

**Minutes of the Press Distribution Review Panel Held on Thursday 2nd April 2020
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Brian Murphy	Retail Representative
	Graham Read	Independent Retailer
	Paresh Vyas	Independent Retailer
	Ayk Tahir	NMA
	Trevor Hudson	PPA

Item	
1.	Apologies for absence Alison Morris (Smiths News)
2.	Minutes of previous meeting 29th January 2020 and matters arising The previous minutes were agreed
3.	Review of Stage One reports
	<ul style="list-style-type: none"> • Data to end of February was reviewed • The next quarterly report will provide more detail on performance • MD noted a significant fall in Stage 1 complaints in line with an overall drop in call volumes, possibly linked to route optimisation project which has improved delivery performance. • MD also noted that drop in call volumes has not resulted in increased iMenzies activity. • SC circulated a league table based on Stage 1 complaint volumes. Key changes to league table include <ul style="list-style-type: none"> ○ SN to investigate reporting based on all depots ○ Wholesale to investigate separation of Independent/RMG on reports – can we exclude: <ul style="list-style-type: none"> ▪ MRG ▪ ONE STOP ▪ SAINSBURYS ▪ TESCO ▪ ASDA ▪ MORRISONS ▪ WAITROSE ▪ WHST ▪ WHSR ▪ LIDL • Retail groups to be separated from Stage 1 reporting are TBA. Action All • Press release on Stage 1 reports TBA. Action SC • Stage 2's SN are visible through QM / service system. Something we could build-on? Action: AM to update

	<p>Actions:</p> <ul style="list-style-type: none"> • SC to follow up with PDF re press release • AM to feedback on Stage 2's on QM / service system • All, identify which retail groups to separate from Stage 1 reporting
4.	Update on actions from previous minutes
4.1	Replacement of PDRP member currently on hold pending review of PDRP priorities.
4.2	Website: Due to budgetary constraints major enhancements are deferred.
4.4	Communication of RDT/SDT in changes of ownership Action: AM: SN have confirmed no change to RDT, however communication to retailer and SDT is TBC.
4.5	The current level of restitution awards is to be reviewed at PDF Action: Under discussion at PDF, SC to feedback
4.6	Stage 3 questionnaire, GR reviewing and creating a condensed version. The questionnaire ought to be run via Survey Monkey or equivalent Action: GR to provide a condensed version of questionnaire
4.7	Incorporating the complaints process into wholesaler systems such as iMenzies and SNAPP, MD confirmed live messages are now fed via SAP. Action: MN/SN to continue to update
4.8	Create better guidance to retailers for the complaints process was revisited. FC mentioned that wholesale websites outline complaints processes but do not provide useful guidelines for retailers. Updated guidance could be incorporated into sites. Action: SC to review and feedback suggestions based on guidelines from other sectors
5.0	PDRP priorities
5.1	Review of charter and supporting documentation PDF are updating the charter and some initial progress has been undertaken. Action: SC to update PDRP
5.2	Review of complaints process The opportunity to streamline the complaints process and effectively merge Stages 1 and 2 will be considered post review of Charter Action: SC to update PDRP
5.3	Other priorities to be reviewed pending updates on 5.1 & 5.2 and further discussion with PDF Action: SC to discuss with PDF
6.	Any Other Business
	FC asked for feedback on updated Menzies service pledge and circulated the latest version. Action: All to provide feedback to FC on MD service pledge by next PDRP meeting.
	FC, AT, BM confirmed that @ 10% Independent retailers had temporarily closed given current Corona Virus
	Next meeting is scheduled for May 27 th @ 1.00 pm. Conference call most likely arrangement, TBC.