



THE COMMERCIAL  
ACADEMY

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# The Australian Food and Grocery Code of Conduct



Essentials

# ESSENTIALS AT A GLANCE

Voluntary Code: The code is a voluntary initiative.

Under Law: Prescribed under the Competition  
and Consumer Act 2010.

Purpose: Elevate business standards in food and  
grocery sector.

Supplier Focus: Addresses retailer and wholesaler  
behaviour towards suppliers.

Harmonious: Coexists with (does not override)  
Australian Consumer Law.



# THE CODE'S PURPOSE

- The Code fosters fairness, transparency, and ethical conduct in the grocery supply chain.
- Collaboration among suppliers, retailers, and wholesalers ensures a level playing field.
- Upholding the Code cultivates a trustworthy and sustainable industry.

# SUPPLIER RIGHTS

## Your Rights as a Supplier:

- Fair treatment in negotiations and agreements is a fundamental right.
- Timely payments and transparent pricing practices ensure a balanced partnership.
- Protection against unfair treatment and undue pressure safeguards your interests.



# GROCERY SUPPLY AGREEMENTS

Ensuring Fair Agreements:

- Clear terms, pricing, and obligations form the foundation of a strong agreement.
- All parties have the right to propose variations for fair adjustments.
- Supply chain integrity and accurate labelling are vital for product quality.

# DELISTING PRODUCTS

## Fair Delisting Practices:

- Delisting decisions should be well-justified and communicated in advance.
- Alternatives and mitigation strategies should be explored before delisting occurs.
- Collaboration between suppliers and retailers ensures balanced outcomes.



# DISPUTE RESOLUTION

## Resolving Disputes Effectively:

- Address issues promptly through direct negotiations and good faith efforts.
- Mediation and arbitration offer alternative paths for dispute resolution as a last resort.
- When escalating matters always maintain a constructive approach.



# INDEPENDENT REVIEW

## Seeking Independent Review:

- You can request an independent review to assess complaints and issues impartially.
- Collaborate with stakeholders and engage in identifying systemic concerns.
- The Independent Reviewer acts as a resource for compliance guidance.

# COMPLIANCE & TRAINING

Retailer and Wholesalers must:

- Train staff about the Code's provisions and principles within 6 months.
- Keep records of grocery supply agreements and other relevant documents for 6 years.
- Annual retraining is required to ensure ongoing understanding and adherence.

# YOUR GUIDE TO SUCCESS

Applying the Australian Grocery Code of Conduct:

- Prioritise fairness, transparency, and collaboration in your interactions.
- Build strong, enduring partnerships by adhering to the Code's principles.
- Stay compliant and informed to navigate the grocery industry successfully.



**Remember, the Australian Grocery  
Code of Conduct is not a "silver  
bullet" for suppliers and your  
conduct is equally as important.**

**By embracing the Code, you  
contribute to a robust and ethical  
grocery supply chain that benefits  
everyone involved.**



# CONCLUSION

Compliance with the Australian Food and Grocery Code of Conduct is critical for suppliers and retailers in the food and grocery industry to ensure fair and transparent trading relationships.

**For more information on the Code and its requirements, visit the Australian Government's official website:**

<https://www.legislation.gov.au/Details/F2021C00201>







# DISCLAIMER

Based on content from the Federal Register  
of Legislation at 5th March 2021. For the  
latest information on Australian Government  
law please go to:

**<https://www.legislation.gov.au>**



# WHEN THIS CODE APPLIES

Want to know more about the Australian Food & Grocery Code of Conduct?

 Follow

**Follow us to receive the more Code of Conduct insights over the coming weeks:**

1. **Preliminary and Good Faith**
2. **Grocery Supply Agreements**
3. **Paying Suppliers**
4. **Requiring Payments from Suppliers**
5. **Delisting Products**
6. **Other Conduct**
7. **Price Increases**
8. **Dispute Resolution**
9. **Strategies for Successful Resolution**
10. **The Code's Independent Reviewer**
11. **Mediation and Arbitration**
12. **Compliance**
13. **Summary of the Code**





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Contact us to learn more about how our  
training and resources can help your  
organisation comply with the Code and  
grow your business.



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