



### Meet the CCO – George Leicester-Thackara, Code Compliance Officer Waitrose Limited

**Question: Tell us something about yourself and your path to becoming a Code Compliance Officer.**

I joined Waitrose 5 years ago as I was attracted to the fast moving supermarket environment and the John Lewis Partnership unique ownership structure and its values. As Head of Finance for Waitrose I work with all departments which gives me a broad knowledge of the business. I was appointed as CCO in Spring 2017.

**Question: What are the most challenging aspects of your CCO role?**

We all know that the dynamics of food trading are constantly evolving, and both the marketplace and customers' lives are changing very rapidly, however our values in how we treat our customers and suppliers remains constant. In this environment we need to ensure all our processes and practices continue to adapt and meet the needs of customer, retailer and suppliers in a fair and consistent manner.

**Question: If you could change one thing about the groceries market, what would it be?**

We believe it's vital to have a really constructive relationship between retailers and suppliers so that we can all work collaboratively and effectively to deliver an efficient and ethical supply chain of great products for the consumer. The issues of food waste and people's health and wellbeing are growing and will need collaborative and imaginative solutions to drive real progress.

**Question: What achievement as CCO are you most proud of?**

Our Partnership values and the established working practices we have in place to encourage compliance with the Code make me extremely proud to be our CCO. Our business cares passionately about food and sourcing it fairly and I want to continue to work to maintain and improve the standards already set.

**Question: What 3 things do you want to achieve in the next 12 months?**

1. Build on the work already done in bringing the Code to life for everyone who works with suppliers at Waitrose.
2. Support the business in continually looking to improve our processes and practises to better meet the needs of our customers, suppliers and Waitrose in the context of the Code.
3. Increase the visibility of the CCO and the Code within Waitrose and with our suppliers.

**Question: Is there anything else you would like to share with readers of News from the Adjudicator?**

Waitrose has a very diverse supply base and is proud of its relationship with suppliers and I am keen to hear ideas on how we can further improve working relationships.