

Record of the Groceries Code Adjudicator (GCA) Quarterly Meetings with Code Compliance Officers (CCO)	
Location	Purpose of meeting
GCA, Victoria House, Southampton Row, London	<i>Quarterly Meeting</i>
Attendees	
<p style="text-align: center;">GCA</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><u>1 June 2015</u></p> <ul style="list-style-type: none"> J Sainsbury plc – Susannah Parden and Dafydd Pugh Tesco plc – David Ward and Emer Kelly <p><u>8 June 2015</u></p> <ul style="list-style-type: none"> Lidl UK GmbH – Tim Belser <p><u>10 June 2015</u></p> <ul style="list-style-type: none"> Asda Stores Limited – Alex Simpson Iceland Foods Limited – Duncan Vaughan <p><u>15 June 2015</u></p> <ul style="list-style-type: none"> Aldi Stores Limited – Jonathan Ward Marks and Spencer plc – Max Gillibrand and Rob Steadman <p><u>17 June 2015</u></p> <ul style="list-style-type: none"> Wm Morrison Supermarkets plc – Steven Butts and Martyn Jones <p><u>24 June 2015</u></p> <ul style="list-style-type: none"> Waitrose Limited – David Roberts and Damen Bennion <p><u>29 June 2015</u></p> <ul style="list-style-type: none"> Co-operative Group Limited – Phil Willsmer and Tom Chinnery
Key Points Raised	
<p>Introductions CT reported that the GCA team was currently focusing on the annual report and preparations for the conference.</p> <p>GCA update JC gave an overview of the initial results of the YouGov survey and highlighted specific findings relating to each retailer.</p> <p>The GCA is finalising analysis of the survey results in time for the annual conference on 22 June. Advance copies of the conference slide pack will be provided to retailers under embargo giving retailers sufficient time to prepare any corporate communications they may wish to put out at the same time. CT thanked CCOs for their support in raising awareness of the survey which led to 1,145 responses.</p>	

Helping the GCA better understand retailers

Consumer complaints

All retailers had received a letter asking for further clarification of their complaints handling processes and charges and responses were discussed, including whether retailers felt able to endorse the statement of “good practice” which the GCA wants to make on consumer complaints handling.

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.

AOB:

CT drew CCOs' attention to an article in *The Daily Telegraph* of 20 May about the results of an Experian survey in which it had been alleged that supermarkets in the UK lagged behind their European counterparts in making late payments. CT confirmed that the issue had not been raised with her. CCOs were nonetheless asked to advise on retailers' performance on payment to agreed terms where an invoice was not disputed.

CT indicated how new lines of reporting to the Department of Business, Innovation and Skills might affect the GCA but confirmed that day-to-day GCA operations would remain the same.