

**Compliance Survey of The Supply Chain Initiative**

*Introduction*

**The web-based methodology guarantees the confidentiality of the company answers. Only the research company will have access to company questionnaire and answers.  
  
A European report based on aggregated anonymous data will be shared with companies after the survey has been completed.  
  
Please complete this questionnaire by 30 September 2014.  
  
Please note that the wording of the questions might slightly differ from the one used in the Framework in order to facilitate the analysis work.  
  
The phrase “The Principles of Good Practice” refers to The Principles of good practice in vertical relations in the food supply chain adopted on 29 November 2011.**

*Company demographics*

|  |
| --- |
| **1. For which country are you answering this survey? [Please tick a box (one answer possible)]** |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | Austria | | |  | | --- | | Germany | | |  | | --- | | Netherlands | | | |  | | --- | | Belgium | | |  | | --- | | Greece | | |  | | --- | | Poland | | | |  | | --- | | Bulgaria | | |  | | --- | | Hungary | | |  | | --- | | Portugal | | | |  | | --- | | Croatia | | |  | | --- | | Ireland | | |  | | --- | | Romania | | | |  | | --- | | Cyprus | | |  | | --- | | Italy | | |  | | --- | | Slovakia | | | |  | | --- | | Czech Republic | | |  | | --- | | Latvia | | |  | | --- | | Slovenia | | | |  | | --- | | Denmark | | |  | | --- | | Lithuania | | |  | | --- | | Spain | | | |  | | --- | | Estonia | | |  | | --- | | Luxembourg | | |  | | --- | | Sweden | | | |  | | --- | | Finland | | |  | | --- | | Malta | | |  | | --- | | United Kingdom | | | |  | | --- | | France | |  |  | |

|  |
| --- |
| **2. What is the size of your company in this country?  employees in 2013 [please tick one box]** |
| |  | | --- | | less than or equal to 250 | | more than 250 | |

|  |
| --- |
| **Turnover in 2013 [please tick one box]** |
| |  | | --- | | less than or equal to €50 millions | | more than €50 millions | |

|  |
| --- |
| **Balance sheet in 2013 [please tick one box]** |
| |  | | --- | | less than or equal to €43 mio | | more than €43 mio | |

|  |
| --- |
| **3. In which part of the food supply chain is your company active in this country? [Please tick boxes, several answers possible]** |
| |  | | --- | | Farming | | Wholesale | | Manufacturing | | Retail | |

*Respect of the process commitments*

|  |
| --- |
| **4.a) Has training been set up to ensure compliance with the Principles of Good Practice? [Please tick a box, one answer possible]** |
| |  | | --- | | yes | | partially | | no | |

|  |
| --- |
| **b) How many of your staff members have been trained? [Please insert a figure]** |
| |  |  |  | | --- | --- | --- | |  | **members** |  | |

|  |
| --- |
| **5.When is the completion of training expected? [Please tick a box, one answer possible]** |
| |  | | --- | | < 3 months | | From 3 to 6 months | | > 6 months | |

|  |
| --- |
| **6. Is your company using the e-learning module provided by the Governance Group and developed by SAI? [Please tick a box, one answer possible]** |
| |  | | --- | | yes | | no | |

|  |  |
| --- | --- |
| |  | | --- | | **7. Using a scale of 1 to 10, where 1 is low and 10 very high, please evaluate the e-learning module provided by the Governance Group and developed by SAI? [One choice per criterion]** | |

|  |
| --- |
|  |
| |  | | --- | |  | | |
| Efficiency | |  |  |  | | --- | --- | --- | |  | **/10** |  | |
| |  | | --- | |  | | |
| Clarity | |  |  |  | | --- | --- | --- | |  | **/10** |  | |
| |  | | --- | |  | | |
| Usefulness | |  |  | | --- | --- | |  | **/10** | |

|  |
| --- |
| **8.a) Has your company communicated to its business partners its engagement to the Supply Chain Initiative? [Please tick a box, one answer possible]** |
| |  | | --- | | Yes | | No | |

**b) Which of the below tools have you used to communicate to your business partners your company engagement into the Supply Chain Initiative?  
[Please tick boxes, several answers possible]**

|  |
| --- |
| Letter/email |
| Website |
| Written notice in meeting rooms |
| Written notice in contracts |
| Mention in Annual report |
| Other |

**We measure the effectiveness of the dispute resolution options offered by the Supply Chain Initiative.  
  
9.a) Has your company lodged complaints towards trading partners for alleged breaches of Principles of Good Practice since your registration?**

|  |
| --- |
| Yes |
| No |

|  |
| --- |
|  |
| **9.b) How many complaints have you lodged? [Please register a number in the box below]** |
| |  |  | | --- | --- | |  | **complaints** | |

|  |
| --- |
| **10. When filing complaints since your registration, which among the following Principles of Good Practice have been allegedly breached? [Please tick boxes, several answers possible]** |
| |  | | --- | | **CONSUMERS:** Contracting parties should always take into account consumer interests and the overall sustainability of the supply chain in their B2B relations. Contracting parties should ensure maximum efficiency and optimisation of resources in the distribution of goods throughout the supply chain. | | **FREEDOM OF CONTRACT:** Contracting parties are independent economic entities, respecting each other's rights to set their own strategy and management policy, including the freedom to determine independently whether to engage or not in any agreement. | | **FAIR DEALING:** Contracting parties should deal with each other responsibly, in good faith and with professional diligence. | | **WRITTEN AGREEMENTS:** Agreements should be in writing, unless impracticable or where oral agreements are mutually acceptable and convenient. They should be clear and transparent, and cover as many relevant and foreseeable elements as possible, including rights and procedures of termination. | | **PREDICTABILITY:** Unilateral change to contract terms shall not take place unless this possibility and its circumstances and conditions have been agreed in advance. The agreements should outline the process for each party to discuss with the other any changes necessary for the implementation of the agreement or due to unforeseeable circumstances, as provided in the agreement. | | **COMPLIANCE:** Agreements must be complied with. | | **INFORMATION:** Where information is exchanged, this shall be done in strict compliance with competition and other applicable laws, and the parties should take reasonable care to ensure that the information supplied is correct and not misleading. | | **CONFIDENTIALITY:** Confidentiality of information must be respected unless the information is already public or has been independently obtained by the receiving party lawfully and in good faith. Confidential information shall be used by the recipient party only for the purpose for which it was communicated. | | **RESPONSIBILITY FOR RISK:** All contracting parties in the supply chain should bear their own appropriate entrepreneurial risks. | | **JUSTIFIABLE REQUEST:** A contracting party shall not apply threats in order to obtain an unjustified advantage or to transfer an unjustified cost. | |

|  |
| --- |
| **11.a) Has your company been exposed to commercial retaliation since your registration by a trade partner registered in the Supply Chain Initiative after you activated one of the available dispute resolution options? [Please tick a box, one answer possible]** |
| |  | | --- | | yes | | no | |

|  |
| --- |
|  |
| **b) How many times (in relation to the total number of complaints you lodged) [Please insert a figure]** |
| |  |  | | --- | --- | |  | **cases** | |

|  |  |
| --- | --- |
| |  | | --- | | **12.Among the total number of complaints lodged since your registration, how many have been resolved and how many were resolved within 4 months? Please provide a number of resolutions for each possible dispute resolution mechanism used. Please ensure that the number provided for resolution matches the number of complaints you have indicated previously:** | |

|  |  |  |  |
| --- | --- | --- | --- |
| **If several mechanism used, please refer to the latest mechanism that led to the dispute resolution** | | | |
| |  | | --- | |  | | | | |
|  | **Number of complaints your company raised which were resolved since your registration** |  | **Number of complaints your company raised which were resolved within 4 months** |
| |  | | --- | |  | | | | |
| Commercial track (taking the issue to a higher level of the trade partner commercial’s hierarchy) | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |
| |  | | --- | |  | | | | |
| Internal dispute resolution office of the trade partner | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |
| |  | | --- | |  | | | | |
| Mediation | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  |  |
| |  | | --- | |  | | | | |
| Arbitration | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  |  |
| |  | | --- | |  | | | | |
| Jurisdictional methods according to national rules and regulations | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  |  |
| |  | | --- | |  | | | | |
|  | **0** |  |  |

|  |
| --- |
| **13.a) Has your company received complaints from trading partners alleging a breach of the Principles of Good Practice since your registration?** |
| |  | | --- | | Yes | | No | |

|  |
| --- |
|  |
| **13.b) How many complaints have you received? [Please insert a figure]** |
| |  |  | | --- | --- | |  | **complaints** | |

**14.When receiving complaints since your registration, which among the following Principles of Good Practice have been allegedly breached?  
[Please tick boxes, several answers possible]**

|  |
| --- |
| **CONSUMERS:** Contracting parties should always take into account consumer interests and the overall sustainability of the supply chain in their B2B relations. Contracting parties should ensure maximum efficiency and optimisation of resources in the distribution of goods throughout the supply chain. |
| **FREEDOM OF CONTRACT:** Contracting parties are independent economic entities, respecting each other's rights to set their own strategy and management policy, including the freedom to determine independently whether to engage or not in any agreement. |
| **FAIR DEALING:** Contracting parties should deal with each other responsibly, in good faith and with professional diligence. |
| **WRITTEN AGREEMENTS:** Agreements should be in writing, unless impracticable or where oral agreements are mutually acceptable and convenient. They should be clear and transparent, and cover as many relevant and foreseeable elements as possible, including rights and procedures of termination. |
| **PREDICTABILITY:** Unilateral change to contract terms shall not take place unless this possibility and its circumstances and conditions have been agreed in advance. The agreements should outline the process for each party to discuss with the other any changes necessary for the implementation of the agreement or due to unforeseeable circumstances, as provided in the agreement. |
| **COMPLIANCE:** Agreements must be complied with. |
| **INFORMATION:** Where information is exchanged, this shall be done in strict compliance with competition and other applicable laws, and the parties should take reasonable care to ensure that the information supplied is correct and not misleading. |
| **CONFIDENTIALITY:** Confidentiality of information must be respected unless the information is already public or has been independently obtained by the receiving party lawfully and in good faith. Confidential information shall be used by the recipient party only for the purpose for which it was communicated. |
| **RESPONSIBILITY FOR RISK:** All contracting parties in the supply chain should bear their own appropriate entrepreneurial risks. |
| **JUSTIFIABLE REQUEST:** A contracting party shall not apply threats in order to obtain an unjustified advantage or to transfer an unjustified cost. |
| |  | | --- | | **15.Among the total number of complaints received since your registration, how many have been resolved and how many were resolved within 4 months? Please provide a number of resolutions for each possible dispute resolution mechanism used. Please ensure that the number provided for resolution matches the number of complaints you have indicated previously** | |

|  |  |  |  |
| --- | --- | --- | --- |
| **If several mechanism used, please refer to the latest mechanism that led to the dispute resolution** | | | |
| |  | | --- | |  | | | | |
|  | **Number of complaints your company received which were resolved since your registration** |  | **Number of complaints your company received which were resolved within 4 months** |
| |  | | --- | |  | | | | |
| Commercial track (taking the issue to a higher level of the trade partner commercial’s hierarchy) | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |
| |  | | --- | |  | | | | |
| Internal dispute resolution office of the trade partner | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |
| |  | | --- | |  | | | | |
| Mediation | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  |  |
| |  | | --- | |  | | | | |
| Arbitration | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  |  |
| |  | | --- | |  | | | | |
| Jurisdictional methods according to national rules and regulations | |  |  |  | | --- | --- | --- | |  | **complaints** |  | |  |  |
| |  | | --- | |  | | | | |
|  | **0** |  |  |

*Satisfaction and impact on business*

|  |
| --- |
| **16. Since your registration to the Supply Chain Initiative, has your company perceived an improvement in trading practices? [Please tick a box, one answer possible]** |
| |  | | --- | | Yes to a great extent | | Yes to a certain extent | | No | |

|  |
| --- |
|  |
| **17. Using a scale of 1 to 10, where 1 is low and 10 very high, please indicate your company’s overall satisfaction with the Initiative? [Please tick a box, one answer possible]** |
| |  |  | | --- | --- | |  | **/10** | |

*Conclusion*

|  |
| --- |
| **The information you provide will remain confidential. To help us ensure the proper management of the survey and eliminate potential duplication, we thank you for providing us with the information below.  Company name (national operating company):** |
|  |

|  |
| --- |
| **Country :** |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | Austria | | |  | | --- | | Germany | | |  | | --- | | Netherlands | | | |  | | --- | | Belgium | | |  | | --- | | Greece | | |  | | --- | | Poland | | | |  | | --- | | Bulgaria | | |  | | --- | | Hungary | | |  | | --- | | Portugal | | | |  | | --- | | Croatia | | |  | | --- | | Ireland | | |  | | --- | | Romania | | | |  | | --- | | Cyprus | | |  | | --- | | Italy | | |  | | --- | | Slovakia | | | |  | | --- | | Czech Republic | | |  | | --- | | Latvia | | |  | | --- | | Slovenia | | | |  | | --- | | Denmark | | |  | | --- | | Lithuania | | |  | | --- | | Spain | | | |  | | --- | | Estonia | | |  | | --- | | Luxembourg | | |  | | --- | | Sweden | | | |  | | --- | | Finland | | |  | | --- | | Malta | | |  | | --- | | United Kingdom | | | |  | | --- | | France | |  |  | |

|  |
| --- |
| **What is your function in your company?** |
| |  | | --- | | Legal | | Sales | | Procurement | | Corporate | |

**Thank you very much for your time and support in gathering facts and figures regarding the implementation of the Supply Chain Initiative – Together for good trading practices.  
  
If you have any question on the content of the survey, please send an email to**[**jimbert@eurocoop.coop**](mailto:jimbert@eurocoop.coop) **If you have any technical issue, please contact**[**ariane.valsamis@dedicated.be**](mailto:ariane.valsamis@dedicated.be) **Please check the "Validate" box and then click "Send"**