



Jo West, Code Compliance Officer - Ocado Group Plc

Question: Tell us something about yourself and your path to becoming a Code Compliance Officer.

I started at Ocado in the finance team as a qualified ACA in 2011. Since then, I have worked in various operational roles. In 2018, I was the head of cross functional projects and concentrating on supplier payments. We were designated in November 2018 so it seemed a natural fit that I took on the GSCOP CCO role.

Question: What are the most challenging aspects of your CCO role?

Ocado prides itself on supporting small suppliers on the beginning of their journey. This means that we have an unusually high level of small suppliers with differing needs. Getting to grips with the unique ways we work with all these suppliers is a challenge.

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

That all retailers are subject to GSCOP no matter their size or turnover. Working in an ethical way and doing the right thing should be a practice adopted by any sized entity. Having fully embraced the Code, Ocado are making some great changes. It's given us the chance to dig deeper into our practices and fully understand them.

Question: What achievement as CCO are you most proud of?

I am extremely proud that the GCA tell us that they rarely hear anything negative about Ocado from suppliers. In the recent Supplier Survey conducted by the GCA, 90% of suppliers reported that Ocado were mostly or consistently complying with the Code. Given these results have been published only 6 months after being designated, this is a great start for Ocado!

Question: What 3 things do you want to achieve in the next 12 months?

1. Roll out tailored training to our buyers to ensure they are fully supported in their supplier facing roles
2. To fully explore our goods receiving process and to trial new ways of working
3. Ensure that all our suppliers and employees know who to contact to get the help they need on GSCOP matters

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

We are excited to now be part of the wider GSCOP network and to be able to work with our suppliers, the GCA and other designated retailers. I personally look forward to meeting the CCO's of other designated retailers at the conference this summer where I'm hoping to take away some learnings based on their experiences.