

Trading Practices (see key below)										
Group A: House fittings and appliances	1	2	3	4	6	8	A	P		Total
AA House construction	AA	2,137	239	698	376	60	43	-	99	3,652
AB Home maintenance, repairs and improvements	AB	44,966	8,239	12,122	8,910	1,006	632	75	3,741	79,691
AC Double glazing products and installation	AC	14,876	2,531	4,524	4,508	530	188	9	494	27,660
AD Furniture, pictures, etc	AD	10,029	3,950	2,896	1,857	428	417	8	692	20,277
AE Upholstered furniture	AE	21,807	3,604	3,474	4,605	679	606	14	486	35,275
AF Floor coverings	AF	7,361	888	1,351	1,254	185	33	8	355	11,435
AK Textiles and soft furnishings	AK	2,732	579	893	438	135	100	9	268	5,154
AL Radio, TV and audiovisual equipment etc.	AL	20,732	2,595	5,057	4,641	757	195	24	1,072	35,073
AM Personal computers and related hardware	AM	20,623	3,137	4,261	4,355	524	67	24	723	33,714
AN Large white goods and major fixed appliances	AN	23,089	1,757	2,534	4,669	405	990	9	500	33,953
AO Other electrical domestic appliances	AO	9,758	798	2,072	1,731	263	1,722	9	488	16,841
AP Repairs to domestic appliances equipment	AP	3,337	943	694	934	120	54	5	457	6,544
									Group total:	309,269
Group B: Other household requirements										
BA Food and drink	BA	6,973	854	11,649	270	271	3,328	1,423	4,521	29,289
BB Domestic fuel	BB	389	47	434	53	21	27	4	120	1,095
BC Gas	BC	2,717	366	3,471	693	335	176	25	721	8,504
BD Electricity	BD	1,511	214	3,005	349	211	89	15	580	5,974
BE Water	BE	500	37	270	90	53	454	2	179	1,585
BF Postal services	BF	343	177	354	68	37	2	3	74	1,058
BH Laundry and dry cleaning	BH	1,990	122	178	298	29	18	3	49	2,687
BJ DIY materials and tools	BJ	1,583	284	803	216	93	347	11	342	3,679
BM Telecommunications (excluding mobile phones)	BM	3,070	323	2,761	815	367	12	12	877	8,237
BN Mobile phones and services	BN	13,374	1,617	5,306	2,826	849	39	22	869	24,902
BO Internet service providers	BO	1,266	371	1,383	242	190	6	-	264	3,722
BP Hardware, cleaning materials, etc	BP	2,170	487	1,182	330	114	658	36	396	5,373
BQ Plants, garden furniture, equipment, tools, services	BQ	3,885	1,204	1,198	633	79	182	13	474	7,668
									Group total:	103,773
Group C: Personal goods and services										
CA Clothing and clothing fabrics	CA	14,758	1,599	7,963	2,751	1,546	257	39	1,609	30,522
CD Pharmaceutical products and other medical services	CD	3,318	833	2,157	464	147	310	18	474	7,721
CE Toilet articles, perfumery, hairdressing, etc	CE	1,822	312	1,038	201	90	595	20	282	4,360
CF Jewelry, silverware, clocks and watches	CF	5,125	1,194	1,891	855	268	90	11	389	9,823
CH Tobacco	CH	271	38	738	9	8	121	915	154	2,254
CK Footwear and footwear repair	CK	7,956	366	1,423	1,251	296	82	8	400	11,782
CL Nursery goods and services	CL	3,769	259	498	632	113	739	3	94	6,107
CM Homeworking schemes	CM	502	238	1,801	108	48	6	1	23	2,727
CZ Other personal goods and services	CZ	14,733	5,833	19,658	2,687	1,255	1,290	263	1,900	47,619
									Group total:	122,915
Group D: Professional and financial services										
DA Personal banking (excluding credit)	DA	858	75	788	204	220	7	-	78	2,230
DB Hire and credit (unsecured)	DB	2,368	430	5,020	810	1,349	12	13	445	10,447
DE Ancillary credit business	DE	804	148	1,594	218	240	3	3	79	3,089
DF Life insurance	DF	201	88	379	54	67	1	1	29	820
DG Non-life insurance (including holiday insurance)	DG	3,132	1,202	3,465	1,020	1,184	25	8	421	10,457
DL Mortgages and other secured credit	DL	454	95	927	111	214	2	1	103	1,907
DM Credit 'repair' services	DM	165	47	196	37	45	-	1	9	500
DN Pensions excluding occupational	DN	56	18	39	3	12	-	-	5	133
DO Extended warranties and extended guarantees	DO	927	430	825	424	324	-	2	38	2,970
DP Estate agency, house purchase, surveying, etc.	DP	1,292	163	2,843	170	300	11	5	167	4,951
DQ Letting agencies and management	DQ	679	174	597	205	280	56	4	107	2,102
DY Other professional services	DY	4,374	1,609	11,648	525	571	48	5	590	19,370
DZ Other financial services	DZ	1,197	307	3,198	240	393	7	4	185	5,531
									Group total:	64,507
Group E: Transport										
ED New motor vehicles	ED	10,651	1,408	3,355	2,025	394	127	9	590	18,559
EE Secondhand motor vehicles	EE	38,723	1,347	13,958	6,071	1,090	588	33	1,137	62,947
EF Motor vehicle repairs and servicing	EF	15,798	1,228	2,881	2,326	317	260	18	1,234	24,062
EG Motorcycles and repairs	EG	3,220	317	751	523	73	102	1	109	5,096
EH Bicycles and repairs	EH	1,572	191	252	255	39	166	-	67	2,542
EK Petrol and oil	EK	967	58	869	37	24	285	14	393	2,647
EM Road, rail, air and sea travel excluding car hire	EM	1,064	352	885	215	270	42	7	470	3,305
EN Freight, shipping and removal services	EN	482	156	139	80	40	96	1	71	1,065
EO Motor vehicle spare parts, tyres and accessories	EO	3,185	874	1,092	588	132	252	-	235	6,358
EY Boats, caravans, trailers, motorised buggies, etc	EY	2,130	237	807	344	117	76	-	126	3,837
EZ Other motoring costs	EZ	2,099	442	1,607	538	497	98	6	464	5,751
									Group total:	136,169
Group F: Leisure										
FC Travel agents	FC	701	286	1,259	188	177	6	8	249	2,874
FD Holiday caravan renting and caravan sites	FD	300	32	247	48	89	16	1	56	789
FE Time sharing	FE	733	332	2,995	145	157	1	-	47	4,410
FG Books, newspapers and magazines	FG	1,062	1,017	2,842	320	234	20	23	347	5,865
FH Entertainments, catering and accommodation	FH	2,017	558	1,882	258	357	1,052	24	585	6,733
FK Holidays	FK	5,670	1,517	7,922	873	765	69	15	1,104	17,935
FL Sports goods, hobbies and camping equipment	FL	1,969	612	1,023	314	209	247	35	223	4,632
FM Toys, games and video consoles (exc. software)	FM	2,419	499	1,117	296	99	1,416	41	357	6,244
FN CDs, audio and video tapes, records, video games	FN	2,574	884	4,590	424	257	20	92	427	9,268
FO Pets, pet foods and veterinary goods and services	FO	1,995	161	1,214	175	79	481	4	202	4,311
FP Betting, competitions and prize draws	FP	1,946	684	14,124	131	356	17	14	100	17,372
FQ Photography (equipment, film processing, services)	FQ	2,198	976	991	332	79	9	3	444	5,032
FZ Other recreational goods and services	FZ	3,208	1,461	3,803	1,449	549	1,001	422	452	12,345
									Group total:	97,810

Trading Practices key:

1. Defective goods or substandard service
2. Non-delivery of goods and delay or non-completion of services
3. Selling techniques:
 - misleading claims, representations or advertisements (price, quality, etc.)
 - presentation of goods or services (availability, labelling, packaging)
 - lack of information
4. Difficulty of getting faults put right or offers of inadequate redress
6. Unfair terms and conditions including attempts to restrict liability
8. Safety
- P. Prices and pricing (including value for money)
- A. Age restricted sales