



# Supplier Guidelines

September 2021

Basket made from 100%  
recycled plastic

co  
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co  
op

# What's new?

## Section 1

### Introduction and Brexit

- Following the UK's exit from the EU there have been a number of changes to the regulations for the movement of goods between the UK and Northern Ireland (NI), resulting in new requirements for labelling and customs compliance.

## Section 2

### Understanding our Systems

- As part of our Retail Transformation Programme we've updated our systems. We've shared detail around what each platform is used for.

## Section 3

### Third Party Service Providers

- Red Tractor added

## Section 4

### Co-op own-label goods

- Detail around new supplier technical performance framework launching 2022
- Clarity on product surveillance & testing

## Section 5

### Operations in store

- New section added for 2022

## Section 7

### Supply Chain & Logistics

- More information on vehicle requirements and pallet specifications
- Clarity on date life validation
- New depot b

## Section 8

### Finance

- Section updated as a result of RBT
- Explanation of promotional funding across Co-op's channels

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## Other key links

[Standard Terms and Conditions](#)

[Charges Matrix](#)

# 1. Introduction and Brexit

These guidelines are part of your supply agreement with the 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).

That 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 3<sup>rd</sup> 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.**

## Brexit

Co-op has a small number of stores within Northern Ireland and therefore now needs to act as an exporter to these stores. In addition to this the NISA business also supplies products into partners in both Northern Ireland and a small group within the Republic of Ireland.

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.

# 1. Introduction and Brexit

## 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

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
  - mercury
  - ozone depleting substances
  - fluorinated greenhouse gases
  - High Risk Food Not of Animal Origin (HRFNAO)
  - genetically modified organisms
  - cat or dog fur
  - seal products
  - betel leaves from Bangladesh

## 2. Understanding our systems

### 2.1 Co-op Connect

Our Co-op Connect Platform 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



<https://myapplications.microsoft.com>

### 2.2 SNC

The SNC Platform is a supporting interface with Co-op, you'll may need to use this platform if you don't currently use EDI with us. On this platform you will find

- Purchase Order Details (Pos)
- Create Advanced Shipping Notifications (ASNs)
- Submit invoices
- Raise credit notes



**Email**

[coopconnectsupport@coop.co.uk](mailto:coopconnectsupport@coop.co.uk)

### 2.3 Legacy Supplier Portal

Our Legacy Supplier Portal is the older interface with Co-op, you still need to use this platform to:

- use commercial terms agreements; and



<https://supplierportal.retail.coop.co.uk>



**Email**

[supplierportalsupport@coop.co.uk](mailto:supplierportalsupport@coop.co.uk)

## 2. Understanding our systems

### 2.4 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 contact your technical manager. You can ask your buyer for their details



<https://www.my-core.co.uk/orbcprod/login.vm>

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



You'll need IRIS access to:

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

- 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); and
- provide corrective actions as a result of any quality issues found in the products you supply



[irisqueries@coop.co.uk](mailto:irisqueries@coop.co.uk)

## 2. Understanding our systems



<https://www.coopsupplierhub.com/edi>

### 2.6 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. Equally 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.

The EDI team can be contacted at [edidevelopmentteam@coop.co.uk](mailto:edidevelopmentteam@coop.co.uk).

As a backup to EDI we have a system called SNC, this can be used to review Purchase Orders (POs) and submit invoices, Advanced Shipping Notifications (ASNs) and credit notes.

As part of 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.

[coopsupplierhub.com](https://www.coopsupplierhub.com)



### 2.7 Supplier Information Hub

A source of key documents, news and updates from the Co-op. This platform doesn't require a password and can be useful for many colleagues within the Supplier's business. Feel free to send the link around your business. It contains

- Key documents from the Co-op
- Many useful knowledge pages related to activities either at Co-op or wider across the Grocery Market.
- Upcoming events and news

### 3. Third party service providers

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



#### Scope

Co-op  
own-  
label  
goods

#### What is it?

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.

#### Where to find out more

[www.brcglobalstandards.com/](http://www.brcglobalstandards.com/)



Ethical  
site audits

#### Scope

Co-op  
own-  
label  
goods

#### What is it?

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.

#### Where to find out more

[Supplier Guide to Ethical Trade](#)



#### Scope

Co-op  
own-  
label  
goods

#### What is it?

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.

#### Where to find out more

[www.sedexglobal.com](http://www.sedexglobal.com)



#### Scope

Co-op  
own-  
label  
goods

#### What is it?

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.

#### Where to find out more

[www.campdenbri.co.uk](http://www.campdenbri.co.uk)



#### Scope

Co-op  
own  
label  
goods

#### What is it?

If there's a Red Tractor label on product packaging, 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.

#### Where to find out more

<https://redtractor.org.uk/>

### 3. Third party service providers



Pesticide control

#### Scope

Co-op own-label goods

#### What is it?

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.

#### Where to find out more

Please speak to your category Technical Manager



#### Scope

Co-op own-label goods, Protein

#### What is it?

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.

#### Where to find out more

[www.rspcaassured.org.uk](http://www.rspcaassured.org.uk)



#### Scope

Co-op own-label goods, Produce

#### What is it?

Recommended provider of trays used for transporting produce Goods (fruit and veg) on behalf of Suppliers to Co-op.

#### Where to find out more

Speak to logistics



#### Scope

Co-op own-label goods, Produce

#### What is it?

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.

#### Where to find out more

[www.earthisland.org](http://www.earthisland.org)



Pyramid Animal Welfare

#### Scope

Co-op own-label goods

#### What is it?

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 data.

#### Where to find out more

Contact the Agricultural Team.



#### Scope

Co-op own-label goods

#### What is it?

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.

#### Where to find out more

[www.msc.org/home](http://www.msc.org/home)

## 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 which will be held on our myCore system. 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.

### 4.3 Depot quality rejections

In our depots, teams of Quality Assurance Analysts (QAAs) check the quality of goods received at depot. They'll check that the goods received meet the criteria set by the QAS; they'll decide whether the case should be accepted at depot. If we reject a case, there'll be a related depot quality check charge per case rejected, as outlined in the Charges Matrix.

On the day of rejection, our QAA will check if similar quality issues have been noticed across our network. We'll then let your technical contact know within 24 hours. Please make sure you tell your invoicing team when we notify you of a technical 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.

## 4. Co-op own-label goods (continued)

### 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 Manager 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 Manager.

### 4.5 Supplier Technical Performance Framework

During 2022 we are launching a supplier Technical Performance Framework with an ambition to both support suppliers where we see technical concerns but also identify those suppliers with technical excellence and how these suppliers can work collaboratively with us on future projects.

### 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 a member of the Technical Team.

The sampling may take place on a routine visit, by request or remotely. These requests and collection of samples must be undertaken within the communicated time frame, typically within 30 minutes of notification.

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 Manager as soon as possible so the appropriate action can be taken.

## 4. Co-op own-label goods (continued)

### 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.

#### **Product into Store**

**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 and 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.

## 5. Operations in store (Continued)

**Operations within a Co-op Store:** Training must be provided to the store team, this must include, product handling and equipment use guidance (preparation, display and 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 must be sent to the Retail Risk Manager (with indication of the stores) for approval prior to product going live into stores:

- 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 must 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 (Continued)

### 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)) 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.

#### **For products handled and packaged in store (Prepacked for Direct Sale)**

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

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 (Continued)

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

#### 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.

Retail Risk H&S Email Address:

[RiskH&S@coop.co.uk](mailto:RiskH&S@coop.co.uk)

## 6. Consumer complaints, product recalls and withdrawals

### 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 . If you need more detail on our charges, see our Charges Matrix.

In some circumstances this could trigger a recall or withdrawal of goods.

### 6.2 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.).

## 6. Consumer complaints, product recalls and withdrawals (Continued)

### 6.3 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.

Following a product recall or withdrawal, 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.

## 7. Supply chain & Logistics

At present we run 2 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 2 networks.

For specific guidelines related to Co-op and NISA please find links below to 2 separate documents



# 7. Supply chain & Logistics (Continued)

## 7.1 Range rules for delivering into depot

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; and
- 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);

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

# 7. Supply chain & Logistics (Continued)

## 7.2 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.

## 7.3 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.

## 7.4 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.

# 7. Supply chain & Logistics (Continued)

## Vehicle Requirements

- Vehicles should be clean, dry, free from debris, suitably sanitized 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.
- Suppliers should leave sufficient space between pallets to ensure safe unloading via the rear doors.
- Vehicles must be 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 that's been calibrated in the last 12 months to accurately measure the air temperature inside the container/vehicle
- The printer should be equipped with a print roll and be able to produce a temperature printout if asked by our distribution centre
- Vehicles should be equipped with effective load-restraint equipment
- Vehicle keys will need to be 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.

## 7.5 Site Requirements

- All sites have a no smoking policy in place
- No children are permitted on site.
- All visitors to site are subject to random security checks when leaving the 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

# 7. Supply chain & Logistics (Continued)

## 7.6 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 1.8 metres (5' 10"), any exceptions for light goods (subject to risk assessment) are authorised by the Distribution Centre Manager. If 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.

## 7. Supply chain & Logistics (Continued)

### 7.7 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.

### 7.8 Dealing with pallets containing more than one product

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; and
- order quantities of less than one pallet shouldn't be consolidated onto a single pallet

### 7.9 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 1 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.

## 7. Supply chain & Logistics (Continued)

### 7.10 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 HM Revenue and Customs will apply. You'll be asked to conform with these when requested to do so

### 7.11 Pallet exchange

The 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.

### 7.12 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'll have been 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.

# 7. Supply chain & Logistics (Continued)

## 6.13 Traded unit case requirements

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

- bar code 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;
- catch 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:



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

# 7. Supply chain & Logistics (Continued)

## 6.13 Traded unit case requirements (continued)

TU cases must have the following clearly marked on them:

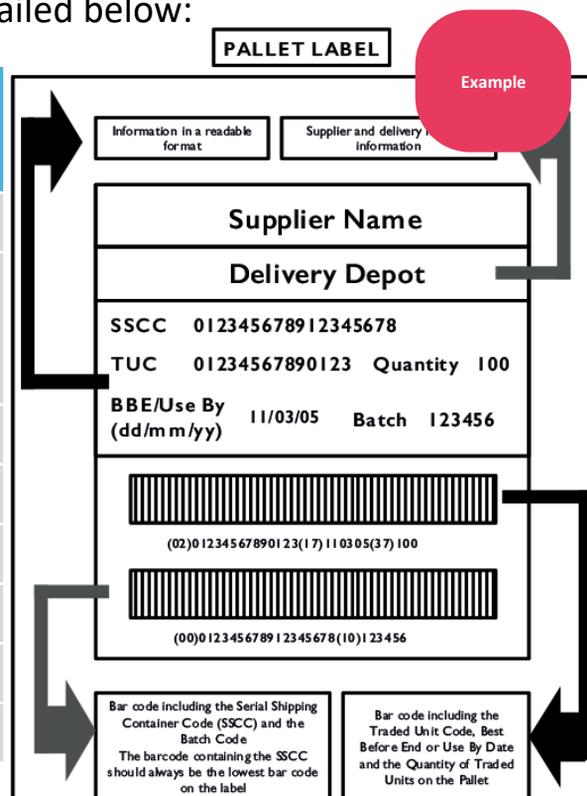
- goods description
- quantity and size of units
- gross weight
- NSL (Co-op own-label only)
- storage instructions
- Country of Origin
- traded unit bar code (ITF-14, EAN-128 standard or EAN-13)
- handling instructions
- durability code and BBE
- batch code
- catch weight (random weight goods only)

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.

## 6.14 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



## 7. Supply chain & Logistics (Continued)

### 6.15 Mixed Pallet Label Requirements

- 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 the contents of that particular pallet
- 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. This'll be used to generate an ASN to check the stock.
- 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

### 6.16 Delivery documentation

#### Delivery Note Requirements and Contents

Each delivery made to the Co-op must be accompanied by a delivery note, this delivery note 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.

Any goods ordered but not being 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.

# 7. Supply chain & Logistics (Continued)

## 6.17 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 your 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 the Goods uplifted
- for temperature-controlled food deliveries, the temperature upon receipt should be recorded on the uplift note; and
- the serial number of the uplifts note must be quoted on the credit note.

## 8. Finance

### 8.1 Invoicing requirements

- invoices should follow the requirements set out in the Co-op's Invoicing Procedures Manual (Food), or Invoicing Procedures Manual (Non-Food)
- copies of this Manual are available on the Supplier Portal
- suppliers should operate a post-invoicing system: i.e. invoices should be raised against confirmed deliveries
- each invoice should be for one purchase orders(PO) only and should quote either the Co-op PO or NISA order number; invoices covering a number of deliveries can't be processed
- non-approved goods can't be processed for payment.

### 8.2 Statement requirements

A statement of account must be submitted at intervals not exceeding one calendar month. The statement must show all items that are outstanding at the date of the statement

Statements should be submitted electronically in either MS Excel or .CSV format to the following e-mail address ([apqueries@coop.co.uk](mailto:apqueries@coop.co.uk)). Other correspondence should be directed to:

Accounts Payables Dept.  
Co-op Service Centre  
The Co-op  
6th Floor  
1 Angel Square  
Manchester  
M60 0AG

### 8.3 Address for submission for NISA Paper invoices

All invoices and credit notes for distribution centres must be submitted to:

Purchase Ledger Department  
Nisa Partner Support Centre  
Waldo Way  
Normanby Enterprise Park  
Scunthorpe  
DN15 9GE

## 8. Finance

### 8.4 EDI Invoicing

EDI Invoicing is the preferred method of trade with the Co-op, if you're not currently EDI enabled please contact the EDI team using the following e-mail address [edidevelopmentteam@coop.co.uk](mailto:edidevelopmentteam@coop.co.uk)

If you normally submits invoices via EDI, the following rules apply:

- no paper invoices should ever be submitted in respect of successful EDI transmissions;
- in the event of an EDI system failure, you'll need to use our SNC system as a backup. An explanation of how to gain access to this system is outline in section 2 of this document
- the date of re-commencement of EDI submissions must also be confirmed in writing to the above address.

Paper invoices outside of the above procedure will be returned.

### 8.5 Confirmation of bank details

Our preferred method of payment is BACS. New or amended bank details should be confirmed by completing the "New bank Details" process on the Co-op Connect Portal.

## 8. Finance

### 8.6 All payment queries

Our Co-op team are available between the hours of 09:00 – 17:00 Monday to Friday.

If you're already transmitting via EDI all queries regarding invoice payment should be directed to the relevant payment department number below:

- **Distribution centres delivery queries:** Dial 0330 606 9408 select option 1, then option 3, and then option 3
- **Direct delivery queries:** Dial 0330 606 9408 select option 1, then option 3 and then option 2

If you send paper-based invoices, all queries regarding invoice payment should be directed to Supply Chain Invoice Matching Team via email [supplychaininvmatching@coop.co.uk](mailto:supplychaininvmatching@coop.co.uk). You can reach them on the phone by calling 0330 606 9408 and using options 1-3-3

### 8.7 Forensic auditing

We use forensic audit teams to recover any missed supplier income. We limit all audit claims issued to suppliers to the current and two previous financial years. All forensic audit claims will be settled independently of current and future trading arrangement and any commercial negotiations.

#### 8.7.1 Audit process: raising a claim

If we contact you with a claim, we'll ask you to respond within 30 days. If you need to, you can request extra time to investigate a claim but we'll need you to ask us for the extra time. The forensic audit teams must ensure they receive an acknowledgement of the claim from you. This is to confirm the right person in your business has received it.

If you don't respond by day 31, the forensic audit team will assume you don't dispute the claim and notify you of our intention to raise an invoice for the full value of the claim.

#### 7.7.2 Audit process: supporting Information

We'll make sure our audit teams give you all the supporting data they need to review each claim.

## 8. Finance

### 8.7.3 Audit process: claim disputes

When we issue you the claim, you'll be given 30 days before we send you an invoice. In this time, you can raise disputes or queries about the invoice. As with all Co-op invoices, if you've a dispute you can raise it via our Supplier Portal.

We also have a dedicated Supplier Disputes Helpdesk who'll help provide efficient investigation and a timely resolution of any financial disputes.

## 8.8 Shorts & Claims

### 8.8.1 Short Deliveries

Should any Goods be short delivered to a distribution centre, a Co-op claims form will be completed and issued to the driver. The Delivery Note Number will be shown on the Claim Form for cross-reference.

### 8.8.2 Retrospective Claims

If we identify short volume deliveries or damage that's not obvious at the time of receipt, we'll complete a claim form and send it to you (unless you've signed up to good faith receiving).

Where the mismatch is quantity related, we'll make payment based on invoiced quantity (subject to the terms of the Supply Agreement), in some instances we may ask for some evidence that the invoiced quantity and delivered quantity were identical.

Any change in payment we believe is necessary will be made no less than 30 days after notification and only where we have explicit or implicit agreement from the Supplier to do so.

# 8. Finance

## 8.9 Making Deductions

### 8.9.1 Non-promotional goods

For all non-promotional goods we'll pay sums in line with the payment terms agreed with you and set out in the Supply Agreement.

### 8.9.2 Summary of Promotional Funding Types

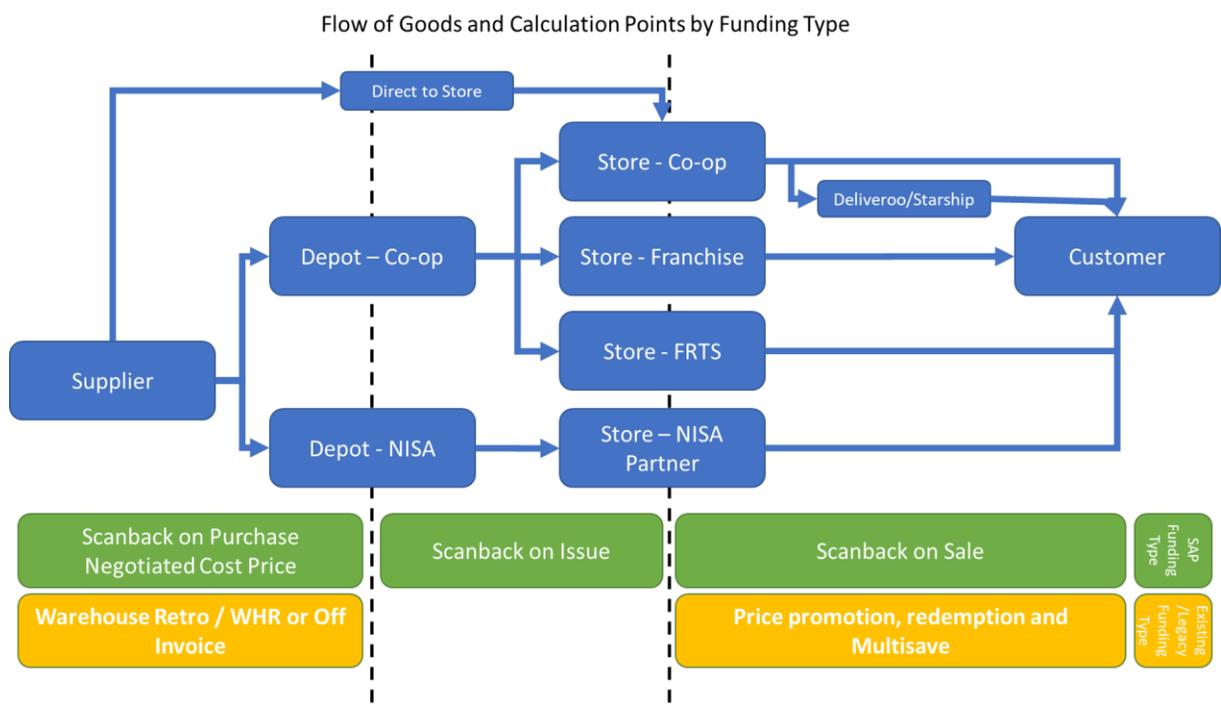
There are several different ways promotions can be funded in the UK Grocery market and the table below explains which can be used at the Co-op. Given we are in the rollout phase of a new ERP platform the table also explains the new terminology against the existing market recognised language.

SAP FUNDING TYPE		EXISTING/HISTORIC FUNDING TYPE	
Name	Description	Name	Description
Scanback on sale	Based on till sales, simpler than current process as SAP only works at unit level. CTS can manage unit and deal level funding currently. Process is effectively the same and invoice will generate using CTS info during dual run phase.	Price promotion redemption / Multisave	(Variable Supplier and/or product redemption) These are both per unit redemption funding (each time Co-op sells a product, we get £x from supplier)
Scanback on purchase	Effectively a promo warehouse retro, could also be direct to store. Funding generate based on goods received from vendor. Invoice will generate using CTS info during dual run phase.	Off Invoice	Works on a case discount based on case bought over a given timescale
Buying Income	One off conditional funding type	Bonus Income / BI	
Scanback on issue	Wine category only, new contract type is being developed to track goods issues on wine where funding is based on what is sent from depot (Coventry) to store during buy in period. This is manually calculated currently but will become automated in future. SAP will become business volume reference point, invoice will be raised via legacy CEDAR process through dual run phase.	Warehouse Retro / WHR	Each case of wine has a retro value attached to it, every time a case ordered out of depot, value owed by supplier
Negotiated cost price	Works on a case discount based on case bought over a given timescale	Off Invoice	Works on a case discount based on case bought over a given timescale

# 8. Finance

## 8.9.3 Promotional goods

The following shows the flow of goods through the various Co-op operating models and at the bottom of the graphic also shows at which stage each of the funding types are applied.



### Trail Stores

Where Co-op cannot notify the Supplier in advance, it will make all reasonable efforts to communicate the scale and the nature of the trial as soon as possible.

As the retail environment is very fast paced, we sometimes need to trial, evaluate in a small number of our stores to learn more about how to evolve our store format and proposition. Whilst our ambition is always to keep our supplier up to date with this activity the fast-paced nature of it can result in instances where we may use promotions differently in a small number of stores. We will never exceed any promotional values agreed but may choose to apply them in different ways in a small number of trial stores.

# 8. Finance

## 8.9 Making Deductions

### 8.9.3 Charges

For all deductions related to the Charges Matrix we'll invoice 30 days after notice has been given.

### 8.9.4 Financial disputes

All financial disputes for investigation must be submitted via the Legacy supplier portal with the exception of invoice pricing or quantity disputes which should be submitted to [supplychaininvmatching@coop.co.uk](mailto:supplychaininvmatching@coop.co.uk)

Following submission there is a 30 day investigation period for Co-op to provide a formal response.

The Co-op Supplier helpdesk monitors and tracks the status of cases and will make contact if there is an issue with responding within the 30 day period.

The Co-op disputes helpdesk can be contacted at

[Supplierdisputeshelpdesk@coop.co.uk](mailto:Supplierdisputeshelpdesk@coop.co.uk)

## 9. 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 below.



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. However, we know this is not always possible so alternatively you can raise an issue via our escalation route which can be found on the Supplier Portal.

If you've followed this escalation route and need to contact our Code Compliance Officer (CCO) you can at: [CCO@coop.co.uk](mailto:CCO@coop.co.uk)

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.

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 at [www.telltheGCA.co.uk](http://www.telltheGCA.co.uk)



**Any questions?**  
[supplierengagement@coop.co.uk](mailto:supplierengagement@coop.co.uk)



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