



GSCOP Code Information

It is important to us that we notify you of some of your key rights and protections under the Code and the Order, and these are:

1. We have appointed an internal Code Compliance Officer, Saleem Chowdhery, who can be contacted on Co-op.Code.Compliance.Officer@coop.co.uk or at 1 Angel Square, Manchester, M60 0AG. Saleem is the Group Director of Risk and Internal Audit and as such has a high level of familiarity with our food business whilst enjoying a genuine independence from it. Saleem is a point of contact for you in terms of any queries in relation to the Code and the Order and their impact on your relationship with us, and he will also be available to discuss with you any formal decisions we take in areas covered by the Code or the Order.
2. Our Senior Buyer in relation to your groceries can be found towards the bottom of this document. The Senior Buyer should be your first contact in terms of any matter you wish to escalate whether or not relating to the Code. We would fully expect a satisfactory solution of every escalated matter to be reached with the Senior Buyer but, if that proves not to be the case, we operate what we believe to be an exhaustive escalation process culminating in the involvement of the Commercial Director of our Food business - your Senior Buyer will be able to introduce you to this process should the need arise.
3. Although, we recognise firm commercial negotiation to be a fair business practice (as did the Competition Commission), and essential if consumers are to get a good deal, we do not believe in applying unwarranted pressure. The Code specifically forbids this in relation to contributions to marketing costs and wastage (paragraphs 6 and 8 of the Code), payments for listing or better positioning of groceries (paragraphs 9 and 12), predominant participation in promotions (paragraph 13), changes to supply chain procedures (paragraph 4) and enforced tying of third party suppliers (paragraph 11).
4. If at any time you wish to supply feedback on either your relationship with our buying team or our compliance with the Code and the Order, do please forward this by email to Co-op.Code.Compliance.Officer@coop.co.uk marked for the attention of the "Code Compliance Officer" under a heading of "FEEDBACK".
5. Both de-listing and the resolution of disputes can be dealt with in a highly structured way if you prefer, and this is described at paragraph 16 of the Code for de-listing and paragraph 11 of the Order for disputes.

Over and above all this, and quite apart from what the Code has to say, our ambition will be to continue to deal fairly with all our suppliers and to build great supplier relationships with them that are good for us, good for them and a better way of doing business.

Senior Buyers

Please see below the name of the Senior Buyer in relation to the different product areas. If you deal with multiple areas, please refer to the Senior Buyer for the area in which your query resides. The email of each person is included. If you find it difficult to correctly identify your area or are unsure please e-mail

Supplier Engagement at supplierengagement@coop.co.uk

Sinead Bell

Commercial Director at Co-op

Sinead.bell@coop.co.uk

Chris Otto

Commercial Buying Manager – Grocery

Chris.otto@coop.co.uk

Edward Reaney

Commercial Buying Manager – Kiosk, non-food and news

Edward.reaney@coop.co.uk

Francesca Miller

Commercial Buying Manager – HAPC

Francesca.miller@coop.co.uk

Robert Heywood

Commercial Buying Manager – Impulse

Robert.heywood@coop.co.uk

Ash Luxton

Buying Manager – Bakery

Ash.luxton@coop.co.uk

Francesca Jackson

Commercial Buying Manager – Dairy

Francesca.jackson@coop.co.uk

Kate Byrne-Fletcher

Commercial Buying Manager - Protein

Kate.byrne-fletcher@coop.co.uk

Jonathan Buckley

Commercial Buying Manager – Beers and Soft Drinks

Jonathan.buckley@coop.co.uk

Joseph Turner

Commercial Buying Manager – Wines and Spirits

Joseph.turner@coop.co.uk

Joanne Wadsworth

Buying Manager – Frozen

Joanne.wadsworth@coop.co.uk

Kelly Orme

Buying Manager – Community Buying

Kelly.orme@coop.co.uk

Lyndsey Thornton

Commercial Buying Manager – Food to Go

Lyndsey.thornton@coop.co.uk

Emily Hilton

Commercial Buying Manager – Meals and Snacks

Emily.hilton@coop.co.uk

Rosie Bramley

Commercial Buying Manager – Produce

Rosie.bramley@coop.co.uk

As required as part 6 (e) of “The Groceries (Supply Chain Practices) Market Investigation Order 2009”, the identity and contact details of the GSCOP Adjudicator (referred to in the Order as the Ombudsman) is below for your information:

Mark White, Groceries Code Adjudicator

<https://tellthegca.co.uk/>

Enquiries@GroceriesCode.gov.uk

7th Floor, The Cabot

25 Cabot Square

Canary Wharf

London

E14 4QZ

United Kingdom

[Groceries Code Adjudicator - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Whilst some of these categories outlined are not included in the GSCOP code we will review any disputes or issues within the same framework