



Press release
Paris, 30 January 2019

Carrefour and the FEEF enter into the first agreement on logistics penalties for SMEs

Dominique Amirault, President of the FEEF (the *Fédération des Entreprises et Entrepreneurs de France* - France's Federation of Enterprises and Entrepreneurs) and Pascal Clouzard, Executive Director of Carrefour France, have announced the signing of the first agreement on logistics penalties for very small, small and medium-sized companies in order to improve the quality of the supply chain.

This innovative agreement, signed during business negotiations, is in line with both parties' interests and is designed to improve the quality and availability of products for consumers.

Within this framework, Carrefour and the FEEF are making four innovative and priority commitments to help SMEs and small companies which generate sales of under €200 million:

1. No logistics penalties for very small companies

The Carrefour Group undertakes not to invoice very small companies which generate turnover equal to or less than €2 million for any additional logistics costs or sales indemnities.

2. One day's tolerance for delivery by email

The Carrefour Group undertakes not to invoice small, very small or medium-sized companies for any additional logistics costs in the event of delivery delays equal to or less than one day for all deliveries made by email (deliveries of 1 to 5 pallets)

3. More effective anticipation of promotional volumes

For national campaigns targeting grocery products, self-service products, liquids and household and personal care products, the Carrefour Group undertakes to send very small, small and medium-sized companies order estimates 56 days before the delivery date, then no more than 20 days before delivery, once a firm order has been submitted. This way, these companies will be able to plan ahead more effectively and take measures to ensure that enough of the products are available in stores.

4. Dedicated contacts for resolving disputes

The Carrefour Group will send small, very small and medium-sized companies the names of contacts tasked with processing additional logistics costs and invoicing business indemnities so as to open up a dialogue and make it easier to solve disputes.

This agreement is applicable for a fifteen-month period. The Carrefour Group and the FEEF will carry out a phase review after the first six months.



“With the signing of this innovative agreement, Carrefour becomes the first French retailer to commit to reducing logistic penalties. It demonstrates the Group willingness to apply a measure of discernment to the way it treats the 5000 or so suppliers with which it collaborates by adopting concrete solutions and so encourage a form of retail that creates value.

Dominique Amirault, president of the FEEF



“Carrefour currently supports more than 5000 SMEs which play a central role in its strategy and its commitment to the food transition. The discussions it has engaged in with the FEEF, together with the initiatives they have implemented together, will help it to achieve this aim. “This historical agreement shows that both Carrefour and the FEEF benefit from having a supply chain which works properly, so as to improve the way in which products are delivered as well as their quality, thus benefiting consumers”.

Pascal Clouzard, Executive Director of Carrefour France

Photo ©Nicolas Gouhier, Carrefour DR

Press contacts

1. **Carrefour:** press office – Tel: +33 (0)1 58 47 88 80 / Email: presse_france@carrefour.com
2. **FEEF:** Virginie Feuillebois – Tel.: +33 (0)1 47 42 43 33 / Email: vfeuillebois@feef.org

About the FEEF

The FEEF – the French Federation of Enterprises and Entrepreneurs – was founded in 1995 and is made up of more than 880 independent businesses, all of which supply retailers. Its aim is to improve business relations between SMEs and retailers via agreements/good practice codes, to maintain an ecosystem in which SME entrepreneurs are able to flourish and to encourage the application of CSR policy in companies with the PME+ label.

www.feef.org / @FEEF_France

About the Carrefour Group

With a multi-format network of some 12,000 stores in more than 30 countries, the Carrefour Group is one of the world's leading food retailers. Carrefour welcomes 105 million customers throughout the world and recorded revenue of €88.24 billion in 2017. It has more than 380,000 employees who help to make Carrefour the world leader in the food transition for everyone, providing everybody with access to high-quality, affordable food every day, no matter where they are.

For more information, visit www.carrefour.com, or find us on Twitter (@GroupeCarrefour) and LinkedIn (Carrefour).