



Press Distribution Charter

Quarterly Report October to December 2024

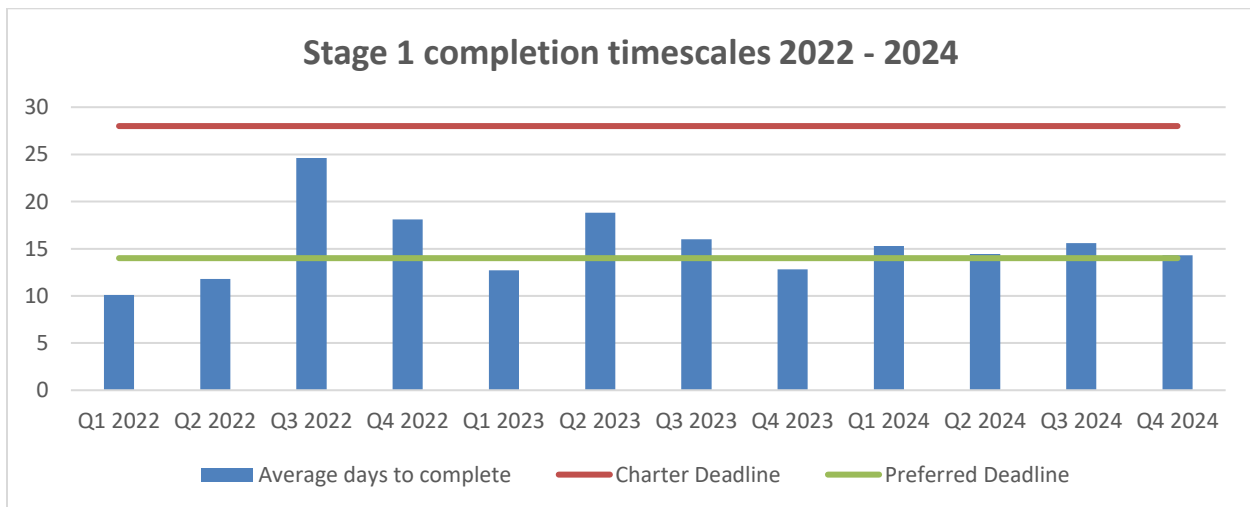
Executive summary

In the period October to December 2024 a total of ten completed Stage 1 complaint forms were submitted with seventeen breaches to PDC standards, representing a significant year on year decrease. In total one complaint was escalated to Stage 2.

| | Q4 2023 | Q4 2024 |
|---|---------|---------|
| Number of completed Stage 1 forms | 32 | 10 |
| Number of Stage 1 Breaches | 46 | 17 |
| Number of complaints escalated to Stage 2 | 2 | 1 |

The Stage 1 complaints originated from six wholesale houses compared with twenty-one in the corresponding 2023 period. There were no complaints made against the NMA or PPA.

The updated analysis of complaints by Quarter since 2022 (below) shows that the average time to conclude a complaint is well within 28-day deadline. Efforts continue to be made to ensure complaints are resolved within the preferred 14-day deadline.



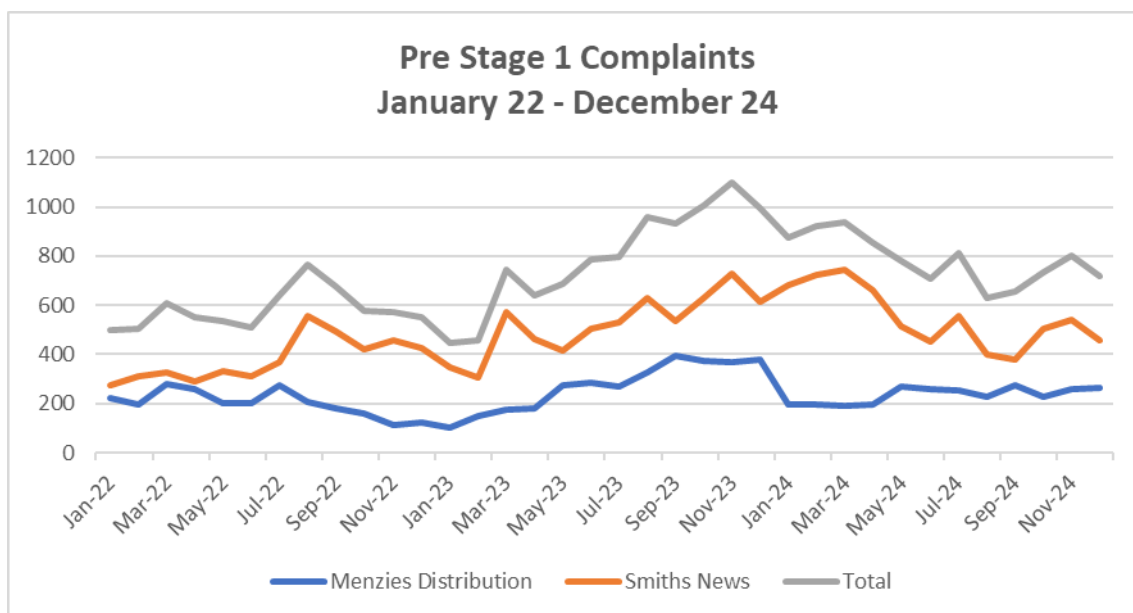
Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 1.

Total pre-Stage 1 complaints received 2023/24.

| 2023 Complaints pre Stage 1 | | | | | | | | | | | | | |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|------------|--------------|
| Wholesaler | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Menzies Distribution | 100 | 151 | 173 | 178 | 273 | 284 | 270 | 325 | 395 | 374 | 371 | 379 | 3,273 |
| News UK | 5 | 3 | 1 | 2 | 7 | 3 | 1 | 1 | 1 | 0 | 0 | 0 | 24 |
| Smiths News | 349 | 307 | 574 | 462 | 414 | 504 | 529 | 632 | 536 | 630 | 729 | 616 | 6,282 |
| Total | 454 | 461 | 748 | 642 | 694 | 791 | 800 | 958 | 932 | 1004 | 1100 | 995 | 9,579 |

| 2024 Complaints pre Stage 1 | | | | | | | | | | | | | |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Wholesaler | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Menzies Distribution | 195 | 198 | 191 | 194 | 268 | 258 | 255 | 230 | 275 | 229 | 261 | 262 | 2,816 |
| Smiths News | 681 | 722 | 745 | 662 | 513 | 450 | 557 | 401 | 381 | 504 | 542 | 459 | 6,617 |
| Total | 876 | 920 | 936 | 856 | 781 | 708 | 812 | 631 | 656 | 733 | 803 | 721 | 9,433 |

| 2024 Complaints pre Stage 1 YOY% | | | | | | | | | | | | | |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|---------------|-------------|---------------|---------------|---------------|---------------|---------------|--------------|
| Wholesaler | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Menzies Distribution | 95.0% | 31.1% | 10.4% | 9.0% | -1.8% | -9.2% | -5.6% | -29.2% | -30.4% | -38.8% | -29.6% | -30.9% | -14.0% |
| Smiths News | 95.1% | 135.2% | 29.8% | 43.3% | 23.9% | -10.7% | 5.3% | -36.6% | -28.9% | -20.0% | -25.7% | -25.5% | 5.3% |
| YoY | 93.0% | 99.6% | 25.1% | 33.3% | 12.5% | -10.5% | 1.5% | -34.1% | -29.6% | -27.0% | -27.0% | -27.5% | -1.5% |



The number of Pre-stage 1 complaints has fallen slightly in 2024 compared with 2023.

The 2024 full year PDRP report will contain a detailed analysis of pre-Stage 1 complaints with a breakdown of consolidated complaint types and wholesaler mitigations.

The next section of this report shows summary data for breaches by standard, association, and timeliness. Detailed information by wholesale location is included in Appendix 1.

Summary Data

1. In period breaches by Standard

| Totals | Standard | | | | | | | | | | Total |
|------------------|--------------------|---------------------|------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | |
| Oct - Dec 24 | 1 | 7 | 2 | 2 | 1 | 1 | 1 | 0 | 2 | 0 | 17 |
| Oct - Dec 23 | 1 | 22 | 6 | 4 | 6 | 2 | 2 | 0 | 2 | 1 | 46 |
| Difference + / - | 0 | -15 | -4 | -2 | -5 | -1 | -1 | 0 | 0 | -1 | -29 |

2. In period breaches by Association.

| Association | Standard | | | | | | | | | | Total |
|---------------------|--------------------|---------------------|------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-----------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | |
| Oct - Dec 24 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Menzies | 0 | 6 | 2 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 11 |
| News UK/DTR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Smiths News | 1 | 1 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 6 |
| NMA (Reach) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 7 | 2 | 2 | 1 | 1 | 1 | 0 | 2 | 0 | 17 |
| Oct - Dec 23 | | | | | | | | | | | |
| Menzies | 1 | 18 | 3 | 2 | 1 | 1 | 1 | 0 | 1 | 1 | 29 |
| News UK/DTR | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Smiths News | 0 | 3 | 3 | 2 | 5 | 1 | 1 | 0 | 1 | 0 | 16 |
| NMA (Reach) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PPA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1 | 22 | 6 | 4 | 6 | 2 | 2 | 0 | 2 | 1 | 46 |

3. Timeliness of Stage 1

Oct – Dec 2024

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| Menzies | 11 | 0 | 7.9 |
| Smiths News | 6 | 1 | 29.3* |

* The average time is impacted by a complaint which due to technical issues significantly delayed completion.

Oct – Dec 2023

| Wholesaler/Publisher | Number of Complaints | Not completed in 28 days | Average time for completion (days) |
|----------------------|----------------------|--------------------------|------------------------------------|
| Menzies | 29 | 0 | 11.4 |
| News UK DTR London | 1 | 0 | 11 |
| Smiths News | 16 | 0 | 15.6 |

Appendix 1

Breaches by branch October – December 2024

| Wholesale Location | Standard | | | | | | | | | | |
|--------------------|--------------------|---------------------|------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-----------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Barnstaple | | | | 1 | | | | | | | 1 |
| Hemel | 1 | 1 | | | | | 1 | | | | 3 |
| SEL | | 3 | 2 | | | | | | 2 | | 7 |
| Stockport | | | | 1 | 1 | | | | | | 2 |
| Wakefield | | 3 | | | | | | | | | 3 |
| York | | | | | | 1 | | | | | 1 |
| Total | 1 | 7 | 2 | 2 | 1 | 0 | 1 | 0 | 2 | 0 | 17 |

Breaches by branch October – December 2023

| Wholesale Location | Standard | | | | | | | | | | |
|--------------------|--------------------|---------------------|------------------|---------------------------|--------------------|-----------|--------------------|---------------|------------------|------------------|-----------|
| | Terms & Conditions | Delivery Timeliness | Delivery Quality | Order & Supply Management | Returns Management | Invoicing | Voucher Processing | Sub-retailing | Customer Service | Carriage Charges | Total |
| Barnstaple | | | 1 | | | | | | | | 1 |
| Birmingham | | | | | 1 | | | | | | 1 |
| Chester | | 1 | | | | | | | | | 1 |
| Crawley | | | | 1 | | 1 | | | | | 2 |
| Croydon | | 1 | | | | | | | | | 1 |
| DTR London | | 1 | | | | | | | | | 1 |
| Eastbourne | | 2 | | | | | | | | | 2 |
| Ipswich | | 1 | | | | | | | | | 1 |
| Linwood | | 1 | | | | | | | | | 1 |
| Newcastle | | 1 | | | | | | | | | 1 |
| Plymouth | | | | | | | 1 | | | | 1 |
| Preston | | 1 | 1 | | | | | | | | 2 |
| SEL | | 1 | | | | | | | | | 1 |
| Sheffield | | 3 | 1 | 1 | | | | | 1 | 1 | 7 |
| Slough | | | | | 1 | | | | | | 1 |
| Southampton | | | | 1 | 1 | | | | 1 | | 3 |
| Stockton | | | | | | | | | | | 0 |
| Stockton | | 3 | | 1 | | | | | | | 4 |
| Wakefield | 1 | 5 | 1 | | 1 | 1 | 1 | | | | 10 |
| Wednesbury | | | 1 | | 1 | | | | | | 2 |
| Yeovil | | 1 | 1 | | 1 | | | | | | 3 |
| Total | 1 | 22 | 6 | 4 | 6 | 2 | 2 | 0 | 2 | 1 | 46 |