

## Summary of the GSCOP Annual Compliance Report 2022

### Background

Amazon.com, Inc. was designated under The Groceries (Supply Chain Practices) Market Investigation Order 2009 (the “**Order**”) and the Groceries Supply Code of Practice (“**GSCOP**” or the “**Code**”) effective from 1 March 2022. The Order and Code apply to our Amazon.co.uk, Fresh, Fresh Stores and Whole Foods offerings.

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 is Amazon’s first year being designated under the Order and covers the period from 1 March 2022 to 31 December 2022 (the “**Reporting Period**”).

### Steps taken to comply with GSCOP since designation

- During the Reporting Period we have trained over 1,500 employees on GSCOP, including all vendor managers of GSCOP suppliers. We have also taken steps to ensure that refresher training is held regularly.
- We have created an internal GSCOP portal, where our buyers and other Amazon employees can find key information on GSCOP, and remain up to speed with all the most recent developments and requirements.
- We have updated our contract terms and issued all GSCOP suppliers with a GSCOP notice, and provided key contact information including contact details for our Senior Buyers.
- We have provided guidance and training to key employees regarding the Seven Golden Rules on cost price increases. We comply with the GCA’s Voluntary Commitment on Forensic Auditing and are committed to working towards the principles of the GCA’s Best Practice Statement on Recovery Audits.
- We appointed Alex Simpson as Code Compliance Officer (CCO). Alex is Legal Director and Associate General Counsel for Amazon UK and spoke at the GCA’s Annual Conference in September 2022. Our CCO can be contacted at [codecomplianceofficer@amazon.co.uk](mailto:codecomplianceofficer@amazon.co.uk). Amazon endorses the GCA’s [commitment to confidentiality](#), and we have implemented strict processes that enable our suppliers to raise questions or queries in confidence.
- We have implemented regular review mechanisms to take on board supplier feedback and both improve and simplify our processes, while increasing transparency to support supplier understanding.

### Alleged breaches and disputes

In the Reporting Period we received notice of 9 alleged breaches, 4 of which were deemed Disputes under the Order. All have been resolved: 3 within the Reporting Period, and the remaining 1 (which

was received in November 2022) resolved shortly after the end of the Reporting Period. No disputes were escalated to arbitration.

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