



## **The Pubs Code etc Regulations 2016 (the Pubs Code) – England & Wales**

During the early part of 2015, new legislation was passed as part of the Small Business, Enterprise and Employment Act 2015 to allow for the creation of a Pubs Code. Following a period of consultation, the Pubs Code became law on 21 July 2016. The Pubs Code places certain obligations on pub-owning businesses in their dealings with existing and prospective licensees of tied pubs.

As a landlord of 500 or more tied pubs, Greene King Plc and as such is recognised as a pub-owning business for the purposes of the Pubs Code. This means that Greene King is required to comply with the provisions of the Pubs Code, and we are fully set up to do so.

As part of this legislation, a Pubs Code Adjudicator has been introduced to oversee the enforcement of the Pubs Code regulations, and is available to contact using the details below.

### **General Enquiries**

The Office of the Pubs Code Adjudicator  
Lower Ground  
Victoria Square House  
Victoria Square  
Birmingham, B2 4AJ

Website: <http://www.gov.uk/government/organisations/pubs-code-adjudicator>, where an online enquiry form is available.

Telephone: 0800 528 8080

The telephone enquiry line is open:

- Monday to Thursday 9:30 to 17:00
- Friday 9:30 to 16:00

### **The Adjudicator**

The Adjudicator assumes responsibility for much of what was previously covered by the British Beer and Pub Association's voluntary code of practice, the Industry Framework Code (the IFC). With the introduction of the Pubs Code, Greene King will no longer be subscribing to the IFC. Instead, if you have a complaint that would have been directed to PICA-Service, you will need to address this to the Adjudicator using the contact details set out above.

The introduction of the Pubs Code means this now supersedes our Code of Practice, which was created as part of the voluntary requirements of the IFC. Therefore, we have introduced a new information guide called '[Running a Pub Information Guide](#)' (click to download)

If you have any questions in relation to this information or the information guide, please feel free to contact our Recruitment team or Business Development Manager if you are in discussions regarding a specific pub, who will be happy to assist you.