

## GCA Newsletter

### Meet the CCO – Max Gillibrand, Marks and Spencer Plc



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

Over 28 years I have worked across many different roles in Marks & Spencer including Retail, International, Buying, Sourcing and New Business Development. A rounded knowledge of our business and my Buying and Sourcing background has given me a detailed insight into our processes and approach to supplier management. This has undoubtedly assisted me in my role as Code Compliance Officer and in understanding how to maximise engagement with our Buying teams.

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

It is vital to me that we continue to comply with GSCOP in all aspects of our supplier dealings, but as a business we need to continue to evolve and ensure that we deliver the best outcome for our customers and shareholders. I support our commercial teams in delivering their supply base plans whilst ensuring that compliance is maintained.

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

Not so much a change to the market but more a change to the perception of the market from younger people seeking employment. Unfortunately, it seems that fewer young people now see grocery retailing as an attractive career choice. However, I am convinced that this sector offers a wealth of diverse opportunities with scope for progression if you are committed and willing to work hard.

#### **What achievement as CCO are you most proud of?**

I am particularly pleased that through a structured approach to GSCOP training between myself and our Compliance lawyer, we have developed an open dialogue and collaborative relationships between ourselves and our Buying teams. I believe that I have also developed a strong and effective working relationship with the GCA and her Office.

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

- Continue the focus on GSCOP training and development for our teams
- Continue to drive awareness of the CCO role with our suppliers
- Deliver the right support to our commercial teams in order to deliver the best outcome for our customers and shareholders

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

Although much of my role is office based I try to visit either M&S stores or competitors as frequently as possible – often as a customer. In retail there is no substitute for seeing first hand what the customers sees and remembering that they should be at the heart of every decision.