

<b>Record of the Groceries Code Adjudicator (GCA) Quarterly Meetings with Code Compliance Officers (CCO)</b>	
<b>Location</b>	<b>Purpose of meeting</b>
GCA, Victoria House, Southampton Row, London	<i>Quarterly Meeting</i>
<b>Attendees</b>	
<p style="text-align: center;"><b>GCA</b></p> <p>Christine Tacon (CT)</p> <p>Angela Latta (AL)</p> <p>Helen Gordon-Lee (HGL) <i>All except Aldi Stores Limited</i></p> <p>James Courtenay (JC)</p> <p>Lizzy Millar (LM) <i>All except Asda Stores Ltd, Iceland Foods Ltd and Lidl UK GmbH</i></p> <p>Jenny Hendricks (JH) <i>Lidl UK GmbH and Asda stores Ltd only</i></p>	<p><b><u>7 September 2015</u></b></p> <ul style="list-style-type: none"> <li>• Aldi Stores Limited – Jonathan Ward</li> <li>• Asda Stores Limited – Alex Simpson</li> </ul> <p><b><u>9 September 2015</u></b></p> <ul style="list-style-type: none"> <li>• Co-operative Group Limited – Phil Willsmer and Tom Chinnery</li> <li>• Marks and Spencer plc – Max Gillibrand and Rob Steadman</li> </ul> <p><b><u>14 September 2015</u></b></p> <ul style="list-style-type: none"> <li>• Wm Morrison Supermarkets plc – Steven Butts and Alison Charnock</li> <li>• J Sainsbury plc – Susannah Parden and Dafydd Pugh</li> </ul> <p><b><u>16 September 2015</u></b></p> <ul style="list-style-type: none"> <li>• Iceland Foods Limited – Duncan Vaughan</li> </ul> <p><b><u>23 September 2015</u></b></p> <ul style="list-style-type: none"> <li>• Waitrose Limited – David Roberts and Catherine Hasler</li> <li>• Lidl UK GmbH – Tim Belser</li> </ul> <p><b><u>30 September 2015</u></b></p> <ul style="list-style-type: none"> <li>• Tesco plc – David Ward and Emer Kelly</li> </ul>
<b>Key Points Raised</b>	
<p><b>GCA update</b> The CCOs were introduced to Charmaine Govindasamy (CG) the new GCA policy lead.</p> <p><b>Annual Compliance Report Reviews</b> The GCA has provided all retailers with feedback on their 2014-15 annual compliance report. Retailers now have the opportunity to respond to this feedback.</p> <p><b>Compliance monitoring programme</b> The GCA is developing a compliance and monitoring programme which will provide a more systematic approach to monitoring compliance as well as the review and provision of feedback on retailer's Annual Compliance Reports (ACR). This will provide greater opportunity for the GCA to engage with retailers soon after reports are submitted.</p>	

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## **GCA workshops**

### **Packaging and Design workshop 29 September**

As the GCA continues to hear from suppliers about the impact on their business of retailers' packaging and design requirements, the aim of this workshop is to provide the GCA with a greater understanding of the different elements of this issue, such as the costs of design and photography, how often retailers require changes and the impact of dealing with designated packaging and design providers.

### **Trade Association seminar 13 October**

The aim of this seminar is to encourage trade associations to take a greater role in ensuring they are more aware of the issues faced by their members in dealing with the large retailers and to encourage trade associations to offering training on the Code.

### **Helping the GCA better understand retailers**

#### **Forecasting update:**

The GCA's review into forecasting is ongoing. JC is leading this review and taking on board the information that retailers have provided as part of the GCA's request for information on forecasting back in November. The GCA intends to be in a position to discuss this further at the next Group CCO meeting in November 2015 and to circulate some information for CCOs to consider before then.

#### **Code Compliance Officer issues and feedback:**

CCOs provided a hard copy of their quarterly compliance report including progress made on the Top 5 issues:

- Forecasting
- Delay in payments (incorporating any delays resulting from drop and drive)
- Customer complaint charges
- Packaging and design charges
- Lump sum payments

Training or compliance issues arising since the previous meeting were also discussed, as were any upcoming retailer initiatives which were likely to generate enquiries to the GCA.