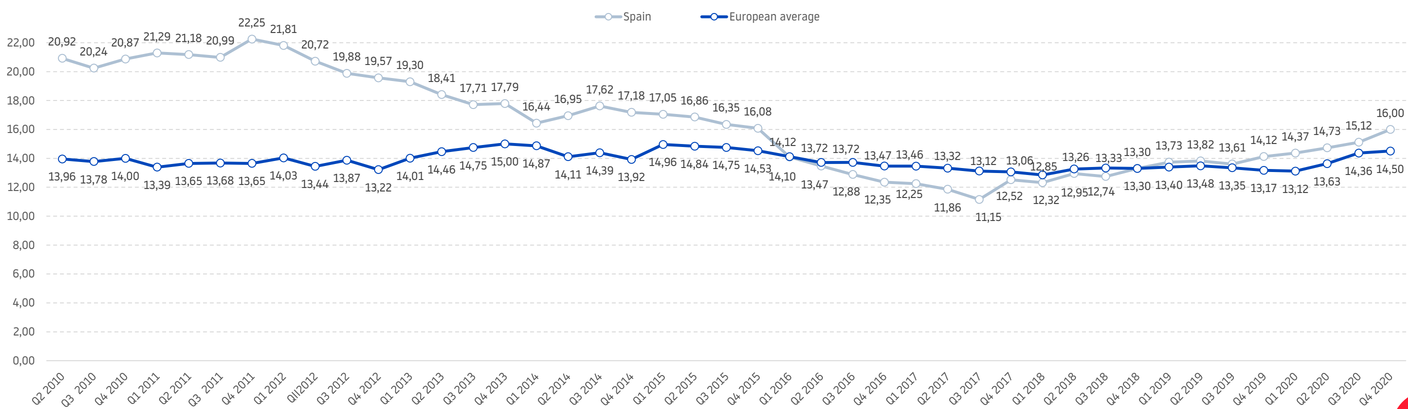


	Germany	Belgium	Spain	Frace	Ireland	Italy	Netherlands	Portugal	United Kingdom	European average
Q4 2019	6,73	11,85	14,12	12,59	9,81	18,17	4,07	29,69	13,40	13,17
Q1 2020	6,60	11,89	14,37	12,95	9,71	18,06	4,23	28,04	12,98	13,12
Q2 2020	6,57	11,78	14,73	13,73	11,68	18,44	4,11	28,04	13,82	13,63
Q3 2020	6,53	11,91	15,12	15,24	13,02	19,29	3,99	27,03	14,53	14,36
Q4 2020	6,64	12,25	16,00	15,65	13,44	19,29	4,10	27,41	14,22	14,50

SPAIN-EUROPE PAYMENT BEHAVIOUR COMPARISON

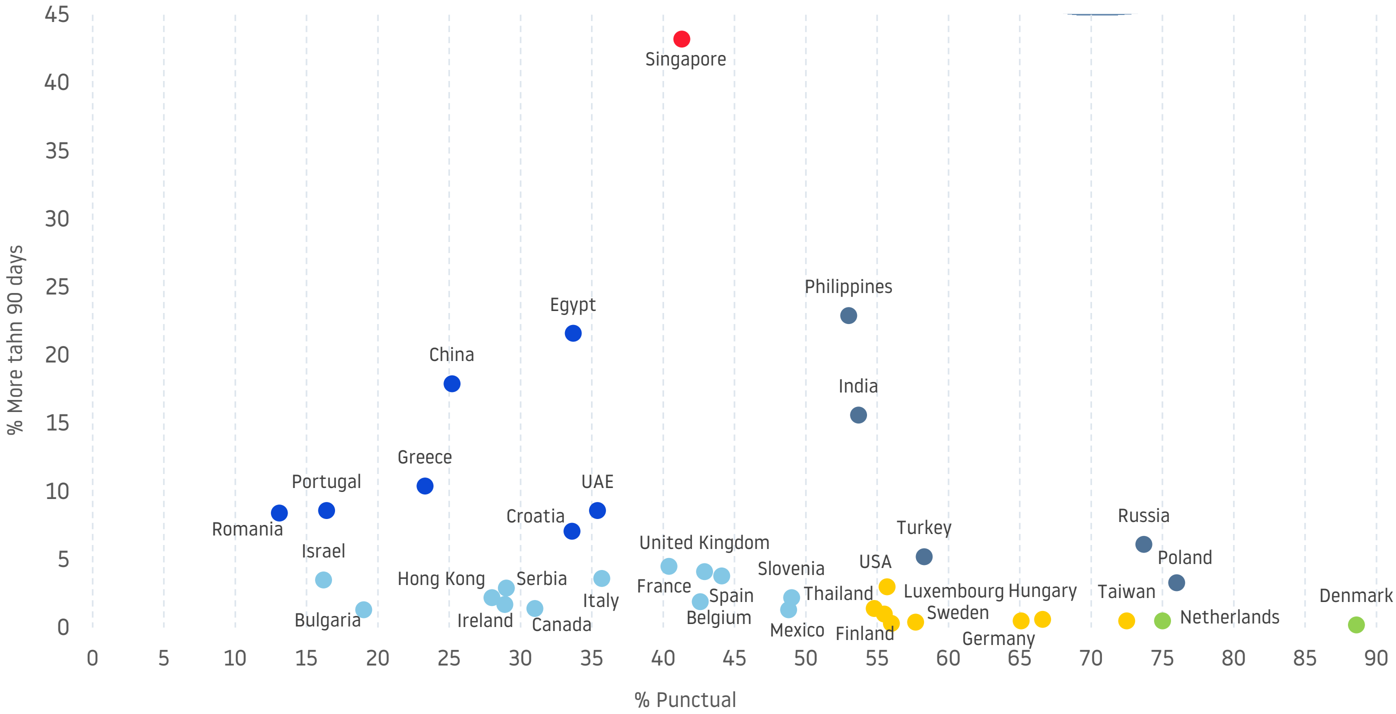
For almost 3 years (from Q1 2016 to Q3 2018), the Spanish APD remained below the European average, which was reached in Q4 2018; from then on, the APD started to increase, a trend that has continued to the present. The biggest difference recorded in 2020 was in Q4, with 1.49 days.

APD EVOLUTION IN SPAIN AND EUROPE



WORLDWIDE PAYMENT BEHAVIOUR

PROMPT AND OVER 90-DAY PAYMENT RATES



Source: *Cribis Payment Study 2020* with Dun & Bradstreet Inc data.

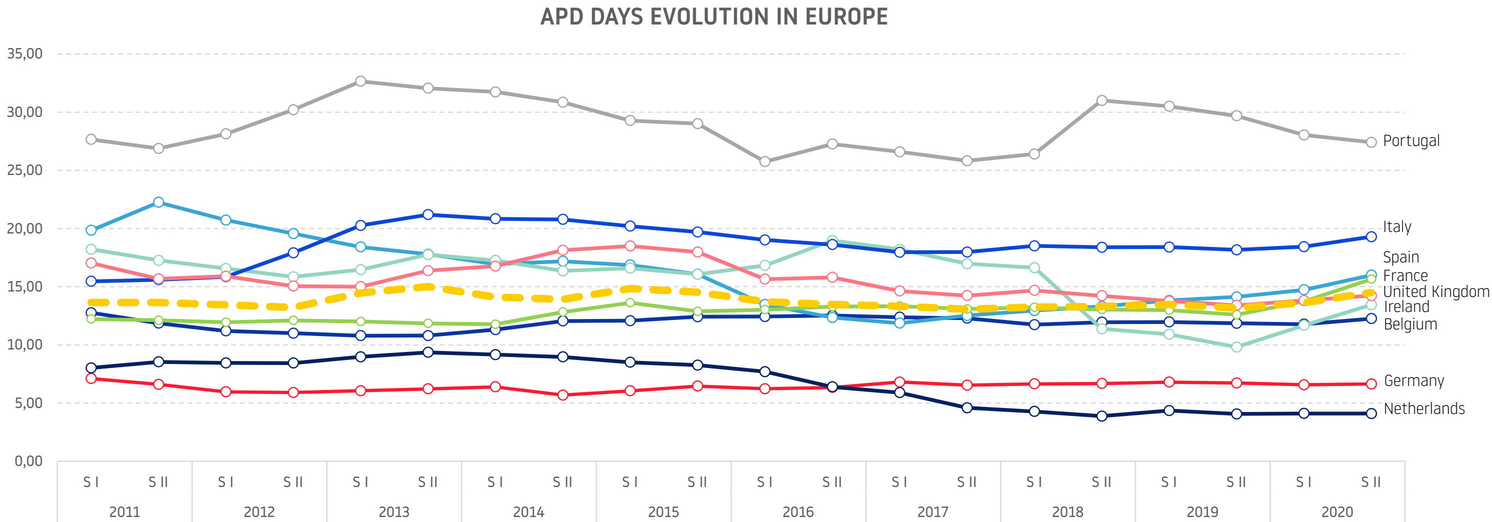
Thanks to the worldwide coverage of the DunTrade® database, we can appreciate differences in payment practices of several countries.

In order to compare payment behaviour, we have used two indicators: the proportion on total prompt payments and the proportion on over 90-day delayed payments.

We have defined 6 groups depending on their behaviour:

- The first group concentrates good payers, that is, those with a prompt payment rate over 70% and an over 90-day payment rate inferior to 1%: Denmark and the Netherlands are in this group.
- The second group comprises the countries with a prompt payment rate over 54% and an over 90-day payment rate inferior to 3%: Germany, USA, Finland, Hungary, Luxembourg, Sweden, Thailand and Taiwan.
- The third group includes most of the countries under study, which are those with a prompt payment rate below 55% and an over 90-day payment rate of up to 5%: Belgium, Bulgaria, Canada, Slovenia, Spain, France, Hong Kong, Israel, Ireland, Italy, Mexico, the United Kingdom and Serbia.
- The fourth group gathers countries with a prompt payment rate over 50% and an over 90-day payment rate over 3%: the Philippines, India, Poland, Russia and Turkey.
- The fifth group includes countries with a prompt payment rate close to or lower than 35% and an over 90-day payment rate over 5%: China, Croatia, United Arab Emirates, Egypt, Greece, Israel, Portugal and Romania.
- The sixth group only comprises Singapore, with a prompt payment rate over 30% and an over 90-day payment rate over 25%.

EVOLUTION OF THE EUROPEAN AVERAGE PAYMENT DELAY IN THE LAST 10 YEARS



Between 2009 and 2019, the European APD ranged from 13 to 15 days, reaching a maximum of 15 days in the second quarter of 2013 and a minimum of 13.06 days in the second quarter of 2017. In the second quarter 2020, the European APD exceeded 14 days for the first time since 2015.

The nine European countries under study have been divided into 3 groups:

- The first group includes in general terms countries with an APD below the European average. On the one hand, two countries that have been below the average since 2007: Germany and the Netherlands. On the other hand, Belgium and France also take part in this group because they are generally below the average.

- The second group is made up of the countries that have an APD above the European average: Italy, Portugal and the United Kingdom. Since 2010, Portugal has got the highest APD, exceeding the European average more than 18 days. Italy also had an APD over the average except in the first quarter of 2007. Lastly, the UK's APD has been decreasing from 2016 until it got below the European average at the end of 2020.

- The third group comprises Spain and Ireland, two countries with different behaviours. On the one hand, the Spanish APD was above the European average from 2008 to 2016, and then was below it for two years. From the first quarter of 2019, the Spanish APD has been above the European average. On the other hand, Ireland has traditionally had a higher APD, but the trend changed at the end of 2018 and since then it has remained below the average.

SPAIN-IRELAND COMPARISON

Despite having a common legislation —Directive 2011/EU to combat late payment— payment terms in Europe still differ from country to country. This can be proven by comparing payment behaviours between Spain and Ireland.

Ireland went from one of the longest Average Payment Delays (APD) of the 9 countries under study to be below the European average in 2018. In Q4 2020, the Irish APD was 13.44 days.
The Spanish case is also remarkable since it decreased by almost 6 days between 2011 and 2019. However, the trend got worse from the end of 2017 and reached 16 days in Q4 2020.

Between 2011 and 2020, the Spanish APD decreased by 3.86 days and the Irish one by 4.66 days.

An important difference between both countries lies in the prompt payment rate, which accounts 43.70% in Spain and 28.90% in Ireland. However, payments over 90 days account for 3.22% in Spain and 0.72% in Ireland.

In Spain, there is a big difference in payment behaviour depending on the company size: prompt payments are usually more frequent in small companies than in large companies. On the other hand, there are no differences depending on the company size in Ireland.

APD EVOLUTION IN SPAIN AND IRELAND

From 2011 to Q3 2018, the Irish APD always exceeded 15 days and it reached its peak (19.79 days) in Q1 2017. From then on, it started to decrease and in Q3 2018 it was below the European average for the first time. It has remained below the average since then, but the difference has been decreasing since Q2 2020.

After registering an APD of 22.25 days at the end of 2011, Spain started a downward trend with which it was able to get below the European average in 2016. The APD decreased by 8.94 days between 2011 and 2018. However, from the end of 2017, the Spanish APD increased again and reached 16 days in the last quarter of 2020, which had not happened since Q4 2015.

The European APD reached its all-time low (12.85 days) at the beginning of 2018 but exceeded 14 days again in Q3 2020, which had not happened since Q1 2016.

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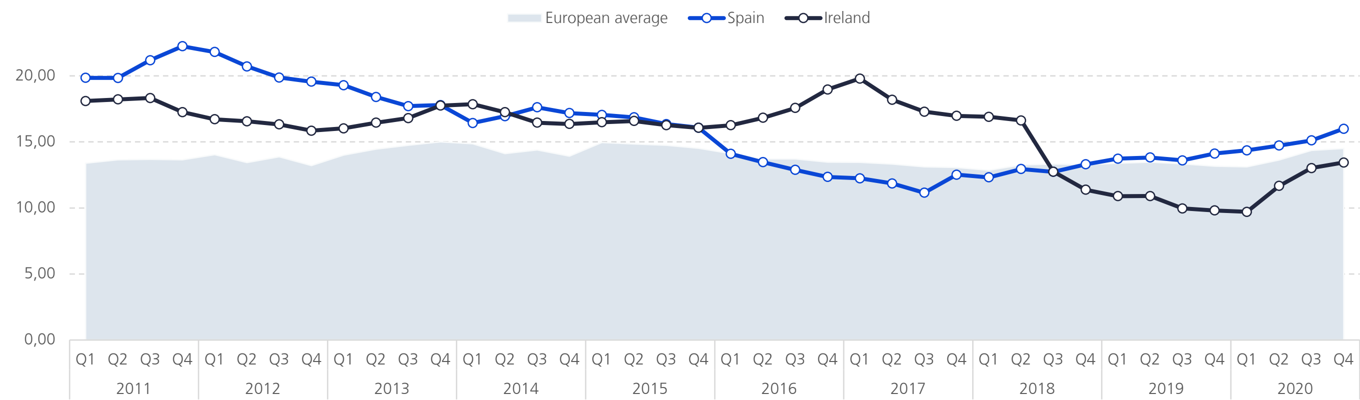
APD DAYS EVOLUTION IN EUROPE, SPAIN AND IRELAND



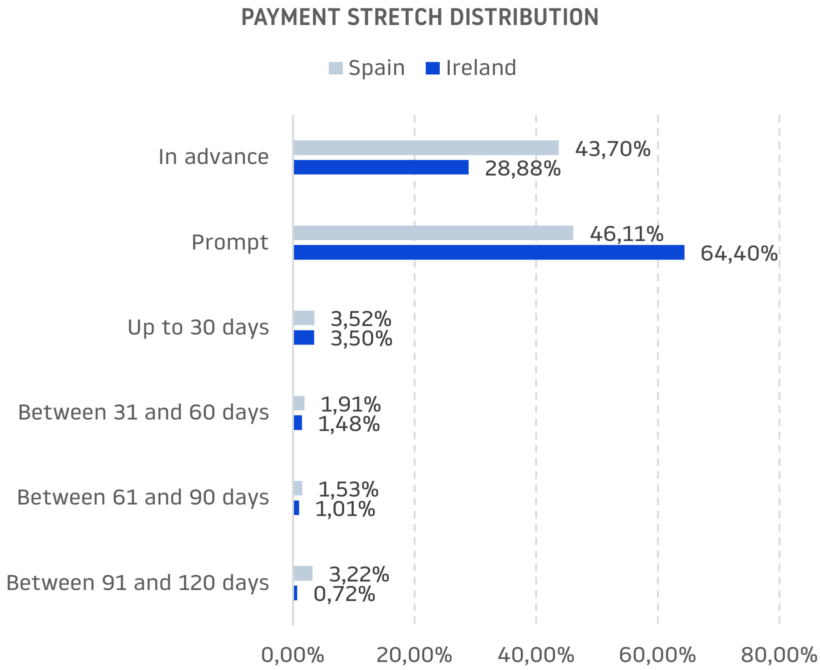
	2011				2012				2013				2014				2015			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Spain	19.85	19.84	21.18	22.25	21.81	20.72	19.88	19.57	19.30	18.41	17.71	17.79	16.44	16.95	17.62	17.18	17.05	16.86	16.35	16.08
Ireland	18.10	18.22	18.33	17.26	16.72	16.56	16.33	15.85	16.03	16.46	16.80	17.75	17.86	17.25	16.46	16.36	16.49	16.59	16.28	16.07
European average	13.39	13.65	13.68	13.65	14.03	13.44	13.87	13.22	14.01	14.46	14.75	15.00	14.87	14.11	14.39	13.92	14.96	14.84	14.75	14.53

	2016				2017				2018				2019				2020			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Spain	14.10	13.47	12.88	12.35	12.25	11.86	11.15	12.52	12.32	12.95	12.74	13.30	13.73	13.82	13.61	14.12	14.37	14.73	15.12	16.00
Ireland	16.26	16.83	17.58	18.97	19.79	18.20	17.29	16.97	16.90	16.63	12.75	11.38	10.90	10.91	9.96	9.81	9.71	11.68	13.02	13.44
European average	14.12	13.72	13.72	13.47	13.46	13.32	13.12	13.06	12.85	13.26	13.33	13.30	13.40	13.48	13.35	13.17	13.12	13.63	14.36	14.50

PAYMENT STRETCH COMPARISON

The biggest difference between Spanish and Irish payments lies in prompt payments: they account for 43.70% of payments in Spain but 28.90% in Ireland. However, payments up to 30 days account for 64.40% of the total in Ireland but 46.11% in Spain.

Payments over 90 days account for 3.22% in Spain and 0.72% in Ireland.



PAYMENT STRETCH DISTRIBUTION AND SIZE COMPARISON

In Spain, the prompt payment rate is in inverse proportion to the size of the companies: larger companies have a prompt payment rate lower than smaller companies. In Ireland, prompt payment represents almost 30% regardless of the company size.

In Spain, the over 90-day payment rate is higher in micro-companies while Irish large and medium-sized companies have the highest rates.

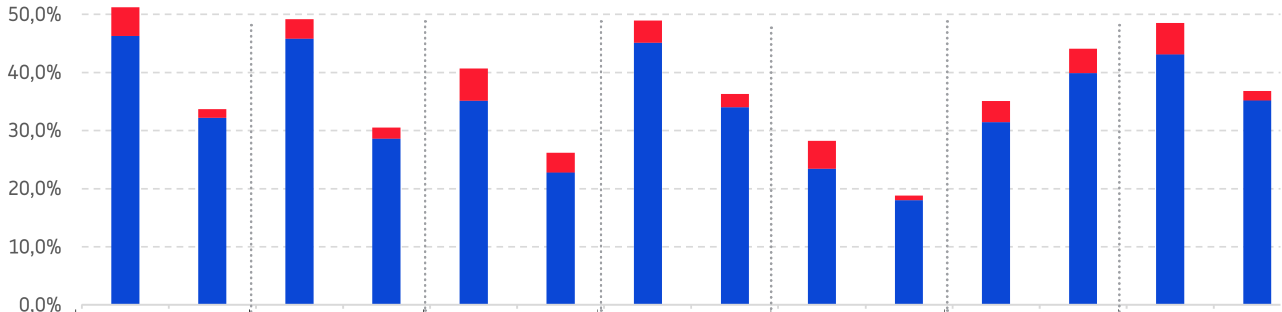
	Micro-companies		Small		Medium-sized		Large	
	Spain	Ireland	Spain	Ireland	Spain	Ireland	Spain	Ireland
Prompt	53.66%	28.30%	43.90%	29.50%	26.77%	30.00%	11.93%	30.30%
More than 90 days	5.40%	1.10%	3.51%	0.80%	2.82%	2.40%	2.55%	2.30%

SECTORIAL ANALYSIS

Sectors with shorter payment terms in Ireland are Financial services and Services, with a prompt payment rate over 35%, whereas in Spain they are Construction, Manufacturing and Wholesale, with over 45% rates.

On the other hand, the sectors with the highest percentages of payments over 90 days in Spain are Transportation and Services, whereas in Ireland they are Financial services and Transportation and distribution.

PAYMENT STRETCHES BY SECTOR IN SPAIN AND IRELAND



	Building		Manufacturing industry		Transportation and distribution		Wholesale		Retail		Financial services		Services	
	Spain	Ireland	Spain	Ireland	Spain	Ireland	Spain	Ireland	Spain	Ireland	Spain	Ireland	Spain	Ireland
Prompt	46.3%	32.2%	45.8%	28.6%	35.2%	22.8%	45.1%	34.0%	23.4%	18.0%	31.5%	39.9%	43.1%	35.2%
More than 90 days	4.9%	1.5%	3.3%	1.9%	5.5%	3.4%	3.8%	2.3%	4.8%	0.8%	3.6%	4.2%	5.4%	1.6%

DBKINFORMA
Observatorio Sectorial

DELINQUENCY MANAGEMENT COMPANIES

SECTORIAL STRUCTURE

The top ten companies have about 70% of the market.

• The delinquency management sector comprises around 800 mainly small companies with a very heterogeneous nature, which gives an idea of the strong fragmentation that characterises the offer structure.

• However, there is a trend towards growing concentration in large groups as a consequence of the procurement operations of other sector companies and the purchase of large debt portfolios from financial entities.

• It is worth-mentioning the increasing importance of subsidiaries of foreign investment firms that manage the portfolios acquired by these firms. Telemarketing and business processes outsourcing companies, law firms, companies linked to financial entities, insurance companies and real state services that are responsible of the management and subsequent commercialisation of assets awarded to financial entities operate alongside companies specialised in this business.

• Around 60% of the 53 companies under study are specialised in delinquency management. Telemarketing / BPO companies have a 19% participation while 17% are law firms specialised in this business. In addition, there is a smaller number of companies linked to financial and insurance groups.

• 57.5% of those companies have Spanish capital whereas 42.5% have a majority shareholding held by foreign shareholders mainly from USA and the main European countries.

• The top five operators obtained a 56.5% joint market share in 2019, which has shown a remarkable growth in the last few years. On the other hand, the top ten operators account for around 70% of the market already.

BUSINESS CONTEXT

The sales revenue exceeds 1,000 million euros.

• In 2019, a still favourable economic context where jobs were created and spending and investment increased, there was a downward trend in the defaults of payment index of companies and individuals. On the other hand, although to a lesser extent, an intense buying and selling of debt portfolios and an increase of debt management outsourcing towards specialised operators were still recorded.

• The volume of doubtful debt credit of financial entities was reduced to 57,200 million euros in 2019, 19% below the 2018 figure. The late payment rate was at 4.8%, one percent less than in the previous year.

• More than half of the doubtful credits corresponded to the financing of productive activities, although it registered a 22.9% decrease. This decrease was steeper in the Services and Construction sectors, although the last one maintained a 2-digit late payment rate.

• The buying and selling of debt portfolios was still very relevant, although the write-off processes of bank accounts lost their relevance in favour of real state portfolios and company debt sales operations. In 2019, around 40 operations were made, with a total value of around 16,700 million euros.

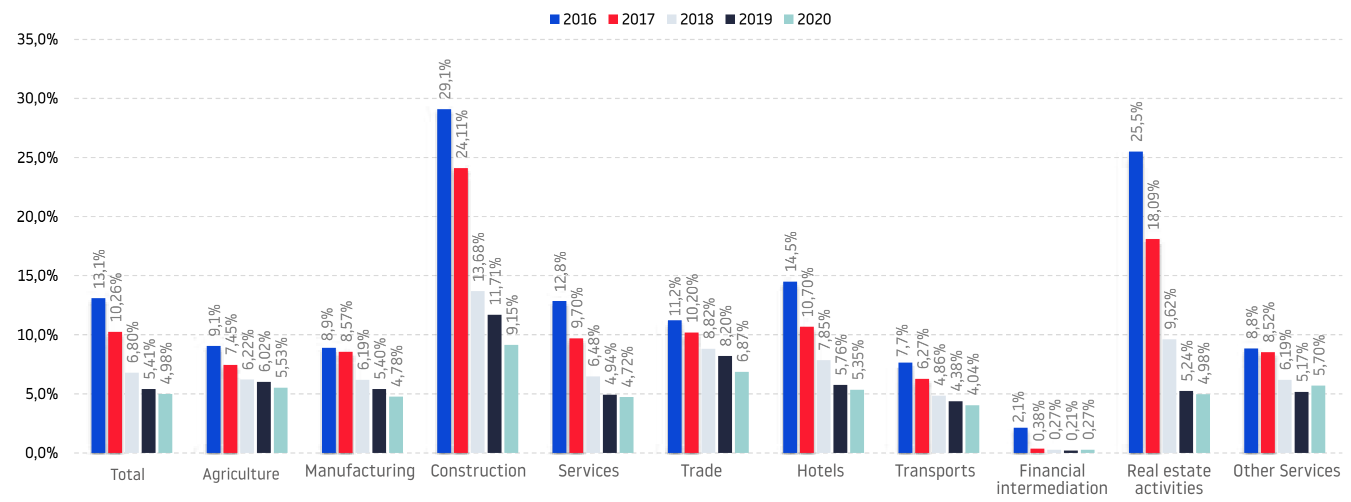
• The value of the debt portfolio managed by the sector companies was at 250,000 million euros in 2019, a 6.4% higher figure than that of the previous year. Good economic and labour market indicators together with the best debt quality, continued favouring the recovery so that the recovery rate increased by one percentage point to around 10.5%.

• The business volume derived from the debt recovery services rendering reached 1,050 million euros in 2019 with a 7.7% increase.

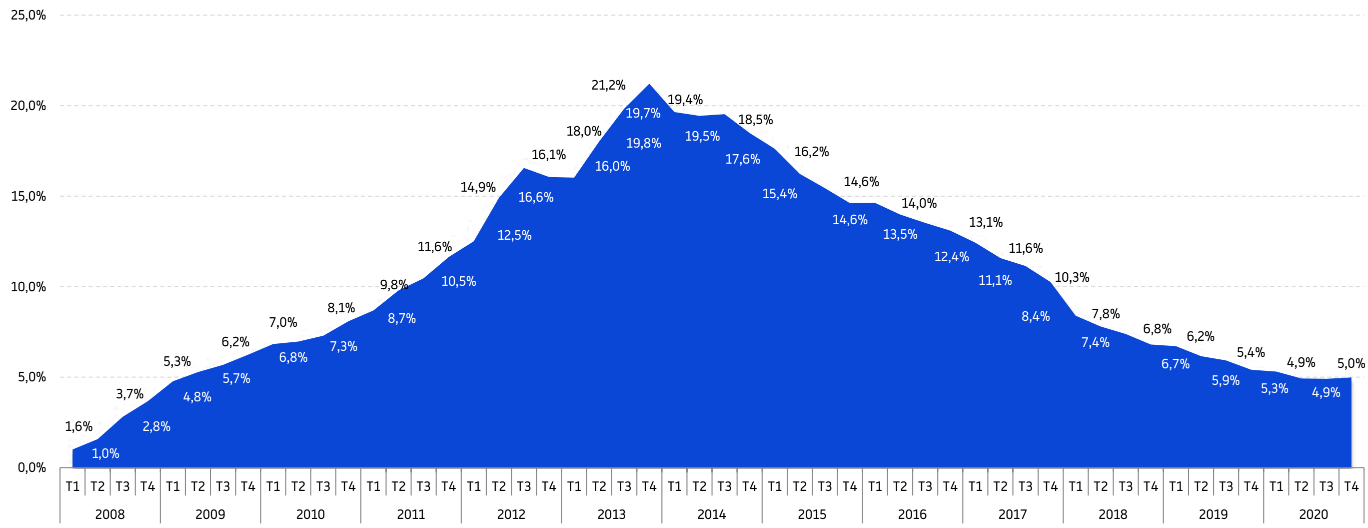
EXTERNAL STATISTICS

Bank of Spain: DOUBTFUL CREDIT

DOUBTFUL CREDIT RATE PER SECTOR 2015-2020



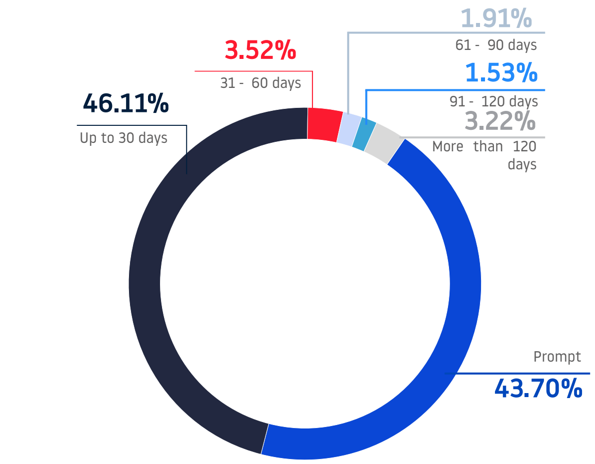
DOUBTFUL CREDIT RATE (JAN 2008-DEC 2020)



INFORMA Business by Data

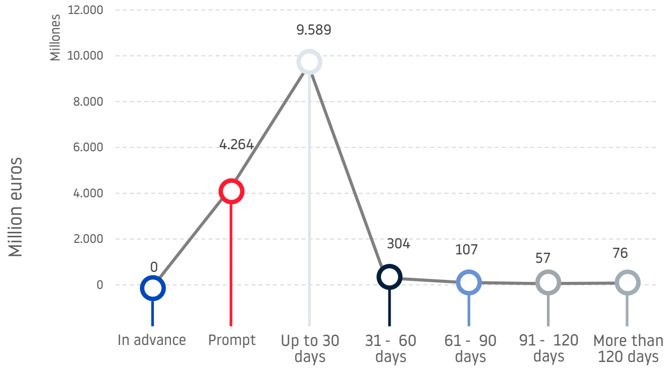
SPANISH COMPANIES PAYMENT BEHAVIOUR
Fourth quarter 2020

PAYMENT STRETCHES - COMPANIES

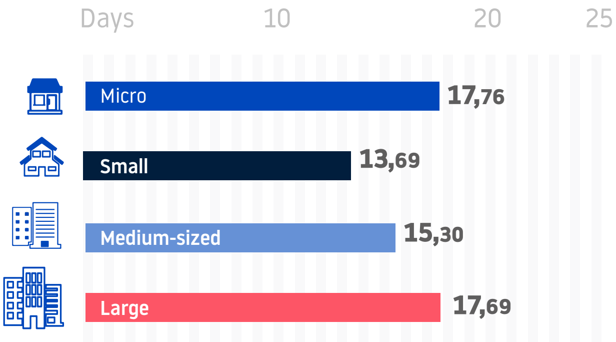


* Prompt payment data includes payment in advance.

PAYMENT STRETCHES - AMOUNT

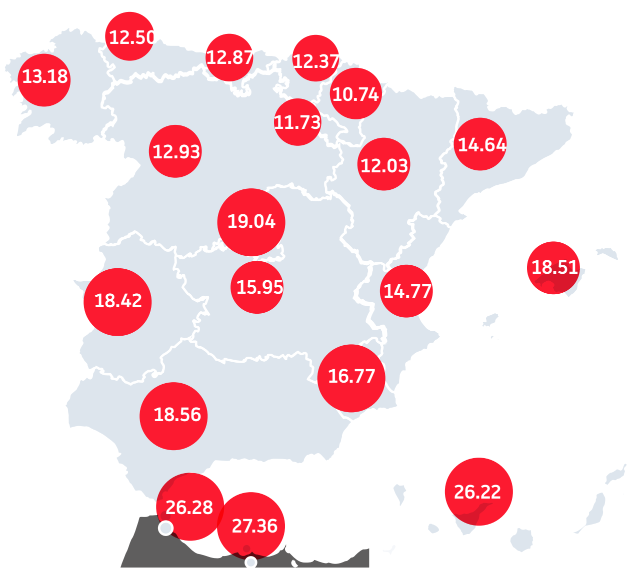


PAYMENT DELAY BY COMPANY SIZE



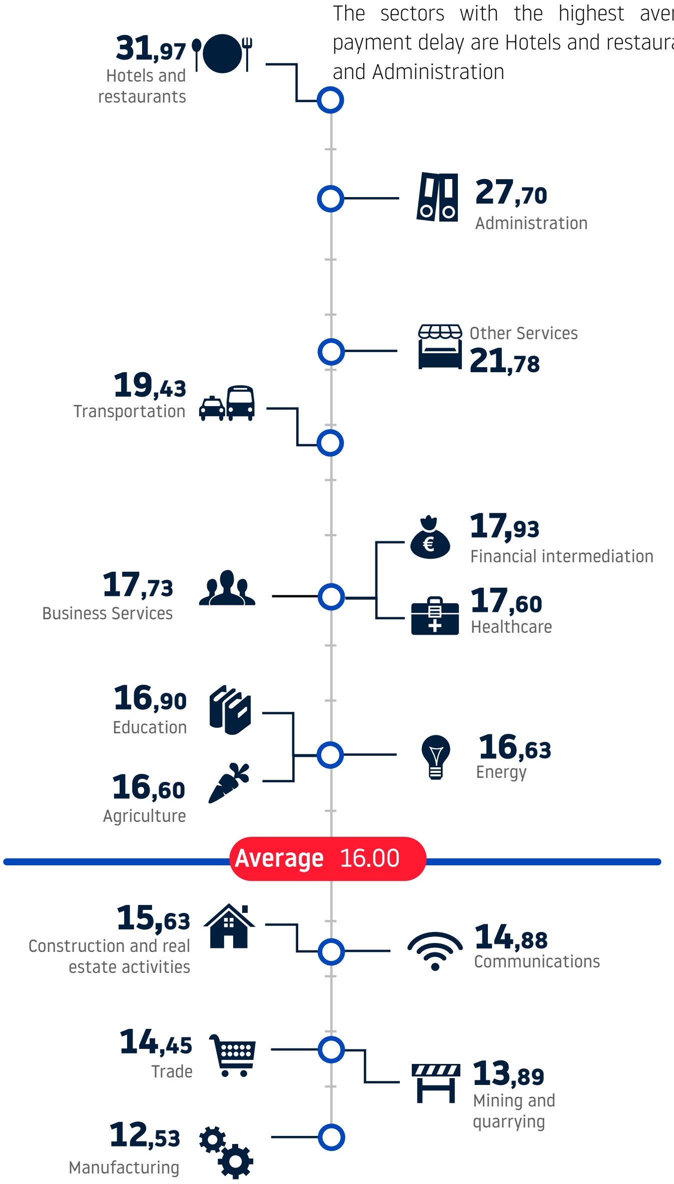
BY REGIONS

Average 16.00



PAYMENT DELAY DAYS BY SECTOR

The sectors with the highest average payment delay are Hotels and restaurants and Administration



APPENDICES

SPANISH LEGISLATION

Member States had up to 16 March 2013 to transform Directive 2011/7/EU into national law. The directive established measures to combat late payment in commercial transactions. Directive 2011/7/EU establishes, as a rule, a 30-day limit to pay invoices.

The adaptation of the Directive in Spain has been done through the Royal Decree-Law 4/2013 dated 22 February, which included measures to support entrepreneurship and stimulate growth and job creation. The standard terms are 30 days for administrations and 60 days for companies.

The law also established delay types (8 points above the reference value of the Official State Gazette (BCE)) and the possibility of a 40-euro fine.

EUROPEAN LEGISLATION

The directive against late payment was adopted on 16 February 2011. Member States had until 16 March 2013 to transpose this directive into national law. Directive 2011/7/EU establishes, as a rule, a 30-day limit to pay invoices. Public administrations could have this deadline extended up to a maximum of 60 days when justified. The standard lays down sanctions for non-compliance and the Member States will have two years to be compliant with it.

INFORMATION SOURCE

Informa D&B, through its DunTrade® Program, has developed a unique database made up of around 1.4 million payment experiences in Spain and more than 200 million worldwide.

The DunTrade® Program is unique: it has been using accounting data from thousands of companies for 45 years in the USA and 25 years in Europe to analyse the payment delays by comparing them to the agreed terms.
The DunTrade® Program is a free information exchange between Informa D&B's DunTrade® database and the participating company on the payment behaviour of their clients. It is a free and confidential program on both sides.

These payment experiences are made up of the identification data of the clients and the transactions carried out each month, which includes information on pending invoices from the clients: expired and not collected and pending their expiry date.

The average payment delay is defined as the payment carried out off the agreed terms.

09 CNAE ACTIVITY TABLE

AGRICULTURE	01	• Agriculture, farming, hunting and related service activities
	02	• Forestry and logging
	03	• Fishing, fish hatcheries and fish farms
MINING AND QUARRYING	05	• Mining of hard coal
	06	• Extraction of crude petroleum and natural gas
	07	• Mining of metal ores
	08	• Other mining and quarrying
	09	• Support activities to mining and quarrying activities
MANUFACTURING		
• Food and drinks	10	• Food industry
	11	• Manufacture of beverages
• Textile, clothing and leather	13	• Textile industry
	14	• Clothes manufacturing
	15	• Footwear and leather goods industry
Chemistry	20	• Chemical industry
	21	• Manufacture of pharmaceutical products
	22	• Manufacture of rubber and plastic products
Transport elements	29	• Manufacture of motor vehicles, trailers and semi-trailers
	30	• Manufacture of other transport equipment
Other industries	23	• Manufacture of other non-metallic mineral products
	24	• Manufacture of basic iron and steel and ferro-alloys products
	25	• Manufacture of metal products, except machinery and equipment
	26	• Manufacture of computer, electronic and optical products
	27	• Manufacture of electrical equipment and material
	28	• Manufacture of machinery and equipment n.e.c.
	12	• Tobacco industry
	16	• Lumber and wood industry
	17	• Paper industry
	18	• Publishing, printing and reproduction of recorded media
	19	• Coke and petroleum refining
	31	• Manufacture of furniture
	32	• Other manufacturing industries
	33	• Repair and installation of machinery and equipment
ENERGY	35	• Electric energy, gas, steam and air conditioning supply
	36	• Water collection, treatment and supply
	37	• Sewerage
	38	• Valuation
	39	• Decontamination
CONSTRUCTION AND REAL ESTATE ACTIVITIES		
Real estate activities	68	• Real estate activities
	41	• Building construction
Building	42	• Civil engineering
	43	• Specialist construction activities
TRADE		
Sale and repair of motor vehicles and motorcycles	45	• Sale and repair of motor vehicles and motorcycles
Retail	46	• Retail trade, except for motor vehicles and motorcycles
Wholesale	47	• Wholesale, except for motor vehicles and motorcycles
TRANSPORTATION	49	• Land transport and pipelines transport
	50	• Sea and inland passenger water transport
	51	• Air transport
	52	• Warehousing and transportation support activities
	53	• Post and courier activities

HOTELS AND RESTAURANTS		
Accommodation services	55	• Accommodation services
Food and beverage services	56	• Food and beverage services
COMMUNICATIONS	58	• Publishing
	59	• Motion picture, video and television programme sound recording and music publishing activities
	60	• Television and radio programming and broadcasting activities
	61	• Telecommunications
	62	• Computer programming, consultancy and other computer related activities
	63	• Information services
FINANCIAL INTERMEDIATION	64	• Financial intermediation, except for insurance and pension funds
	65	• Insurance, reinsurance and pension funding, except for compulsory social security
	66	• Auxiliary activities to financial and insurance services
BUSINESS SERVICES	69	• Legal and accounting activities
	70	• Headquarters activities; business management consulting activities
	71	• Architectural and engineering technical activities, tests and technical analysis
	72	• Research and development
	73	• Advertising and market research
	74	• Other professional, scientific and technical activities
	75	• Veterinary activities
	77	• Renting activities
	78	• Employment related activities
	79	• Travel agencies, tour operators, other reserves services and similar and related activities
	80	• Investigation and security activities
	81	• Services to buildings and gardening activities
	82	• Office administrative activities and other auxiliary activities for companies
ADMINISTRATION	84	• Public administration and defence; compulsory social security
EDUCATION	85	• Education
HEALTHCARE	86	• Human health activities
	87	• Residential care activities
	88	• Other social work activities without accommodation
OTHER SERVICES	90	• Creation activities, artistic and shows
	91	• Libraries, archives, museums and other cultural activities
	92	• Gambling and betting activities
	93	• Sports, amusement and recreation activities
	94	• Associations
	95	• Repair of other personal and household goods
	96	• Other personal services
	97	• Activities of households as employers of domestic personnel
	98	• Household activities as goods and services producers for internal use
	99	• Activities of extraterritorial organisations and bodies

Informa D&B develops this study and their follow-up quarter analysis reports thanks to the unique and massive information flow provided by the DunTrade® Programme.

It is a unique source of information and an essential reference when writing a serious and in-depth data-based report about business late payment in Spain and the rest of the world.

We felt it was important to go a step further in our educational task and elaborate a more in-depth Spanish business payment behaviour analysis report. In order to do so, we completed our analysis with quality information that allowed us to provide a context for the study, specifically with the subjective perception of several companies.

Lastly, in a moment when Spanish companies are undergoing a heavy internationalization process, we have carried out a thorough and comprehensive international analysis that helps us provide a context for national payment behaviour, thus contributing to achieve a better knowledge of the international scene.

This study has been carried out by the Studies Department of Informa D&B.

The data come from Informa D&B's database.

ABOUT INFORMA D&B

Informa D&B (subsidiary of CESCE) is the leader company in Business, Financial, Sectorial and Marketing Information, with a consolidated sales volume of 90.2 million euros in 2020. It was the first Spanish financial and business information database to obtain the ISO 9001 quality certificate. At present, it also has the ISO 14001 and 27001 certificates.

Since its inception in 1992, INFORMA's database has been fed from multiple public and private information sources, such as BORME (Official Gazette of the Mercantile Register), Official Filed Accounts, BOE (Official State Gazette) and Provincial and Autonomous Regions Official Gazettes. AA.), National and regional press, ad hoc investigations and several publications.

INFORMA's national database includes:

- 7 million national economic agents;
- 3.6 million companies and active sole proprietors with *rating*;
- more than 17.6 million companies' balance sheets;
- more than 16.5 million administrators and operational administrators;
- more than 3.8 million corporate links;
- more than 375 million data updated on a daily basis.

The leadership of INFORMA was consolidated in 2004 after absorbing the business of the multinational company Dun&Bradstreet in Spain and Portugal. Since then, it has been part of the greatest business information network in the world: the D&B Worldwide Network, and as such, it offers online information on more than 400 million companies worldwide.

INFORMA's database, marketed through its brands Informa, eInforma and DBK, is the most used in Spain with 4.5 million users. In addition, 89% of the Ibex 35 companies and more than 95% of the financial institutions are active customers of INFORMA.

OTHER STUDIES CARRIED OUT BY INFORMA D&B:

- Business demography study. Monthly series available since April 2009.
- Insolvency Proceedings Study. Monthly series available since April 2009.
- Spanish and European Companies Payment Behaviour. Quarterly series available since the second quarter of 2010.
- Presence of women in Spanish companies. Annual series available since 2009.
- 'Gazelle' companies and high-growth companies. Annual series available since 2012.

Data Powered by INFORMA