

**Scanner Price Accuracy
Voluntary Code**

2002

Annual Report to the Competition Bureau October 7, 2010

Gary Sands, CFGI
On behalf of the Associations

cacds

Canadian Association of Chain Drug Stores
Association canadienne des chaînes de pharmacies



Canadian
Council of
Grocery
Distributors
Conseil
canadien des
distributeurs en
alimentation



CANADIAN FEDERATION OF INDEPENDENT GROCERS
FÉDÉRATION CANADIENNE DES ÉPICIERIS INDÉPENDANTS






Agenda

- 1:00 Welcome
Review of annual report
 - 1:30 The Nielsen Company
2010 Survey Results
 - 1:45 Next steps
 - 2:00 Meeting Adjourned
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Recap

- Scanner Price Accuracy Voluntary Code is voluntary for the retail grocery, community pharmacy and general merchandise sectors
 - Came into effect June 11, 2002
 - Valid in all provinces and territories except Quebec (superseded by government regulation)
 - Scope of the report is the one-year period ending June 2010.
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The Associations

 <p>cacds Canadian Association of Chain Drug Stores Association canadienne des chaînes de pharmacies</p>	<h2>Canadian Association of Chain Drug Stores (CACDS)</h2>
 <p>Canadian Council of Grocery Distributors Conseil canadien des distributeurs en alimentation</p>	<h2>Canadian Council of Grocery Distributors (CCGD)</h2>
 <p>CANADIAN FEDERATION OF INDEPENDENT GROCERS FÉDÉRATION CANADIENNE DES ÉPICIERS INDÉPENDANTS</p>	<h2>Canadian Federation of Independent Grocers (CFIG)</h2>
 <p>RCC the voice of retail Retail Council of Canada</p>	<h2>Retail Council of Canada (RCC)</h2>

Contents of Annual Report

- List of supporting companies.
 - Estimated number of supporting stores.
 - Summary of signage production.
 - Summary of complaints received to 1-866 consumer line.
 - Overview of activities of the association in the past year.
 - Self-audit findings.
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Supporting Companies

- Best Buy/Future Shop
 - Canada Safeway Limited
 - Canadian Tire Corporation Ltd
 - Colemans Food Centers
 - Co-op Atlantic
 - Costco Wholesale Canada Ltd
 - Federated Co-operatives Limited
 - Giant Tiger Stores Ltd.
 - Home Hardware (2 franchisees in Western Canada)
 - Le Groupe Jean Coutu (NB and ON only)
 - Loblaw Companies Limited
 - London Drugs
 - Lovell Drugs (2 locations)
 - Metro Inc.
 - Pharmasave (BC and SK)
 - Rona
 - Shoppers Drug Mart
 - Sobeys Inc
 - Sobeys Pharmacy Group (Lawtons Drug Stores)
 - The Great Atlantic and Pacific Tea Company of Canada Limited
 - The Home Depot Canada
 - The North West Company
 - Thrifty Foods
 - Toys “R” Us
 - Wal-Mart Canada Corp./Sam's Club
 - + 2,672 independent grocery locations
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Overview of Supporting Companies

Association	Number of Signatory Companies	Approximate Number of Locations Covered
CACDS	6	951
CCGD	9	2,723
CFIG	2,672	2,672
RCC	10	1,599

- 2,697 companies, 7,945 retail locations support the code
- Due to the fact that CFIG members are independent store owners, it is estimated that each signatory represents one retail location.
- Note: due to commonality of association memberships and franchise arrangements (particularly in grocery retail) it is possible there is double counting of some locations

Signs Produced

small (4" x 6") signs for cashier locations	24,401
large (8.5" x 11") signs for store entrances	5,128

Consumer Complaints to 1-866 Line

- 681 complaints received in the past year (ending June 2010)

2008 Complaints	2009 Complaints	2010 Complaints	Unresolved Complaints in 2010
740	1000	681	0

Monthly Breakdown of Complaints

Month	# of Complaints	% of Total
July	40	6%
August	55	8%
September	61	9%
October	63	9%
November	57	8%
December	70	10%
January	69	10%
February	52	8%
March	74	11%
April	47	7%
May	52	8%
June	41	6%
TOTAL	681	100%

Additional Efforts to Support the Code

- Further distribution of the cashier brochure (English and French) to address ongoing education of front line staff in participating store locations
 - Posting the annual report on Associations' websites.
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Next Steps

- 2011 survey
 - Communications plan for 2011
 - Enhancement of Code
 - Other questions/comments
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