

**Minutes of the Press Distribution Review Panel Held on Wednesday 14<sup>th</sup> November  
At NFRN London**

Present: Steve Cripwell Chair  
Ayk Tahir NMA  
Trevor Hudson PPA  
Graham Read Independent Retailer  
Brian Murphy Retail Representative

<b>Item</b>																					
<b>1.</b>	<b>Apologies for Absence</b>																				
	Raj Chotai (Independent Retailer), Paresh Vyas (Independent Retailer) , Fiona Campbell (Menzies Distribution), Marie Kirven (Smiths News)																				
<b>2.</b>	<b>Minutes of previous meeting 11<sup>th</sup> July 2018</b>																				
	The previous minutes were agreed																				
<b>3.</b>	<b>Matters Arising</b>																				
	The group welcomed Ayk Tahir as a replacement for Mark Gilhespie																				
<b>4.</b>	<b>Feedback on the Q3 report</b>																				
	Nothing to report																				
<b>5.</b>	<b>PDRP review / actions based on previous minutes</b>																				
<b>5.1</b>	<p>Inclusion of broader industry performance stats to understand the total instances of delivery that are made to retailers each day to illustrate the potential complaints universe, be they delivery, returns etc.</p> <p>Progress has been made, initial feedback from Menzies based on September 2018 highlight;</p> <p>Retailers delivered to: 29300 Total instances of delivery (retailers x products*): 4,026,032 Newspapers: 553,845 Magazines: 3,472,187 * A product is a single item e.g. The Times Newspaper, GQ Magazine, illustratively:</p> <table border="1"> <thead> <tr> <th>Retailer</th> <th>Newspaper products</th> <th>Magazine Products</th> <th>All products</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>20</td> <td>100</td> <td>120</td> </tr> <tr> <td>B</td> <td>25</td> <td>150</td> <td>175</td> </tr> <tr> <td>C</td> <td>30</td> <td>200</td> <td>230</td> </tr> <tr> <td>3</td> <td>75</td> <td>450</td> <td>525</td> </tr> </tbody> </table> <p><b>Action: SC to share template with NUK .</b> <b>Action: MD, SN, NUK to provide stats to SC on a monthly basis. SC to compile and include in regular reporting.</b></p>	Retailer	Newspaper products	Magazine Products	All products	A	20	100	120	B	25	150	175	C	30	200	230	3	75	450	525
Retailer	Newspaper products	Magazine Products	All products																		
A	20	100	120																		
B	25	150	175																		
C	30	200	230																		
3	75	450	525																		

5.2	<p>Comparison of Magazines and Newspapers supply chain performance vs other categories.</p> <p><b>Action: Royal Mail and Train companies discussed. Requires further discussion, parked for now. ALL</b></p>
5.3	<p>To include some reportage of Stage 1 activity.</p> <p>Both MD and SN have agreed to produce data to summarise the level of retailer complaints at Stage one from January 2019.</p> <p><b>Action: MD, SN to release data, SC to review and share with group and determine appropriate reportage. NUK to review release of similar. FC/MK/AT/SC</b></p>
5.4	<p>Further enhancements to current Quarterly and Annual reports include greater trend analysis, notably regional on annual basis.</p> <p><b>Action: SC to summarise as part of future reporting</b></p>
5.5	<p>Identifying retailers requesting a but not completing a Stage 2 complaint form will be incorporated into regular reporting. Current estimates are only 30% of requested Stage 2 forms are progressed. Once established, the panel should consider causes of @ 70% non-completion and any regional factors therein.</p> <p><b>Action: SC to collate data from wholesale and include in annual report. SC</b></p>
5.6	<p>The point of entry to Stage 2 is not a simple process with multiple options for retailers to access appropriate forms.</p> <p>Currently there is not an NMA Stage 2 form on the PDF website.</p> <p><b>Action: BM to provide NFRN contacts to AT to update newspaper publisher contacts.</b>  <b>Action: TH to review and prepare and circulate draft template Stage 2 form</b>  <b>Action: AT and TH to create NMA form</b></p>
5.7	<p>Centralising the process at Stage 2: Requires further and process change.</p> <p><b>Action/info: Raised with PDF, presents longer term challenge, will remain under consideration. SC</b></p>
5.8	<p>To continue to measure complainant's satisfaction with the scheme, feedback from retailers post Stage 3 will be via direct contact and a follow up questionnaire:</p> <p><b>Action: SC to continue to seek feedback from Stage 3's on a 6-monthly basis.</b>  <b>Action: Introducing a retailer questionnaire post Stage 3 via PDF admin, BM and PV to review and make recommendations, including follow up process for issues raised.</b></p>
5.9	<p>NFRN observations on the PDC process were reviewed and many are already under consideration as part of the review.</p> <p><b>Action: SC / DK to meet with NFRN to follow up.</b></p>
5.10	<p>A range of options for developing the website had been shared with the PDF.</p> <p><b>Action: This remains under consideration, as part of 2019 budget planning</b></p>
5.11	<p>Incorporating the complaints process into wholesaler systems such as iMenzie's and SNAPP was discussed.</p> <ul style="list-style-type: none"> <li>• MD undertaking some developments but at an early stage.</li> <li>• MD to continue to update SN and PDRP</li> </ul> <p><b>Action: MN/SN to continue to update panel. LG/FC/MK</b></p>

<b>6</b>	<b>Charter / Guidance notes</b>
<b>6.1</b>	Charter should reference GDPR, not Data Protection Act.:  <b>Action: SC to update Charter</b>
<b>6.2</b>	There was a further discussion on a review of the Charter and accompanying documentation and the impact the soon to be available reportage on Stage 1 complaints could have on the overall complaints process, and therefore the Charter.  There was potential to refine the complaints process and effectively merge Stages 1 & 2, which requires serious further consideration.  The group discussed the distinction between service standards and the complaints process.  The view was that the we should review the service standards within the Charter as fit for purpose in 2018/19 given significant changes in the supply chain since previous update. SC to circulate Charter in a template that would enable PDRP to highlight specific clauses that required amending and identify any possible inclusions for review.  <b>Action: SC to circulate charter template.</b>
<b>7</b>	<b>Review of Stage 3 arbitrations</b>
	There was a brief discussion of the recently produced report summarising Stage 3 arbitrations. The suggestion of creating case studies to provide guidance to support the process was agreed.  <b>Action: All to consider outline to potential case studies.</b>
<b>8</b>	<b>Current issues to be raised with the PDF</b>
<b>8.1</b>	Communication of RDT/SDT in changes of ownership A recent Stage 3 complaint resulted in the arbitrator recommending that RDT's should be communicated to new retailers in all changes of ownership and be included in wholesaler T&C's.  <b>Action: SC to raise issue with PDF / consider as part of any charter update</b>
<b>8.2</b>	There have been instances of disputed voucher claims (usually in cases of lost vouchers) causing a time delay as wholesale are waiting from publishers for authority to settle the claim. This causes significant cash flow issues and it is requested that a mechanism is put in place to enable the wholesaler to settle with the retailer without undue delay.  <b>Action: SC to raise with PDF</b>
<b>8.3</b>	A question was raised over the current level of restitution awards and if these should be reviewed.  <b>Action: SC to seek feedback from PDF</b>
<b>9.0</b>	<b>Any Other Business</b>
<b>10</b>	<b>Next Meetings</b>
	SC to circulate proposed meeting dates for 2019