

**Minutes of the Press Distribution Review Panel Held on Wednesday 27th July 2022.
Via conference call**

Present:	Steve Cripwell	Chair
	Fiona Campbell	Menzies Distribution
	Gillian Scott	Menzies Distribution
	Trevor Hudson	PPA
	Anya Ahmad	Smiths News
	Kaleigh Phillips-Marshall	Smiths News
	Graham Read	Retail Representative
	Paresh Vyas	Retail Representative
	Peter Williamson (for Brian)	Retail Representative

Item	
1.0	Apologies for absence
	Ayk Tahir (NMA), Brian Murphy (Retail Representative)
2.0	Minutes of previous meeting 25th May 2022 and matters arising
	The previous minutes were agreed.
3.0	Update on actions from previous minutes
3.1	Stage 2 (ex 3) retailer feedback to be pursued given increased levels of arbitration. Action: SC to progress with PDF and Linda Windsor
3.2	Incorporating the complaints process into wholesaler systems. Action: MD/SN to continue to update as relevant.
3.3	An ongoing reminder for wholesalers to adhere to 28- day (preferably 14) day response window. Action: Wholesale to aim to adhere to 28-day response window.
3.4	Voucher processing: A useful initial meeting between AA and GR discussed administrative challenges. There are difficulties given historical processes and multiple stakeholders, however there is a basis to address the issues raised. Actions: AA and GR to continue to share any agreed outputs
3.5	Whilst including links to wholesaler operational guidelines within the PDC website is in process, the final design needs to be confirmed. Managed “auto credit” process to minimise formal complaints is under review within the PDF. Actions: SC to update on website changes. BM to update on managed “auto-credit” with the PDF.
4.0	Pre-Stage One update
4.1	Q2 data was reviewed and highlights a significant increase in YOY complaints albeit to a lesser extent than Q1. Supply chain challenges such as with driver shortages and staff attrition remain a concern although wholesalers have ongoing mitigations. Publisher deliveries and impact on retail delivery to be reviewed on a quarterly basis, AT to consolidate RDTs for review to the end of June.

	<p>Actions: SC to summarise data in quarterly reports. AT to feedback quarterly on consolidated RDT – since provided</p>
5.0	Charter / Service issues
5.1	<p>PV to raise any specific call waiting and delivery issues with AA and FC. Action: PV to raise specific issues with AA and FC</p>
5.2	<p>Given the size of the retailer universe, exits and new entrants there was further discussion on the benefit of tracking the market size. SC to discuss with PDF. Action: SC to provide PDF feedback as to value of tracking/reporting retailer volumes and basis of change</p>
5.3	<p>FC raised two questions on Restitution</p> <ol style="list-style-type: none"> Should the Charter set a timeframe for the retailer to make a restitution claim? Is the current wording on reruns / redelivery adequate? <p>Current wording is below, ALL to review.</p> <p>Restitution <i>A fixed financial payment awarded to reimburse retailers for the proven loss on the sale of newspapers and magazines resulting from late delivery or under allocation of product.</i></p> <p><i>The amount of restitution in the case of proven loss in respect of any one shop for any one claim shall not exceed £60. The total amount in respect of any one occurrence shall not exceed £6,000.</i></p> <p><i>Restitution under the Press Distribution Charter can only be awarded for proven loss on the sale of newspapers and magazines. It does not cover any other items sold by the retailer.</i></p> <p>Wholesale restitution <i>In circumstances where the wholesaler was at fault for non-delivery of products or under-allocation of products the wholesaler will reimburse the customer for lost margin on the sale of that product.</i></p> <p><i>In circumstances where the wholesaler was at fault for late delivery of products and that lateness necessitated the redelivery of HND copy the wholesaler will reimburse the customer 55p per copy redelivered, with a minimum award of £5.50.</i></p> <p>Newspaper & Magazine Publisher /Distributor <i>In circumstances where the publisher/distributor was at fault for late delivery of products and that lateness necessitated the redelivery of HND copy the publisher/distributor will reimburse the customer 43p per copy plus retail margin capped at £60.00, with a minimum award of £5.50.</i></p> <p>Action: All to feedback on current wording. FC recommendation is that a 14-day timeframe is set. SC to review with PDF.</p>
6.0	Any Other Business
6.1	<p>Date of next meetings: Please check diaries for the dates of next meetings (below) and advise if invites have not been received.</p> <p>28th September 2022 @ 1.00pm 30th November 2022 @ 1.00pm</p>