

## GCA Newsletter

### Meet the CCO – David Roberts, Waitrose Ltd



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

I've experienced various ownership models including FTSE PLC and Private Equity. Becoming a Partner (employee) of a co-owned business gave me a fresh perspective. Most significantly Waitrose's strategy is not driven by shareholders' short term demands but on a long term commitment to doing the right thing. This means treating suppliers in a responsible and fair way right across the supply chain – our reason for supporting the introduction of the GCA from the outset.

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

I'm lucky that our supplier relationships are governed by the John Lewis Partnership's written constitution. Whilst being CCO carries significant responsibilities, these play out within an organisation that has a commitment to suppliers being treated with fairness and honesty. I need always to ensure I take a balanced, objective view when issues arise to ensure all sides of any debate are considered.

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

This is a fiercely competitive market with every indication of this intensifying. In my view it's absolutely vital that suppliers don't disproportionately bear the impact. For example, when we followed the market to reduce our milk and butter to £1 our suppliers were still paid the same fair price. Our customers want to know that good value is achieved fairly.

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

Our relationships with suppliers have always been based on being mutually beneficial, conducted in an open and honest way. I'm proud of the hard work and dedication of our buying teams which make my role as CCO pretty straightforward.

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

1. Delivering our action plan to address issues highlighted in the Supplier Survey. For example we will have clearer information on our supplier intranet.
2. Working closely with the GCA in a collaborative and efficient way.
3. Supporting our suppliers and buyers.

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

I'd be more than happy to discuss anything I've said here with readers. This is important work and we can all learn from each other.