

Strong Progress, Fresh Challenges Forward Look



#GCA2018



Groceries Code
Adjudicator

Top Issues



#GCA2018

Top Issues 2018 - 19



Current



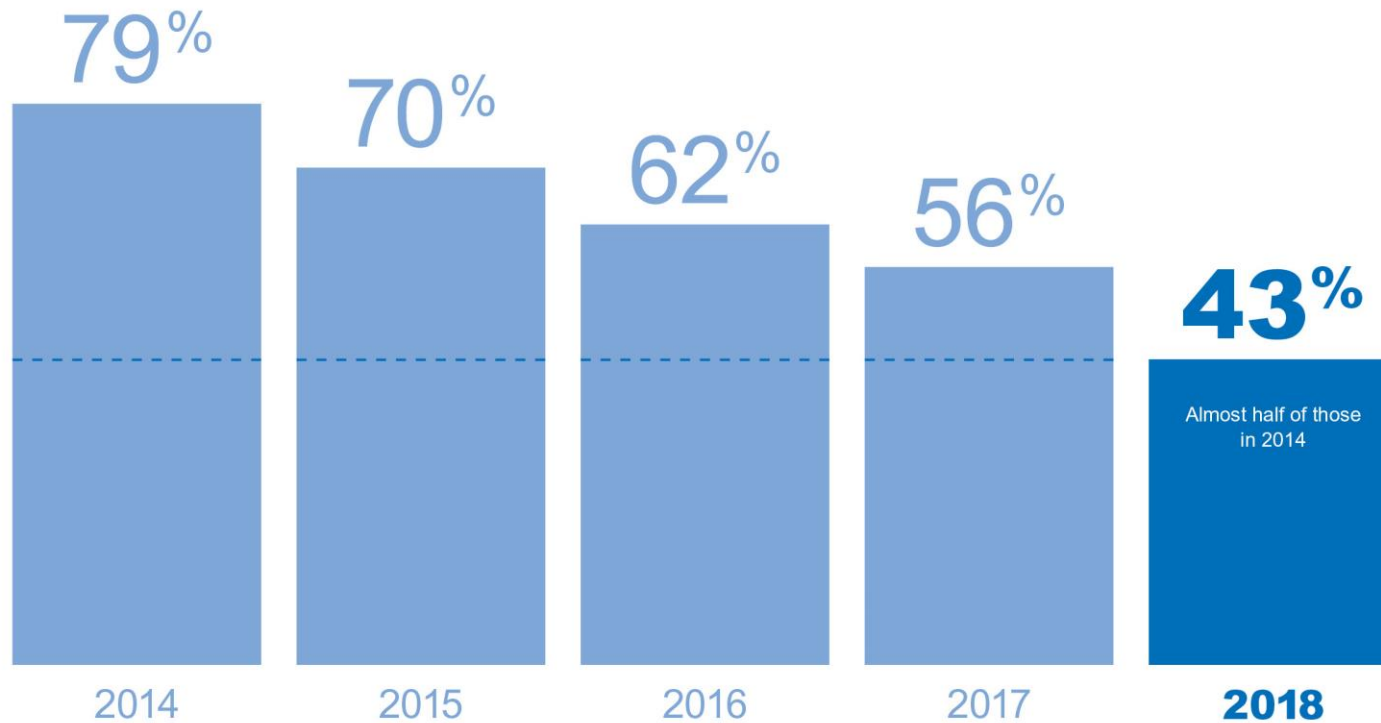
Monitored



Previous

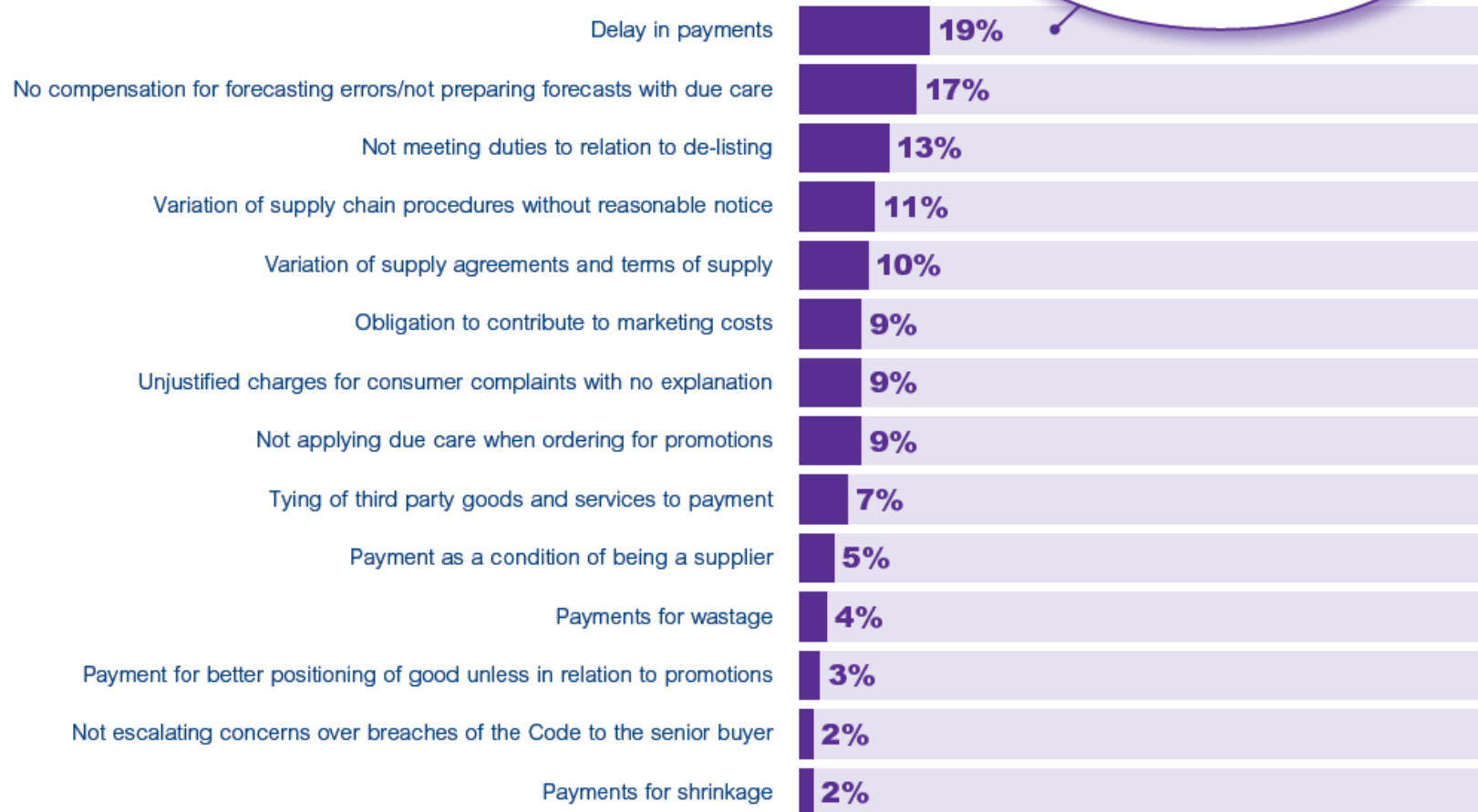
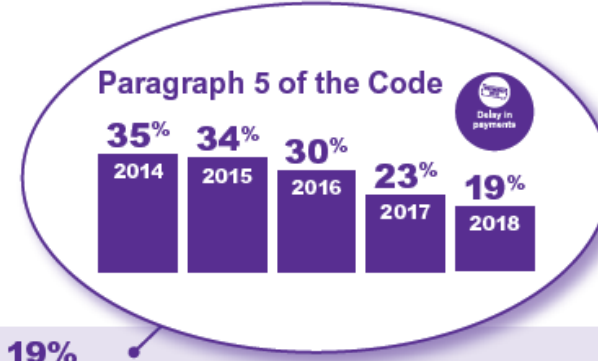
Seeing progress year-on-year

% Suppliers experiencing Code-related issues



All Code issues

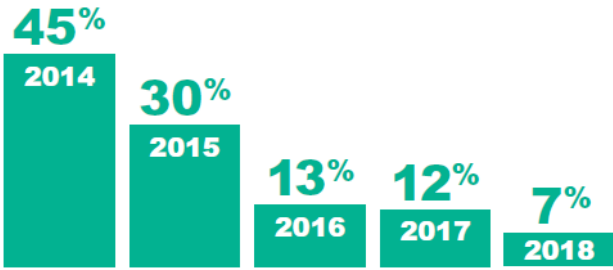
Issues suppliers say have affected them in the past 12 months



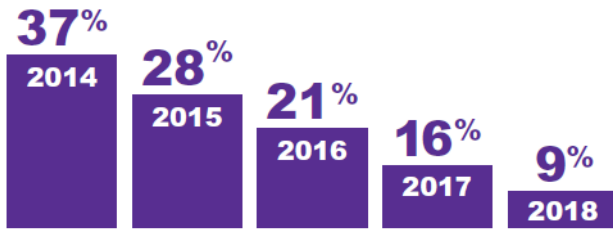
Key performance (1)



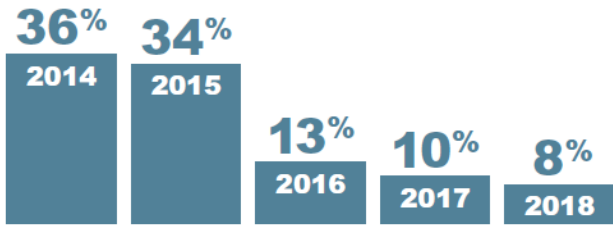
Forensic auditing



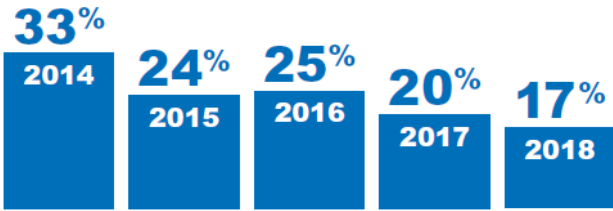
Consumer Complaints



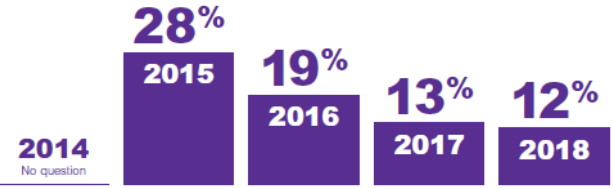
Margin maintenance



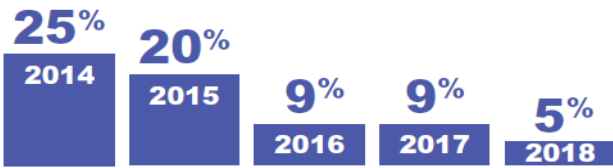
Forecasting



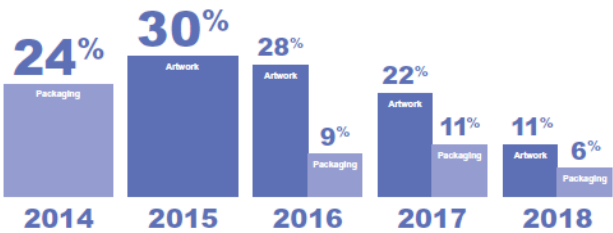
Drop and drive



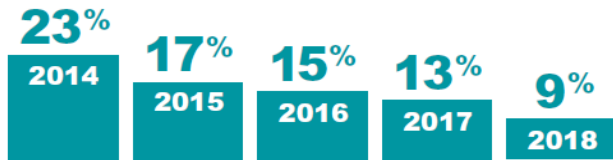
Pay to stay



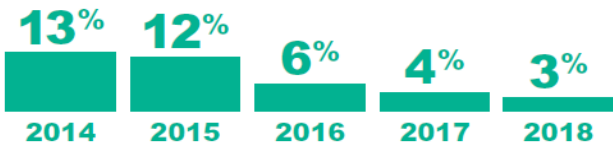
Artwork and design services



Promotions



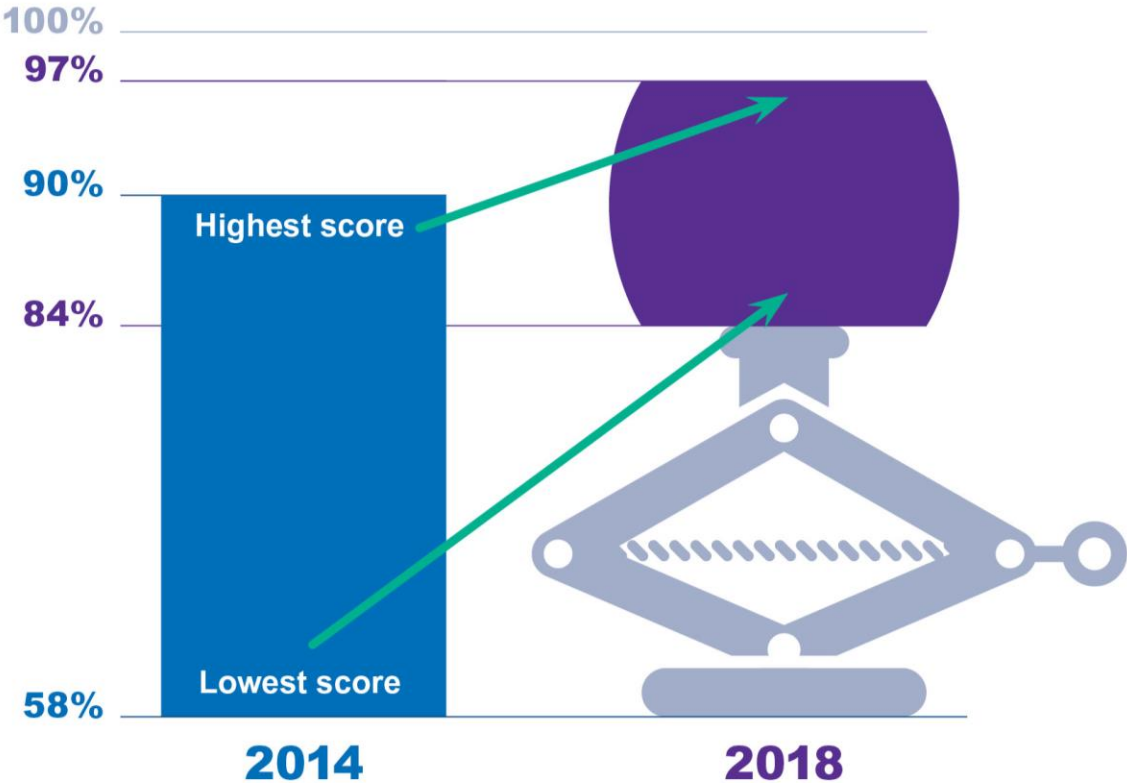
Payments for better positioning



Key performance (2)

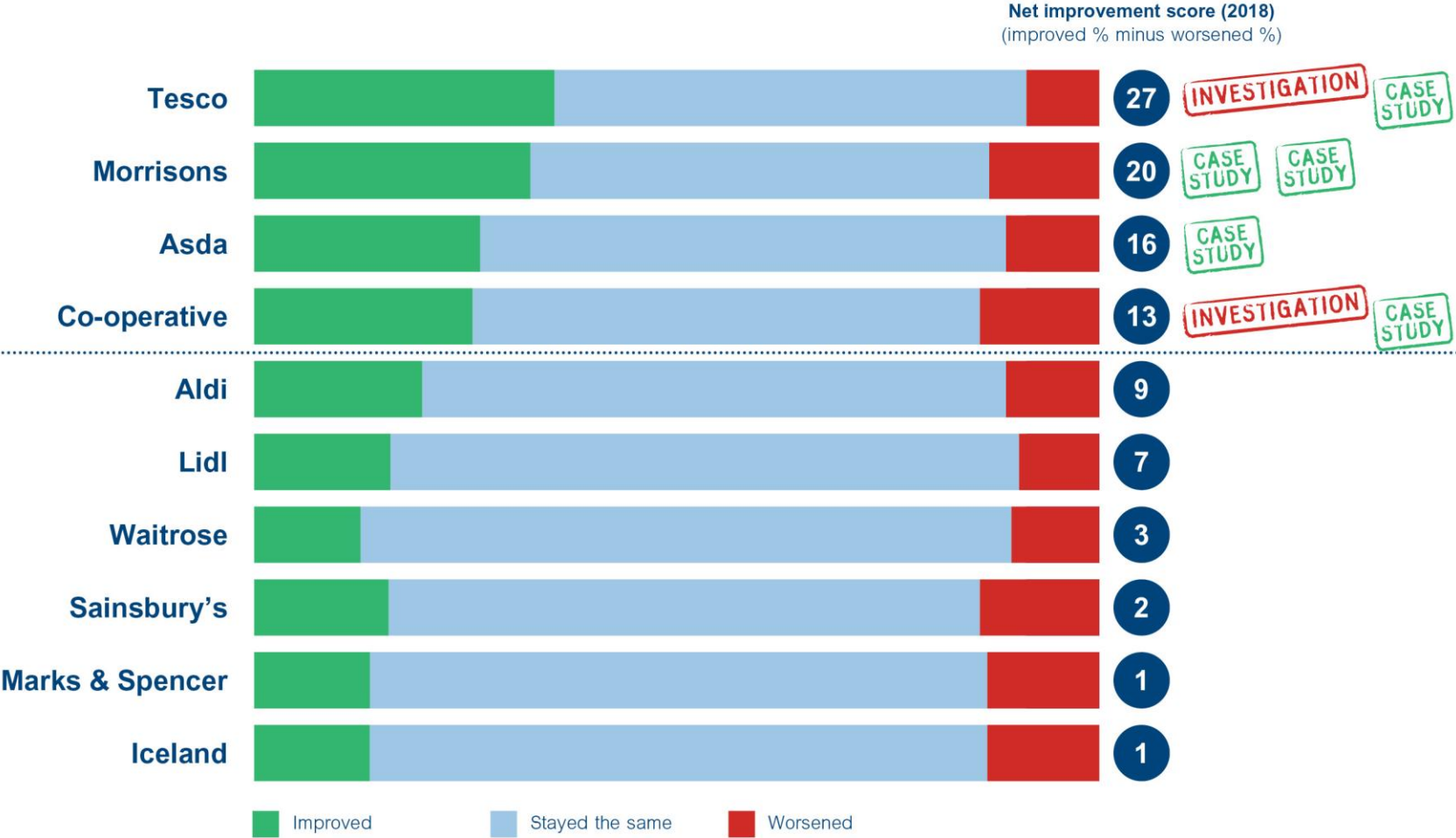
Overall assessment of retailers' compliance with the Code

Combined individual retailer score of **consistently well** and **mostly**



Key performance (3)

Change in retailer practice over the past 12 months



Fresh Challenges



#GCA2018

Investigation

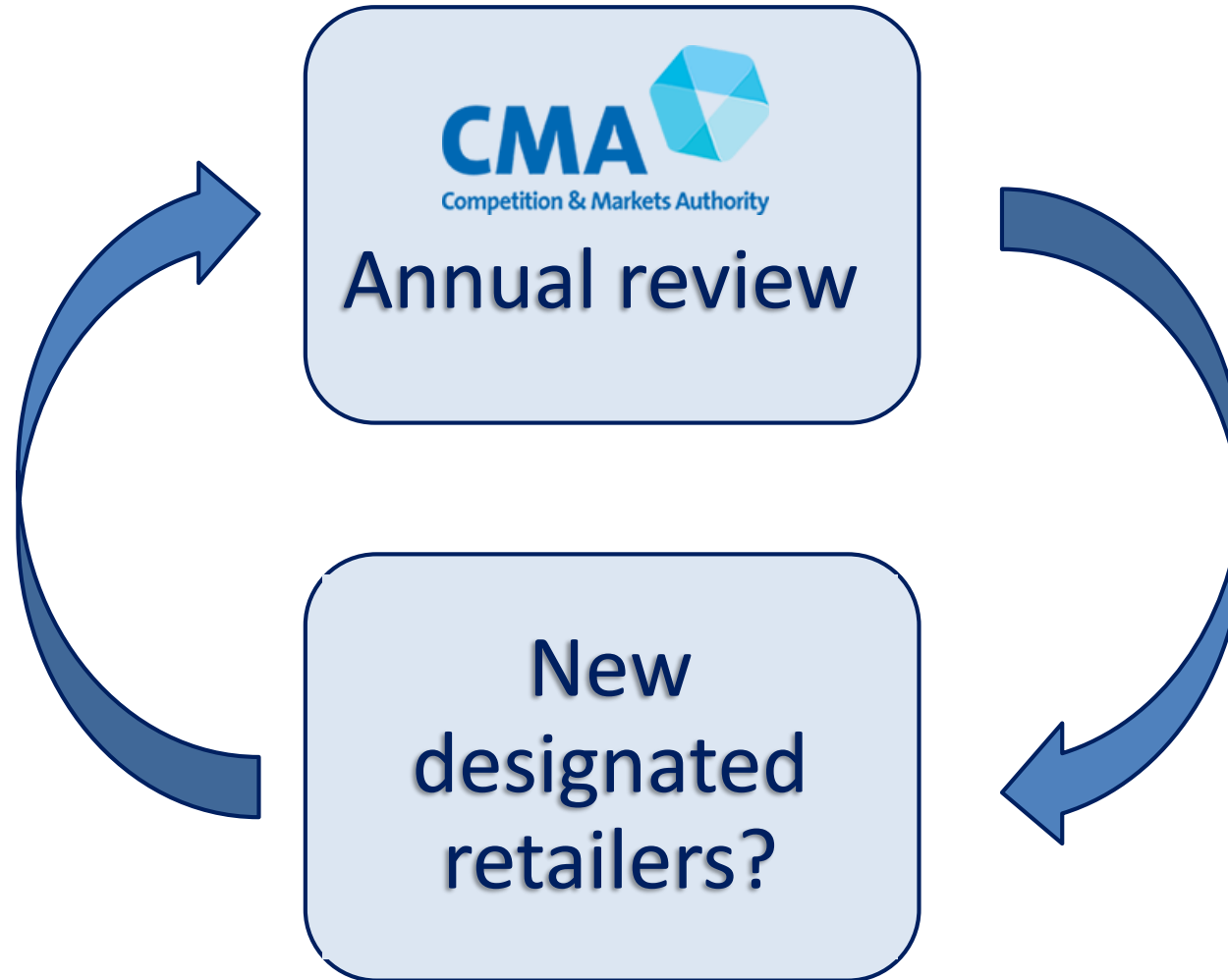


8 March 2018 – News story

GCA launches investigation into Co-operative Group Limited

The GCA announces an investigation into Co-operative Group Limited

Designated retailers



Suppliers: Get Code Confident



www.gov.uk/GCA

And don't forget...



Groceries Code
Adjudicator

News from the Adjudicator

Edition 15

Welcome from the Groceries Code Adjudicator

Investigation into Co-operative Group Limited



This newsletter marks a very busy period for the GCA involving a number of key developments. On 8 March I launched an investigation into the Co-operative Group Limited to find out more about its practices relating to de-listing and the introduction of benchmarking and depot quality control charges. This covers a period from early 2016 to at least summer 2017. You can read more about the investigation [here](#).

I have been working with the Co-operative Group on these issues for some months through my collaborative approach but I decided an investigation was necessary so I can fully understand the extent to which the Code may have been broken and the root causes of the issues. It is now important that suppliers provide me with information to help my investigation. I want to hear what you have to say about whether you have experienced any of the issues now being investigated and if so, the impact on you of the Co-op's conduct. All information I receive will be treated with complete confidentiality. My call for evidence ends on 3 May. Please send any information to enquiries@gca.gsi.gov.uk.

Annual groceries sector survey 2018

Each year I commission YouGov to carry out a groceries sector survey and the results help shape my work programme for the year ahead and alert me to emerging issues and developments.

The more responses I receive, the deeper I can delve into the issues affecting the sector. Last year I had a record response and the results were very illuminating and valuable. My fifth survey is open until 22 April and you can respond at www.yougov.com/gca. It should only take 10 minutes to complete and it is your chance to let me know how the 10 regulated retailers are complying with the Code. Everything you tell me is treated in strict confidence. YouGov collate and analyse the answers and respondents are not identified to me without prior consent. The results are reported at my annual conference. I would urge you to [register](#) now to attend this on 25 June as it is valuable for learning about the latest developments with the Code and my plans for the year ahead. It is always well subscribed.

Call for evidence on extension to the remit of the GCA

Recently, the Government published its response to the call for evidence on extending my remit. As a result the Competition and Markets Authority (CMA) will examine whether more retailers should be added to the 10 already regulated. I welcome this because I believe there ought to be a level playing field for grocery retailers.

I am looking forward to hearing the CMA's plans for designating any new retailers and I encourage suppliers to take part in the process and let the CMA have your evidence about which retailers should be covered. The outcome will benefit you. And for those groceries retailers who may find themselves regulated in the near future I would urge you to think now about what action you may need to take to ensure you are Code compliant.

Christine Tacon

Christine Tacon

Sign up to my newsletter at
www.gov.uk/GCA