Supplier Guidelines

2023

Basket made from 100% recycled plastic

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Standard Terms and Conditions

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1. Introduction

These guidelines are part of your supply agreement with Co-op.

They detail our processes, systems and ways of working.

They apply to everyone who supplies goods for resale to the Co-op and/or Nisa (whether wholesale, franchise, Co-op retail stores or any other purpose).

This includes goods supplied for resale by Co-op, independent co-operative societies (FRTS) and NISA.

This document is designed to give guidelines to people across our suppliers' businesses and any third party service providers.

Please feel welcome to share these guidelines with any team members or service providers who need it.

> **These supplier guidelines are subject to change upon the provision of reasonable notice.
> You can expect updates to the Supplier Guidelines every 6-12 months.
> We keep changes to a minimum but reserve the right to make changes as required by underlying business demands.**

2. Understanding our systems

2.1 Co-op Connect

Co-op Connect is the core interface with Co-op. You'll need to use this platform to:

- Enter new line details and amend any existing line details
- Submit and amend promotional proposals
- Submit cost price proposals
- Changes to Supplier details including any bank details changes
- Product derogations
- Raise disputes

Link

Email

[Access Co-op Connect](#)

coopconnectsupport@coop.co.uk

2.2 SNC

The SNC Portal is a supporting interface platform with Co-op. You may need to use this platform to publish invoices if you don't currently use EDI with us or a failure has occurred in publishing EDI invoices. SNC performs many tasks that both EDI and none EDI suppliers would find beneficial.

The below tasks can be performed as single transactions or as downloads on a larger scale. All documents can be printed or exported. SNC gives the supplier an instant visibility to their documents and transactions.

- View Purchase Order Details (POs)
- Create Advanced Shipping Notifications (ASNs)
- Submit invoices
- Submit credit notes
- View payment status of invoices/credits
- View POs requiring invoicing

For Guidance and queries within the APP please contact the SNC support team

Link

Email

[Access the SNC User Guide](#)

SNCSupportTeam@coop.co.uk

2. Understanding our systems

2.3 myCore

You'll only use myCore if you supply Co-op own-label goods or Tertiary goods.

The platform holds information relating to the codes of practice and standards that suppliers of Co-op own-label goods need to follow.

When you enter into an agreement to supply Co-op own-label goods, you agree to be bound by the codes of practice and standards contained in myCore that apply to the goods you supply.

It's also used to hold information about:

• Supplier, site and contact details

• Visit reports and corrective actions

• Specification details; and alerts

If you don't have access to this system, please get in touch with your technical contact.

You can ask your buyer for their details.

Link

[Click here to access myCore](#)

2. Understanding our systems

2.4 IRIS

IRIS is a quality data management system.

It's used to support our customer benchmarking programme by capturing quality reviews on an ongoing basis.

It's also used to capture results of QAS assessments by Quality teams across coop including the Depot Quality Team.

IRIS is free to use; however, users need to be registered in myCore before they request access.

You'll need IRIS access to:

• Respond to requests for benchmarking information;

• Access and review benchmarking reports and test outcomes in line with the development cycle

• Review results of routine quality reviews against agreed standards (QAS) which can include depot rejections

• Provide corrective actions as a result of any quality issues found in the products you supply

Email

irisqueries@coop.co.uk

Link

https://coop.ubxlink.com/#/home

2. Understanding our systems

2.5 Electronic Data Interchange (EDI)

EDI is the method we use to share electronic data with you.

To work with the Co-op, you'll need use an EDI solution for us to exchange Purchase orders, invoices, advanced shipping notifications (ASN) and credit notes.

You may already have an EDI service provider or in-house EDI solution and if this is the case please reach out to the EDI Team to progress setup.

If you haven't got a supplier there are several different options and models in the market and once you have a solution provider you can reach out to our EDI Team to help set you up.

As a backup to EDI we have a system called SNC which can be used to review Purchase Orders (POs) and submit invoices, Advanced Shipping Notifications (ASNs) and credit notes. See section 2.2 for more information on SNC.

Under our Retail Business Transformation (RBT) programme, we have started to migrate suppliers to a new trading platform using SAP.

As part of this we have started to migrate our existing suppliers to a new EDI mailbox account and introduce some new message types, like advance shipping notes (ASN) and credit notes.

The RBT project has a staged migration, so existing suppliers might need to operate two separate EDI mailboxes for a short period of time.

For new suppliers, both EDI accounts will be set up as part of our new supplier on-boarding process.

Email

edidevelopmentteam@coop.co.uk

Link

https://www.coopsupplierhub.com/edi

2. Understanding our systems

2.6 Supplier Information Hub

A source of key documents, news and supplier training from the Co-op.

This platform doesn't require a password and can be useful for many colleagues within a supplier's business.

Feel free to send the link around your business.

It contains:

- Key documents from the Co-op, including supplier training

- Many useful knowledge pages related to activities either at Co-op or wider across the Grocery market including bitesize learnings which are regularly added to

- Upcoming events and news

Link

https://www.coopsupplierhub.com

3. Third party service providers

All costs and invoicing schedules are determined and agreed between you and the third party service provider

Scope	What is it?	Find out more
BRC GLOBAL STANDARDS		
Co-op own-label goods	Global standard for setting the benchmark for good manufacturing practice and helping to provide assurance to customers that products are safe, legal and of high quality.	www.brcglobalstandards.com/

Scope	What is it?	Find out more
CO OP Ethical site audits		
Co-op own-label goods	Assurance that labour standard risks are managed, and workers are treated well in our supply chain. All audits need to be in-line with requirements set out in the Supplier Guide to Ethical Trade.	Supplier Guide to Ethical Trade

Scope	What is it?	Find out more
Sedex		
Co-op own-label goods	Database providing assurance of labour standards and managing potential risks across the supply chain. The platform is used by all key retailers with around 50,000 members sharing ethical trade data.	www.sedexglobal.com

Scope	What is it?	Find out more
Campden BRI food and drink innovation		
Co-op own-label goods	Campden BRI provide practical technical and advisory services to ensure product safety, quality, innovation, and process efficiency. This is a bi-annual sample invoiced by Campden BRI.	www.campdenbri.co.uk

3. Third party service providers (cont)

Red Tractor

Scope	What is it?	Find out more
Co-op own-label goods	Red Tractor labels on product packaging, mean customers know the farms (and everyone involved in the animals' lives) have been assessed to meet Red Tractor standards. All Protein and dairy suppliers require this standard as a minimum. This accreditation covers the end-to-end supply chain and suppliers should cover any associated costs such as farmer auditing fees.	https://redtractor.org.uk/

Co-op Pesticide control

Scope	What is it?	Find out more
Co-op own-label goods	Risk assessment based on pesticide use for produce, considering the potential impact on the consumer, operator and environment. Specific pesticide uses can be prohibited or restricted based on the results.	Contact your Technical contact

RSPCA Assured

Scope	What is it?	Find out more
Co-op own-label goods, Protein	If there's an RSPCA Assured label on product packaging, customers know the farms (and everyone involved in the animals' lives) have been assessed to meet RSPCA standards. Protein and dairy suppliers should attain this accreditation and cover any associated costs such as farmer auditing fees.	www.rspcaassured.org.uk

IFCO

Scope	What is it?	Find out more
Co-op own-label goods, Produce	Recommended provider of trays used for transporting produce Goods (fruit and veg) on behalf of Suppliers to Co-op.	Contact the Logistics team

3. Third party service providers

	Scope	What is it?	Find out more
EARTH ISLAND	Co-op own-label goods, Produce	Non-profit membership organisation providing sustainable sourcing standards and compliance for tuna products (proving no dolphins harmed). There is a cost for displaying the EII standard on product packaging.	www.earthisland.org
co-op **Pyramid Animal Welfare**	Co-op own-label goods	AISL data collection platform used to monitor key performance indicators of animal welfare within the Co-op farming groups, providing the ability to collate, report and benchmark on	Contact the Agricultural team
CERTIFIED SUSTAINABLE SEAFOOD MSC www.msc.org	Co-op own-label goods	A not-for-profit organisation that recognises and rewards efforts to protect and safeguard seafood supplies for the future. All Co-op fish Suppliers should attain the MSC accreditation to prove products are sustainably sourced	www.msc.org/home
NielsenIQ Brandbank	All branded and OL Co-op Products	Brandbank is the platform that holds all products imagery and data to allow upload onto the online platforms. If products are not uploaded to Brandbank they are unable to go online.	Brandbank STS

4. Co-op Own Label Goods

4.1 Technical

As part of your Supply Agreement, we'll own the recipe (or formula) and product specification. We put all the details on myCore once the specification has been agreed.

You must ensure your contacts/emergency contacts are kept up-to-date on the system and alerts sent by us on the system are actioned as soon as possible.

4.2 QAS (Quality Attribute Sheet)

All Co-op own-label goods (excluding BWS products) have an acceptance criteria, these are the conditions that must be met for stock to be received and accepted at Goods In at our depot.

We call this info the Quality Attribute Sheet (QAS). It's agreed by both Co-op and our supplier before goods go live in store. The latest version of your QASs can be found on myCore.

New Product Approval Process?

All new Co-op own-label goods are tested before they hit the shelves.

This testing is undertaken with customers through our independent testing provider Cambridge Market Research.

They assess the products to make sure they meet our quality standards.

All goods need to be approved through this new line testing before they move to the next development stage of design and artwork.

4. Co-op Own Label Goods

4.3 Depot Quality Rejections

Our Deport Quality Team check the quality of goods received at depot.

They'll check that the goods received meet the criteria set by the QAS and will decide whether the product should be accepted at depot.

If we reject a product, there'll be a related depot quality check charge per case rejected, as outlined in the Charges Matrix.

On the day of rejection, our Depot Quality Team will check if similar quality issues have been noticed across our network.

We'll then let your technical contact know within 24 hours. All results will be captured and communicated to your team via IRIS, so it's important that your team's contact details are kept up to date on myCore.

Please make sure you tell your invoicing team when we notify you of a rejection. We will also check the quality the day following any rejection to check any issues have been rectified.

For further details, please see the Depot QC Supplier Guide located on myCore (**via MyLibrary>Technical Folder**) which can also be accessed here.

Link

Click here to access myCore

4. Co-op Own Label Goods

4.4 Technical Site Visits & Approval

Sometimes we'll visit your production site to make sure standards are operated in-line with the agreed codes of practice, standards or specifications. We'll also use these visits to discuss performance and development opportunities. These visits are sometimes unannounced; you'll need to make sure your teams let us into your premises when we ask.

Sites must notify their Technical contact of the results of any relevant external audit result, for BRCGS audits these should be made available on the BRC Directory for Co-op to view unless raised and agreed with your Technical contact.

4.5 Supplier Technical Performance Framework

In 2022 we launched our Supplier Technical Performance Framework, The aim of the framework is to support suppliers where Technical Performance needs to improve. The framework is also there to identify Suppliers with Technical Excellence, supporting how we can collaborate on future products.

4.6 Product Surveillance & Testing

As a responsible Retailer with an award-winning Own Brand proposition it's critical that we exercise due diligence to ensure our products meet the highest standards for Microbiology, Chemistry, Authenticity, Allergens and Pesticides. We therefore reserve the right to ask our suppliers for additional product sampling, this will be requested by the Technical Team.

Sampling may take place on a routine visit, by request or remotely. Samples can be collected on an announced or unannounced basis. These requests and the collection of samples must be undertaken within the communicated time frame, typically within 30 minutes of notification. We may ask for the sample collection to be recorded so we can use for traceability purposes only.

The collection process we specify must be followed and use our preferred testing provider. Any out of specification results will be notified to yourself and the relevant Technical Contact as soon as possible so the appropriate action can be taken.

4. Co-op Own Label Goods

4.7 Product Development Costs

Instead of invoicing you separately for product design, artwork and charges, the expenses will be built into the overall cost of development.

This'll reduce the number of invoices you receive. However, your Buyer may challenge you to reduce the cost price that you submit to reflect this simpler model.

We'll invoice and charge you for artwork and design changes that are led by your business. The charges on the invoice will fall outside of the agreed development costs. For clarity, here's some examples of items you'll be invoiced for:

• Change in cutter requested by you;

• Change in printer requested by you;

• Change of supplier manufacturing site requested by you;

• Change of ingredient origin requested by you; and

• Artwork amendment needed because of supplier error (e.g. if you've not included 'gluten-free' in the spec)

5. Operations in store

5.1 Requirements for branded product operations in store

For branded products handled/prepared/packed and sold in Co-op stores:

Direct deliveries to a Co-op Store

Must be either temperature or time controlled and monitored either way with diligence data available for chilled/frozen products.

Deliveries to be accepted by stores in person. Outside of this, products are to be fully covered in pest proof containers, be ambient only and be dropped into a secure, pest proof 'holding area'.

A process for the recording of product batch codes, date and time of drop must be maintained and documentation available for inspection.

Operations within a Co-op Store

Training must be provided to the store team and must include product handling and equipment use guidance (preparation, display, disposal). Record of training to be provided to Store Manager.

A process must be in place for the identification and removal of product following a withdrawal or recall with verification to ensure the action has been taken.

Copies of the following (shown on next page) must be sent to the Retail Risk Manager (with indication of the stores) for approval prior to product going live into stores:

5. Operations in store

5.1 Requirements for branded product operations in store (cont)

- Training records and training material (including product handling and equipment guide)

- Details of any operational audits planned, specifics of audit, qualification of auditor.

- Risk assessments and product verification/analysis for product display times/temperatures and shelf life

- FSMS/HACCP document for the operational process in-store relating to handling and quality of product. From point of delivery product will be handled in accordance with Coop HACCP for suppliers/counter service which will be based on 7 principles of HACCP

- Withdrawal/Recall process (including how will batch codes/deliveries be managed to support recall/withdrawal and verification of success). This should be tested at least annually and recorded.

- Product Information (see below)

These must be reviewed regularly, and any amendments sent to the Retail Risk Manager for reapproval.

New products and processes but be approved prior to launch in store by the Retail Risk Manager.

Customer complaints will be managed by Co-op Customer Contact Centre, if the complaint involves or concerns a product that is prepared or made within the store there is an expectation for you to include within the investigation the operation preparing/making the product and if foreign body related obtain the foreign body to determine the source and any further action.

The results of the investigation and any corrective actions and further controls to prevent a further occurrence must be sent to Retail Risk Health & Safety.

5. Operations in store

5.2 Provision of Product Information for products handled and prepared in-store including loose

Product and Allergen Information
A method and process must be available to ensure legal product and allergen information for loose products and products prepared and packed in-store is available to both colleagues and customers.

This process must include this information being available on Co-op's central store "How Do I" system and must be regularly maintained. All information must be available to both colleagues in store and on the Co-op's central system prior to product going live in-store.

For loose products
As Best Practice we recommend that for loose products, product (product description and meat content (QUID) (if required)), energy content and allergen information be displayed near the product.

If this is not possible as a minimum signage must be displayed advising how customers can request this information whilst in-store and a process to ensure colleagues can easily access up-to-date information to clearly inform the customer.

Energy statement must also be displayed (see Calorie labelling for England).

5. Operations in store

5.2 Provision of Product Information for products handled and prepared in-store including loose (cont)

<u>For products handled and packaged in store (Prepacked for Direct Sale)</u>

These must be labelled as a minimum with product (product description and meat content (QUID) (if required)) and full ingredients (with allergens in bold) and energy content.

Energy statement must also be displayed (see Calorie labelling for England).

For both of these areas a cross-contamination warning for customers must be provided on or near the products, and if products are prepared within Co-op stores consideration given for Co-op product allergens these products may come into contact with.

Advice can be sought from the Retail Risk Team.

For all these products, product information (product details, allergens and shelf life) must be sent to the Retail Risk Team with details of the store(s) for checking and uploading onto central Store HDI system prior to launch into store.

This information must be updated as and when products are added/revised or removed.

5. Operations in store

5.2 Provision of Product Information for products handled and prepared in-store including loose (cont)

<u>Calorie Labelling for England (from 1st April 2022)</u>

Calorie information must be provided for products sold in England. The following must be displayed:

1. The energy content of the food in kilocalories (kcal), kJ can be provided voluntarily.

2. The reference size of the portion to which the calorie information relates, the portion is regarded as the product as a whole and must be given per item not per 100g or 100ml. In the case of an item prepared for more than one person, the number of people it is intended to serve. You are not permitted to provide the calorie information per portion i.e. for a large apple pie the calories must relate to the whole one pie and serving size of 2 or 4 given i.e. 400 kcal per pie serves 4.

3. The statement that 'adults need around 2000 kcal a day', known as the calorie statement. This information can be presented:

    I. Where packaged: on the product, near where the product is sold or displayed (on-line or menu, including third party sites).

    II. Menu/Board: next to the description or the price of the food

For products with multiple options provided, information for each of the constituent parts / ingredients should be displayed.

The calorie statement must be presented once at every location where food is displayed/offered i.e. every product stand, menu page or on-line section.

On packed food this can be presented labelled on the foods or on the stand, however the existing Food Information Regulation requirement of 'Reference intake of an average adult 8400kJ/2000kcal' is not permitted solely on PPDS (Prepacked for Direct Sale).

5. Operations in store

5.2 Provision of Product Information for products handled and prepared in-store including loose (cont)

For products prepared and packed off site

These are regarded as pre-packed products and must be labelled with all the required product information for a pre-packed product.

5.3 Immediate Notification requirements of Enforcement Action to Co-op

The Retail Risk Manager must be notified of any intended or immediate enforcement action on a product produced or an operation within a Co-op store. The notification must include store/product details, the authority, the issue and proposed action and both follow up action of the supplier to remedy the issue and prevent a re-occurrence.

5.4 Verification by Co-op

Supplier complaints, details of any enforcement action/visits, accreditation and certification and product withdrawals/recalls will be available for inspection on request. These operations may be subject to review by Co-op.

📧 **Email**

RiskH&S@coop.co.uk

5.5 The following sourcing commitments applied to all products sold within Co-op (both own label and branded):

All whole shell eggs (not as an ingredient) must be free range

- Canned Tuna (not as an ingredient) – MSC or Part of a Fishery Improvement Project

- All bananas (whole) must be Fairtrade.

- (Fresh produce only) Where possible British produce should be prioritised over imported produce.

- Halal slaughter carried out must be undertaken by licensed competent persons as required by legislation, Halal certified, approved by a recognised Halal governing body and animals must be pre-stunned prior to slaughter.

6. Customer Complaints

6.1 Complaints

In cases where there's clear evidence the complaint results from a supplier issue, such as a foreign body in a product, we'll notify you of a remedy charge. In some circumstances this could trigger a recall or withdrawal of goods. If you need more detail on our charges, see our Charges Matrix.

7. Product Recalls and Withdrawals

7.2 Product recalls

When we carry out a product recall we remove the product from distribution, stores and customers to make sure they don't present a risk to health and/or safety of the customer or the Co-op's reputation (e.g. allergen risk, contamination, etc.).

7.3 Product withdrawals

When we carry out a product withdrawal, we remove goods from distribution and stores for legal and quality reasons but not due to risk to the health of our customer. It may be for reputational Co-op reputation (e.g. quality issue, packaging error, etc.).

As our supplier you have to notify us immediately if there's an issue identified with any goods you supply to us.

If you have to withdraw or recall a product then follow the 'step by step' instructions on Co-op's Supplier Hub Product Recalls page

Following a product recall or withdrawal, the we'll advise you of the remedy charge, as outlined in the Charges Matrix which can be found here. This can take up to 2-3 weeks after the event to give us time to fully calculate the costs incurred.

8. Supply Chain & Logistics

We monitor a number of metrics to ensure that our Supply Chain and Logistics network runs as compliantly and efficiently as possible.

We may share and discuss this data and these metrics with you, relating to both your own performance and any third parties, such as hauliers, that you work with.

Please make sure any third parties who are responsible for the flow of Co-op products are also familiar with these guidelines.

At present we run two separate supply chains, one for Co-op and one for NISA.

In an effort to reduce complexity the following section contains everything which is consistent across the two networks.

For specific guidelines related to Co-op and NISA please find links below to two separate documents:

Co-op Specific Network Guidelines

NISA Specific Network Guidelines

8. Supply Chain & Logistics

8.1 Range rules for delivering into depot

Products with explosive content cannot be delivered into any depots. If they are to be ranged in stores, they must follow a direct-to-store route.

Goods may not be delivered into distribution centre unless:

- Approval has been given by the Co-op Buyer or CCW, including terms and estimated quantities

- The supplier and product information requirements have been fulfilled

- An official purchase order has been received from one of our Supply Chain team

- There's an agreed delivery date and time in place

Special packs include:

- Temporary goods (i.e. Goods listed for a special event or as a temporary replacement)

- Non-standard goods

- Added-value goods

- Money-off goods

- Price-marked goods

- In-pack offers

- On-pack offers

- Cross-coupon packs (these are not acceptable unless the Co-op Buyer has provided written approval)

8. Supply Chain & Logistics

8.1 Range rules for delivering into depot (cont)

These can only be delivered to distribution centres by agreement with your Buyer or CCW.

You'll have to give the below to your Buyer or CCW along with as much notice as possible (minimum 28 days):

- All relevant product details by completed the new article process on Co-op Connect Supplier Portal
- A sample of the goods
- With the exception of send-away offers and money-off-next-purchase packs, each temporary pack should be allocated a unique EAN code number
- All special pack outer cases should be clearly marked to separate them from normal stock
- Any offer end dates should have a reasonable expiry date and the date of receipt, unless previously agreed with your Buyer

8.2 Advanced Shipment Notifications

Advanced Shipment Notifications (ASNs) must be sent for every Purchase Order received, ahead of stock arriving into depots.

ASNs are a requirement of the Co-op SAP system, to help maintain efficiency, accuracy and availability.

Detailed guidance can be found on the Supplier Portal using the link below.

Link

[Click here for detailed ASNs guidance](#)

8. Supply Chain & Logistics

8.3 Delivery time compliance

For our network to run efficiently we have to make sure deliveries arrive within the specified receiving window; arriving early or late can cause congestion and delays.

We schedule deliveries taking into account the time needed to receive, process and put away the order so the operation keeps moving and stores receive the goods on time.

We measure delivery arrival times from you. We'll classify the delivery as an exception if it arrives over 30 minutes outside of the allocated time.

We report this by a supplier and haulier throughout the year.

8.4 Information required on arrival at Distribution Centres

At most sites, there's either a guard at the entrance to the site or an intercom to contact access control.

The driver will need to quote the purchase order number upon entering the depot.

8. Supply Chain & Logistics

8.5 Driver and Vehicle Requirements

Drivers

- Drivers should be compliant with all current drivers' hours, working time directive and tachograph regulations

- Drivers need to wear high visibility vests and steel cap safety shoes at all times when on our site and arrive wearing these items

- Drivers should follow site safety rules and use designated parking areas

- Drivers should wait in the designated waiting areas while their vehicles are unloaded if requested to

- Drivers should only use designated rest areas while on site

Vehicle Requirements

- Vehicles should be clean, dry, free from debris, suitably sanitised and fit for purpose

- Vehicles must be structurally and mechanically sound and fit for purpose, conforming to the applicable Road traffic and Construction and Use Regulations relating to safe condition and operation. Vehicles/trailers which have damaged floors will be turned away

- Head room on trailers is 6ft 6ins, all vehicles should be compatible to an industry standard dock leveller and be adapted to rear tipping

8. Supply Chain & Logistics

8.5 Driver and Vehicle requirements (cont)

Vehicle Requirements (cont)

- Suppliers should leave sufficient space between and above pallets to ensure safe unloading via the rear doors

- Vehicles compliant with all statutory and legal requirements

- Where vehicles are used to transport various product types, specific care must be taken to avoid cross contamination

- Vehicles should be equipped with an appropriately located temperature recording device calibrated in the last 12 months to accurately measure air temperature inside the container/vehicle

- Medicinal products must be delivered in accordance with The Human Medicines Regulations 2012 [SI 2012/1916]. The vehicles used must be suitable for maintaining the quality of the product and the integrity of the packaging. Medicinal products must be transported within their permitted temperature range. Any temperature excursions or product damage which occurs during transportation should be notified to goods in upon arrival

- The printer should be equipped with a print roll and be able to produce a temperature printout if asked by our distribution centre

- Vehicles to be equipped with effective load-restraint equipment

- Vehicle keys handed in while the vehicle is on a loading bay

- Where we operate a Castell Docking System, you'll need to comply with the site rules

8.6 Site Requirements

- All sites have a no smoking policy in place

- No children are permitted on site

- All visitors subject to random security checks when leaving site

- Please note: Some sites have environmental, planning or local traffic restrictions, you will be told more about this at the point of booking the order in

8. Supply Chain & Logistics

8.7 Pallet Specifications

Deliveries to all our distribution centres should be made on industry-standard 1200 x 1000mm quality wooden platform, conforming to the standards below:

- All Pallets need to be ISPM 15 compliant

- Nailed soft/hard wood

- Non-reversible

- Consistent four-way entry design ensuring compatibility with all standard lifting equipment

- Close-boarded deck

- Mitered perimeter base with a deck board gap of a nominal 25mm

- Dimensions equal 1200mm x 1000mm x 162mm

- Corner blocks of a minimum 138mm x 96mm x 96mm.

Maximum weights, height and dimensions for pallet loads:

- <750 kg for 16 mm boards

- <1000 kg for 19 mm boards

- <1200 kg for 22 mm boards

The maximum gross pallet height is 1.8m (5' 10"). Any exceptions for light goods (subject to risk assessment) are authorised by the Distribution Centre Manager. If the pallet height exceeds the maximum height restrictions, we might ask the delivery driver to break down the pallets and the delivery may be rejected at depot

For safety you'll need to make sure there's no overhang outside the pallet perimeter. Any goods with dimensions less than the footprint of the pallet, or any goods that don't fit within the pallet footprint should be agreed with both Buying and Supply Chain before ordering.

Multiple stacking of pallets should only be carried out where the safety and the quality of the product isn't compromised. If pallets don't meet the required standards we'll let you know and the delivery might be rejected.

8. Supply Chain & Logistics

8.8 Loading products on pallets

Cases should be stacked on pallets to achieve a stable load when perpendicular and flat, each layer of cases should bind with the next.

Pallet loads should be stabilised as necessary to prevent movement in transit, by stretch wrap, shrink-wrap, taping or other methods. This shouldn't result in product damage (e.g. strap marks).

Please be advised that products showing signs of physical damage will be refused.

8.9 Dealing with pallets containing more than one product

When delivered, individual products on an order should be clearly segregated to ensure the most efficient unloading and putaway process can be achieved. Where less than full pallet lots are ordered in full layer quantities:

- Wooden pallets should be superimposed between products and each "board" should have a SSCC pallet label and be GS1 Compliant

- Order quantities of less than one pallet shouldn't be consolidated onto a single pallet

8.10 Date life

All perishable products should be delivered with the guaranteed minimum number of a day's shelf life, as agreed with the Co-op Buyer and recorded on the Co-op Warehouse Management System.

Please note that our depot system does not include the day of delivery into its date life validation so please ensure any stock is presented into Depot with minimum shelf life plus one day or this day is added to any agreements with the Co-op Buyer.

The whole delivery of each product should carry the same durability code.

8. Supply Chain & Logistics

8.11 Damaged goods

Goods that are obviously damaged on receipt won't normally be accepted by distribution centres and appropriate short delivery claims will be made.

If the driver is prepared to break down the delivery and take back any damaged stock, part loads may be accepted. Distribution centre management reserve the right to return the entire pallet.

Where carriers are used, they'll be expected (where necessary) to uplift goods on behalf of the you.

Where excise duty suspended goods are received damaged at Coventry NDC, special procedures laid down by HMRC will apply. You'll be asked to conform with these when requested to do so.

8.12 Redistribution of excess stock within our logistics network

Our redistribution programme moves surplus to communities across the UK. Co-op are continually working to ensure we reduce food waste and support the communities we serve to access the food they need.

Part of our plan to deliver this is to widen the number of redistribution partners we work with in our depot network.

This was identified by the Courtauld Commitment 2030 Redistribution Working Group as a priority to increase redistribution in the UK.

Working with more national partners means increasing the volumes of surplus shared with communities.

Co-op will be working with Fareshare, The Bread and Butter Thing, Company Shop and City Harvest going forward and reserve the right to add and change partners to ensure surplus moves to people who can use the products.

8. Supply Chain & Logistics

8.13 Pallet exchange

Co-op operates a one-for-one exchange policy.

Every distribution centre is a GKN Chep pallet bank. This means they're able to offer either a one- for-one exchange of GKN pallets or a Pallet Control Voucher (PCV) one-way trip.

Distribution centres operate GKN administrative procedures under normal visiting supervision by GKN Chep personnel.

Euro pallets and non-returnable pallets shouldn't be used for goods and therefore they won't be accepted.

8.14 Un-palletised loads

Un-palletised loads containing slip sheets will generally be accepted into the Coventry NDC and West Thurrock distribution centre by prior agreement with the Co-op Buyer only. It will be booked in as an un-palletised or slip sheeted load with the Co-op Booking-In team.

There may be exceptions to this with high volume promotion quantities which may may need to go into one or more distribution centres, these will be managed on a 'by exception' basis.

The Co-op temperature-controlled distribution network can't under any circumstances accept un-palletised loads.

8. Supply Chain & Logistics

8.15 Traded unit case requirements

To help us run distribution centres efficiently, all cases should comply with the following standards:

- Barcode scanning should be in operation in the distribution centre, therefore all outer cases must be clearly marked with an ITF-14 or UCC/EAN-128 barcode, although Co-op will accept an EAN-13 barcode as well. Any Goods without this information will be refused. Where we for more information is needed than the product identification, e.g. 'best before' or 'use by' date, then a UCC/EAN-128 barcode must be used

- Batch weight goods should be labelled with an EAN128 barcode including an application identifier for catch weight

- Traded unit (outer cases) must be robust and designed to withstand normal handling in warehouse, vehicles and retail store

For all other goods suppliers, can choose to use ITF-14 or UCC/EAN-128, but Co-op would prefer ITF-14, as it is easier to print, particularly on corrugated board. Examples of each symbology are given below:

ITF-14 BARCODE
050 12345 67890 0

UCC/EAN-128 BARCODE
(01)05012345678900

EAN-13
5 012345 678900

Co-op expects the printed barcodes to be of a quality consistent with global standards (GS1 UK) and Suppliers should check:

- Barcode print quality

- Magnification of the barcode

- Bar height

- Location

- TU (outer) cases must be robust and designed to withstand normal handling in warehouse, vehicles and retail store

8. Supply Chain & Logistics

8.15 Traded unit case requirements (cont)

TU cases must have the following clearly marked on them:

- Goods description

- Quantity and size of units

- Gross weight

- NSL (Co-op own-label only)

- Storage instructions

- Country of Origin

- Traded unit bar code (ITF-14, EAN-128 standard or EAN-13)

- Handling instructions

- Durability code and BBE

- Batch code

- Catch weight (random weight goods only)

- PL/THR number (medicinal products only)

All details should be on at least two faces (one long, one short) and handling instructions, best before/best before end and appropriate batch code date must be on one side, preferably a long side for visibility.
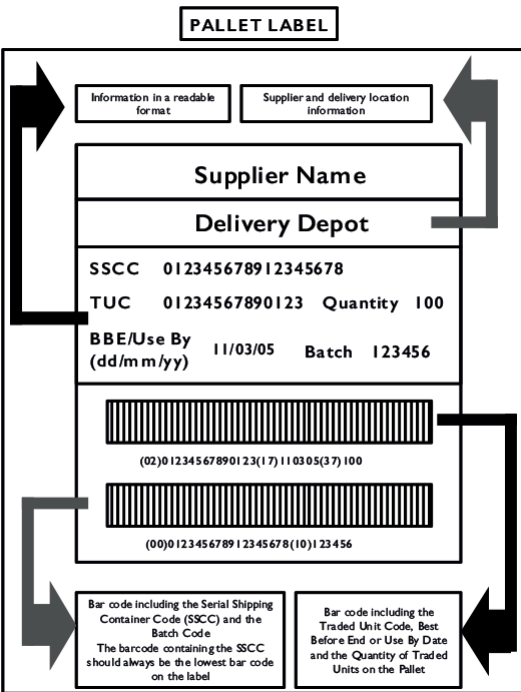
8. Supply Chain & Logistics

8.16 Pallet Label Requirements

Each pallet should be identified with a unique number called a SSCC (Serial Shipping Container Code). The pallet label will include UCC/EAN-128 bar codes of this and other information about the goods on the pallet.

The full requirements for information to be included on pallet labels are detailed below:

Information	Human readable	Bar code
Supplier name and address	Yes	No
Delivery destination (the Co-operative Group distribution centres)	Yes	No
Product TUC	Yes	Yes
Product quantity (traded units)	Yes	Yes
Product BBE/Expiry date	Yes	Yes
Batch code	Yes	Yes
Serial Shipping Container Number	Yes	Yes
Catch weight	Yes	Yes
PL/THR number		

PALLET LABEL

Information in a readable format

Supplier and delivery location information

Supplier Name

Delivery Depot

SSCC   012345678912345678

TUC   01234567890123   Quantity   100

BBE/Use By (dd/mm/yy)   11/03/05   Batch   123456

(02)012345678901 23(17)110305(37) 100

(00)012345678912345678(10)123456

Bar code including the Serial Shipping Container Code (SSCC) and the Batch Code
The barcode containing the SSCC should always be the lowest bar code on the label

Bar code including the Traded Unit Code, Best Before End or Use By Date and the Quantity of Traded Units on the Pallet

8. Supply Chain & Logistics

8.17 Mixed Pallet Label Requirements

If the goods are price-marked it is essential that the price be shown clearly on the delivery note, including:

- The purchase order quantity in cases

- The delivery quantity in cases

- The number of saleable units per case

- The appropriate consumer unit code

- The use buy or BBE date

- The appropriate trade unit code

- Any settlement discounts terms

- Any off-invoice bonuses

- The VAT calculations

- The method of delivery if goods are by other than own transport

Temperature-controlled food deliveries will have the temperature upon receipt recorded on the delivery note.

The sequence for listing goods must remain the same on delivery notes as on invoices and credit notes.

Documentation for uplifts

A supplier note will be handed to the driver for signature.

If supplier documentation is used, the following detail will be needed:

- Distribution centre name and address

- The Co-op product code or the appropriate EAN code

- A full description of the goods uplifted

- A clear statement of the quantity, pack and size of Goods uplifted

- For temperature-controlled food deliveries, the temperature upon receipt should be recorded on the uplift note

- The serial number of the uplifts note must be quoted on credit note

8. Supply Chain & Logistics

8.17 Mixed Pallet Label Requirements (cont)

For pallets containing more than one product in full layer quantities: these will need to be separated by individual pallets. Each pallet should have its own SSCC describing its contents.

For pallets containing more than one type of goods in sub layer multiples: these pallets should have one identifying SSCC without any product or quantity details.

Any order of less than one layer should be clearly segregated making sure the Goods are grouped together in order to simplify checking and receiving.

8.18 Delivery documentation

Delivery Note Requirements and Contents

Each delivery made to Co-op must be accompanied by a delivery note. This may be signed, however this does not constitute an agreement that the Goods have been accepted as delivered in full to Specification. A copy should be left at the distribution centre.

Each delivery note must include:

- The name and address of the distribution centre to which delivery is being tendered

- The Purchase Order number, subsequently quoted on invoices/credit notes

- A delivery note or uplift number

- The date the delivery is being made

- The supplier and haulier name

- They must also include details of item(s) being delivered, including: a full description of each item, the Co-op NSL code and or SAP Article Number, the unit size, with special packs individually identified, PL/THR number, batch number.

Any goods ordered but not delivered must be on the paperwork with a zero quantity. Any substitutions (once agreed with the Supply Chain Analyst) should be highlighted on the delivery paperwork.

8. Supply Chain & Logistics

8.19 Export Requirements

Co-op acts as an exporter to its retail operations in Northern Ireland, as well as wholesale export to our partners via the NISA business.

This means that we may need to request additional information from you about the goods if we need this data to comply with any current or future export processes or legislative changes.

We need your permission for

EU Supplier - goods to be shipped to and sold in both GB and NI, and continue to retain responsibility for your products' safety and legal compliance by the establishment of a GB entity.

GB and Rest of World Supplier - goods to be shipped to and sold in both GB and NI, and continue to retain responsibility for your products' safety and legal compliance by the establishment of a EU or NI entity.

You need to ensure:

- All regulatory requirements have been fulfilled to allow this product to be delivered to Co-op and Nisa in Great Britain and sold in Great Britain

- All regulatory requirements have been fulfilled to allow this product to be delivered to Co-op and Nisa in Great Britain and subsequently, without modification, be shipped to and also sold in NI

- The goods you supply to Co-op and Nisa in GB and NI will remain compliant with all legislative requirements for GB and NI and that you will notify the Co-op immediately if the situation changes

8. Supply Chain & Logistics

8.19 Export Requirements (cont)

<u>You need to ensure (cont):</u>

To reduce the administrative burden we require all products to comply with the following rules:

- Any wood packaging should be ISPM15 compliant.

- Products should be free from:

  - Unpasteurised milk and unpasteurised milk products (composite products only)

  - Mercury

  - Ozone depleting substances

  - Fluorinated greenhouse gases

  - Genetically modified organisms

  - Cat or dog fur

  - Seal products

  - Betel leaves from Bangladesh

  - Polyamide/melamine in kitchenware from China/Hong Kong

  - Products covered under the Washington convention (CITES)

  - Invasive Alien Species (EU Lex 2016/1141)

Email

customscompliance@coop.co.uk

8. Supply Chain & Logistics

8.20 Customs Import Requirements

The supplier, where they are the importer of record, must provide correct and complete transit and customs compliance documentation as required by Relevant Laws and any Authority.

Co-op will not accept any responsibility or liability for customs activity or regulation where a supply agreement has a DDP incoterm.

Co-op and NISA do not act as importer of record for imported samples.

Where Co-op is the importer of record, the supplier must provide the required customs documentation on or before collection of the goods from the supplier in hard copy format and electronically as reasonably required by Co-op.

Copies of the following documents, where relevant, must be emailed to ImportDocuments@coop.co.uk prior to the Goods being imported. The subject bar in the email should include our purchase order number(s) and 'organic' if appropriate to the product:

- EAD

- Supplier commercial invoice

- Packing List

- VI1

- EUR1/origin declaration/REX statement

- Any other documentation related to the import including but not limited to any documentation which is required by EU or UK legislation specific to the classification or origin of those goods.

Email

ImportDocuments@coop.co.uk

8. Supply Chain & Logistics

8.20 Customs Import Requirements (cont)

If the supplier does not provide the original EUR1/origin document/VI1 to Co-op's designated freight forwarder they should be sent to:

Co-op Imports & Exports Compliance Manager,
Co-operative Group,
2nd Floor,
1 Angel Square,
Manchester,
M60 0AG

Other original documentation, including but not limited to any documentation which is required by EU or UK legislation specific to the classification or origin of goods must be provided on request.

<u>Use of Co-op or NISA EORI & Deferment</u>

Suppliers must not use Co-op or NISA's EORI Number or Deferment Account under any circumstances unless specific written permission is obtained from the Import Manager at ImportManager@coop.co.uk

The Import Team can be contacted a: ImportDocuments@coop.co.uk

Email

ImportManager@coop.co.uk

ImportDocuments@coop.co.uk

8. Supply Chain & Logistics

8.21 Movement of Excise Duty Suspended Alcohol

Coventry NDC is Co-op's excise warehouse.

Scunthorpe is NISA's excise warehouse.

You will only be asked to move excise duty suspended alcohol to these locations. You must not deliver excise duty suspended alcohol to any other location.

The use of EMCS, creation and management of eADs, and the transport of the excise duty suspended alcohol must at all times be in accordance with current UK legislation, HMRC policy and guidance.

All excise duty suspended alcohol delivered from a UK supplier must be accompanied by either a hard copy eAD or fallback document or a document continuing the ARC number produced by the EMCS system when the goods are despatched from the vendor.

A printed copy of the document should be fixed to the final pallet of the load and clearly visible (facing outward). A second printed copy of the document must be provided to the driver of the vehicle. The driver must be able to produce the printed copy document with the ARC number to an official, if the vehicle is stopped whilst in transit, and on arrival at our excise warehouse.

Import of alcohol and customs requirements

Where you are the importer of record into the UK of excise goods consigned to one of our excise warehouses, the alcohol must be customs duty paid, by you, at the place of import.

Where the alcohol moves direct from port to one of our warehouses the receiving warehouse must be provided with a copy of the import entry (C88 and E2 or CDS equivalent) in addition to the documentation in the paragraph above.

8. Supply Chain & Logistics

8.21 Movement of Excise Duty Suspended Alcohol (cont)

<u>EU alcohol suppliers</u>

Where you move excise goods in excise duty suspense within the EU you must meet all the requirements of Council Directive 2008/118 Article 21, Regulation (EC) 2009/684, any other EU excise regulations and any local requirements.

You must ensure that all excise duty suspended loads leaving your (or a third-party winery) to travel to EU port for discharge by export have the hard copy eAD raised in EMCS or a fallback document physically attached to the alcohol and that the driver is provided with a copy. The eAD must be presented to the EU authorities on request.

<u>Specific eAD completion requirements</u>

LRN: The Co-op order number should be included after your unique LRN to assist with the identification of receipts. If your system does not permit this then the Co-op order number should be included in any free text box, such as in the supporting documents section of the eAD or in the section where the commercial description of the goods may be entered.

Where you are a supplier of alcohol but not the consignor of the goods you must ensure that the above guidelines are shared with the consignor.

8. Supply Chain & Logistics

8.22 Alcohol Due Diligence

As a wholesaler of alcohol, Co-op is required by HMRC to assess the risk of any excise duty fraud in its supply chains.

As such, we must conduct due diligence checks on all suppliers of alcohol prior to them entering our supply chain, to reduce the risk of tax fraud within the supply chains in which we operate.

Co-op suppliers must be regularly assessed and as such, are required to complete a due diligence questionnaire periodically.

HMRC do not allow the transfer of excise approvals, including AWRS, where there is a change in ownership of a business. Detailed information is in HMRC Notice 2002 and 197.

Change in business ownership, must be communicated to Co-op 60 days prior to the change.

We will not be able to order product from you once ownership has changed until you have provided your new AWRS number and we have conducted any further due diligence checks we consider appropriate

Email these changes to the address shown below: **Email**

coopconnectsupport@coop.co.uk

9. Finance

9.1 Supplier Invoicing - Payments

Invoice settlements will be in accordance with Co-op standard payment terms as agreed with your Co-op Buyer at contract negotiation stage.

Once agreed and trading has commenced, payments will be allocated and maintained by the Accounts Payable.

Invoices will be paid via BACS transfer. Any queries can be raised by emailing the below contact:

Email

apqueries@coop.co.uk

9.2 Simple End to End PO to Invoice Routine

- Supplier receives a PO from Co-op (via SNC or EDI)

- Supplier sends ASN back to Co-op (via SNC or EDI)

- Supplier delivers goods direct to store or depots, Co-op complete goods receipt process.

- Supplier sends invoice to Co-op (via SNC or EDI)

9.3 Legacy Systems

For suppliers still trading on Co-op's legacy systems (systems prior to Coop's move to SAP) SNC is not used, and suppliers may use EDI or Swisspost or Post to send invoice data.

For more information on legacy routes of payment please contact the below email:

Email

gfrinvoiceprocessing@coop.co.uk

9. Finance

9.4 SNC and EDI assistance

All SAP related invoices for Co-op should come electronically via SNC or EDI.

If you need assistance with either of these methods of electronic please reach out to:

Email

sncsupportteam@coop.co.uk

Email

edidevelopmentteam@coop.co.uk

A very small number of suppliers will need to use our Non PO backed routine. This is explained to any relevant suppliers at commercial discussion level. For more info on that invoicing routine please speak to ai@co-op.co.uk

Email

ai@co-op.co.uk

10. Inclusion & Diversity

10.1 Commitments to Inclusion and Diversity

At Co-op we are looking to strengthen and stretch our business vision of 'Co-operating for a Fairer World'.

We have made business commitments which include:

- Encourage diversity as a focus for the businesses we trade with and offer practical support and encouragement where we can to those that need to progress

- Enhance our procurement process so that we partner and invest more with suppliers that have a strong focus on inclusion and closing the inequality gap in their own businesses

- Develop specific products for ethnic minority groups

- Ensure that we celebrate with communities and that our products meet the needs of our customers as they celebrate key cultural events

To do this we have launched the **Endless Inclusion Hub**, an online platform where Co-op and our supplier partners join together to activate, educate and innovate for meaningful Diversity, Equity, Inclusion and Belonging (DEI&B) across the retail sector.

This means that at Co-op we don't just co operate for a fairer world internally, we do this through our partnerships which enables us all to 'Co-operate for a Fairer World, Together'.

With race and ethnicity as our catalyst, we have expended our vision across all areas of I&D.

Therefore, our collaborative journey will hold (DEI&B) at the heart of how we do business, through every supplier partnership.

We've rooted our Commercial commitments to I&D, into the 'Endless Inclusion Hub'.

With equity being paramount, we have ensured that the hub is free at the point of access, so we can bring every supplier on the journey.

10. Inclusion & Diversity

10.2 Purpose

• Creating an inclusive environment, internally and externally, which enables people to feel equal, understood, supported, valued and appreciated, so that they are able to reach their full potential and be comfortable being their true selves in the company of others.

10.3 Vision

• To cooperate for a fairer world together, in one shared community of allyship, which proactively dismantles barriers to access and belonging, for the equity of all our customers, colleagues and communities, so that together, we can enable our partnerships and industry to be reflective and inclusive of the diverse societies in which we serve'

10.4 Aims

• To **enable everyone to move forward** on the maturity scale. Regardless of partner starting point, everyone will progress their internal plans to close the inequality gaps, in their business

• To **offer practical support** for our partners, across all facets of Equity, Diversity & Inclusion. Encouraging collaborative shared learning and support, to accelerate progression

• To **activate and cooperate together**, through our Endless Inclusion Calendar. Recognizing the values, beliefs and identities of others, while dismantling the barriers to access and belonging, for underrepresented and marginalised groups.

10. Inclusion & Diversity

10.5 What you need to do

<u>Onboarding</u>

To successfully onboard **you must complete steps 1& 2**

1. Register – Anyone in your business can register for access. If you have a specific point of contact for Diversity & Inclusion in your business, please ensure they are also notified. (You must register, before you can self-assess)

   ((r. **Link**

   > Click here to register for Endless Inclusion

2. Self-Assessment – The self-assessment is the foundation and benchmark to progression. Visibility for both you and us, is essential. Without the self-assessment, we cannot measure the journey and complete onboarding
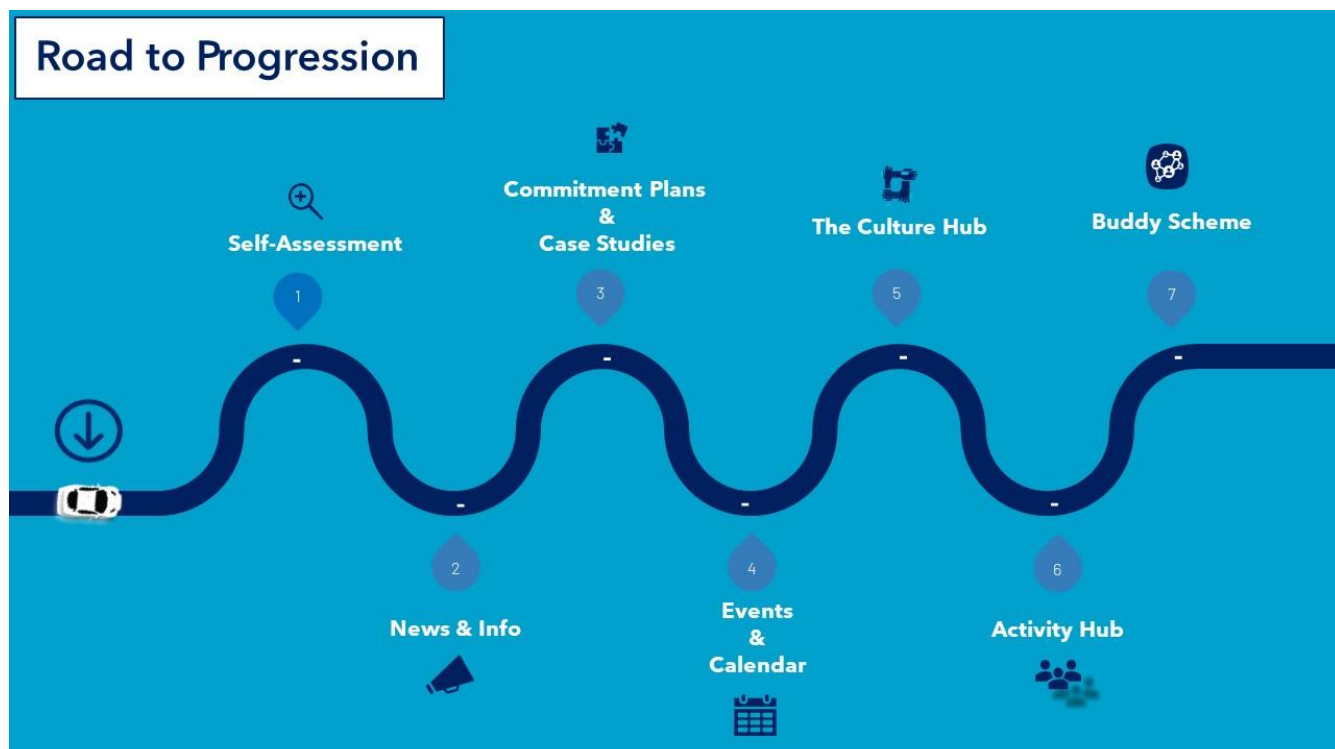
   ((r. **Link**

   > Click here to complete self assessment

3. Navigate to News and Info – On this tab you will find an online <u>getting started pack</u> and introduction video to the hub

We're all taking this journey together. We know that everyone will be at different starting points and that's okay. Together we can truly support collective progress for all our businesses.

Road to Progression

Self-Assessment (1)
Commitment Plans & Case Studies (3)
The Culture Hub (5)
Buddy Scheme (7)
News & Info (2)
Events & Calendar (4)
Activity Hub (6)

10. Inclusion & Diversity

What you need to do (cont)

Engaging

- Commitment Plans

  This is where you will go to gain insight on each area of diversity, equity, inclusion and belonging. Through each commitment plan you will find both Co-op and Supplier Case Studies (Commitment Plans), to support your journey.

- Case Studies

  These are fundamental to progression. They create diversity of thought and support moving the dial for all our businesses. All the case studies are viewable at the bottom of each commitment plan, and we encourage every supplier to submit their own. You can upload your case study by the 'upload case study' button at the bottom of each commitment plan or you can email us on the address shown below. Case Studies can include – Supplier inclusion calendar, Supplier I&D plan, Supplier celebration/awareness events

- Inclusion Calendar

  We have shared our internal inclusion calendar to support all our suppliers in their planning and also to create the opportunity for us to align with you. With visibility of your inclusion calendar, we can find the opportunities together.

- The Culture Hub

  The Culture Hub is designed to support supplier implementation. The aim is to create inclusive cultures, across our partnerships. This section shares free training, learning and resources to enable action and facilitate progression.

Email

endlessinclusionhubsupplierportal@coop.co.uk

Link

Visit the Endless Inclusion Hub here

10. Inclusion & Diversity

What you need to do (cont)

- The Activity Hub

  Here you'll find a variety of individual and team activities to support your journey. Each culture driver is found within the activity bucket and is paired with a variety of learning resources.

  Our learning resources encompass a mixture of learning styles and communication needs. Including podcasts, book clubs, docuseries, webinars, professional literature and interactive activities and quizzes

  We're activating on the go so regardless of how, where and who you work with, there's always an opportunity to activate!

10.6 Partnerships

Buddy Scheme

Our partnerships buddy scheme is available to all suppliers.

This programme allows each supplier, regardless of their position on the maturity scale to 'partner' with another supplier.

Our buddies are already on the road to progress, this means they have real insight into lessons learnt and what has worked for them.

Setting time with your buying team

We want to explore new ways of doing business.

That means bringing I&D into our everyday conversations, so we can be truly inclusive for colleagues, customers, and communities.

We encourage our suppliers and buying time to set aside pre-agreed time, within their meeting agendas.

If you would like any further information, please contact the team directly on the address shown below.

📧 Email

endlessinclusionhubsupplierportal@coop.co.uk

11. Maintaining your supplier information

It is vitally important that we are able to maintain a complete and current set of contact details for your business.

While it is important that we hold on file the details for your current National Account Manager, for those times when we need to send more technical messages or talk about financial or regulatory issues, it really helps us to have contacts in our database who are better placed to receive and respond to those sorts of communications from us.

Consider letting us know about crucial contacts we might need to talk to on a non-commercial, Supplier Engagement level within your organisation in areas including Senior Leadership, Finance, Logistics, EDI, Technical and Supply Chain.

We promise that we never share your information with any third parties and only ever use your details for communications relating to supplier engagement here at Co-op, so rest assured your information is always kept safe and secure.

To update your contact details or add a colleague's information into our database, please click here to update centrally within Co-op Connect.

If you're not sure if you are opted in to receive dedicated emails from our inbox or would like to ensure you receive communications from us, please email us on the address below.

Email

SupplierEngagement@coop.co.uk

Link

Update your details here on Co-op Connect

12. Groceries Supply Code of Practice (GSCOP)

We're a 'designated retailer' under the Groceries (Supply Chain Practices) Market Investigation Order 2009 and are subject to the Groceries Supply Code of Practice (GSCOP). The Code Confident Pack, containing a copy of the Code and guidance from the Groceries Code Adjudicator can be found here or by scanning the QR code.

If you want to raise an issue, then in the first instance we encourage you to speak to your Co-op contact so you can have an open and honest conversation and they have the opportunity to address the issue.

If you've followed this escalation route and need to contact our Code Compliance Officer (CCO) you can do on the email shown below.

One of the roles of the Code Compliance Officer is to hear from suppliers especially if we've not lived up to our values and principles.

You can discuss matters with the Code Compliance Officer in the strictest of confidence and independently of any other relationships you have within the Co-op. The Code Compliance Officer will not, without your explicit consent, share any details of what is discussed. The Co-op has committed to the GCA that you will not face negative consequences because of raising issues with the business directly or with the CCO.

If you still have concerns that your identity could be revealed, you can report an issue via the Groceries Code Adjudicator's secure third-party platform in total confidence that the information you share will remain anonymous. This can be found on the link below.

Email

CCO@coop.co.uk

Link

www.telltheGCA.co.uk

13. Glossary of Terms

ANA Code   Article Numbering Association. Linked to EAN barcode numbering

Article   This is how we will refer to a product

ASN   Advanced Shipping Notification

CCO   Code Compliance Officer

CCW   Nisa Category Controller for Wholesale

Charges Matrix   List of charges a supplier could potentially be deducted for over the period of their relationship with the Coop

CPC   Cost Per Case

CRTG   Co-operative Retail Trading Group - the collective term for the independent societies, now known as FRTS

DOD   Depth Of Distribution. The number of stores that a product is ranged in

DOT   Director Of Trading (previously known as Head Of Commercial). The most senior member of the Buying team that all Category Trading Managers directly report into

EAN   European Action Number. Set against a product to ensure details on requested purchase order are correct

EDI   Electronic Data Interface

EDLP   Everyday Low Price. Products that aren't promoted but have a low retail price throughout the year.

EDN   Electronic Delivery Note. A record of the amount of goods actually received (which could be different to the amount on the purchase order)

EGRN   Electronic Goods Received Note

EPD   Existing Product Development

12. Glossary of Terms

ERC   Emergency Range Change. Range changes that occur outside of a standard range event. These should only be done in an emergency when a supplier is no longer able to provide stock

FRTS   Federal Retail and Trading Services Ltd (previously named CRTG). Jointly owned trading company between Co-op Group and the Independent Societies. FRTS contracts with Co-op Group for the provision of services to all partners, namely, buying of goods

FSDU   Free Standing Display Unit. The cardboard shippers that are used to display stock

FSSC   Financial Shared Services Centre. The Co-op Group's financial department

JBP   Joint Business Plan (also known as Shared Business Plan)

LIDIA   Logistics In Depot Improved Availability

LTA   Long Term Agreement. A commercial term agreement that is usually for a minimum 12 month period between the Buyer and the Supplier

MOQ   Minimum Order Quantity

NAM   National Account Manager

NDC   National Distribution Centre

NPD   New Product Development

PAN   Product Action Notification

PO   Purchase Order

QAS   Quality Attribute Standard

RDC   Regional Distribution Centre

RTM   Route To Market

Any questions?

supplierengagement@coop.co.uk
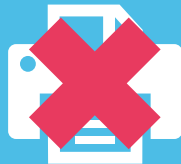
Please, don't print.

This booklet is intended for digital use only.