

Total	Business Size			
	Micro	Small	Medium	Large

Have you received any training on the Code?

Base: All direct suppliers that are aware of the Code

	639	46	98	142	221
Yes	29%	9%	24%	32%	39%
No	68%	83%	76%	66%	60%
Not sure	3%	9%	-	1%	1%

Would you consider raising any issues you have about groceries supply with the GCA?

Base: All direct suppliers that are aware of the GCA

	488	43	103	124	192
Yes	47%	47%	52%	46%	47%
No	18%	26%	17%	15%	16%
Not sure	36%	28%	30%	39%	37%

If you have issues about grocery supply but don't want to follow these up with the GCA is this because...? Please tick all that apply.

Base: All direct suppliers who wouldn't consider raising any issues with GCA

	85	11	18	19	31
You fear retribution (e.g. delisting) from the grocery retailer	68%	27%	50%	79%	87%
You are not confident the GCA could maintain your confidentiality	45%	18%	39%	37%	68%
You don't think the GCA will be able to do anything about the issues	36%	45%	39%	37%	48%
You see the issue as a normal part of doing business	28%	55%	39%	16%	23%
You think you can address your concerns yourself	25%	55%	33%	16%	16%
You don't think your concerns are important enough	13%	27%	17%	16%	10%
You don't think the GCA will take your issue(s) seriously	2%	9%	17%	-	-
You have already alerted a trade association to your concerns	2%	9%	-	5%	-
Another reason	6%	9%	6%	11%	3%
Don't know	5%	9%	11%	-	-

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During your contract period, and since June 2013, have you experienced any issues with retailers that are covered by the Code areas below? Please don't include any of these that you had agreed to at the start of the contract period, but do include changes to the agreement during or after the contract period. Please tick all that apply or 'no issues with the Code' if none.

Base: All direct suppliers	574	46	98	142	221
Of supply agreements and terms of supply	31%	24%	34%	35%	33%
Of supply chain procedures	19%	15%	21%	24%	18%
Delay in payments	34%	30%	33%	32%	39%
Obligation to contribute to marketing costs	25%	28%	33%	26%	22%
Payment for shrinkage	8%	9%	4%	7%	10%
Payment for wastage	11%	9%	8%	11%	13%
Payment as a condition of being a supplier	20%	20%	26%	21%	19%
No compensation for forecasting errors	24%	9%	19%	27%	30%
> Tying of third party goods and services for payment (e.g. packaging, design charges or haulage where the retailer may receive payment from the third party)	9%	4%	7%	11%	12%
Payment for better positioning of goods unless in relation to promotions	12%	13%	12%	7%	16%
> Not applying due care when ordering for promotions	17%	11%	18%	18%	21%
Unjustified charges for consumer complaints	28%	37%	31%	31%	28%
Not meeting duties in relation to de-listing	22%	15%	24%	25%	24%
> Not escalating concerns over breaches of the Code to the senior buyer	9%	7%	12%	11%	7%
No issues with the Code	30%	39%	21%	29%	29%
Net: Any Issues	70%	61%	79%	71%	71%