**Customer service legislation and regulations**

Read through the documents and watch the YouTube videos where applicable and alongside your own research, please answer the following in relation to Waitrose:

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| **Code of practice, Legislation, Regulation** | **What does this do?** | **What must Waitrose do in order to adhere to it?** | **What are the implications of breaching it legally and in relation to customer service?** |
| **Grocery Supply Code of Practice** |  |  |  |
| **Food Hygiene Standards** |  |  |  |
| **Marketing standards for fresh fruit and vegetables** |  |  |  |
| **Food Standards Agency** |  |  |  |
| **Waitrose Sustainability** |  |  |  |
| **Waitrose Fair Trade** |  |  |  |
| **Waitrose Partnership behaviours** |  |  |  |
| **Consumer Rights Act 2015** |  |  |  |
| **Consumer Protection Act 1987** |  |  |  |
| **Consumer Contract Regulations** |  |  |  |
| **GDPR** |  |  |  |
| **Equality Act 2010** |  |  |  |
| **Health and Safety at Work Act 1974 (HASAWA)** |  |  |  |