

## Summary of the GSCOP Annual Compliance Report 2023

### **Background**

Amazon.com, Inc. was designated under the Groceries (Supply Chain Practices) Market Investigation Order 2009 (the “**Order**”) and the Groceries Code of Practice (the “**Code**” / “**GSCOP**”) effective from 1 March 2022. The Order and Code apply to Groceries (as defined by the Code) sold on Amazon.co.uk (including Amazon Fresh Online), Fresh stores and Whole Foods Market stores.

One of our requirements under the Order is to publish a summary of our Annual Compliance Report which is provided to the Competition and Markets Authority and the Groceries Code Adjudicator (“**GCA**”). This summary covers the period from 1 January 2023 to 31 December 2023 (the “**Reporting Period**”).

Some of the steps taken to ensure compliance with the Order and Code during the Reporting Period include:

- We trained over 900 new and existing employees on the Order and Code.
- We launched a new shipment variance dashboard for our GSCOP suppliers where they can access real-time data on shipment variances and can raise a dispute in advance of deductions being applied.
- We implemented a new process to provide GSCOP suppliers with a submission status of requests for cost price increases, along with providing GSCOP suppliers with an explanation of decisions taken.
- We introduced a new de-listing framework for de-listing of Groceries.
- We launched a self-service chat bot for our GSCOP suppliers to provide them with an additional way to support on issues and provide them with advice in real time.
- We established a supplier panel to obtain feedback on our processes directly from our GSCOP suppliers.
- We have created a regular dedicated newsletter for our GSCOP suppliers to improve communications and increase transparency.

### **Alleged breaches and disputes**

In the Reporting Period, we received notice of 33 alleged breaches, 1 of which was a Dispute under the Order which was resolved. No disputes were escalated to arbitration.

Contact details for the GCA, as well as more information about GSCOP, can be found [here](#).