



Drop & Drive
Supply Group

'Delivering a Sustainable Alternative'

2022 Membership Programme



Members 2021-2022



DANONE



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YOUR SOLUTION FOR SPECIALITY DAIRY



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Overview of the Drop & Drive Supply Group



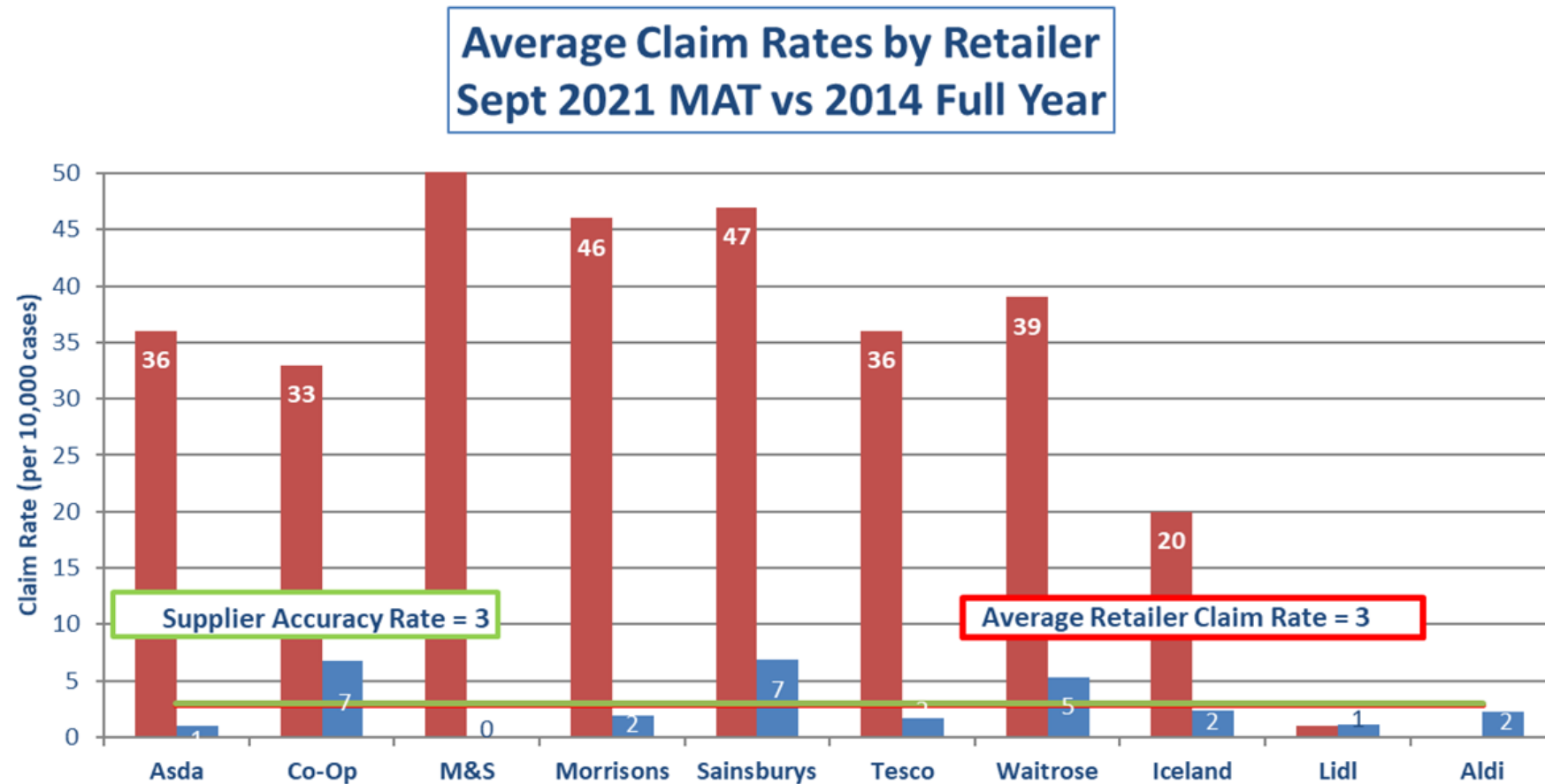
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- Before the collaborative workgroup drop and drive unsubstantiated discrepancies were costing UK chilled suppliers millions (for the 20 original group members, c£15M p/a).
 - Depot errors, poorly labelled goods plus lack of any auditable retailer systems led to tens of thousands of cases of chilled grocery items being claimed as short delivered every week.
 - With no way of proving otherwise, suppliers ended up facing endless calls and paperwork, just to be left unpaid for goods they had delivered

“You could supply 100%, and yet a certain percentage was removed from your payment because it was claimed ‘not received’. This was an ‘invisible tax’.” Member

“We had unsubstantiated losses in excess of £1,000 per WEEK – straight off the bottom line. Our teams would be making up to 10 calls-a-day. It felt like hitting our heads against a wall.” Member

How does the issue manifest itself in the 12 months to Sept 2021?

Levels remain 92% lower than the 2014 claim rates for ALL retailers



- Six years of collaboration and the Drop & Drive Claims Workgroup has delivered over 90% reduction in these unsubstantiated claims through process improvement, with numerous positive impacts on workload, stress and job satisfaction too.

“ I appreciate all the work that the members of the SSC working group put into addressing an issue which I had raised as a serious concern to suppliers to the regulated retailers. Their willingness to collect and share data with retailers has been helpful in highlighting the issue and they got under the skin of the issue to work on practical solutions with retailers. In so doing, many other suppliers have benefited from their work; both supplier and retailers have a more efficient solution and the GCA survey has shown a continued improvement in performance in what has been a long-standing problem. ”

Christine Tacon, Groceries Code Adjudicator, 2020

Please read our case study on the award winning drop & drive programme





Achievements to Date

1. Total claims reduced by 90% vs 2014, recovering c.£13m p.a. for members
2. Tesco - full implementation of their revised systems and processes, now achieving comparable levels of receipting accuracy, without the need for GFR
3. 7 of the top 10 retailers now engaging with GFR
4. Over £2 million of outstanding debt recovered from retailers due to historical claims disputes
5. Collaborative workshops with Tesco and ASDA to continue to develop supply chain initiatives
6. Winner of Grocer Gold, Supply Chain Initiative of the Year, Winner of Supply Chain Excellence Award, Finalist in the CILT Award for Supply Chain Innovation.
7. Endorsements from the Grocery Code Adjudicator and major retailers



WINNER

Food and Drink Supply Chain Excellence Award

“We’ve been working with the Drop and Drive workgroup in a highly collaborative manner which has allowed us to build genuine and sustainable relationships with the clear output of a process that is much better than what it has replaced. We are looking forward to continuing our collaboration to improve the end to end processes further.” **Chris Hall, Senior Director – Central Logistics at Asda Stores Ltd**

Programme Outline, Features and Fee Structure



2022 Programme Detail

- Members are encouraged to participate actively in the group activities which include:
 - Up to 4 core quarterly meetings in 2022, plus additional best practice sub workgroups
 - Reviewing progress across the retailers and sharing best practice on how to reduce errors, reduce claims deducted and gathering the data that maintains the pressure on retail reform
 - Working together to develop best practice in conjunction with the Grocery Code Adjudicator
 - Access to industry body professionals
- Opportunities to join best practice sub workgroups:
 - Reducing the likelihood of delays in payments and recovering monies owed to suppliers:
 - Product Differentiation Best Practice
 - Good Received Not Invoiced Best Practice
 - Returns Best Practice
 - Improving service and efficiency whilst mitigating rising distribution costs
 - Chilled Supplier Consolidation Project: *Simplifying network ordering & delivery*
 - Key issues: Monthly best practice calls for tackling topical issues:
 - Responding to the driver crisis
 - Post Brexit issue resolution

Membership is not open to consultants, retailers or service providers and is by invitation only.

Features and Fee Structure	BRONZE - Free	SILVER - £ 2000 p/a	GOLD - £3000 p/a
Events: Group Reviews: Progress, strategy and best practice update	X	✓	✓
Retailer workshops: (targeting specific retailer process change)	X	X	selected participation only
Event Attendance: Multiple User	No attendance	Up to 2 per company	Up to 2 per company
Claims Data Reporting: Submit data	✓	✓	✓
Reported claims results: (collective Group results and retailer trends)	X	Group reports	Group reports and individual company trends (quarterly)
Blog & Member Questions: Circulate questions to help tackle issues	X	✓	✓
Best Practice Subgroups: Smaller groups working on key topics to develop best practice, in collaboration with the GCA	X	<ul style="list-style-type: none"> • GRNI • Forecasting & Promotions • Driver Crisis • Post Brexit 	<ul style="list-style-type: none"> • GRNI • Forecasting & Promotions • Driver Crisis • Post Brexit
Chilled Collaboration Group: Simplifying network ordering & delivery	X	Available to join - Invoiced separately	Available to join - Invoiced separately
D'n'D best practice scorecard: on-site evaluation by SSC experts	£1,500	£750	£750
Access to online Knowledge Bank via Teams:	X	X	✓

A photograph of a factory production line for orange juice. In the foreground, a row of clear plastic bottles filled with bright orange juice is shown. The bottles have black caps and are arranged in a line that recedes into the background. The background is a blurred industrial setting with various pipes, machinery, and bright overhead lights, creating a bokeh effect. The word "Appendix" is overlaid in a blue, sans-serif font on the left side of the image.

Appendix



Meeting Objectives & Guidelines

- **Objectives:**
 - To enable member representatives to discuss topics of mutual interest with their peers
 - To encourage the sharing of best practice, the understanding of common practice and to help companies identify opportunities for improvement
- **Guidelines:**
 - A formal agenda is prepared and distributed for all meetings. No formal minutes to be taken
 - The Drop & Drive Supply Group operates on networking principles:
 - All members expected to participate – no contribution, no feedback
 - No commercially sensitive information to be shared and any information shared remains non-attributable
 - Survey and questionnaire information will be stripped of company identification to retain confidentiality
 - Presentations and survey results only be circulated to attendees / contributors
 - For online meetings we request cameras on to support engagement
 - No formal minutes will be taken (To ensure compliance with Competition Law requirements, members are invited to take minutes. A legally approved instruction is read out at each meeting to re-affirm these standards)

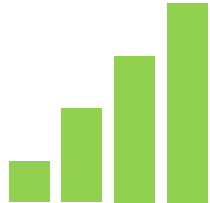


Guidelines cont...

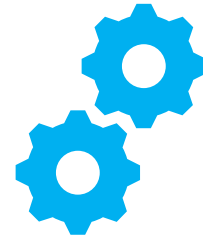
This meeting will be conducted in accordance with UK/EU competition laws. Accordingly, you are reminded that you must not discuss any information which is confidential to your company and/or which is likely to affect the commercial strategy or activities of your company. You are in the best position to judge what is, and what is not, commercially sensitive or confidential and so responsibility lies with you in the first place.

By way of example, you must not discuss, communicate or exchange any commercially sensitive information, including non-public information relating to your company's prices, marketing and advertising strategy, costs and revenues, trading terms and conditions with third parties, including purchasing strategy, terms of supply, trade programmes or distribution strategy. This applies not only to discussions during the meeting but also to informal discussions before, during and after the meeting.

Drop & Drive Supply Group 2022



Performance Improvement



Benchmarking & Insights



Best Practice Workshops

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