

PRESS DISTRIBUTION REVIEW PANEL (PDRP)

New Panellists

The Press Distribution Review Panel (PDRP) meeting on 27th November 2014 welcomed the new panellists.

The PDRP is an independent body made up of newspaper, magazine, wholesale and retail representatives and the new panel is as follows:

- Mark Gilhespie NMA (formerly NPA)
- Mark Pardon PPA
- Debbie Dalston Smiths News
- Linda Gardner Menzies Distribution
- Rajiv Chotai Retailer Based Chatham
- Paresh Vyas Retailer Based Manchester
- Steve Archer Retailer Based Nottingham
- Graham Read Retailer Based Bucks

The Press Distribution Charter sets out the standards that, retailers of newspapers and magazines, whatever their size or location, should expect to receive from wholesalers and publishers. It improves efficiency and helps retailers provide a better service to their customers.

The Charter helps retailers to resolve most problems quickly and effectively; however, in the event that problems are more serious or persistent, the Charter is supported by a complaints resolution process that includes independent arbitration.

The complaints resolution process and compliance to the Charter is overseen by the PDRP. Through the review process, supply chain performance is monitored and the results published.

PDRP Chairman, Neil Robinson, "The newspaper and magazine's self-regulatory system helps ensure that the minimum supply standards set out in the Press Distribution Charter are maintained, thereby facilitating the efficiency of the supply chain. Through the collection, auditing and publishing of complaint data the Press Distribution Review Panel monitors each performance area within the chain and provides comment on identified trends, thereby ensuring the maximum transparency for the scheme. In its first three years the panel worked hard in a constructive way and managed to bring about positive changes that enhanced the process. I am confident that our new colleagues will continue the good work and in doing so achieve greater accountability and better performance management.

Short biographies for each PDRP member.



Neil Robinson – PDRP Chairman and Arbitrator

Neil Robinson is a law graduate who entered a career with trade associations which placed him firmly within a newspaper and magazine retail environment. From 1993 until 2000 he was chief executive officer of the Multiple Newsagents Association, a body that represents the interests of the major multiple retailers of newspapers and magazines.

Neil has been a member of the Chartered Institute of Arbitrators since 1979 and now holds the Chairmanship of the PDRP as well as being the industry's Independent Arbitrator.



Dorothy King PDRP Administrator

Dorothy has been involved with the news industry for 33 years, seeing colossal changes within the trade, and learning to adapt to an ever changing profession. Since January 2010, Dorothy started her own business venture as a Business Process Outsourcing, and was fortunate to obtain the contract of the PDRP Administrator, through her experience of General Manager of a large independent wholesaler, and understanding of the sector.

Dorothy also holds the position of Treasurer for East Midlands NewstrAid Benevolent Fund, combining the role as an Almoner visiting colleagues of the past and present, ensuring their welfare needs are being supported.



Mark Gilhespie - Head of Logistics Operations at News UK Mark has spent 32 years in the Industry, Graduated with an MBA in 2000. Mark ran a successful Independent Newspaper and Magazine business in the North of England reaching £30 million turnover at its peak. Mark originally consulted to News UK and then joined as an employee nearly 5 years ago, he has worked as Head of Logistics Development and is now Head of Logistics Operations primarily responsible for all of News UK deliveries through their different routes to Market.



Mark Pardon Head of Supply Chain Operations at Marketforce

I would generally describe myself as passionate and seasoned professional, having worked in the News trade for over 30 years in numerous management roles for both Menzies Distribution and Marketforce.

1981- 1988 - Whilst with Menzies Distribution, I graduated from their Trainee Management programme to take up a series of operational and general management roles in East Anglia and the South.

1988 to present - During my twenty five years with Marketforce, I have gained extensive experience in working in most of the key disciplines undertaken by a market leading magazine distributor. My primary focus however has been overseeing the evolution and development of our retail, wholesale and logistics operations.



Debbie Dalston – Smiths News Customer Service Manager

Educated at Bristol University, Debbie joined Smiths News PLC in 1993 as a Retail Account Executive working at the Watford distribution centre. She has had the benefit of working closely with a wide cross section of retailers, building up a wealth of experience across the category, achieving an excellent understanding of what is required to deliver high standards of service working closely with the operational teams to consistently deliver the company standards. Debbie has specialised and accomplished planning, developing, implementing customer facing business processes, contact centre performance and customer satisfaction. As time allows she volunteers for the NSPCC school service, helping provide a vital contribution towards the protection of children.



Linda Gardner – Menzies Distribution Limited – Head of Customer Service

Working with Menzies Distribution Ltd since December 2008, reporting to the Commercial and Marketing Director. I am responsible for service strategy and all customer facing activities for MDL including management of the Customer Service Centre and overseeing the online self service functions. I have c35 years' experience working within customer service in a number of industries including: Insurance, Pensions, Mobile Phones and the Optical industry. I am a true customer champion who is dedicated to ensuring we deliver the highest level of service to each one of our customers and I am looking forward to serving on the PDRP Team.



Rajiv Chotai – based in Chatham

I have been in the retail industry for over 30 years and have experience in the news industry for over 25 years.

I am an established newsagent in Chatham servicing 600 Home News Delivery customers and supply news, magazines and Specialist Journals in the Medway region in Kent. I also sub-retail to small local shops and deliver to institutions such as prisons, libraries and care homes. It has been an honour to serve on the panel of the PDF to help improve the course of the independent newsagents within the industry.



Paresh Vyas - based Manchester

My name is Paresh Vyas; I have 2 corner stores in Manchester making me the boss for the past 30 years. I am also Oldham Branch Secretary of the NFRN for the past two years. Highlights- turned around Oldham branch from 2 members attending to nearly 30, also helped in recruiting new members. Through teamwork we introduced 5 new members, I am also multilingual (Gujarati, Hindi, Urdu, Swahili). Finally I am on the district council.



Steve Archer – Based Nottingham

I have owned convenience stores and sold newspapers for 18 years, including delivered news. I currently own three shops trading under the Booker Premier fascia. I have held office in the NFRN and am currently a non- executive director on the board of Newtrade Ltd (Retail Newsagent/Retail Express/Better Retailing/Better Wholesaling).



Graham Read – Based Buckinghamshire

Having been in the Retail and Newspaper business for the past 40 years, initially with a regional newspaper, then switching to forecourt retailing with Esso. After 15 years at the 'sharp end' took on an easier life with Associated Newspaper's title the London Evening Standard, where I worked in the Circulation department covering many roles. So to say the least; I really do understand the business from both sides of the table!

My involvement with PDRP group will hopefully support in maintaining, and even possibly help improving the day-day delivery service to our retailers across the country.

ENDS

Notes to editors:

PRESS DISTRIBUTION FORUM (PDF) the purpose of the is to provide a self-regulated forum for associations and companies involved in the supply and distribution of newspapers and magazines and to ensure the continuation of a diverse and plural press with its widespread availability to retailers and consumers.

It has been formed to:

- a. Encourage industry compliance with the standards set out in the Press Distribution Charter (PDC).
- b. Provide comment to the Press Distribution Forum (PDF) on compliance issues.
- c. Ensure continuity of decisions resulting from the Charter's complaints resolution process.
- d. Provide an ongoing mechanism for the identification of supply chain trends.
- e. Collect, audit and publish data on compliance with the Charter.

More information on the PDF can be found at www.pressdistributionforum.com

PRESS DISTRIBUTION CHARTER (PDC) – The Charter sets out the minimum standards that a retailer can expect from publishers and wholesalers and, as such, intends to ensure that the supply chain gets the right product to the right place at the right time. In the event of serious or persistent problems with supply, the Charter is supported by a complaints resolution process which can be escalated up to a qualified Independent Arbitrator.