

## Summary of M&S GSCOP Annual Compliance Report 2024/25

Longer version of the summary published in the Annual Report and Accounts 2024/25 pursuant to Article 10(5) of the Groceries (Supply Chain Practices) Market Investigation Order 2009.

The Groceries (Supply Chain Practices) Market Investigation Order 2009 (the “Order”) and The Groceries Supply Code of Practice (the “Code”) impose obligations on M&S regarding its relationships with its suppliers of groceries. Under the Order and Code, M&S is required to submit an annual compliance report to the Audit & Risk Committee for approval and then to the Competition and Markets Authority and to Mark White, Groceries Code Adjudicator (“GCA”).

### Compliance Report

M&S submitted its report, covering the period from 31 March 2024 to 29 March 2025 to the Audit & Risk Committee on 8 May 2025. It was approved on 15 May 2025.

### Working with the GCA and GCA Annual Survey

Our Audit & Risk Chair met Mark White during 2024/25, and Mr White held several scheduled meetings with our Code Compliance Officer (“CCO”) and Food Technical Director. M&S continues to be committed to working collaboratively with Mr White and to operating in compliance with the Code.

M&S places high importance on the findings of the GCA Annual Survey and has continued to focus on areas of supplier feedback. In the 2024 survey, M&S was placed 3<sup>rd</sup> out of 14 retailers amongst a very close top group, and using the detailed survey findings we will continue to address areas of opportunity as part of our ongoing improvement plan.

### Training

During the 2024/25 period, M&S implemented a new on-line Code training module which is mandatory for all members of the buying team and other supplier facing colleagues. As in previous years, this digital module was complemented by tailored, in person or virtual training sessions delivered by our CCO to almost 500 people from a wide range of relevant teams within M&S.

### Other actions taken to enhance compliance

As part of its ongoing Supply Chain development and with insight from Suppliers and the GCA Annual Survey, M&S has taken steps during the relevant period to enhance Code compliance and improve ways for working with our Suppliers. Key initiatives include the following:

- Enhancements to the ‘Good Faith Receipting’ (GFR) process to include automated payments without the need for suppliers to raise an invoice.

- Continued optimisation of the Supplier Query Management digital process ensuring that queries are dealt with more quickly and overall query numbers are further reduced.
- Full implementation of a new Forecasting, Ordering and Allocation platform to all Food products.
- M&S continues to support the GCA's initiative around supplier confidentiality through the Code Compliance Officer (CCO) and 'No Negative Consequences' for suppliers who do raise a matter.

### Compliance and Disputes

M&S believes that it has materially complied with the Code and the Order during the relevant period. No formal disputes under GSCOP arose during the reporting period.

### Supplier queries and allegations

In accordance with the Code and GCA guidelines, M&S has identified and reported to the GCA on all instances where Suppliers have either alleged a breach or referred to potential non-compliance with the Code. Nine instances arose during the reporting period which were all closed or resolved at the end of the period with no issues remaining open.