

**Minutes of the Press Distribution Review Panel Held on Friday 29<sup>th</sup> September 2017 at the PPA Offices, 2<sup>nd</sup> Floor, 35 - 38 Bridge Street, London, EC4V 6BW at 12:30pm**

Present:	Mark Farris	Acting Chair
	Paresh Vyas	Independent Retailer
	Graham Read	Independent Retailer
	Brian Murphy	Retail Representative
On conference Phone:	Trevor Hudson	PPA
	Fiona Campbell	Menzies Distribution (for Linda Gardner)
	Marie Kirven	SmithsNews (for Mark McConnell)

Item	
<b>1.</b>	<b>Apologies for Absence</b>
<b>1.1</b>	Apologies: Mark Gilhespie NMA Raj Chotai Independent Retailer
<b>2.</b>	<b>Minutes of last meeting</b>
<b>2.1</b>	Minutes for the last meeting held on Thursday 29 <sup>th</sup> June were passed and any outstanding actions were carried forward to the body of this meeting
<b>3.</b>	<b>Matters arising</b>
<b>3.1</b>	Mark Farris introduced himself and outlined he would be acting as an interim chair until a new Chair is appointed in January 2018
<b>3.2</b>	Mark highlighted the PDF board's decision to review the roles of both PDRP Chair and Arbiter. The previous Chair and Arbiter Neil Robinson will be meeting with the PDF board on Tuesday 3 <sup>rd</sup> October. At present the understanding is Neil will continue in his role as Arbiter until year end 2017
<b>3.3</b>	Mark shared with those present in the room individual job descriptions for the two roles ( <i>attached to these minutes Appendix A and Appendix B</i> ). Mark affirmed that neither of the role descriptions would be available in public domain nor positions advertised until after the board met with Neil Robinson. <b>(PLEASE NOTE: Appendix A &amp; B are shared solely for PDRP internal use)</b>
<b>3.4</b>	Noted that Trevor Hudson supported the splitting of the roles and highlighted concerns on potential cost and the pressure this may impart
<b>4.</b>	<b>Mr K Lota – Johnston Press</b>

<b>4.1</b>	A letter written by Mr Lota to previous PDRP Chair had been shared prior to the meeting. This letter highlighted Mr Lota's reaction to (a) the recent terms change in its severity and (b) the notification process
<b>4.2</b>	Fiona recalled the original complaint received through Menzies channels and reiterated the accepted channels of communication (trade letter in live news plus via I-Menzies)  Graham noted that the information was also communicated through the trade press
<b>4.3</b>	Debate continued within the panel regarding the current communication process, the operational impact and potential material damage of further substantial margin changes to selected retailers and if improvements in the communication process could be achieved to allow pre- change strategic measures to be put in place by individual retailers
<b>4.4</b>	It was agreed that whilst there was not an infringement of accepted methods of communication the PDRP request the PDF board reflect upon whether a modification to the communication process needs to be in place when substantial margin changes are planned  The above position should be communicated to Mr Lota
<b>5.</b>	<b>PR - Sub Group</b>
<b>5.1</b>	Mark reported that the PDF board had agreed the reissue of the flyer 'Complaints Resolution Process - Your 3 Step Guide' to raise awareness of the PDC Charter and its Complaints Resolution Process.  It would be prudent to make a couple of amends to the website to improve navigation before sending out and this will take place in Qtr 1 2018. Leaflets will be distributed via wholesale and News UK (as per MG 29 <sup>th</sup> June 2017)
<b>6.</b>	<b>Complaints Process</b>
<b>6.1</b>	BM highlighted an increase in calls to the NFRN help line additionally GR and PV added examples of areas that they had concerns regarding contact at house level principally around shortages and re-runs. This often could not be resolved to retail satisfaction and potentially was increasing volume of complaints
<b>6.2</b>	Marie Kirven together with Fiona Campbell clarified the procedures in place for managing calls and credit. Consensus agreement on the procedures and GR noted the SNAP and I-Menzies app were excellent.
<b>6.3</b>	GR identified that in cases of driver delivery error the inability to track vehicle status reduced opportunities to rectify on route. BM identified the option to track vehicles via GPS and MK & FC highlighted that whilst driver barcode hand held units are not GPS enabled wholesale are reviewing the feasibility of GPS
<b>7.</b>	<b>Report on Complaints Resolved Via PDF Helpline</b>
<b>7.1</b>	Data for this had not been received from Dorothy King and will be circulated in time for the next meeting on 30 <sup>th</sup> November 2017
<b>8.</b>	<b>Any Other Business</b>
<b>8.1</b>	BM reiterated the option for the NFRN helpline to take calls supporting Call On Us

<b>8.2</b>	Revised expenses Forms were issued. These need to be completed with any receipts and sent to Mark Farris at the address on the form.
<b>10.</b>	<b>Next Meeting</b>
<b>10.1</b>	The next PDRP Meeting is scheduled for 30/11/17 – Venue Broxbourne Print Centre commencing 1.30pm and will include a tour
<b>11.</b>	The meeting closed at 14.00.

## SUMMARY OF ACTIONS

<b>This Meeting</b>		
<b>Item</b>	<b>Action</b>	<b>By Whom</b>
<b>4.3</b>	Communicate PDRP view on communication process to PDF board	<b>MF</b>
<b>4.4</b>	Write to Mr Lota explaining the outcome of his issue	<b>MF</b>
<b>6.3</b>	Raise tracking at PDF board meeting for understanding of timeline introduction	<b>MF</b>
<b>7.1</b>	Liaise with DK to provide data on complaints handling	<b>MF</b>

# Appendix A

## Vacancy Description

We are seeking to appoint an Independent Arbitrator for the Press Distribution Panel (PDRP). This is a fee based part time role requiring a commitment of up to 6-8 days per annum

The PDRP is a self-regulatory body made up of newspaper, magazine, wholesale and retail representatives responsible for overseeing the handling of retailer complaints. It is also responsible to compliance for the Press Distribution Charter (PDC) as well as the collation and publishing of industry data.

The PDRP responsibilities are as follows:

- To encourage compliance with the Press Distribution Charter
- To ensure continuity of arbitration decisions
- To identify trends relating to retailer complaints
- To publish data on compliance

The Press Distribution Forum (PDF) is seeking to recruit a new Independent Arbitrator to provide competent, fair and efficient final adjudication on retailer's complaints that have passed through the Complaints Process as detailed in the Press Distribution Charter

## Position Responsibilities

- Provide effective arbitration in the matters of complaint resolution
- Ensure that in reaching decisions, takes a proportionate and consistent approach and proper account of relevant guidance.
- Base determinations on what is fair and reasonable having regard to good industry practice, relevant industry agreements and the law.
- Ensure the Committee is respected and viewed as a source of high quality arbitration.

## Person Specification

We are looking for an individual with direct, practical experience on business or voluntary organisations and a proven track record in an arbitration role.

It is important that the Independent Arbitrator shall not be engaged in or, otherwise than by his office as Independent Arbitrator, connected with or interested in the business of publishing newspapers, periodicals or magazines

*Candidates should be able to demonstrate the following skills and aptitudes:*

- Chartered Institute of Arbitrators certificate or similar
- Ability to influence and command the respect of committee members and other stakeholders with a track record of building productive working relationships at all levels
- Strong strategic thinking skills, political awareness and judgement
- Possesses tact, diplomacy and powers of persuasion

*In addition, it is desirable that the successful candidate has:*

- Experience of successfully dealing with broad stakeholders within a supply chain.
- We would welcome applications from all backgrounds, including those with experience of the small business, voluntary or community sectors.

## Additional Information

The successful candidate will be appointed initially for a period of two years and may be eligible for reappointment for a second term subject to continuously good performance, conduct and attendance. There is no guarantee of reappointment.

## To Apply

Please submit your C.V. together with a covering letter outlining your suitability for the position to.....

# Appendix B

## Vacancy Description

We are seeking to appoint a Chair of the Press Distribution Panel (PDRP). This is a home-based part time role requiring a commitment of up to 2 days per month

The PDRP is a self-regulatory body made up of newspaper, magazine, wholesale and retail representatives responsible for overseeing the handling of retailer complaints. It is also responsible to compliance for the Press Distribution Charter (PDC) as well as the collation and publishing of industry data.

The PDRP responsibilities are as follows:

- To encourage compliance with the Press Distribution Charter
- To ensure continuity of arbitration decisions
- To identify trends relating to retailer complaints
- To publish data on compliance

The Press Distribution Forum (PDF) is seeking to recruit a new Chair to lead the Committee and to assure the quality, consistency and proportionality of the Committee's opinions.

## Position Responsibilities

- Provide effective leadership and strategic direction to form a cohesive and focused Committee.
- Ensure that the Committee, in reaching decisions, takes a proportionate and consistent approach and proper account of relevant guidance.
- Represent the PDRP in engaging stakeholders.
- Ensure the Committee is respected and viewed as a source of high quality arbitration.
- Encourage high standards or propriety; promote the efficient and effective use of resources.
- Publish a quarterly written report showing the number, nature and resolution of PDC complaints received by all sections of the supply chain and make such recommendations as it thinks fit.
- Evaluate and report annually on the PDRP's work.
- Actively participate in the appointment, induction and performance assessment of Committee members.

## Person Specification

We are looking for an individual with direct, practical experience on business or voluntary organisations and a proven track record in a decisive leadership role.

It is important that the Chairman shall not be engaged in or, otherwise than by his office as Chairman, connected with or interested in the business of publishing newspapers, periodicals or magazines

*Candidates should be able to demonstrate the following skills and aptitudes:*

- A willingness to lead the organisation
- Ability to influence and command the respect of committee members and other stakeholders with a track record of building productive working relationships at all levels
- Ability to provide direction for the organisation, deliver results and build on the capability of the organisation to address current and future challenges
- Strong strategic thinking skills, political awareness and judgement
- Possesses tact, diplomacy and powers of persuasion

*In addition, it is desirable that the successful candidate has:*

- A good understanding of roles and responsibilities within a committee structure.
- Experience of successfully dealing with broad stakeholders within a supply chain.
- We would welcome applications from all backgrounds, including those with experience of the small business, voluntary or community sectors.

## Additional Information

The successful candidate will be appointed initially for a period of two years and may be eligible for reappointment for a second term subject to continuously good performance, conduct and attendance. There is no guarantee of reappointment.

## To Apply

Please submit your C.V. together with a covering letter outlining your suitability for the position to.....