

# Working Together, Making A Difference

The Year Ahead



Groceries Code  
Adjudicator

# Forward look

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- **Acting on YouGov survey**
- **Progressing the Top 5 issues**
- **Completing the investigation and arbitrations**

# Delivered on 2014 survey

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- **Improve our response rate ✓**
- **Increase awareness of our actions ✓**
- **Increase confidence to raise issues with GCA ✓**
- **Increase perception among suppliers of retailers complying with the Code ✓**

# Acting on 2015 survey

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## Next steps:

### Build supplier confidence

- Tackle the 1 in 5 who say they will not raise issue with GCA
- Encourage more suppliers to undertake training
- Supplier and trade association seminars

### Maintain momentum on issues

- Special supplier and expert workshops to progress key issues
- Relentless focus on culture change and compliance

**Working Together, Making A Difference**  
**Progressing Top 5 Issues**

# Consumer complaints: review

- **Charges and approaches reviewed**
- **Conclude that retailers appear compliant and charges reasonable**
- **Findings:**
  - Charges range from £0-£45
  - Up to 97% of complaints resolved in-store
  - In-store resolution cheaper
  - Does not appear to be a profit centre

# Consumer complaints: conclusion

- **GCA proposed best practice:**
  - Ensure suppliers understand basis of any complaint charges
  - Provide detailed information about complaints within 5 working days to allow swift supplier action
  - Resolve more complaints in-store to keep costs down

**Retailers have supported this approach**

# Progressing the key issues

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- **Deep dive into forecasting and packaging & design issues**

Supplier packaging & design workshop  
29 September



- **Consider next issue to introduce to Top 5**
- **Encourage suppliers to monitor and report performance on closed issues**

Forensics

Drop & drive

Consumer  
complaints

**Further evidence on these may lead to an investigation**



# Wider issues

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- **Working with CMA on supply agreements**
- **Informing government policy on**
  - **Prompt payment**
  - **Food and farming strategy**
  - **Small Business Conciliation Service**

# Reminder to all suppliers

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**7 out of 10 suppliers experienced potential breaches of the Code – so tell me about them**

- **Anyone can bring me information**
- **Your confidentiality will be protected**
- **I want to hear from suppliers large and small**

**Give me the tools and I'll do the job**

# Contacting the GCA

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[www.gov.uk/gca](http://www.gov.uk/gca)