

PCA Publishes Star Plan to Implement Investigation Recommendations

News story

Fiona Dickie, the Pubs Code Adjudicator, has today published the Action Plan drawn up by Star Pubs & Bars responding to findings of her investigation into the pub-owning business.



The [detailed plan](#) sets out how and by when Star intends to deal with each of the 8 binding recommendations she made after finding the company had committed 12 breaches of the Pubs Code.

These recommendations set out what Star had to do to make good the harm caused to tenants including carrying out an audit of completed free of tie tenancies to identify any non-compliant stocking terms and offering to change them, or change their impact, without cost to the tenant.

As well as setting out how Star will meet these recommendations, the action plan includes a commitment to review, amend or adjust its processes and procedures as well strengthen its internal checks and balances so the company can demonstrate evidence-based compliance with the Pubs Code.

Star will also establish a Compliance Cabinet within its management system to ensure independent assurance.

Fiona Dickie said:

Star has provided a detailed plan for carrying out my recommendations and I welcome this. I will continue to monitor Star's compliance with them to ensure they are implemented effectively and efficiently.

I am currently engaging with Star on how the company is putting this plan into practice and will provide a further update on progress in due course.

End

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