

Ocado Retail Limited

Supplier Manual

May 2026



Overview

Welcome to the Ocado Supplier Manual. We strive to deliver excellent customer service and high quality products directly to the homes of our customers. All of our suppliers play a key part in our ability to deliver this as the vast majority of products supplied have been sold to the end consumer before arriving at either our Ocado Customer Fulfilment Centres (CFCs) or General Merchandise Distribution Centres (GMDCs). We therefore work closely with our suppliers and treat them as part of the Ocado team.

As our technology advances, we want to bring our suppliers on the journey with us, looking at new, more efficient ways to deliver to us, which, we believe, will help not only us and our suppliers, but most importantly our customers as well.

The aim of this manual is to provide an effective and easily understandable working guide for supplying goods to our CFCs and GMDCs, and to highlight the factors which have the greatest impact on our operation. Our suppliers should familiarise themselves with this manual and ensure that all relevant parties in their organisation are aware of the details.

Suppliers will typically deliver grocery products to our CFCs and general merchandise products to our GMDCs. However, the operations of the respective centres are aligned and as such will be mutually referred to as 'sites' within this manual. Any processes which are unique to either a CFC or GMDC will be described within the relevant section.

In accordance with our Conditions of Purchase, and to enable us to provide excellent levels of service to our customers, all of our suppliers are expected to adhere to the contents of this manual. Any exceptions must be specifically agreed by us in writing and any failures to adhere to these contents may result in charges being raised where these have been outlined.

We're committed to engaging collaboratively with our suppliers to ensure our relationships are conducted fairly and lawfully, in line with the requirements of the Groceries Supply Code of Practice (GSCOP), which we have been subject to since 1st November 2018. We encourage all of our suppliers to raise any queries or give feedback directly to their named contact within the Buying Team or with the senior buyer for their category. If any of our suppliers wish to raise queries outside of the Buying Team or would like to have a conversation in confidence, please contact our Code Compliance Officer (CCO), Robert Skelton, by email at gscop@ocadoetail.com.

The Groceries Code Adjudicator is Mark White. He can be contacted by writing to Groceries Code Adjudicator, 7th Floor, The Cabot, 25 Cabot Square, London E14 4QZ, by phone on 0207 215 6537 or by email at enquiries@groceriescode.gov.uk.

We would like to thank you for your continued support, and we look forward to working together and focusing on our customers to ensure they receive an excellent service.

Contents

Overview	2
Contact Details & Addresses	5
Ocado Customer Fulfilment Centres (CFCs) and General Merchandise Distribution Centres (GMDCs)	6
Ocado Locations	8
Lineage Logistics	8
CEVA Logistics	8
Zoom by Ocado	9
Supplier & Product Set Up	10
Supplier Basics	10
Olive - The Ocado Supplier Portal	11
Product Basics	12
Weights & Measures	13
Freshness	13
Labelling	14
Outer Case	14
Retail Pack	15
Images & Back of Pack	16
Ocado Own Brand Suppliers & Product Specific Requirements	18
Transfer of Products to The Company Shop & Selected Charity Partners	18
Supplier Performance Management	19
Purchase Orders	19
Electronic Data Interchange (EDI)	19
Advanced Shipping Notice (ASN) and Serial Shipping Container Code (SSCC) Labels	20
Deliveries	21
Early / Late Deliveries	21
CFC & GMDC Receiving Windows	22
Transport Providers : The Ocado Primary Network	22
Parcel Deliveries	22
Delivery Documentation	23
Proof of Receipt	25
Delivery Assets / Equipment	25
Delivery Presentation	28
PO Splitting - Multiple POs Based Upon CFC Storage Configuration	31
Mixed Pallets	31

Health and Safety	34
Ocado Site Rules for Suppliers & Visitors	34
Arrival Procedure	36
Arrival at Ocado Site	36
Arriving at Dock	36
Temperature Control	37
Product Issues & Rejections	40
Excess Goods	40
Missing Items or Shortages	41
Non-Conformance / Not Fit for Purpose	41
Incorrect / Discontinued Products	41
Outside Temperature Range	42
Minimum and Maximum Acceptable Life	42
Collection of Non-Conforming Goods	42
Product Recall & Withdrawal	43
Customer Complaints and Authority Complaint Investigations	43
Supplier Invoicing	45
Appendix A: Ocado Retail Limited Responsible Sourcing Code of Practice	47
Appendix B: Ocado Supplier Transport Procedure	51
Appendix C: Ocado Charging Policy	53
Document version control	57

Contact Details & Addresses

Ocado Head Office

Ocado Retail Ltd, Apollo Court, 2 Bishop Square, Hatfield Business Park, Hatfield, Hertfordshire, AL10 9NE

Telephone: +44 (0)1707 228080

Product Technical and Compliance

For complaints, specifications, back of pack changes, product recalls, withdrawals and other product related emergencies.

Email: product.technical@ocadoretail.com - Monday to Friday, 9am - 5pm

Out of hours emergencies telephone: +44 (0)7919 013728

Supply Chain

For delivery issues, purchase order queries, forecasts, known shortages and other supply issues.

Grocery Supply Chain Team

Email: your assigned Demand Planner Monday to Friday, 9am - 5pm

Email: sc_weekendcover@ocadoretail.com - Saturday to Sunday, 9am - 5pm

Merchandise Planning Team (GMDC)

Email: homeandlifestyle_merchandiseplanning@ocadoretail.com - Monday to Friday, 9am - 5pm

Primary Network Team

Email: sc_ocadopriamary@ocadoretail.com - Monday to Friday, 9am - 5pm

Accounts Payable

For all invoice queries, credit limits and payments.

Telephone: +44 (0)1707 227854

Email: payables@ocadoretail.com - Monday to Friday, 9am - 5pm

Manual invoices must be sent to payables@ocadoretail.com and addressed to Ocado Retail Ltd. Accounts Payable at the Head Office address above.

Accounts Receivable

For all queries relating to invoices raised by Ocado.

Email: receivables@ocadoretail.com - Monday to Friday, 9am - 5pm

Ocado Customer Fulfilment Centres (CFCs) and General Merchandise Distribution Centres (GMDCs)

Ocado's operating model is such that suppliers of grocery products will need to deliver to all Ocado CFCs. Suppliers of general merchandise products will need to deliver to all GMDCs. Any exceptions, e.g. a non food item is delivered to a CFC or a food item is delivered to a GMDC, will need to be agreed between the Ocado Team and the supplier. Customer orders are picked from these locations and trunked to smaller spoke sites before being loaded onto Ocado vans and delivered to the homes of our customers.

Our sites are extremely busy and we ask that you only contact them directly in the following circumstances:

- Scheduled deliveries that are running late
- Collections

For all other delivery issues, please contact the Supply Chain or Merchandise Planning Teams, the details of which are set out on the previous page.

CFC Dordon

Inbound Office, Birch Coppice Business Park, Danny Morson Way, Dordon, North Warwickshire, B78 1SE

Telephone: +44 (0)1707 228392

Email: cfc2-inbound-office@ocado.com

CFC Andover

South Way, Walworth Business Park, Andover, Hampshire, SP10 5AF

Telephone: +44 (0)1264 348815

Email: cfc3_inboundoffice@ocado.com

CFC Erith

Inbound Office, Church Manorway, Erith, Kent, DA8 1DL

Telephone: +44 (0)1707 227839

Email: goodsin.erith@ocado.com

CFC Purfleet

New Purfleet Road, Aveley, South Ockendon, Essex, RM15 4EW

Telephone: +44 (0)1708 804003

Email: cfc5_inboundoffice@ocado.com

CFC Bristol

Unit 15, Access 18, Avonmouth, Bristol, BS11 8HT

Telephone: +44 (0)1173 166431

Email: cfc6_inboundoffice@ocado.com

CFC Bicester

Unit B, Symmetry Park, Bicester, Oxfordshire, OX26 6GF

Telephone: +44 (0)1869 255701

Email: cfc7_inboundoffice@ocado.com

CFC Luton

Unit 1, Panattoni Park, Luton Road, Chalton Luton, LU4 9TT

Telephone: +44 (0)1582 578252 or +44 (0)7789 688374

Email: cfc10_inbound_office@ocado.com

GMDC1 Welwyn Garden City

Inbound Office, Ocado, GMDC1, Aquarius House, Bessemer Road, Welwyn Garden City, AL7 1HH

Telephone: +44 (0)7920 530204

Email: homeandlifestyle_merchandiseplanning@ocadoretail.com

GMDC2 Erith

Inbound Office, Ocado, GMDC2, 1 Church Manorway, Erith, DA8 1PQ

Telephone: +44 (0)7920 530204

Email: homeandlifestyle_merchandiseplanning@ocadoretail.com

Ocado Locations

Lineage Logistics

Ocado uses an external consolidator, Lineage, to store frozen stock before onward delivery to the CFCs for pick and dispatch to customers. In order to launch frozen products, suppliers need to deliver to Lineage. Ocado takes ownership of all stock once it arrives at Lineage, and fulfils transportation to the CFCs. Please note that Lineage only accepts CHEP pallets.

Holmewood Cold Store

Tupton Way, Holmewood Park Ind Est, Holmewood, Chesterfield, Derbyshire, S42 5BX

CEVA Logistics

Ceva Logistics provides offsite storage and consolidation on behalf of Ocado through their Kettering site. Ocado takes ownership of all stock once it arrives at Ceva and fulfils transportation to the CFCs.

CEVA Logistics, Hipwell Road, Kettering, NN14 1UA

Suppliers delivering to CEVA will need to set up this site in their EDI and order management system as follows:

ANA CODE: 5013546054573

EDI Location: 1004

Ocado will continue to process all invoices at Head Office:

Ocado Retail Ltd, Apollo Court, 2 Bishop Square, Hatfield Business Park, Hatfield, Hertfordshire, AL10 9NE.

Please contact payables@ocadoretail.com if there are any questions or if further information is required.

ANA CODE: 5060034480013

EDI invoices for purchase orders delivered to Ocado CFCs, Lineage and CEVA will need to be sent to the above Head Office ANA Code. Please contact sc_edi@ocadoretail.com if there are any questions or if further information is required.

Zoom by Ocado

Zoom by Ocado is the convenience format of Ocado, offering same day deliveries, including slots within one hour. As Zoom by Ocado is a convenience format of Ocado, the full range from Ocado is not offered to our customers. Instead, products are trunked from the main sites to the Zoom by Ocado sites, whilst a small number of products are subject to direct delivery as agreed with the supplier.

All promotions nominated for Ocado.com may be considered for running concurrently on Zoom by Ocado. This will be based on the details of the promotion proposal and whether the products are listed on the site.

As Zoom by Ocado is an immediacy offering, the retail prices may reflect this, i.e. they may be higher. The maximum retail promotional price for your promotions on Zoom by Ocado may increase. However, the discount percentage and proposed funding will remain the same.

Zoom by Ocado may also range products independently of Ocado.com and run separate promotional offers as agreed in collaboration with the relevant supplier.

Zoom Acton

Unit 3, North Chiswick Business Park, 20 Stirling Road, Acton, London, W3 8BG

Telephone: +44 (0)7786 660893

Email: zoom_acton@ocado.com

Zoom Leyton

Units 2 & 3, Golden Business Park, Orient Way, London, E10 7FE

Telephone: +44 (0)7825 226647

Email: zoom_leyton@ocado.com

Supplier & Product Set Up

Ocado sites are highly automated, so it is vital to the operation that products are set up correctly before arriving at the site. This section outlines the rules and regulations suppliers must abide by when ranging new products with Ocado.

Ocado reserves the right to pass on the cost and / or charge a fee for non-conformance onto the supplier. Please see [Appendix C](#) for further information on the Ocado charging policy.

Supplier Basics

All suppliers are required to be approved by undergoing a technical risk assessment before supply and then at regular intervals on request. Ocado technical approval can be withdrawn if technical criteria is not met before or post commencement of supply.

As part of the risk assessment process, all suppliers, including agents and intermediaries to Ocado, must be registered to legally trade in the UK. FSA registration is mandatory for all food suppliers, even if the supplier does not manufacture, sell or store products from the UK registered address. Food and other regulated products will require suppliers to hold and maintain the appropriate safety accreditation from a recognised accreditation body such as the BRCGS (or GFSI equivalent), BRCGS Start or SALSA, which is relevant to the range of supplied products. Accreditation is required for all manufacturing sites and, additionally upon request, for all other sites and hauliers in direct control of the supplier to Ocado. A change of audit provider, status or grade must be immediately communicated to the Ocado Product Technical Team via product.technical@ocadoretail.com.

Accreditation Type	Accreditation Minimum Grade
Food	
SALSA Brokers, Storage & Distribution Standard	N/A
SALSA Food & Drink Production Standard	N/A
BRC START!	Basic
BRC Agents & Brokers	A
BRC Food Safety v8	A
FSSC 22000	Registered
IFS Food 6.1	Foundation (75% minimum)
SQF (Safe Quality Food Institute)	Good
Any other GFSI Recognised Accreditation	GFSI-Recognised Certification Programme Owners - MyGFSI
High Risk Non-Food	
ISO 22716	N/A
BRC Consumer Goods	A
MHRA	N/A
Declaration of Conformity (DoC)	N/A

Suppliers must provide copies of such accreditation prior to commencing supply to Ocado and provide evidence of annual renewal. It is the supplier's responsibility to ensure it keeps its accreditation status up to date with Ocado. Suppliers should also be aware that Ocado may liaise with accreditation bodies about their accreditation status and, by trading with Ocado, they authorise any accreditation body which they deal with to discuss their status with and disclose information to Ocado.

Suppliers must ensure they are able to conform to the basic ordering and delivery requirements before proceeding. Suppliers must provide sufficient contact details for the Ocado Product Technical Team to liaise directly with a technically competent person and set up a generic email address, e.g. ocado@supplier.com, to facilitate communication, which will be checked frequently.

Suppliers are required to adhere to the Ocado Responsible Sourcing Code of Practice as outlined in [Appendix A](#).

Olive - The Ocado Supplier Portal

Olive is an online space for suppliers to communicate with Ocado. Suppliers can use Olive for the following reasons:

- Review Purchase Orders (PO)
- Review delivery forecasts and order schedules
- Give Ocado advance warning of PO shortages

Suppliers will be granted access to this portal and login details will be communicated as part of the onboarding process. Suppliers will also be provided with further details on how to use Olive and the functionality that it offers. Please refer to the Olive manual for further details or contact sc_olive@ocadoretail.com to request a copy of the manual.

Product Basics

Suppliers must accurately complete master data information for each new product using the Ocado Pro-Forma, which can be found on Olive or provided electronically by a Buying Manager. All retail items must adhere to the following basic rules:

- A clear barcode must be displayed
- Product storage requirements (chilled, ambient or frozen)
- Packaging should be adequate to protect the contents throughout its transition from supplier to end user
- All meat, fish, ready meals and prepared food items must be hermetically sealed to prevent the contamination of or from the product
- The physical size of the saleable item should fit within the dimensions of an Ocado delivery tote (534mm x 340mm x 330mm)
- All items should abide by, and comply with, all applicable laws and requirements relating to food labelling, safety and date coding, and should be clearly legible
- All Ocado branded products should adhere to all relevant product specific requirements as communicated by Ocado

Any proposed changes to product details, including barcodes, case size and packaging, must be agreed with the relevant Buying Manager and the Supply Chain or Merchandise Planning Team in advance of its arrival at a site or stock will be requested to be collected and returned to the supplier.

Ocado requests that any amendments to case sizes should be proposed at least three weeks in advance of the change taking place. This is to ensure a smooth changeover and minimal disruption with receiving the product in the sites and invoice payments.

The supplier must also complete the Ignitable and Immiscible (I&I) Questionnaire on Olive for all new SKUs. For insurance compliance purposes, Ocado uses the I&I Questionnaire to assess the fire risk associated with all products ranged on Ocado.com. Even if products do not pose an obvious or direct fire risk, the supplier must complete the questionnaire for all products they wish to range and must ensure the information provided is accurate. Where Ocado is unable to manage the fire risk associated with a product, Ocado reserves the right to reject said product.

Zoom by Ocado

Zoom by Ocado may range products not sold on Ocado.com. Any bespoke range only offered on Zoom must be set up with the Zoom by Ocado Team. Any changes must also be communicated to the Zoom by Ocado Team via zoomtrading@ocadoretail.com.

Weights & Measures

All new products must complete a process of weights and measures before being accepted into the sites. Samples must be sent to:

Aquarius House, Bessemer Road, Welwyn Garden City, AL7 1HH. Samples should include:

- A retail each (a selling unit) in final retail packaging
- A delivery case

Please note, that Ocado cannot receive a product unless weights and measures have been carried out. Samples are required for this prior to the first order. Ocado reserves the right to pass on the costs and / or charge a fee for non-conformance onto the supplier. Please see [Appendix C](#) for further information on the Ocado charging policy.

In addition, all suppliers of general merchandise hallmark branded products must send in two customer-read samples to capture pack imagery. These should be sent to:

M&S Waterside House - Ocado Photography

Culinary Centre, 1st Floor

35 North Wharf Road

London

W2 1NW

Freshness

Ocado requires all fresh and chilled suppliers to deliver 75% of their product's total life into Ocado as Minimum Life on Receipt (MLOR). This is an industry-standard benchmark that, along with Ocado's unique online-only business model, allows us to offer customers some of the longest product life in the market.

Ocado classifies the time between a product's production date and expiry date as 'total product life'. Having 75% of total product life as MLOR means that a product with a total product life of eight days must be delivered to CFCs with a life of six days, i.e. six days before its expiry date.

Labelling

Ocado relies on accurate and up to date back of pack information on the webshop to remain legal and to ensure Ocado customers know exactly what they are buying. It is therefore essential that suppliers notify the relevant Ocado Retail Buying Manager by email of any proposed changes to labelling, e.g. image or ingredient changes, allergen information, etc. Any proposed change must comply with all applicable laws and requirements in force.

Ocado may have to delay intake of new stock or have to change the SKU number when a label change is in progress to ensure sell-out of the old stock and ensure changes to the webshop are made at an appropriate time.

Labelling must be of consistent good quality, be legible, concise and of adequate size in order for products to be identified with ease and promote good handling practices.

All labelling should be able to be substantiated by the supplier. Misrepresentation, including the mislabelling of a product, is taken seriously and may result in the product being withdrawn and recalled, as per the [Product Recall & Withdrawal](#) section, and may also be treated as a breach of contract. All over-labelling of product information must be approved in advance by the Product Technical and Compliance Team (product.technical@ocadoretail.com).

Outer Case

All outer cases must be clearly labelled and must identify:

- Product description
- Date code (Best Before / Best Before End / Use By where applicable)
- Pack size
- Retail units per case
- Barcode (outer case NOT retail)
- Storage conditions
- Handling requirements
- Any hazard warnings

It is vital that outer cases are easy to distinguish. Inbound is a fast-moving, space-constrained area; if the outer cases are not clearly visually different, this may lead to cross-receiving and an invoice matching query. Ocado asks that suppliers use simple methods such as a different coloured label or sticker, a cardboard divider or thin plastic wrap to enable Ocado to easily distinguish between SKUs.

Please see below examples of good and bad differentiation between very similar-looking products.



Retail Pack

Pack labelling (selling unit) must identify the following information:

- Name of product
- Description and / or legal name
- Date codes - clearly visible and of good print quality in UK format, e.g. DD/MM/YYYY, MM/YYYY, etc. or where a month is written this must be in English; unclear or incorrect format date codes may lead to product rejection
- Product batch coding, where applicable
- Storage and handling requirements
- Name and address of the manufacturer
- Retail barcode

All relevant information should be written in English and comply with all applicable laws, including the requirements of the European Food Information to Consumers Regulation No. 1169/2011 (FIC).

Barcodes

Suppliers should ensure that all barcodes are set out in accordance with 'Bar Coding - Getting it Right', available from:

GS1 UK, Hasilwood House, 60 Bishopsgate, London, EC2N 4AW

Telephone: +44 (0)20 7092 3500

Email: support@gs1uk.org or downloadable from:

https://www.gs1uk.org/sites/default/files/gs1_uk_bossing_the_basics_barcoding_retail.pdf

Quality

Barcodes, including outer and retail as appropriate, should:

- Be clearly visible
- Be ideally printed on all sides
- Be of good print quality in order to promote easy scanning
- Be readable in the environment in which the product will be stored, handled and distributed, e.g. freezer
- Be printed to the largest appropriate magnification factor, subject to the overall constraints of pack size and design
- Be printed in black and white preferably, however colours will be accepted if they are suitable for effective reading by scanners

Photocopied barcodes or those of otherwise poor quality may lead to product rejection.

Barcode information

Correct information must be detailed on the barcode. This must be SKU specific and must include the price in the case of catch weight products. Incorrect barcodes may result in stock being sent to the non-conforming area and charges may be raised for storage of non-conforming stock. Barcodes should always be checked for scanning prior to a product's first arrival at Ocado and continually checked for quality and accuracy. Please see [Appendix C](#) for further information on the Ocado charging policy.

Ocado has the capability to process GS1-128 barcodes. If possible, please provide these on products, with the correct expiry date on, to improve the efficiency of the receiving process.

Images & Back of Pack

At Ocado, images are used for the benefit of our online customers, so these are vital to the success of all suppliers trading with Ocado. Suppliers are required to inform Ocado of any proposed amendments to the packaging or back of pack data, including ingredients and allergens. Ocado will delay the launch of a new product until at least one image and comprehensive back of pack data have been provided and approved.

Images and back of pack information should be provided via Ocado's third party provider, which is currently Brandbank. Brandbank has been commissioned to manage and maintain the Ocado image and back of pack repository together with Ocado's marketing department:

Nielsen Brandbank, 35 Barnard Road, Bowthorpe, Norwich, NR5 9JB

Email: sales@nielseniq.com

Telephone: +44 (0)8453 701980

In exceptional circumstances, and at the referral of the relevant Buying Manager, suppliers may be able to use the services of our Ocado in-house photographer who can provide a gold-sealed product sample. Current costs are £100 per SKU for images and £50 per SKU for back of pack collation. Images and back of pack may be used for all marketing purposes through any medium, including, but not limited to, the internet, emails, Ocado publications, posters & billboards.

Image File Properties

Ocado requires image files with the following properties:

- JPEG format
- The largest dimension, either width or length, should be at least 1280 pixels
- Compression should be set to the highest quality
- The image should be named to include the Ocado SKU ID or product EAN code in order to be identified in the Ocado systems

Product Presentation

- The images must be square
- The product should fill the image field, up to a 5% margin at each side
- The image should be taken against a plain white background or manipulated to give the effect of a plain white background
- The main image should display the product as it will be delivered to customers, i.e. no additional props or garnishes
- Lifestyle photos are not permitted for the main image, but are encouraged for secondary images

- Suppliers are asked to provide brand logo images for marketing purposes
- Suppliers are encouraged to consider how to exhibit and sell the product via the image, e.g. by showing the product out of pack or at an angle
- Images should always be of a standard item, not a promotional pack
- The design should be as clean and simple as possible and legible on mobile devices
- One roundel per SKU can be provided meeting the following specifications: between 310px square and 396px square and placed 176px from the bottom, aligned bottom right to the product, image must be as large as possible and centrally positioned. The roundel should overlay the product image.

Image Manipulation

All images must have:

- Background cleaned up, i.e. any background colour digitally removed to ensure it is white
- Blemishes digitally removed
- Durability codes (if any) digitally removed
- Health marks (if any) digitally removed from meat and fish product images
- Country of origin (if any) digitally removed

Back of Pack

Suppliers are strongly encouraged to write specific back of pack information for use online. Simply copying the text from the packaging frequently leads to a poor and confusing customer experience. Ocado operates online only, therefore, a good back of pack is an opportunity to ensure products stand out to customers.

Ocado Own Brand Suppliers & Product Specific Requirements

Suppliers who supply Ocado Own Brand products will be required to agree to specific product and technical standards. These are shared as relevant with suppliers, with notification of any updates shared with appropriate implementation timelines. This includes the requirement to agree to our Technical Terms of Trade and the associated rate card for Own Brand audits and the generation of Own Brand packaging.

Transfer of Products to The Company Shop & Selected Charity Partners

To meet our commitment of minimising food waste and making sure edible food does not get wasted, Ocado Retail has partnerships with The Company Shop, along with selected charity partners, who will distribute unsold stock through their various channels. Should you require any further information please contact charity@ocadoretail.com.

Supplier Performance Management

The performance of suppliers in various compliance areas will be monitored daily and assessed by Ocado on a regular basis. We aim to work together with our suppliers in order to rectify any issues that may occur.

To ensure optimum efficiency in our sites and to maintain excellent customer service, supplier on-time performance and order fulfilment is critical.

The impact of not delivering on time and in full is as follows:

- Customer shortages and substitutions at cost to Ocado
- Additional cost of labour to receive product outside of agreed delivery slot
- Additional cost of re-working product where poor presentation has caused issues
- Delays in taking further scheduled deliveries
- Increased receipt and putaway time, impacting customer shortages

Suppliers should contact their Demand Planner or the Merchandise Planning Team if they have any concerns about their service levels.

Purchase Orders

Purchase Orders (POs) are transmitted to suppliers using EDI or email via Olive. Suppliers are required to meet the delivery in full, on the due date and at the time specified on the order. Shortfalls or changes to the PO must be communicated to the Ocado Supply Chain or Merchandise Planning Team at the earliest opportunity via EDI, Olive, or by contacting the Supply Chain Demand Planner directly.

Electronic Data Interchange (EDI)

All Ocado suppliers are expected to sign up to EDI, which is an industry standard and the most efficient way for a supplier to not only receive their order but also invoice Ocado. The main benefit is the reduction in time taken to pay invoices.

Ocado advises suppliers to send Advanced Shipping Notices (ASNs) via EDI for every delivery to Ocado. ASNs improve receipt accuracy, reduce invoice matching queries and provide a more accurate view of availability for Ocado customers. As part of ASNs, suppliers are required to send Serial Shipping Container Code (SSCC) labels to identify the pallets that are delivered.

For any questions on EDI or for further advice on how to set up EDI please email sc_edi@ocadoretail.com.

Advanced Shipping Notice (ASN) and Serial Shipping Container Code (SSCC) Labels

An ASN is an EDI message detailing information about a pending delivery to a site and must state the actual contents of a delivery. It must not be sent until the actual loading procedure has been completed and no later than twenty minutes after the delivery has been shipped. All products shipped from a supplier's warehouse with the same delivery date and time must be specified on the same ASN. If the supplier is shipping products to more than one site, separate ASNs will be required for each delivery. In the event that the delivery does not fit on one trailer / vehicle, the supplier will need to amend the ASN so that it relates only to the content of the trailer / vehicle on which it is being shipped.

The ASN will contain information about the contents of the delivery including:

- The number of pallets being delivered
- The products on each pallet
- The expiry date for each product

Detailed technical content of the message is identified in the Message Implementation Guide, which will be sent to suppliers during EDI set up. Please contact sc_asn@ocadoretail.com with any questions.

As part of this process, Ocado asks that suppliers send SSCC labels to identify the pallets that are delivered to the sites. An SSCC label is a physical barcode attached to each pallet to identify what items are on it. The SSCC barcode is also sent within the ASN EDI message to enable Ocado to match it with the physical pallet.

Regarding the actual loading procedure, consolidators will continue to carry out their current level of checking of the supplier's delivery. In the event that the consolidator identifies a discrepancy in the shipment compared to the planned delivery, it is essential that these discrepancies are reconciled between the supplier and the consolidator at the point of collection. The results of this reconciliation must be incorporated into the ASN by the supplier before transmission.

Deliveries

The reliability and accuracy of inbound deliveries is vital to the success of Ocado, as 80% of customer orders are sold in advance of the physical arrival of stock on site. Ocado reserves the right to recover costs from suppliers and / or charge a fee for any losses associated with shortages. Please see [Appendix C](#) for further information on the Ocado charging policy.

Ocado requires suppliers of grocery products to deliver to all Ocado CFCs. Suppliers of general merchandise products are required to deliver to all GMDCs. Deliveries must be made to the correct Ocado site as indicated on the purchase order as Ocado does not have the capacity to transfer stock between sites. If the PO is sent to the incorrect site, Ocado will deem this as a failed delivery.

Suppliers are expected to arrange their own transport to deliver to Ocado and are responsible for ensuring these providers adhere to the stipulations contained in this document. Special attention should be paid to vehicle constraints, health and safety guidelines and temperature control. Drivers should carry paperwork for all suppliers they are delivering on behalf of.

Early / Late Deliveries

Deliveries must arrive within 30 minutes either side of the allocated delivery slot. If suppliers arrive outside of their appointment time, Ocado has the right to reject the load if no prior warning has been given. On being aware of a late arrival, suppliers should notify the Inbound Team at the earliest opportunity. It is critical that suppliers meet their appointment times, as warehouse resources, dock door availability and fulfilment of outbound orders all rely on suppliers arriving on time.

Ocado reserves the right to charge a recovery fee if the delivery is more than 60 minutes late. Please see [Appendix C](#) for further information on the Ocado charging policy.

Ocado will work with a supplier to help resolve any issues resulting in late deliveries wherever possible before charges are raised. A fee will not be charged if deliveries are delayed due to traffic congestion as a result of unexpected road incidents or severe weather conditions.

CFC & GMDC Receiving Windows

The CFCs and GMDCs have different receiving windows. If a supplier arrives during non-receiving hours, they will be required to wait until the CFC or GMDC reopens.

CFC 2 Dordon - closed 06:00-08:00

CFC 3 Andover - closed 17:00-19:00

CFC 4 Erith - closed 17:00-19:00

CFC 5 Purfleet - closed 16:00-18:00

CFC 6 Bristol - closed 06:00-07:00 and 18:00-19:00

CFC 7 Bicester - closed 06:00-07:00 and 18:00-19:00

CFC 10 Luton - closed 06:00-07:00 and 18:00-19:00

GMDC1 Welwyn - closed 17:00- 06:00

GMDC2 Erith - closed 17:00- 06:00

Zoom by Ocado

For all Zoom by Ocado deliveries, the CFC receipt window is between 23:00-06:00 unless previously agreed as part of the supplier set-up.

Transport Providers : The Ocado Primary Network

The Ocado Primary Network is an internal transport department, specifically set up to support inbound deliveries across a number of preferred Primary Hauliers. The Ocado Primary Network provides numerous solutions for suppliers, such as site collections, consolidated deliveries, storage and re-work, and asset movement, ensuring suppliers have the most efficient and cost effective route into our sites. There is a dedicated Primary Team in place to manage suppliers' transport requirements, issues and queries with quick resolutions and reconciliations. If you are interested in learning more about the Ocado Primary Network please contact sc_ocadoprimary@ocadoretail.com for more information.

Parcel Deliveries

Ocado does not accept courier deliveries into any of our sites. All ambient parcel inventory should be delivered to Ocado's preferred ambient haulier (PW Gates) who will accept all parcels on Ocado's behalf. These will be delivered daily on a consolidated load into all sites.

Ambient deliveries containing fewer than 10 cases and weighing less than 25kg qualify for the Ocado parcel service. Please note, Ocado does not accept chilled parcels.

For suppliers with a direct delivery service to a Zoom by Ocado site, parcel deliveries can be made at any time, as long as it is on a vehicle below 3.5 tonnes.

Suppliers should use the below template to label the outside of each parcel for every PO to ensure that they are clearly identifiable.

**Depot: CFC2 Dordon, CFC3 Andover,
CFC4 Erith, CFC5 Purfleet, CFC6 Bristol,
CFC7 Bicester, CFC10 Luton (or GMDC
Erith or GMDC Welwyn for GM deliveries)**

PO: 111111 (7 digits)

Delivery into Ocado date: 11/09/2023

Number of Boxes: 1 of 3, 2 of 3 etc.

Supplier PO delivery paperwork also needs to be included with every parcel. Parcels will be accepted by the haulier between the hours of 9:00 and 16:00 Monday to Friday and parcels must be at the consolidator 24 hours (one working day) before they are due.

The service allows up to ten cases per PO and the weight should not exceed 25kg, as this would be considered to be a non-parcel order. In this scenario suppliers should arrange to make direct deliveries to the relevant site.

If you would like to use this service or have any queries, please contact sc_parcelconsolidation@ocado.com.

Delivery Documentation

Suppliers must bring two copies of delivery documentation on every visit. Accurate and legible delivery notes will minimise vehicle delays and ease receipt query resolution. A vehicle may not be tipped if the correct paperwork is not presented, in which cases Ocado reserves the right to charge a recovery fee. Please see [Appendix C](#) for further information on the Ocado charging policy. If delivering on a consolidated load, it is the supplier's responsibility to ensure the consolidator presents paperwork which adheres to Ocado's standards. Please note any delivery discrepancies should be communicated to Ocado before the time of delivery.

Delivery documentation must contain the following information:

- Supplier name
- Customer name & delivery address (Ocado)
- Date & time of delivery
- Purchase order number
- Asset type & count, e.g. number of pallets or trays
- Product descriptions & Ocado SKU codes
- Quantity of cases delivered

Ocado may use delivery notes as a basis for payments. If this information is not accurate then this may slow down the payment process.

Example delivery note with required information:



Delivery Note

Example Brand Ltd, Unit 42, London Industrial Estate,
London, E13 5HB
01573 526210
www.examplebrand.co.uk

Delivery Address:

Ocado CFC
Danny Morson Way
Birch Coppice Business Park
Dordon
North Warwickshire
B78 1SE

Invoice Address:

Ocado Accounts Payable
Apollo Court, 2 Bishop Square
Hatfield Business Park
Hatfield
Herts
AL10 9NE

Date of Delivery: **Thu 1/8/19 – 16.15pm**

PO Number: **7689690**

Part No.	Qty Ordered	Packaging Type	Description	Qty Supplied
358226011	14	Carton	Example Box 1 (12) - 5060693150113	14
366626011	15	Carton	Example Box 2 (5) - 5060393150335	15
357228011	14	Carton	Example Box 3 (12) - 5060293150090	14
362630011	56	Carton	Example Box 4 (6) - 5069493150267	56
Total Pallets				1

Sign _____

Print _____

Date _____



Proof of Receipt

Due to the design of Ocado's sites, hauliers will be expected to wait while their delivery is being unloaded and not wait for a detailed proof of delivery. Drivers will, however, receive a stamp and signature on their paperwork, as an acknowledgement that the number of pallets received into the site corresponds with the driver paperwork or otherwise.

When the driver has departed, a detailed receipt and put-away operation will begin. It is vital at this stage that quantities match with purchase order details. These details are held on Ocado's warehouse management system allowing the receipts to be automatically matched against expected volumes and date coding. Invoices will only be paid against these receipts. Any issues or problems immediately apparent with a purchase order will be communicated to the supplier by Ocado's Supply Chain Team or Merchandising Planning Team.

Delivery Assets / Equipment

Assets currently handled are as follows:

IFCO trays - suppliers are expected to communicate tray quantities through the current IFCO system and provide a tray count on their delivery paperwork. Ocado currently partners with IFCO Systems who specialises in packaging solutions, resulting in both time and cost saving benefits. For more detail about this please contact the Ocado Primary Network Team via sc_ocadoprimary@ocadoretail.com.

Bread trays and wheels - empty trays and wheels will be exchanged with each delivery.

Pallets - covered in the below section.

Use of any other equipment or assets must be agreed in writing with Ocado prior to delivery.

Zoom by Ocado

All IFCO trays, bread trays and wheels will need to be collected on the next delivery unless previously agreed as part of the supplier set up.

Pallets

It is now a legal requirement for all wood packaging material moving between the EU and the UK to be compliant with the International Standard for Phytosanitary Measures (ISPM 15).

Deliveries into Ocado must be made on a wooden pallet, which conforms to the British Standard 2629:

- 1,000mm x 1,200mm
- Nine block construction
- Four way entry
- Full perimeter base
- Non-reversible

Ocado has three approved wooden pallet providers:

- GKN CHEP UK 'blues'



- LPR 'reds'



- IPP 'browns'



Please note, non-standard pallets will be rejected at our CFC sites, e.g. Euro, white and cardboard pallets. GMDCs will accept Euro pallets in addition to the three approved wooden pallets.

Pallet Returns

All pallets are on a 'one-way trip' basis:

- Ocado does not exchange pallets with any suppliers
- Ocado does not issue Pallet Control Vouchers (PCVs)
- Ocado will not redeem PCVs

Pallet Collections

Ocado supports the ability for suppliers to collect pallets through their pallet provider, however, the following rules apply:

1. Collection bookings must be made in advance through the pallet provider
2. Vehicles must be capable of unloading from the rear doors using dock-levelling equipment
3. Vehicles must arrive within the time slot allocated and must adhere to the guidelines provided through the pallet provider

Chep Pallet Account Numbers

Account Number	Account Name
0100761433	Ocado Dordon CFC 2
0101025833	Ocado Andover CFC 3
0101247221	Ocado Erith CFC 4
0101486368	Ocado Purfleet CFC 5
0101474356	Ocado Bristol CFC 6
0101512562	Ocado Bicester CFC 7
1000101684	Ocado Luton CFC 10
0101024292	Ocado Retail Ltd C/O Lineage Coleshill
100698570	Ocado Welwyn GMDC 1
0101259395	Ocado Erith GMDC 2

Chep Pallet Process

1. Supplier orders pallets directly from CHEP
2. Supplier informs CHEP of the quantity of pallets sent to each Ocado CFC
3. Once CHEP have been notified and pallets have been shipped, suppliers are no longer responsible for the pallets
4. CHEP pallets are collected directly from Ocado

Delivery Presentation

Load Dimensions

Due to the highly automated equipment used to receive and store pallets, they must not exceed the following dimensions:

- Width - 1,000mm
- Length - 1,200mm
- Height - 1,850mm, including the pallet, for ambient, chilled and frozen product
- Weight - must not exceed 1,100kg

Overhanging goods are not permitted on pallet loads due to the Material Handling Equipment (MHE) used within Ocado. All goods must fit within the pallet dimensions, including any strapping.

Suppliers of ambient grocery products may deliver double stacked pallets up to a maximum height of 3,700mm including the pallets. Pallets in excess of 1,850mm must not contain more than two wood pallets in the stack.



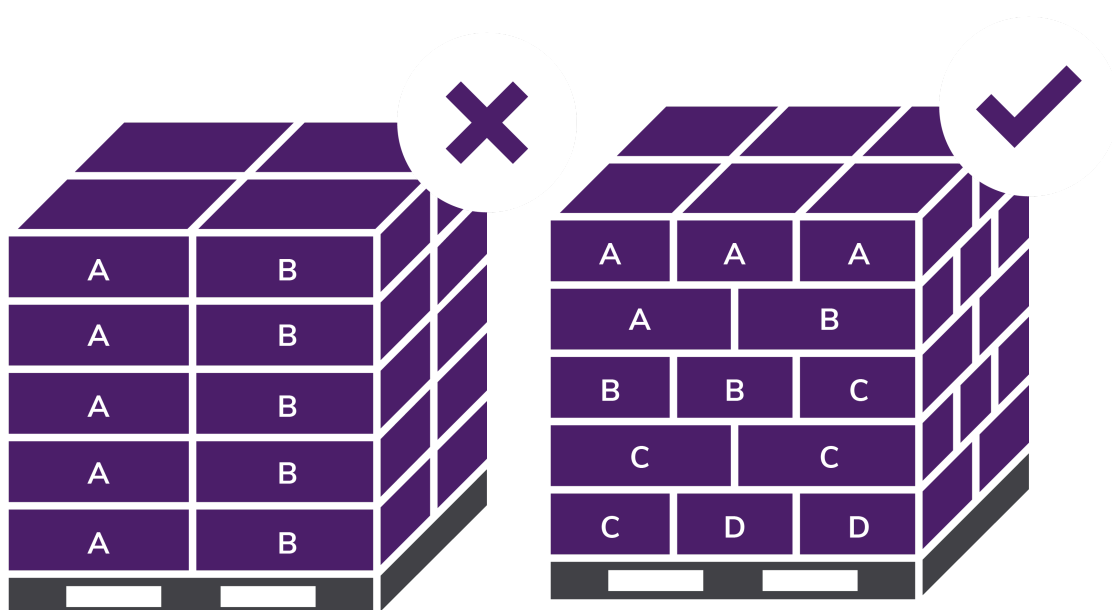
Load Quality

All pallets should comply with the following conditions:

- Pallets must be in good condition and not damaged; goods on damaged / splintered pallets may be rejected or re-worked at the supplier's cost
- Outer packaging should provide security, stability and protection to deliveries, e.g. ventilated shrink-wrap, corner posts or nylon strapping, but this must not overhang or obstruct the pallet in any way
- Palletised goods should be stacked evenly and balanced to avoid damage in transit, e.g. heavier items to the bottom of the pallet
- Should any cases, or the entire load, be damaged in transit, Ocado reserves the right to re-work or reject pallets at its discretion and charge a cost recovery fee, please see [Appendix C](#) for further information on the Ocado charging policy

Care should be taken in the stacking of products on the pallet. To ensure the most efficient receipt of goods in the Ocado site, pallets can be layer stacked. Tower stacking compromises pallet stability and slows down receipt.

Products should be neatly presented with clear outer case labels.



Examples of compliant and non-compliant pallet presentation:



Overhanging goods are not permitted on pallet loads.

PO Splitting - Multiple POs Based Upon CFC Storage Configuration

At Ocado, efficiency is paramount and the way stock is presented and delivered has a big impact on the operation. Our suppliers of grocery products can utilise PO splitting which is an initiative run by Supply Chain, splitting suppliers' POs by the Ocado asset they will be stored within. This project is only available at our Dordon site; suppliers who have participated in the project so far have seen reduced turnaround times and reduced invoice queries.

Dordon CFC has multiple storage assets; pallet, tote and tray. A non-PO split supplier will send a mixed pallet into the CFC, which will be transported between the different asset decant stations, depending on where the products will be stored. This is a manual and timely process. A PO split supplier's products will travel directly to the asset decant station they will be stored in, reducing the handling time in the CFC and the time taken to be received, as well as enabling a quicker turnaround of the vehicle. Please contact the Ocado Supply Chain Team for further details.

Mixed Pallets

Multiple products may be loaded onto one pallet, layer stacked and clearly differentiable. Where goods are layered, each layer must be of the same date code. Please discuss with the Ocado Supply Chain or Merchandise Planning Team when delivering in layers to understand the most appropriate method of division. Insert pallets may be used up to the maximum single height limits in order to consolidate stock.

Mixed pallets should be clearly labelled and different date codes clearly identified. If outer cases of products are similar, please seek a clear way to distinguish between the SKUs; this may be a coloured sticker, wrapping each SKU in thin paper / plastic or stacking the pallet in a different order to reduce mixed-receiving. Please note, Ocado does not accept mixed date codes or mixed skus within IFCO trays.

Ocado does not accept mixed temperature pallets. If a PO comprises chilled and ambient products, they must be sent in on separate pallets on appropriate vehicles.

Ocado reserves the right to charge a recovery fee if pallets have to be re-worked due to any non-conformance of the above.

Please see [Appendix C](#) for further information on the Ocado charging policy.

Consolidated Deliveries

Where stock is being consolidated by a third party, products from separate suppliers may be consolidated following these guidelines:

- Suppliers and POs must be grouped together on the same trailer
- Pallets with multiple suppliers must have clear outer labelling so that they are easily identifiable
- For suppliers of grocery products only, consolidated pallets must be layer stacked
- Suppliers delivering quantities less than a full layer must deliver in fully enclosed boxes or IFCO containers if a supplier of grocery products
- Hauliers may consolidate pallets up to the maximum height limit of 1,850 mm in order to maximise truckfill; pallets in excess of these height limits may be rejected
- For suppliers of grocery products only, inbound hauliers are permitted to double-stack pallets for delivery, limited to two pallets per stack and a total maximum height of 1,850mm; these must be safely stacked and re-wrapped to avoid movement in transit; hauliers double-stack pallets at their own risk



It is the responsibility of the supplier to ensure that third party hauliers being used to deliver into one of Ocado's operational sites follow these guidelines. Goods delivered where hauliers have not followed these guidelines risk being rejected.

Please see the following images for examples of correct and incorrect pallet builds.



For consolidated pallets, Ocado will conduct a single temperature check. Consolidated pallets will not be checked on an individual supplier basis; as such, any suppliers being delivered on a consolidated pallet by a third-party haulier, risk being rejected as a result of other suppliers on the pallet being out of temperature.

Load Stabilisation

Where additional pallets are used to stabilise stock in transit, only the top pallet will be received by the site and any additional pallets will be backloaded onto the vehicle for return to the supplier.



Health and Safety

The health and safety of all persons on Ocado premises is of paramount importance. Procedures have been put in place to ensure risks are kept to a minimum. These procedures must be observed at all times. Health and safety site rules are documented below and will be available for drivers on site.

Ocado Site Rules for Suppliers & Visitors

Ocado health and safety rules below must be followed at all times. Ocado operates a zero-tolerance approach to breaches of any health and safety rules.

- Trailer specification must be suitable for the loads being transported
- All drivers must read the site safety signage and site safety rules
- The site speed limit is 10 mph and drivers must not under any circumstances exceed this limit; random checks are made and a Red Card system operates for excess speed
- Follow designated traffic flows and routes, abide by floor markings and any one way system
- Drivers must ensure that when leaving their vehicle, they keep to the pedestrian walkways and crossings - never walking in the roadways or yard areas
- Key control processes are in place for delivering drivers - keys must go to the inbound office once parked on a bay; for pallet collections, keys of the tractor unit must go to forklift operators whilst pallets are loaded
- Drivers should manoeuvre on or off a loading bay on a green light
- Any defective equipment must be reported to site management
- Hi-visibility clothing must be worn at all times on site; drivers that leave their vehicle with unsuitable hi-visibility clothing will be refused
- Safety boots are to be worn at all times on site; drivers with unsuitable safety footwear will be refused
- Trained Banksman operate at some sites to ensure that health and safety is not compromised; visitors to sites must comply with their requests and directions at ALL times
- All fire alarms must be treated as real; visitors to sites should ensure vehicles are parked safely, engines are switched off, and parking brakes applied; they should then proceed to the nearest assembly point as directed; all drivers must stay in the yard until evacuation and headcounts have been completed
- Right of way is to be given to pedestrians on safe walkways and crossings
- Ocado operates a no smoking policy, except in the designated area; dedicated vaping areas are available
- Any injury or damage to vehicles occurring whilst on-site must be reported to a member of site management before leaving
- Site warnings and safety signs must be obeyed at all times
- Vehicles must leave site immediately after loading / unloading is complete - breaks should be taken off site
- Drivers will not have access to tractor or trailer units whilst loading / unloading is in progress
- Visitors should be aware of shunting tugs and forklifts operating 24 hours in the yard

- All vehicles will be subject to checking or search at any time; in any case of theft or the suspicion of theft, the police will be called immediately
- Welfare facilities are available in the Inbound Office
- All rubbish must be disposed of in the bins provided on site

Failure to abide by site health and safety rules will result in loads being rejected, which will be treated by Ocado as a failed / late delivery. Please see [Appendix C](#) for further information on the Ocado charging policy.

Arrival Procedure

Arrival at Ocado Site

Upon arrival on-site suppliers should identify themselves via the security intercom at the site, or to reception in Zoom by Ocado sites. Please be prepared to provide the following information:

- Purchase Order reference number(s)
- Supplier name(s)
- Number of pallets / pallet lifts

If any discrepancies are found, e.g. incorrect PO numbers, vehicle format, quality of goods, early or late deliveries, etc. drivers may be asked to wait in a holding area until the error is cleared with goods-in. The driver will then be directed to a dock or refused entry. Please ensure that drivers are aware of the safety procedures listed in this manual.

Deliveries arriving without any paperwork will need to have their booking verified and may be delayed whilst fax or email copies of paperwork can be sourced. Non-compliant and missing paperwork may result in cost recovery charges being raised. Please see [Appendix C](#) for further information on the Ocado charging policy.

Arriving at Dock

Drivers should ensure that the dock is clear and the traffic light is green before reversing into their assigned dock. Ensuring they have familiarised themselves with pedestrian movements and walkways, drivers should report to the Inbound Office with delivery documentation and vehicle keys. The Ocado Goods-In Team will check the paperwork and keep hold of the keys until the vehicle has been unloaded and is secure. Drivers will not be permitted into the main building unless accompanied by a member of Ocado staff and by prior agreement.

For Lineage arrival procedures, please contact:

Holmewood: holmewood.coldstore@lineagelogistics.com.

Temperature Control

Food suppliers must ensure that food products are kept within appropriate temperature ranges at all times, specifically:

- Prior to out-loading at the factory or warehouse
- During transit to Ocado

Where a supplier is utilising Ocado transport, by the loading of that vehicle it is implied that the operating temperature of any refrigeration is acceptable.

Inbound Temperature Requirements

Ocado will store products as ambient, chilled or frozen as appropriate. If suppliers cannot meet these inbound temperature requirements or have specific concerns regarding their product range, please contact the Ocado Product Technical Team in advance of physical arrival to the CFC for a separate agreement.

- Chilled products (including prepared salads) 0°C - +5°C
- Frozen products at or below -18°C
- Unprepared produce (as agreed between Ocado Product Technical and Compliance Team and suppliers) 0-12°C

Chilled products that have been previously frozen must be tempered in a controlled environment and be delivered to Ocado free from visible ice and at a temperature of between 0°C and 5°C. Where a chilled delivery contains products from both the chilled (0 to 5°C) and unprepared product (0 to 12°C) temperature categories, a thermal barrier must be employed to segregate the products on the trailer. Where no thermal barrier is employed, inbound teams will apply the chilled temperature parameters (0 to 5°C) to the entire load.

Temperatures will be checked and documented at the point of delivery. Deliveries outside of the temperatures specified above may be rejected. Destructive testing (using probes) may be undertaken to achieve accurate core temperature readings where necessary.

Ocado procedures are to monitor the temperature of products at the point of delivery to Ocado and to maintain auditable control up to the point of delivery to the final customer. It is the responsibility of the supplier to ensure auditable temperature control up until the point of receipt at Ocado. Vehicles should be equipped with suitable logging equipment to track temperature throughout its transition from outload at the supplier to delivery at Ocado CFCs. Ocado should be able to access this information if required.

Inbound concessions are issued by Operations based on pre-agreed concession rules.

3rd Party Storage & Distribution (Non-Ocado)

To ensure Ocado's temperature requirements are met, all third party storage and distribution partners must adhere to the information in the previous section. Suppliers using third party services, therefore, need to ensure that stock is kept within temperature limits during transit to third party sites. Ocado contracted third party partners reserves the right to reject stock if not kept within critical limits.

Ocado reserves the right to charge suppliers a recovery fee for failing to meet product temperature requirements. Please see [Appendix C](#) for further information on the Ocado charging policy.

Vehicle Requirements

Vehicles delivering to any Ocado warehouse should arrive in a clean condition, as well as being mechanically sound and fit for their purpose.

Accepted and Expected

- Vehicles must be clean and free from odours and debris
- Vehicles must be of standard articulated height so as to fit into the unloading docks; dock height is 1.25m
- Vehicles must be capable of unloading from the rear doors using dock-levelling equipment
- Tail-lift vehicles will only be accepted if the vehicle has an underslung tail-lift or if the tail-lift can be lowered below the floor height of the vehicle whilst remaining vertical
- Product temperatures in all temperature-controlled vehicles will be checked before delivery is accepted
- Ocado must be able to access and audit temperature storage data relating to the time between dispatch from the supplier's premises and delivery to the Ocado site

Not Accepted

- Side tipping - it is not possible to unload from the side of the vehicles, e.g. by means of a 'curtain sider'
- Vehicle doors must not be opened until authorised by Ocado personnel
- Vehicles not capable of unloading from the rear doors using dock-levelling equipment
- Ocado does not accept deliveries made via van; only rigid and articulated lorries will be accepted
- Vehicles must be free from pest / evidence of pest activity

Any issues or queries regarding vehicle sizes or dock heights must be checked with Ocado Supply Chain or Merchandise Planning Teams before deliveries are made. Please see the Temperature Control section for delivery temperature requirements. Any vehicles arriving that do not conform with the above requirements are subject to rejection and cost recovery charges where applicable. Please see [Appendix C](#) for further information on the Ocado charging policy.

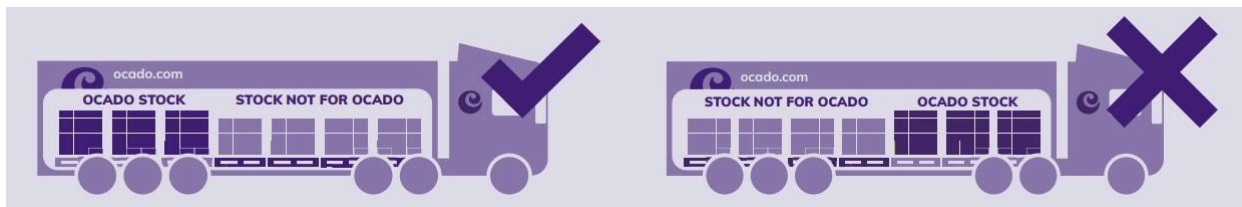
Zoom by Ocado

Van deliveries are accepted at Zoom by Ocado sites. However, due to the size of the Zoom sites, each site may have different vehicle requirements, which will be confirmed to suppliers as part of any direct delivery set up. Any issues or queries regarding vehicle sizes must be checked beforehand with Supply Chain via sc_zoomdemandplanning@ocado.com.

Loading

Pallets must be loaded in the correct sequence on the delivery vehicle. If drivers are delivering to more than one warehouse, they must ensure that Ocado products are not obstructed. Ocado does not have enough space or time to unload other deliveries in order to get to the relevant pallets.

Pallets should be clearly labelled for Ocado, referencing the specific site name (Dordon CFC / Erith CFC / Bristol CFC / Andover CFC / Purfleet CFC / Bicester CFC / Luton CFC / Welwyn GMDC / Erith GMDC) to avoid confusion when unloading.



Mechanical Handling Equipment

Delivery trailers must be able to carry the weight of the inbound MHE, which is used to transport assets from the delivery vehicle into the site in addition to the weight of the load.

Weight of the unloading equipment is as follows:

- Total truck weight - 1,700kg
- Total load weight - 1,100kg
- Combined weight - 2,800kg

Product Issues & Rejections

Issues may not become apparent until after the delivery vehicle has left the Ocado site. Suppliers will be contacted to discuss resolution of issues; suppliers must acknowledge the notification of the issue and stock must be collected within 72 hours from notification of receipt of the non-conforming goods. Ocado reserves the right to dispose of stock if suppliers do not respond or collect within 72 hours.

If it is believed that a product may cause infestation* or if it breaches food safety regulations, then photographic evidence will be provided and the product will be disposed of immediately in the correct manner and at the supplier's expense. Suppliers will be informed in advance of this action being taken. If dated, non-infested product has not been collected prior to it being past the use by or best before date the product will be disposed of at the supplier's expense. Please see [Appendix C](#) for further information on the Ocado charging policy.

Please note, that Zoom by Ocado sites are unable to hold non-conforming goods unless previously agreed as part of the supplier set up. Any non-conforming goods delivered without a previous agreement will be rejected and turned away. This applies to all categories of non-conformance as outlined in the sections that follow.

*Infestation refers to the observation of an actual pest / pests and / or significant product damage such as gnawing or droppings:

Dedicated loads

Where signs of live pest infestation are identified in a supplier's dedicated load, the entire load will be disposed of at the supplier's cost. Where signs of previous, but no-longer live infestation, are identified then disposal of all or part of that load shall be at Ocado's discretion and at the supplier's cost, which shall include the cost of purchase of the load or part load disposed of.

Mixed loads

Where signs of live infestation are identified in a mixed load, Ocado will carry out an investigation to establish which supplier's load is the source of the infestation. Where part of the mixed load is identified as the source and where Ocado decides, at its absolute discretion, to dispose all or part of that mixed load, then Ocado reserves the right to charge the supplier of the source for the cost of the entire mixed load and its disposal.

Excess Goods

If any goods are delivered in excess of the quantity stated on the order, Ocado shall have the option to keep the excess goods and arrange for payment to the supplier in respect of them. Otherwise, Ocado reserves the right to request for the supplier to collect the goods at the supplier's risk and cost. Following notification of non-conforming goods being received, suppliers have 72 hours to collect the goods; however, after this, Ocado reserves the right to dispose of the goods. Please see

[Appendix C](#) for further information on the Ocado charging policy.

Please note, that Zoom by Ocado sites are unable to hold excess goods unless previously agreed as part of the supplier set up. Any excess goods delivered without a previous agreement will be rejected and turned away.

Missing Items or Shortages

If any goods are missing and shortages have not been advised in advance of delivery, suppliers will be contacted to discuss the options. If re-delivery is required, this will be at the supplier's risk and expense and will be at a time acceptable to Ocado. Ocado will only pay for goods received. Ocado reserves the right to charge suppliers for the loss of profit where goods are not supplied. Please see [Appendix C](#) for further information on the Ocado charging policy.

Defective Items / Product Quality Faults

If defective items are discovered whilst unloading, the goods will be inspected and rejected where necessary, loaded back onto the trailer and the driver will be expected to take this stock away. If, however, the damaged goods are not discovered until the driver has left, the stock will be put on hold and the supplier notified to arrange collection or disposal, both of which will be at the supplier's expense. If, however, the defective goods could cause harm or contamination, these items will be disposed of in a controlled manner at the supplier's expense. Suppliers will always be notified in advance of this action. Stock rejected for quality reasons should not be re-delivered to Ocado unless specifically agreed in writing by the Ocado Product Technical Team. Ocado may seek to recover costs for delivery of defective or poor quality goods as outlined in [Appendix C](#).

Non-Conformance / Not Fit for Purpose

If goods are delivered with an incorrect barcode, or a short or incorrect date code (from those previously provided and agreed by Ocado), products will not be received into our warehouse management system and the Supply Chain or Merchandise Planning Team will be notified. Goods will be accepted or rejected at the discretion of the Supply Chain or Merchandise Planning Team. If the stock is rejected, the supplier will be contacted to arrange collection or disposal and to discuss any requirements for re-delivery. Following notification of non-conforming goods being received, suppliers have 72 hours to collect the goods; after this, Ocado reserves the right to dispose of the goods. Ocado reserves the right to charge a cost recovery fee where products are delivered which do not conform to the pre-agreed specifications. Please see [Appendix C](#) for further information on the Ocado charging policy.

Incorrect / Discontinued Products

If goods are delivered that were not ordered by Ocado or are not sold by Ocado, these products will be rejected and the Supply Chain or Merchandise Planning Team will be notified. Goods will be accepted or rejected at the discretion of Ocado. If the stock is rejected, the supplier will be contacted

to arrange collection or disposal. Ocado reserves the right to charge a cost recovery fee where products are delivered which do not conform to the pre-agreed specifications. Please see [Appendix C](#) for further information on the Ocado charging policy.

Outside Temperature Range

It is the supplier's responsibility to ensure that stock is delivered in compliance with the temperature regime as set out in the Temperature Control section. If stock is rejected due to temperature non-conformity, suppliers should not attempt re-delivery of this product at any point in the future. Stock will be marked with a 'Reject' stamp for this purpose. Ocado may seek to recover costs for delivery of products not conforming to the pre-agreed specifications. Please see [Appendix C](#) for further information on the Ocado charging policy.

Minimum and Maximum Acceptable Life

Ocado will agree a minimum acceptable life parameter with the supplier before the product's launch on the Ocado website. This minimum life value will be maintained within the warehouse Management System. Any product delivered with a 'display until' / 'use by' / 'best before' date shorter than this will be rejected. Product life information must be clearly displayed on the retail pack and outer case.

Individual cases should not contain mixed date coding. Multi-pack products must display the earliest date code on the outer packaging. If a supplier sends multiple date codes of any product as part of the same delivery, this should be clearly indicated on the pallets or cases, and on the paperwork to avoid confusion at receipt.

Due to the automated nature of our warehouses and to ensure correct stock rotation and guaranteed life to the customer, we also require the maximum total product life from manufacture. Please see [Supplier & Product Set Up](#) for more details. Please be aware that the life is measured in the number of nights of life remaining on the product.

Any changes to minimum life must be agreed in writing with Ocado before its physical arrival on site.

Ocado reserves the right to recover costs for delivery of products not conforming to the pre-agreed specifications. Please see [Appendix C](#) for further information on the Ocado charging policy.

Collection of Non-Conforming Goods

If a supplier wishes to collect non-conforming goods, the site must be advised of this and collection must be made within 72 hours following notification of receipt of non-conforming goods. Please be aware that collections may take up to 20 minutes to prepare due to the location of the product and ensure the driver allocates enough time when collecting stock.

Please note, that Zoom by Ocado sites are unable to hold non-conforming goods unless previously agreed as part of the supplier set up. Any non-conforming goods delivered without a previous

agreement will be rejected and turned away.

Product Recall & Withdrawal

For any incident that has the potential to result in a withdrawal or recall, the supplier must inform product.technical@ocadoretail.com as soon as possible. If the supplier has product concerns which may result in a recall or withdrawal, these should be communicated in a timely manner as Ocado has the ability to place products on hold whilst conducting a full investigation. Ocado will require notification from suppliers if they are carrying out a customer recall via the Food Standards Agency (FSA).

As soon as either party becomes aware of any issues requiring recall or withdrawal from sale, contact should be made. Suppliers should ensure they keep Ocado informed of their contacts responsible for product recalls. Contact should, in the first instance, be with the Ocado Product Technical Team via product.technical@ocadoretail.com. Further contact should be made with Buying Managers and the Supply Chain or Merchandise Planning Team if they are impacted.

Suppliers should provide as much information as possible including:

- Name of product (Ocado SKU if known)
- Date code
- Batch number (where available)
- Details of the issue / reason for recall / withdrawal
- Delivery date of affected stock into Ocado (PO number if known)
- Affected quantity (if known)
- Supplier contact details (phone number and / or email address) for customers to contact them with their queries in the event of a recall
- Emergency supplier contact details to go back to in the event of further queries or escalation

Providing incorrect or incomplete information can result in a delay in the action being taken.

Please note, due to the automated nature of our sites, Ocado cannot sort through stock to look for batch codes. A withdrawal will impact all of an identified date code or affected PO.

Suppliers may be charged for the administration and costs of the recall or withdrawal. Please see [Appendix C](#) for further information on the Ocado charging policy.

Customer Complaints and Authority Complaint Investigations

Customer complaints are made to Ocado through the call centre, directly via the website and through the mobile app so they can be monitored accurately. As GDPR prohibits personal data being transferred to a supplier without customer consent, Ocado will ask for this before forwarding any personal details.

Depending on the specific complaint, the contact centre may ask the customer to directly contact the brand owner. In this instance the branded supplier must handle the complaint in an appropriate and timely manner within 20 days, communicating any actions taken to resolve the customer complaint with Ocado on request. Ocado reserves the right to act as an intermediary to resolve customer complaints that have not been adequately resolved by the supplier and any costs associated with this will be paid by the supplier.

For complaints directly handled and investigated by Ocado, suppliers are expected to act upon this information and, if required, suppliers should provide a response in a timely manner and in any event within two working days.

Whilst investigating the complaint, Ocado may request access to data relating to the production sign-off and quality inspection reports within the manufacturing process to satisfy themselves that this issue should not arise again.

Authority investigations, such as Environmental Health complaints, will be managed by the Ocado Product Technical Team and, where required, will be communicated to the supplier. Any investigations or other information required to handle the complaint must be provided in the requested time frame.

Ocado reserves the right to charge a recovery fee where products are supplied other than in accordance with the contract, to seek to recover the costs, damages or expenses Ocado incurs. Please see [Appendix C](#) for further information on the Ocado charging policy.

Supplier Invoicing

Ocado Payments

Settlement is in accordance with Ocado standard payment terms as agreed with the Ocado Buying Manager. Payments of accounts are controlled by Accounts Payable and any queries should be directed to them at payables@ocadoretail.com.

Invoice Procedure

- Ocado raises a purchase order (PO)
- PO is communicated to the supplier
- Adjustments or issues are communicated via ASNs, Olive or directly by the Supply Chain or Merchandise Planning Team
- Supplier delivers the goods
- Invoice for goods is received from the supplier

All invoices should be sent to Ocado via one of Ocado's EDI solutions; please contact the Accounts Payable Manager for more detail and to arrange for this to be set up. Statements should be sent to payables@ocadoretail.com.

Any existing suppliers currently sending invoices via email or post should contact jae.burgess@ocadoretail.com (Jae Burgess, AP Manager) who will advise of the EDI options available.

Supplier Payments

For supplier payments, all invoices are raised with 30 days payment terms. Any supplier that has agreed with Ocado that any of their invoices are to be deducted from supply invoices will see these being deducted from their payments. All other suppliers will receive payment reminders if they fail to pay invoices on time. Promotional trigger data is downloaded 30 days after the promo period ends. Media and Smart Pass invoices are raised on a monthly basis.

All remittances should be sent to the Accounts Receivable Team via receivables@ocadoretail.com. For any queries on raised invoice, these should be sent to the Ocado Buying Manager and the Accounts Receivable Team.

Promotional Charging

Promotional discounts, case costs and promotional periods will be agreed and specified in a joint business plan or otherwise in writing. Unit trigger funding will be calculated by Ocado and a corresponding invoice will be raised in respect of such funding. Promotional items can be added by customers to their orders during the promotional phase for delivery up to 28 days later. Equally, products ordered prior to the promotional phase but delivered in it will not be charged. Triggers are based on the date of the order.

Forensic Audits

Ocado engages with a third party forensic auditor, PRGX, to review historic invoicing accuracy for cost of goods, promotional support and media investment. PRGX analyses cost, promotional and invoicing data to ensure that appropriate billing has taken place and engages with suppliers where shortfalls are identified. Ocado has agreed to the Groceries Code Adjudicator's (GCA) voluntary commitment that limits claims to the current financial year and previous two financial years, providing this time frame is reciprocated by the supplier. If a claim is identified from within this time frame, PRGX raises a claim to the supplier that explains the details of the claim and the process that will be followed to recover funds.

Appendix A: Ocado Retail Limited Responsible Sourcing Code of Practice (The 'Responsible Sourcing Code')

Ocado Retail Limited is committed to respecting human rights, as outlined in the International Bill of Human Rights and the International Labour Organisation's (ILO) conventions and recommendations, including those set out in the ILO's Declaration on Fundamental Principles and Rights at Work and the UN Guiding Principles of Business and Human Rights.

We aim to ensure that our goods and services are produced and conducted under responsible conditions; this means that they must be undertaken lawfully and through ethical business practices, in safe and hygienic working conditions, and without exploitation of Workers and local communities.

'Workers' refers to any kind of worker, including, but not limited to, temporary, contract, student, migrant and direct employees.

This Code applies to suppliers, their employees, agents, subcontractors, and any other person involved in supplying goods or services to Ocado Retail. By contracting with us you are agreeing to follow this Code.

The Code requires, as a minimum, that:

1. Employment is freely chosen

- 1.1. There is no forced, bonded or involuntary prison labour.
- 1.2. Workers are not required to lodge 'deposits' or their identity papers with their employer and are free to leave their employer after reasonable notice.

2. Freedom of association and the right to collective bargaining are respected

- 2.1. Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.
- 2.2. The employer adopts an open attitude towards the activities of trade unions and their organisational activities.
- 2.3. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.
- 2.4. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

3. Working conditions are safe and hygienic

- 3.1. A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

- 3.2. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.
- 3.3. Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
- 3.4. Accommodation, where provided, shall be clean, safe and meet the basic needs of the workers.
- 3.5. The company observing the code shall assign responsibility for health and safety to a senior management representative.

4. Child labour shall not be used

- 4.1. There shall be no new recruitment of child labour.
- 4.2. Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child; 'child' and 'child labour' being defined in the appendices of the Ethical Trading Initiative Base Code.
- 4.3. Children and young persons under 18 shall not be employed at night or in hazardous conditions.
- 4.4. These policies and procedures shall conform to the provisions of the relevant ILO standards.

5. Living wages are paid

- 5.1. Wages and benefits paid for a standard working week meet, at a minimum, national legal standards, or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.
- 5.2. All workers shall be provided with written and understandable Information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.
- 5.3. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.

6. Working hours are not excessive

- 6.1. Working hours must comply with national laws, collective agreements, and the provisions of 6.2 to 6.6 below, whichever affords the greater protection for workers. Sub-clauses 6.2 to 6.6 are based on international labour standards.
- 6.2. Working hours, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week.*
- 6.3. All overtime shall be voluntary. Overtime shall be used responsibly, taking into account all the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. It shall not be used to replace regular employment. Overtime shall always be compensated at a premium rate, which is recommended to be not less than 125% of the

regular rate of pay.

- 6.4. The total hours worked in any seven-day period shall not exceed 60 hours, except where covered by clause 6.5 below.
- 6.5. Working hours may exceed 60 hours in any seven-day period only in exceptional circumstances where all of the following are met:
 - 6.5.1. this is allowed by national law;
 - 6.5.2. this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;
 - 6.5.3. appropriate safeguards are taken to protect the workers' health and safety; and
 - 6.5.4. the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies
 - 6.5.5. Workers shall be provided with at least one day off in every seven-day period or, where allowed by national law, two days off in every 14 day period.

7. No discrimination is practised

- 7.1. There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

8. Regular employment is provided

- 8.1. To every extent possible work performed must be on the basis of recognised employment relationships established through national law and practice.
- 8.2. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting, or home working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

9. No harsh or inhumane treatment is allowed

- 9.1. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

We may terminate our relationship with individuals and organisations working on our behalf if they breach this Code or if they are suspected of or commit an infraction against the Code. Before we terminate our relationship, with the welfare and safety of local workers as a priority, we will give support and guidance to individuals or our suppliers to help them address coercive, abusive and exploitative work practices in their own business and supply chains.

Environmental Impact

Ocado encourages the use of environmentally friendly packaging and the incorporation of recyclable materials wherever possible. We are keen to minimise the environmental impact of using or disposing of transit packaging.

Ocado encourages the use of multi-trip containers to reduce the need for excessive cardboard packaging.

Animal Products Programme

All suppliers must be socially responsible when using animal products.

Suppliers must only use leathers, skins and feathers that are by-products of the slaughter of an animal. Global standards agreed by the OIE (World Organisation for Animal Health) are set out in their practices for the protection of animals at the time of slaughter. The OIE also provides global guidelines for the stunning and slaughter of different species.

Suppliers must not use products from endangered species as specified by:

- CITES (Convention on International Trade in Endangered Species)
- IUCN (International Union for the Conservation of Nature)

In any products supplied to Ocado, the following must not be used in any measure:

- Pelts or real fur (with the exception of sheepskin, goatskin and cowhide)
- Karakul (also known as broadtail and astrakhan) or any skin products from aborted animals
- Leather taken while the animal was alive
- Feathers plucked from live animals (feathers must only be purchased from licenced, certified organisations)
- Wool resulting from the mulesing of sheep (you must ensure you can provide the necessary certification if required)

Suppliers must keep to these conditions for the programme to work. This is a long-term programme that aims to make sure animals are treated in a humane and ethical way.

Together, we must abide by all relevant animal laws, such as those concerning hygiene and waste disposal.

Appendix B: Ocado Supplier Transport Procedure

If a third party haulier is used to deliver goods to Ocado, below is a handy checklist to give them to ensure their deliveries are compliant.

- All delivery vehicles used for transportation must ensure the food safety, legality and quality of goods
- If a third party haulage contractor is used, all the requirements must be defined within a contract and effectively managed; this must include storage facilities where used as part of the contract; haulage contractors must be formally approved by recognised schemes where required, and available for inspection and audit within a reasonable time scale
- Vehicles used for transportation must be well maintained and in good hygienic condition
- Documented maintenance and hygiene procedures and records must be in place for all vehicles
- Procedures must be in place to minimise the risk of cross contamination (including taint) during transportation
- Where goods are susceptible to weather damage, vehicles must be unloaded / loaded in covered bays or materials suitably covered to protect the materials
- Chilled / frozen goods must be loaded and unloaded in temperature controlled bays, or ways of working must be such that temperature is not compromised
- Product is loaded or stacked on pallets in a manner that does not pose a risk to damage or safety in transit
- Procedures must be in place to ensure product is held under secure conditions during transport
- Where temperature controlled transport is required, documented procedures must be in place to ensure the temperature requirements are met; transport must be capable of maintaining product temperature within specification, even under maximum load
- Temperature controlled transport must incorporate temperature data logging devices which can be inspected to confirm temperature conditions or a manual system must be in place to validate the correct operation of refrigerated equipment in a timely manner, and available for inspection and audit within a reasonable time scale
- Procedures must be in place in case of breakdown of vehicle refrigeration; all incidences of refrigeration equipment breakdown must be recorded and corrective actions documented
- Designated traffic flows and routes must be followed, abiding by floor markings and any one way systems
- When pedestrians are on site they must keep to the pedestrian walkways and crossings - never walk in the roadways or yard areas
- Toilets and welfare facilities are available at the Inbound Office
- All visiting drivers have a legal responsibility to report any accident or incident to the site management immediately
- Key control for drivers delivering - keys to Inbound Office once parked on bay; for pallet collections, keys of tractor unit to fork lift operator whilst pallets are loaded

- No driver access to tractor or trailer units whilst loading / unloading in progress
- Be aware of shunting tugs and fork lift 24 hour operations in the yard
- Vehicles should leave site immediately once loading / unloading is complete - breaks should be taken off site
- Vehicle rear doors must be shut and secured when driving around the site

Remember:

- Wear your PPE all of the time
- Report any defective equipment
- Report any accidents or incidents
- Always abide by the 10mph speed limit
- Only manoeuvre on a bay if the light is green

Appendix C: Ocado Charging Policy

Failure to Comply with Supplier Manual

In accordance with clause 5 of the Ocado Conditions of Purchase, Ocado reserves the right to charge suppliers a cost recovery fee in relation to failure to comply with the standards set out in the supplier manual.

For all invoice queries in the first instance, please contact payables@ocadoretail.com.

For any queries about supplier delivery compliance or charges for delivery issues, please contact your Demand Planner or the Merchandise Planning Team.

For any queries regarding quality issues, product withdrawals and recalls, please contact product.technical@ocadoretail.com.

Failure to Provide Samples

Samples should be provided in accordance with the requirements set out within the [Weights & Measures](#) section prior to supplying Ocado. Failure to provide samples may result in delays in launching a new product and Ocado will not be responsible for any costs incurred by the supplier.

Customer Complaints - Supplier Recharging

Ocado reserves the right to charge suppliers recovery costs arising from customer quality refunds upon complaints that relate to the following categories:

- Mouldy, rotten, stale or corked
- Smells or tastes bad
- Unusual colour
- Tough, dry or burnt
- Overripe
- Underripe

All such refunds are notified to suppliers within a week of the refund taking place. Suppliers should review the refund activity and take any appropriate steps to avoid such refunds taking place in the future.

In some cases, more serious refunds processed via the contact centre may need to be referred to the Product Technical and Compliance Team for further actions to be taken. In such instances, these serious complaints will be subject to an additional charge to reflect the additional handling costs.

The recovery charges are processed on a monthly basis and invoices are raised in line with the charging structure as outlined in the table at the end of this section.

Product Recall & Withdrawals - Supplier Charging

Ocado reserves the right to charge suppliers recovery costs arising from product recalls or withdrawals, which will vary from case to case depending on the nature of the event and the number of operational sites affected as per the details below:

- Operational site costs: for both recalls and withdrawals, a fee will be charged for each operational site that is impacted to recover the costs of the impact to operations, which includes, but is not limited to, isolating affected stock and arranging for collection or disposal.
- Incident costs: each recall or withdrawal event incurs additional centralised costs to manage the overall process, with the recall process involving additional steps. These include contacting and automatically refunding customers who have purchased the product within the last 90 days. Customers who have purchased affected products prior to this date will be notified and asked to contact our Customer Hub for a manual refund. Stock that has been withdrawn and still in an Ocado facility has the option to be collected, however it is not possible to collect stock subject to a recall that has already been delivered to a customer.
- Product costs: withdrawn stock will be invoiced at cost price, whilst recalled stock will be invoiced at retail price.

Following notification or identification of a product withdrawal or recall, suppliers are required to take the necessary steps to ensure that future orders are not impacted. Should further stock be received from a supplier on subsequent deliveries that is subject to the same underlying issue, the affected items will be managed as part of the non-conforming process. These fees are to be applied regardless of whether the withdrawal or recall is instigated by the supplier themselves, by the manufacturer or, where relevant, by M&S or Ocado.

Incorrect Pallet Presentation & Paperwork

If products are supplied on poor quality pallets, are higher or heavier than the maximum acceptable, are not stable on the pallet or overhang the pallet in any way, Ocado may need to re-stack these pallets, therefore, Ocado reserves the right to charge a cost recovery fee per pallet against the supplier to compensate for this labour. If a supplier does not provide the correct paperwork for a delivery, the delivery can be rejected and a charge may be raised as per the table below.

Disposal of Stock, Pallet Storage and Collections

If there is an issue with stock and it needs to be collected by a supplier from an Ocado site, Ocado will notify the supplier. If a response from the supplier has not been received following notification of non-conforming goods being received, Ocado reserves the right to dispose of the stock. Collection of non-conforming goods must be made within 72 hours of notification of the receipt of the non-conforming goods.

It is the supplier's responsibility to book a collection of the stock with the appropriate Inbound Office.

Ocado reserves the right to charge a cost recovery fee to cover the labour used, please see the table that follows.

Please note, that Zoom by Ocado sites are unable to hold non-conforming goods unless previously agreed as part of the supplier setup. Any non-conforming goods delivered without a previous agreement will be rejected and turned away.

M&S Route C stock

There will be no charge for M&S route C non-conformance, however Ocado will dispose of the stock after 72 hours if it has not been collected.

Reason	Unit of Charge	Charge
Delivery Quality		
Shortages	per item	Ocado reserves the right to recover the costs of loss of profit
Failed delivery / rejected loads charge relating to: <ul style="list-style-type: none"> - health and safety issue - non-conformance resulting in a rejected load - non-conformance with weights & measures process - attempting delivery on an unsuitable vehicle resulting in a rejected load 	per pallet	£20 admin + £5 per pallet*
Early / late delivery (+/- 60 mins)	per pallet	£20 admin + £5 per pallet*
Incorrect pallet presentation	per pallet	£20
Incorrect paperwork	per delivery / per supplier	£20 admin
Product charges		
Storage and collection charge relating to: <ul style="list-style-type: none"> - quality issues - product non-conformance - unwanted excess stock - defective products - incorrect products delivered - temperature issues - expiry date / life issues 	per pallet	£5 + cost price of the stock if already received by Ocado
Recalls	per event	£141.32 admin + £37.51 for each operational site affected + retail price of the stock recalled + cost price of the stock withdrawn
Withdrawal	per event	£79.03 admin + £37.51 for each operational site affected + cost price of the stock withdrawn
Customer quality complaints	per refund	£4.93 for contact centre processing or £0.28 for customer Webshop or App processing + retail price of product + £4.08 monthly invoice admin charge

*A fee may be waived by Ocado if the supplier has provided reasonable advance notice of a failed delivery and the site Inbound Office should be contacted in this circumstance.

If a supplier wishes to dispute a charge, the supplier must do so within 30 days of receiving notice of the charge.

All administration charges are subject to VAT.