

Summary of the GSCOP Annual Compliance Report 2024

Background

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

One of our obligations under the Order is to publish a summary of our Annual Compliance Report which is provided to the Competition and Markets Authority and the Groceries Code Adjudicator (“**GCA**”). This summary covers the period from 1 January 2024 to 31 December 2024 (the “**Reporting Period**”).

We take our obligations under the Code seriously and have worked collaboratively with the GCA to take swift and comprehensive action to ensure we are operating in full compliance with the Code, and to improve suppliers’ experience of working with Amazon. This has included:

- Allocating named account management support to all of our grocery suppliers;
- Engaging with our suppliers and seeking their feedback via Vendor Panels, Vendor Days, CCO Days and our Advantage Group Survey;
- Listening to supplier feedback and enhancing our Receive Variance Dashboard, which enables suppliers to access real-time data on shipment variances and raise a dispute in advance of deductions being applied;
- Raising awareness of our Receive Variance Dashboard via dedicated webinars, training materials on Vendor Central and through our Grocery newsletter;
- Implementing and maintaining clear policies and guidance in relation to our obligations under the Order and Code;
- Training over 790 new and existing employees on the Order and Code;
- Appointing GSCOP Compliance Champions in each of our buying teams to ensure continued compliance with the Code;
- Regularly monitoring and reporting on compliance to senior leadership and our GSCOP Audit Committee;
- Delivering faster resolution times for chargeback disputes and providing photographic evidence in our chargebacks dashboard when delivery issues arise; and
- Regularly communicating with our grocery suppliers, via our dedicated newsletter and webinars, on changes made to improve their experience of working with us.

Alleged breaches and disputes

In the Reporting Period, we received notice of 21 alleged breaches. We did not receive any Disputes under the Order.

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