Supplier Guidelines

August 2026

BUSINESS USE

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1. Introduction

These guidelines form a **core part of your supply agreement with Co-op**. They set out the key processes, systems, and ways of working that govern how we do business together.

All requirements within these guidelines apply to **all suppliers of goods for resale** to Co-op retail. Some requirements may apply only to specific channels such as wholesale and FRTS and should be read in the context of your trading relationship with Co-op.

This document is intended to support individuals across your business, as well as any third-party service providers involved in supplying goods to us.

Please feel free to share these guidelines with any colleagues or partners who need to understand how we work together.

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

If you cannot access or locate the HEAT tile on the link below, please complete this form

Email

coopconnectsupport@coop.co.uk

Link

Access Co-op Connect

2. Understanding our systems

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

Any queries can be raised by contacting the AP team via our HEAT portal.

If you cannot access or locate the HEAT tile on the link below, please complete this form and send it to your buyer here at Co-op who can create an account for you.

Support via portal

Access the HEAT portal

Link

Access the SNC User Guide

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.

All codes of practice need to be read and accepted. Any derogations need to be agreed and signed off by your technical contact.

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 Senior Buying Manager 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 Co-op Brand teams including, but not limited to, Quality and Technical.

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 assessments against agreed standards (QAS) which can include reasons for rejections.
- Provide corrective actions as a result of any quality issues found in the products you supply

Email

irisqueries@coop.co.uk

Link

IRIS

2. Understanding our systems

2.5 Electronic Data Interchange (EDI)

EDI is the method we use to share electronic data with you, using the V9 Tradacoms format.

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 using the email details below.

If you haven't got a software 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 and test.

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.

Following the completion of our Retail Business Transformation (RBT) programme for all our vendors, Co-op operates using only one live EDI mailbox which directs all inbound activity for ASN's, invoices and credit notes through our SAP system.

Please be mindful when sending invoices via EDI they are sent in a timely fashion allowing processing to occur within your payment to terms parameters, failure to adhere to this guideline could result in late payment.

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

Co-op Supplier Hub Home Page

2. Understanding our systems

2.7 Supplier Training Module

Before accessing our live systems, all suppliers are required to complete the Co-op Supplier training Module. This training is assigned upon request and must be completed in full before system access is granted.

The module is designed to support you in your role as a Co-op supplier. It provides essential information and practical guidance on how to work effectively with our systems.

Key topics covered include:

- An introduction to our systems and processes
- How to create and amend articles
- Submitting cost prices and funding
- Key legal and regulatory requirements

Upon completion, you'll be equipped with the knowledge needed to confidently navigate the Co-op Connect Portal, including how to upload and view your data.

Link

Access Co-op Connect

3. Third party service providers

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

BRC GLOBAL STANDARDS

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.

Find out more
www.brcglobalstandards.com/

co op

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.

Find out more
Supplier Guide to Ethical Trade

Sedex

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.

Find out more
www.sedexglobal.com

Campden BRI
food and drink innovation

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.

Find out more
www.campdenbri.co.uk

FAIRTRADE ®

Scope
Co-op own-label goods

What is it?
Fairtrade works with farming co-operatives, businesses and governments to make trade fairer. Together with Fairtrade farmers and workers we have a vision: a world in which trade is based on fairness so that producers earn secure and sustainable livelihoods.

Find out more
https://www.fairtrade.org.uk/

3. Third party service providers (cont)

	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/

	Scope	What is it?	Find out more
Pesticide control	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

	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

	Scope	What is it?	Find out more
	Co-op Fresh & Chilled Products	Recommended provider of reusable trays for transporting Fresh & Chilled products (Produce, Meat, Chilled & Bakery) on behalf of Co-op Suppliers.	Contact: primarycentraladmin@coop.co.uk

BUSINESS USE

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 provides retailers with rich content to support shopper's omnichannel experience and is best in class in the digital product content industry. If products aren't available in Brandbank, they're unable to be ranged on Co-op's online platforms. All Own Label and Branded lines are the responsibility of suppliers to list on Brandbank.	Brandbank STS
mondra	Branded and Co-op own-label goods	Mondra is a platform Co-op use to generate food product carbon footprints at scale. Carbon footprints are automatically generated for all goods Co-op purchases based on specification data or 3rd party datasets.	Speak to the Food Sustainability (Climate) team

3. Third party service providers

Co-op Primary

Scope
Co-op Ambient, Frozen & Fresh Products

What is it?
Direct & Consolidation transport solutions and Warehousing storage & picking solutions for deliveries into all Co-op and Wholesale Depots.

Find out more
Contact: primarycentraladmin@coop.co.uk

Scope
Co-op own goods

What is it?
A not-for-profit organisation that recognises and rewards efforts to protect and safeguard farmed seafood supplies for the future. All Co-op fish Suppliers should attain the ASC accreditation to prove products are sustainably sourced

Find out more
https://asc-aqua.org/

Scope
Co-op own goods

What is it?
The GLOBAL G.A.P. portfolio of standards are applicable to agriculture, aquaculture, floriculture, compound feed manufacturing, and the supply chain. Covers all farm assurance needs in one internationally recognised and trusted system.

Find out more
https://www.globalgap.org/

Scope
Co-op own goods

What is it?
The Global Seafood Alliance is an international, nonprofit trade association dedicated to advancing responsible seafood practices through education, advocacy, and third-party assurances. As part of GSA, BAP ensures aquaculture is done responsibly through its third-party certification program.

Find out more
https://www.bapcertification.org/

Scope
Co-op own goods

What is it?
LEAF Marque is a leading global assurance system recognising more sustainably farmed products. LEAF Marque certified businesses have been independently verified against the robust LEAF Marque Standard.

Find out more
https://leaf.eco/leafmarque/standard

4. Product Recalls and Withdrawals

4.1 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.).

4.2 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, then we'll advise you of the remedy charge, as outlined in the Charges Matrix which can be found here.

Brand Suppliers are responsible for initiating a BRANDED product withdrawal or recall. The Co-op Technical Team are responsible for initiating a Co-op OWN LABEL product recall or withdrawal.

Link

Co-op Product Recalls and Withdrawals

5. Co-op Own Label Goods

5.1 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. Please only add countries of origin that you are currently sourcing from to the product specification.

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.

Link

Update your contact details

5.2 QAS (Quality Attribute Sheet)

All Co-op own-label goods (excluding beer, wine and spirits) have an acceptance criteria, these are the conditions that must be met for stock to be deemed acceptable when checked either at site of manufacture, depot, store or any Co-op premises.

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

5. Co-op Own Label Goods

5.3 Co-op Brand Quality Management

Our Quality Team will assess Co-op Brand products at depots, the support centre, in stores, and at manufacturing sites to ensure they meet the requirements of the Quality Assurance Specification (QAS) and the agreed quality standard.

If a product is rejected at depot, a charge will apply per case rejected, in line with the Charges Matrix. On the day of rejection, or the following day, the Quality Team will review whether similar issues have occurred elsewhere across the network and will notify your technical contact within 24 hours.

All results will be recorded and communicated via IRIS, so supplier contact details must be kept up to date on myCore. Please ensure your invoicing team is informed when a rejection is notified. A follow-up quality check will be carried out the next day to confirm corrective actions have been effective.

Further details can be found in the Co-op Technical Guidelines, specifically SG002 Co-op Brand Quality Control, available on myCore **(MyLibrary > Technical Folder).**

Link

Click here to access myCore

5. Co-op Own Label Goods

5.4 Technical Site Visits & Approval and Quality Site Visits

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. *Technical visits are sometimes unannounced; you'll need to make sure your teams let us into your premises when we ask. Quality visits will always be arranged in advance.*

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.

5.5 Supplier Technical Performance Framework

The aim of the Supplier Technical Performance 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.

5.6 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.

BUSINESS USE

5. Co-op Own Label Goods

5.7 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. 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)

5.8 Ideagen

Ideagen is a system to support on our Sustainability and Technical Dashboard.

This will improve the visibility of our supply chains and Ethical, Sustainability, and Policy accountabilities.

The platform will also support our Technical Risk Management and will be used to support the mapping of our high risk supply chains, supplier KPI submission and our incident management process.

Link

Click here to access Ideagen

6. Operations in store

6.1 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:

6. Operations in store

6.1 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.

6. Operations in store

6.2 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).

6. Operations in store

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

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) 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.

6. Operations in store

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

Calorie Labelling for England (from 1st April 2022)

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).

6. Operations in store

6.2 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.

6.3 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.

6.4 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

6. Operations in store

6.5 The following sourcing commitments apply to all products sold within Co-op, both own label and branded

For Co-op own brand sourcing commitments, please refer to the Future of Food Supplier Guidance link below. This guidance links to associated Codes of Practices with detailed sourcing commitments and requirements.

Link

Future of Food Supplier Guidance

- All whole shell eggs must be free range
- Canned tuna – MSC or Part of a Fishery Improvement Project
- Halal slaughter – all animals must be pre-stunned prior to slaughter
- Pet care products: the supplier and Co-op will risk assess products they intend to sell in Co-op stores
- Beef: Corned beef must be British or European sourced

Fairtrade

- All Co-op brand bananas, chocolate confectionary, roses, hot beverages (tea, coffee, drinking chocolate) and cotton wool must be Fairtrade
- All cocoa used as an ingredient in any Co-op brand product must be Fairtrade
- All bagged sugar and South African wine must be Fairtrade – both Co-op brand and branded
- New wines listed from Argentina and Chile should be Fairtrade-sourced wherever possible. Refer to Co-op's Fairtrade Code of Practice for further information

6. Operations in store

6.5 The following sourcing commitments apply to all products sold within Co-op, both own label and branded (cont)

Sustainable sourcing

- Deforestation - Forest commodities used in Co-op products directly or animal feed must be deforestation free by the end of 2025
- Compost - growing media products will not contain peat. This is the minimum requirement
- Animals - Use of animals to harvest produce. Suppliers must not use animal labour where animals are forced to physically collect the produce (eg the use of monkeys to harvest coconuts)
- Pesticides - Co-op will only sell organic, natural or benign crop protection pesticides in stores. Benign pesticides include many natural pesticides and a small number of synthetic pesticides that are low risk. Co-op will risk assess the sale of any crop protection products sold in its stores according to the process defined below:

Crop protection products sold in Co-op stores must be defined in EU Regulations as "Basic Substances", "Low Risk Substances" or "Annex IV actives"

- Basic Substances are defined as substances which are not predominantly used as plant protection products but may be of value for plant protection.
- Low Risk Substances are those which have been evaluated as having a low risk. These include many microbiological active substances and other chemicals such as Aluminium ammonium sulphate, Ascorbic acid and Fatty acids C7 to C20.
- Annex IV actives are actives substances which are considered to have a low risk and for which there is no requirement for an EU Maximum Residue Level. Some pesticides may fall into one or more of these groups.

6. Operations in store

6.6 Clipstrips

We range a limited number of Clipstrips and aim to minimise additions to this product list. This helps customers in store to navigate and find the products they are looking for on shelf.

Any new Clipstrips need to meet a set number of criteria in order to be considered for ranging:

- Clipstrips will drive clear incrementality, not duplicating needs found elsewhere in ranged space in store.

- Clipstrips will meet pre-defined dimension restrictions to reduce blocking of other categories in store; w<13cm, h<23cm, d<6cm.

- Clipstrips must have a Rate of Sale which is projected to exceed 1.5 units per store per week.

- Any new products should be proposed to the Senior Buying Manager, and will be signed off by the Range & Space team.
- .

6.7 Guidance for Supplier Representatives Visiting Our Stores

Supplier visits are an important part of delivering our commercial plans. To ensure these visits are safe, compliant, and productive, please follow the guidance below when visiting any of our store locations.

What You Should Do:

•**Bring valid identification: Always carry ID and be prepared to show it upon arrival.**

•**Have a clear purpose: Be ready to explain the reason for your visit. If required, present a Letter of Authority.**

•**Sign in and out**: You must sign in on arrival and sign out when leaving the store.

•**Stay accompanied**: You must be accompanied by a store colleague at all times when accessing warehouse or back-of-house areas.

•**Follow all safety and security procedures**: Adhere to store protocols throughout your visit.

What You Must Not Do

•**Do not access store systems or devices**: You are not permitted to use or view password-protected systems or devices.

•**Do not go unaccompanied in non-public areas**: Always stay with a store colleague in restricted areas.

•**Do not merchandise other suppliers' stock**: Only handle your own products.

•**Do not alter store layouts**: Stick to the agreed store plan and layout.

•**Do not make informal agreements**: All commercial arrangements must go through the Commercial team.

6. Operations in store

6.7 Guidance for Supplier Representatives Visiting Our Stores

Why This Matters

Failure to follow these procedures can lead to:

- Breaches of commercial agreements.
- Health and safety risks for store colleagues, customers, and visitors.
- Data security breaches if unauthorized access occurs.
- Operational disruption due to incorrect merchandising or stock placement.

By following this guidance, you help us maintain a safe, secure, and professional environment for everyone. Thank you for your cooperation.

7. Customer 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.

Link

Click here to find our Charges Matrix

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 Wholesale.

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 Co-op Wholesale please find links below to two separate documents:

Co-op Specific Network Guidelines

Co-op Wholesale Specific Network Guidelines

8. Supply Chain & Logistics

The following rules and guidance is designed to increase the efficient movement of goods between suppliers and Co-op.

Where suppliers or hauliers do not consistently comply with the guidance, we may discuss the impact of non-compliance and agree an action plan to improve compliance.

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 Senior Buying Manager 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 Senior Buying Manager or CCW.

You'll have to give the below to your Senior Buying Manager 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 Senior Buying Manager.

8. Supply Chain & Logistics

8.2 Advanced Shipment Notifications (ASNs)

Advanced Shipment Notifications (ASNs) should be sent no later than the point of goods dispatch and must **ALWAYS** be received in our systems before they are due to arrive in depots **or stores**.

For Chilled and Direct to Store orders, we have strict cut-off points:

- **For Chilled orders, the ASN MUST be sent before 02:00 on the day of delivery**

- **For Direct To Store orders the ASN MUST be sent before the delivery arrives in store and no later than 16:00 on the day of delivery.**

If the ASN arrives after the goods are received, **for depots** the ASN has to be manually created which causes issues with goods receiving, impacts products getting into our stores and payment of invoices.

If a direct delivery arrives in store without the ASN this may impact inventory accuracy, store operations and future purchase orders.

There are two methods for sending ASNs:

- Automatically via Electronic Data Interchange (EDI) - for more information see section 2.5 of this document

- Manually via the Supplier Network Collaboration portal (SNC) - for more information see section 2.2 of this document

If system or EDI issues occur, submitting ASNs manually via SNC should be used as a contingency.

For more information on using SNC click here

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

If you are non-compliant, we will investigate to understand the root cause of the issue, and work with you to drive corrective action in your business to resolve it.

Link

Click here for detailed ASN Guide

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
- Where temperature recording equipment is installed, it should be capable of producing a temperature printout if requested 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

BUSINESS USE

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

BUSINESS USE

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. Supply Chain & Logistics

8.10 Broken Pallet Standards & Criteria

- All pallets must arrive in safe, structurally sound condition.
- Any pallet that does not meet these standards may be rejected on delivery. A pallet will be considered broken or unacceptable if it shows**:**
  - **Structural Damage**
    - Cracked, split, loose, or missing deckboards
    - Damaged or missing corner blocks, including where more than 50% of any block is missing.
    - Crushed, cracked, or weakened stringers.
    - Warping or twisting that prevents stable stacking or safe handling.
    - Poor-quality repairs or repairs that reduce the load-bearing strength.

  - **Fastener issues**
    - Loose or missing nails or staples.

  - **Condition & Contamination**
    - Signs of mould, infestation, water damage, oil contamination, or excessive dirt.

- **Broken or unsafe pallets may result in:**
  - Partial or full load rejection.
  - Rework or restacking onto compliant pallets at the supplier's cost.
  - Follow-up with suppliers for repeated issues.

8. Supply Chain & Logistics

8.11 Chep Pallets

Suppliers delivering to Co Op on Chep pallets should transfer the Chep pallets over to the relevant Co Op depot on the Chep system using the Co Op location numbers detailed below:

Co-op DC	Postcode	CHEP Account no.
Co-op Andover RDC	SP11 8EZ	0100680305
Co-op Avonmouth CDC	BS11 0YW	0100764150
Co-op Biggleswade	SG18 8YY	0101511140
Co-op Birtley RDC	DH2 1AE	0100584903
Co-op Carrickfergus RDC	BT38 8PH	5000513844
Co-op Castlewood CDC	NG17 1JF	0100799048
Co-op Coventry NDC	CV6 4BX	0100313634
Co-op Direct to Store Account	M60 0AG	0101474424
Co-op Newhouse NDC	ML1 5SY	0100655150
Co-op Plymouth RDC	PL7 4JH	5000472207
Co-op St. Helens Lea Green RDC	WA9 5AX	0100225171
Co-op Wellingborough C/O Wincanton	NN8 6AQ	0101291133
Co-op West Thurrock NDC	RM20 3ED	0100353429

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

8.12 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 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.

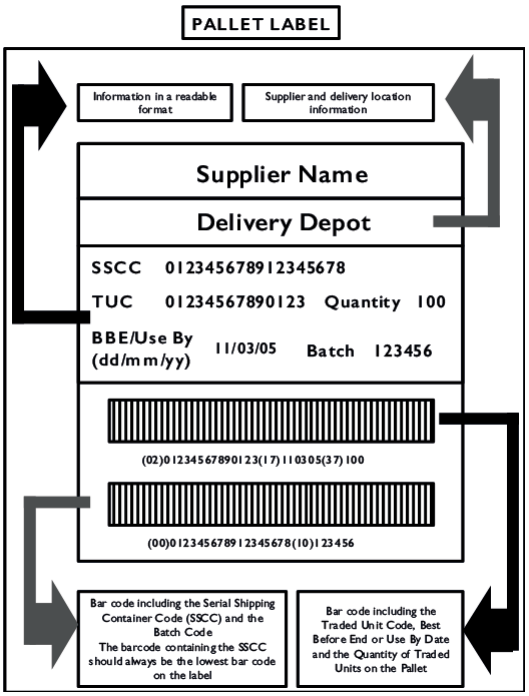
8. Supply Chain & Logistics

8.13 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		



8. Supply Chain & Logistics

8.14 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.

<u>Documentation for uplifts</u>

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

8.14 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.

8.15 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 Article 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.

Proof of Delivery - Ambient & Frozen Deliveries

A paper based POD (proof of delivery), which will need to be signed by a Co-op representative, the driver and the supplier representative with any discrepancies documented. The driver will receive a copy of the POD and a copy will be retained by Coop for review if required.

In the event of a discrepancy between the quantities received and invoiced, our finance team will reach out to ask for the POD as proof of the discrepancy.

*Fresh deliveries are drop & drive so there is no requirement for a proof of delivery

Example 1 – No discrepancy in goods received

Proof of Delivery

Jan 16, 2024 8:42:00 AM

PO: 4504223344
ASN: 0189850203
Received: Jan 16, 2024 6:21:25 AM

Warehouse: Thurrock RDC
Vendor: LEMONADE SUPPLIER
29 ACACIA ROAD
LEMONVILLE
LM1 4FP

NSL	DESCRIPTION	VNDR PACK	SIZE	PO Qty	ASN Qty	RCV Qty	ASN WT	RCV WT	PO O/U Qty	ASN O/U Qty	WT O/U Qty
12345678C00	Coop Fizzy Lemonade	6	1L	280	280	280	0	0	0	0	0
87654321C00	Coop Diet Fizzy Lemonade	6	1L	280	280	280	0	0	0	0	0
Overall - Total				560	560	560	0	0	0	0	0

Driver Details

Name (Print)	Signature	Date	Vehicle Reg.
Bob Smith		16/1/24	BXA 1234

CRL

Name (Print)	Signature
Fred Bloggs	

THIS POD IS ACCEPTED ON BEHALF OF THE SUPPLIER BY VIRTUE OF THE ABOVE

Example 2 - Discrepancy due to short date life and therefore rejected

Proof of Delivery

Jan 16, 2024 8:42:00 AM

PO: 4504223344
ASN: 0189850203
Received: Jan 16, 2024 6:21:25 AM

Warehouse: Thurrock RDC
Vendor: LEMONADE SUPPLIER
29 ACACIA ROAD
LEMONVILLE
LM1 4FP

NSL	DESCRIPTION	VNDR PACK	SIZE	PO Qty	ASN Qty	RCV Qty	ASN WT	RCV WT	PO O/U Qty	ASN O/U Qty	WT O/U Qty
12345678C00	Coop Fizzy Lemonade	6	1L	280	280	200	0	0	0	-80	0
87654321C00	Coop Diet Fizzy Lemonade	6	1L	280	280	280	0	0	0	0	0
Overall - Total				560	560	560	0	0	0	0	0

Driver Details

Name (Print)	Signature	Date	Vehicle Reg.
Bob Smith		16/1/24	BXA 1234

CRL

Name (Print)	Signature
Fred Bloggs	

THIS POD IS ACCEPTED ON BEHALF OF THE SUPPLIER BY VIRTUE OF THE ABOVE

20 Pallets Rejected / Damaged.

8. Supply Chain & Logistics

8.16 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. Products received with less than the guaranteed shelf life may be rejected, unless a separate derogation agreement is in place.

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 Senior Buying Manager .

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

8.17 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.

8.18 Redistribution of excess stock within our logistics network

Wherever possible we redistribute edible surplus to communities across the UK via several partners, including Felix (Former Fareshare & Felix Project), The Bread and Butter Thing, Company Shop and City Harvest. We reserve the right to add and change redistribution partners to prevent waste and ensure surplus moves to people who can use the products.

8. Supply Chain & Logistics

8.19 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 >

8. Supply Chain & Logistics

8.19 Traded unit case requirements (cont)

Additional Information on ISB line outer case labels should include:

- Allergens contained + PAL
- Baking time (mins) and temperature (oC)
- 'How to Bake' instructions
- 2D barcode that links to baking training video

An example outer case label of ISB lines can be found here:

An example for FRTS:

8.19 Traded unit case requirements (cont)

TU cases must have the following clearly marked on them:

- Goods description
- Quantity and size of units
- Gross weight
- Article (Co-op own-label only)
- NSL (FRTS 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

8.20 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.

<u>We need your permission for</u>

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.

<u>You need to ensure:</u>

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

8.20 Export Requirements (cont)

You need to ensure (cont):

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

8.21 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 Co-op Wholesale 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
- 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

8.21 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 Customs 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.

Use of Co-op or NISA EORI & Deferment

Suppliers must not use Co-op or Wholesale 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

8.22 Movement of Excise Duty Suspended Alcohol

Coventry NDC is Co-op's excise warehouse.

Scunthorpe is Co-op Wholesale'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.

<u>Import of alcohol and customs requirements</u>

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.

8.22 Movement of Excise Duty Suspended Alcohol (cont)

EU alcohol suppliers

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.

Specific eAD completion requirements

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

8.23 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

8. Supply Chain & Logistics

8.24 Supply of Tobacco – Compliance to Tobacco Track and Trace

All tobacco products must comply with UK Tobacco Track and Trace regulations, and any products destined for Northern Ireland must also comply with EU Track and Trace Regulations.

Products must be delivered to Distribution Centres with the correct validations in place with the relevant UK/EU routers, otherwise products will not be able to be received.

8.25 Reporting of Transportation Emissions to Co-op/Wholesale Depots

In order to meet carbon accounting requirements, data is required on Total Annual Emissions (tCO2e) for transportation of products from production sites to Co-op/Co-op Wholeasale depots is required.

Data may be requested from suppliers and will be required to be provided for any transportation third parties which are used.

8.26 FSDU Guidance

Route to Market

All FSDUs that are required to move through the distribution network must be delivered via the RDCs. The only exception applies where an FSDU is prefilled with a product that is already stocked within the NDC, in which case alternative routing may be permitted.

Where a supplier does not currently deliver FSDUs via the RDC network, a separate commercial discussion will be required and agreement must be reached prior to implementation.

8.26 FSDU Guidance

Dimensions and Weight

- It is critical that the FSDU can be managed through our logistics network therefore there are maximum limits to the dimensions and weight. These are in place to prevent cages becoming unstable and tipping over. Failure to adhere to this will mean rejection at depot.

- Commercial should agree in advance of the FSDU being created that it meets these requirements and review this data in MDG when new articles are submitted via Co-op Connect.

- The height and weight permissible via the NDC is less due to the security totes that are used

	NDC	RDC
Length	75cm	75cm
Width	65cm	65cm
Height	80cm	160cm
Weight	18kg	25kg

These limitations will also be included on the FSDU proposal form.

All suppliers are responsible for ensuring the information provided on the FSDU form is accurate and complete. All fields on the form are mandatory, and failure to provide sufficient or accurate information may result in the FSDU request being rejected. So please ensure you review all information carefully.

Link

FSDU Form

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 Senior Buying Manager at contract negotiation stage.

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

Invoices will be paid via BACS transfer. Any queries can be raised by contacting the AP team via our new Query portal (HEAT).

If you cannot access or locate the HEAT tile on the link below, please complete this form and send it to your buyer here at Co-op who can create an account for you.

Portal Access

Access the HEAT portal

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. Finance

9.3 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:

SNC Support team via our new Query portal (HEAT).

If you cannot access or locate the HEAT tile on the link below, please complete this form and send it to your Senior Buying Manager here at Co-op who can create an account for you or email edidevelopmentteam@coop.co.uk.

Portal Access

Access the HEAT portal

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

9. Finance

9.4 Disputes

As suppliers you can dispute any invoices, we send to you relating to Promotions, LTA/ORD's, Coupon charging and more. These will be invoices will have 10 characters, all numerical, in total.

Disputes for these invoices are raised on the Co-op Connect portal. If you need to gain access to the portal, please fill out the below New User Form and send this to your Commercial contact here at Co-op.

Please also note, our legacy invoices can still be disputed on the portal. They will begin with TI / VI / CI.

Disputes have a 28 day SLA. The dispute will have touchpoints in various teams across the process, this time frame is to allow the dispute to flow through to completion. You will be able to view where your disputes are in the process at all times in the Connect portal. Any further issues or questions can be directed to:

Links

- Connect & SNC New User Form
- Disputes Guide
- Payments - Supplier Hub
- Supplier Inbox Matrix

Email

supplierdisputeshelpdesk@coop.co.uk

9.5 Remittance

When you receive payment from the Co-op you should also receive a remittance detailing what items have been included in the payment.

If you have not received a remittance, you can raise a 'Remittance Copy Request' through the portal and an Excel version will be sent to you.

9. Finance

9.6 Price Claims

Buyer Price Queries

Buyer Price Queries (BPQ) occur when your invoice has a unit cost price higher than what we hold in SAP. For example, if an item on your invoice holds a price of £1 in the SAP system but your invoice arrives charging £1.10p, a BPQ is raised and the whole invoice will be held in the system.

The Commercial team will then review the BPQ in the system to ascertain if the Coop price or Supplier price is correct (There is a 7 day SLA on these queries). If the Commercial colleague deems the price on your invoice as correct, the invoice is removed from Block and the invoice will be paid.

If the colleague deems the Coop Price correct, it will raise a claim to be deducted after 30 days for the difference. In the above example, it would be a claim for £0.10p per unit invoiced.

Disputing the claim – If a claim is raised following the answering of a BPQ, a claim copy will be sent to your nominated Price & Qty Claim Contact held in SAP. (This can be updated in the Coop Connect Portal).
You can dispute this claim via the HEAT (ISM) portal.

Link

Click here to view HEAT Portal guide

Undercharges

Undercharges occur when your invoice has a unit cost price lower than what we hold in SAP. For example, if an item on your invoice holds a price of £1 in the SAP system but your invoice arrives charging £0.90p, there will be an undercharge of £0.10p.

9. Finance

9.6 Price Claims (continued...)

Undercharges

Undercharges occur when your invoice has a unit cost price lower than what we hold in SAP. For example, if an item on your invoice holds a price of £1 in the SAP system but your invoice arrives charging £0.90p, there will be an undercharge of £0.10p.

The system will send an automatic notification to your nominated 'Price & Qty Claim Contact' email address (This can be updated in the Connect Portal) to advise you of this for each product per order affected.

To remedy this issue there are two steps.

1. Consult your Senior Buying Manager to discuss why there are two conflicting prices. In some cases, undercharges will occur when prices are being changed in the system. If an amendment needs to be made, this is done in the Coop Connect portal.
2. To fix the invoices already processed, you will need to process a Subsequent Debit invoice through the SNC Portal. This will be one Subsequent Debit invoice per order where the undercharge has occurred.

Click here for SNC Guide

9.7 Quantity Claims

A quantity claim will be made against an order when there is a discrepancy between invoice and goods receipt, this will either be automatically raised by SAP OR a member of the Stock Profit team will reach out.

Should supplier want to dispute the claim, they would have to raise a ticket through the ISM/HEAT portal referencing the claim reference and PO number. Heat portal can be accessed through MyApps, using this link - https://myapplications.microsoft.com/coop.co.uk

Following the dispute, our contact management team will either approve or decline the dispute based on the evidence they obtain from supplier and depot.

9. Finance

9.8 Invoices

Following Co-op's migration to the SAP S/4HANA finance system, supplier income invoices now use an updated format.

Key features of the invoice format include:

- A 10-digit numeric invoice identifier, replacing the previous "TI" prefix.
- Enhanced line-level detail, including SKU volumes and promotional breakdowns.
- Extended narrative fields of up to approximately 100 characters.
- Inclusion of Co-op-generated URNs only; supplier reference codes and promotional identifiers are not supported.

Invoices are distributed via email in PDF format. Promotional, funding and invoice data are linked through a common reference number, enabling end-to-end visibility of related transactions. Cumulative invoices reflect the total value claimed to date, with settlement periods displayed as date ranges.

Invoices for all channels (tCG, FRTS and Franchise) are consolidated into a single weekly document

Link

Click here for Sample Invoices & more

10. Regulatory Information

10.1 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.

At Co-op, our commitment is clear: suppliers can raise issues without fear of retaliation to anybody within the business.

You can request a review of any decision made in relation to the Code/Order by a Senior Buyer. Details of our senior buyers can be found here.

10. Regulatory Information

10.1 Groceries Supply Code of Practice (GSCOP) (continued)

If you wish to you can speak directly to our Code Compliance Officer. 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. Our Code Compliance Officer, is independent from our buying teams and guarantees confidentiality. Our Code Compliance Officer will not, without your explicit consent, share any details of what is discussed.

If you raise a concern – through your buyer, our Code Compliance channels or directly with me – it will be handled fairly, discreetly and with respect. Speaking up will never disadvantage you.

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.

Co-op's Code Compliance Officer, Saleem Chowdhery

Email

CCO@coop.co.uk

Link

www.telltheGCA.co.uk

10. Regulatory Information

10.2 High Fat, Sugar & Salt legislation (HFSS)

When submitting a new line or amending an existing line, you will be required to fill in a HFSS indicator flag.

We use a flagging tool in SAP to ensure all our business are aware of what products fall under the HFSS legislation compliance.

SAP uses flags to define the product as:

- Healthy
- Less Healthy
- Out of Scope

It's your responsibility when entering new or amending article data into Co-op Connect to let us know whether the product is Healthy, Less Healthy or Out of Scope.

Different teams across the Co-op use this information to ensure we are compliant with legislation (such as Floor Planners who plan the layouts of our stores with this information).

It has a huge impact on our business, so it's very important that this information is provided correctly.

Link

HFSS information for suppliers

10. Regulatory Information

10.3 Windsor Framework

Mandatory article fields have been added in Co-op Connect. These are essential for compliance with the Northern Ireland Retail Movement Scheme (NIRMS), introduced under the Windsor Framework. It is essential that these fields are used to facilitate the lawful movement of products.

Creating new articles
When adding a new article in Co-op Connect, you'll be prompted to complete new mandatory fields:

•Click here to view the fields you'll see in Co-op Connect what you'll see

•Click the link to read the Windsor Framework attributes for Connect

It's important new articles are submitted within deadlines for Co-op range events, to make there is time for us to check the NIRMS compliance status:

Range Event Type:

1 star (by week 9)
2 star (by week 22)
3 star (by week 26)

Amending and reviewing existing articles
•If you're bringing a product back into range, or amending information on an existing product, it's important you check the Windsor attributes are completed so we can carry out our compliance checks (Click here to view descriptions giving clear guidance)

•It's important that any product data you add to Co-op Connect is accurate, so our teams have the best information to make compliance checks, to determine if goods can or can't be ranged in Northern Ireland

•We've uploaded data we previously collected from you into Co-op Connect. Please review the data we hold for your products. If the data is incorrect, this could lead to a delay or mean that we're not able to move your products to Northern Ireland. If amendments are required, please make any changes directly in Co-op Connect

10. Regulatory Information

10.3 Windsor Framework (continued)

Phase 3 'Not for EU' Labelling

•As agreed in the Windsor Framework, Phase 3 of the Northern Ireland Retail Movement Scheme will commence on Tuesday 1 July 2025. Any Phase 3 products moving from Great Britain to Northern Ireland must be compliantly labelled 'Not for EU'.

•Please review your Phase 3 products and confirm their current label status via the Co-op Connect process. Additionally, ensure you respond promptly to any requests regarding your labelling intentions, whether you have already received them or will receive them in the future.

•For confirming labelling intentions or any Windsor related queries, please contact windsor.queries@coop.co.uk

•If our Customs team contacts you with any data requests or queries, please make sure you respond within 48 hours

Link

Click here to visit the governments Windsor Framework Website

Email

customscompliance@coop.co.uk

11. Diversity, Equity, Inclusion & Belonging (DEIB)

11.1 Our Co-op inclusive partnership strategy

As part of our co-operative values, we believe that we achieve more when we work together and leverage the collective strength of our supply base to create positive change in the world.

We know it can be difficult to know where to get started on your inclusion journey and what to prioritise, which is why we have simplified our approach to focus on fewer things but with bigger impact. These are the 3 Inclusion Catalysts (3 C's) that Co-op are driving and collaborating with our suppliers on:

1. **Closing the Gap** Build a network of likeminded organisations to work collaboratively and close the gender pay gap
2. **Catering to diverse customer needs-** Create and deliver products and services that address the diverse needs of the communities we serve
3. **Co-operating for equal opportunity**- Act on the social issues that matter to our members and communities

11. Diversity, Equity, Inclusion & Belonging (DEIB)

11.2 Closing the Gap

We want to collaborate with suppliers and work on initiatives to help promote gender equity within the workplace and close the gender pay gap.

What you can do:

- Join our Endless Inclusion Community to access resources and case studies on initiatives that make a meaningful difference towards closing the gender pay gap.
- Partner with Co-op on joint initiatives to help promote and support women at work.
- Share your action plan (the steps you're taking to close the gender gap) alongside the numbers when you publish your pay gap report for transparency.
- If you’re an organisation who doesn’t have to report, we still encourage to create a gender equity action plan, as pay gap effects both large and small organisations.
- Download our Gender Pay Gap Toolkit - Co-op to help you build your own action plan.

11. Diversity, Equity, Inclusion & Belonging

11.3 Catering to diverse customer needs.

Co-op have stores in every post code and serve a diverse range of communities. Our commitment is to meet our customer needs and offer inclusive products and services. To achieve this, we must put customers' needs first. This means creating products for different diverse groups considering things like age, gender, ethnicity, religion, sexual orientation, socio-economic background, disability, gender-reassignment, parent and caring responsibilities. It's also important that we don't stereotype and put people in one box, as often people belong to more than one group. To design inclusive products and services it can be helpful to do the following:

- Include different diverse views when gathering consumer insight or feedback. Over-represent on minority voices to ensure products are designed with their needs in mind wherever possible.
- Share your consumer diversity or demographic data with your buying contact. (This could include information about who is buying your current products – such as age, gender, ethnicity, or income level – or data used when developing new products about who your target consumer is)
- Consider the ingredients being used in products and whether they are restricted for certain groups.
- Use accessible guidelines when creating packaging to ensure things like products are easy to open, and that the font size is readable for people with disabilities.
- Overlay diverse characteristics when thinking about your target customer to see if any groups are being unintentionally overlooked.
- Follow the inclusion calendar to identify promotion opportunities to celebrate different cultural or religious moments throughout the year.
- Engage with the Endless Inclusion Hub to connect with teams who deliver social value and support marginalised groups within the community.

Not every product will appeal to every customer and that's ok, but within our overall range we need to cater to different needs, so consider your product as part of Co-op's overall range to identify opportunities to improve customer inclusivity.

11. Diversity, Equity, Inclusion & Belonging (DEIB)

11.4 Co-operating for equal opportunity

This catalyst is about stepping forward to act on the social issues that matter most to our members and communities. What makes this work even more meaningful is that we measure its impact. These aren't just good intentions – they're initiatives that genuinely improve people's lives.

Some of the ways you can get involved and partner with Co-op include:

- Fundraising through our charity partnerships.
- Sharing your unspent Levy fund as part of Co-op's Levy Share Scheme.
- Partnering with Co-op Academies to help students build confidence and employability skills for the future.

90% of suppliers are currently members of the endless inclusion hub, with 100% agreeing that it provides valuable support.

Join our Endless Inclusion Community

We encourage and support all our suppliers to drive inclusion within their organisations and have created the Endless Inclusion Hub - Home - home to a community of like-minded organisations that share best-practice case studies, collaborate and measure progress.

As part of our community, you'll get access to:

- Resources covering a range of diversity and inclusion topics, including the three catalysts, with practical guidance on how to get involved.
- Guidance on how to get started with your diversity and inclusion plans.
- Learning labs (online sessions), delivered in collaboration with our supplier partners, to share best-practice case studies.
- Opportunities to partner and celebrate key inclusion events throughout the year.

Not yet a member of the Endless Inclusion Hub?

Fill in: Endless Inclusion Hub Onboarding Form

Contact: InclusivePartnerships@coop.co.uk

12. 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.

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 contact details

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
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
SBM	Senior Buying Manager (Formerly Buyer)
HOC	Head of commercial that all Senior Category Managers 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

13. 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 Senior Buying Manager 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

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