



# FOODSTUFFS COMPLIANCE PACKAGE

Detailing the regulatory requirements of  
Foodstuffs Approved Supplier Programme

Version: October 2019

## **FOODSTUFFS COMPLIANCE PACKAGE**

Foodstuffs is committed to trading products compliant with all legislative requirements. This document relies on the supplier's honesty and integrity. Foodstuffs will hold the supplier responsible for any false or misleading information provided/declared.

This Pack contains forms/declarations to be returned to Foodstuffs along with information provided for the supplier's reference. Please find below the index of pages along with a checklist of the forms which must be completed and returned depending on the products supplied.

All Foodstuffs suppliers must review and submit the (current) Compliance Pack every two years to:

**Foodstuffs North Island:** [regulatory.support@foodstuffs.co.nz](mailto:regulatory.support@foodstuffs.co.nz)

**Foodstuffs South Island:** [amanda.butler@foodstuffs-si.co.nz](mailto:amanda.butler@foodstuffs-si.co.nz)

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### **Checklist of forms to be completed and returned:**

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7	Declaration of Product Type & Approval
8	Compliance with NZ Legislation & Foodstuffs Policies
9	Compostable, Bio Based, Renewable & Oxo-Degradable Material Claims <i>(only required if making these claims)</i>
11	Policy for Receiving Product
13	Recall/Withdrawal Procedure – GS1 ProductRecallNZ
14	Recall/Withdrawal Cost Recovery Plan

## FOODSTUFFS COMPANY CONTACTS – REGULATORY / FOOD SAFETY

### FOODSTUFFS NORTH ISLAND LIMITED

Mark Casey                      Regulatory Services Manager  
DX Box CX 15021  
Auckland  
Phone                              09 621 0633  
Mobile                             021 512 362  
Email                               [mark.casey@foodstuffs.co.nz](mailto:mark.casey@foodstuffs.co.nz)



For supplier approval enquiries to Foodstuffs North Island please contact:

Grace Lo                            Regulatory Services  
Phone                              (09) 621 0600 Ext 3042  
Mobile                             027 615 3258  
Email                               [Grace.Lo@foodstuffs.co.nz](mailto:Grace.Lo@foodstuffs.co.nz)

### FOODSTUFFS SOUTH ISLAND LIMITED

Jocelyn Thornley                Food Safety Manager  
Private Bag 4705  
Christchurch  
Phone                              03 353 8700  
Fax                                    03 353 8195  
Mobile                             021 957 537  
Email                               [Jocelyn.Thornley@foodstuffs-si.co.nz](mailto:Jocelyn.Thornley@foodstuffs-si.co.nz)



Amanda Butler                Food Safety Advisor  
Phone                              03 353 8700  
Mobile                             021 713 380  
Email                               [amanda.butler@foodstuffs-si.co.nz](mailto:amanda.butler@foodstuffs-si.co.nz)

Rebecca Guy                    Food Safety Advisor  
Phone                              03 353 8622  
Mobile                             021 726 184  
Email                               [Rebecca.guy@foodstuffs-si.co.nz](mailto:Rebecca.guy@foodstuffs-si.co.nz)

### FOODSTUFFS OWN BRANDS LTD

Jill Soufflot                      Technical Manager – Fresh, Chilled & Frozen  
DX Box CX 15021  
Auckland  
Phone                              09 621 0967  
Mobile                             021 532 832  
Email                               [Jill.Soufflot@foodstuffs.co.nz](mailto:Jill.Soufflot@foodstuffs.co.nz)



Foodstuffs Own Brands

Jacintha Baber                Technical Manager – Grocery, Frozen & Non-Food  
Phone                              09 621 1086  
Mobile                             021 153 6606  
Email                               [Jacintha.Baber@foodstuffs.co.nz](mailto:Jacintha.Baber@foodstuffs.co.nz)

## **FOOD SAFETY COMPLIANCE**

All food suppliers must abide by the appropriate legislative requirements for their business and products.

**NB:** Food products are defined here as being products for human consumption (**including beverages and liquor**).

Company trading name			
Company legal name			
Your postal address	PO Box/Private Bag no.		
	Suburb		
	Town/City		Postal code
Contact details	Contact name		
	Phone number		Mobile number
	Email address		
Additional Production Sites or Contract Manufacturers			

For Full Regulatory Approval, suppliers must hold an acceptable food certification (see details below).

Verification certificates must be provided to Foodstuffs on renewal.

**I declare the Company named above has an appropriate food certification(s):**

Yes		
		<i>Name of the food certification (above).</i> A copy of your certification must be included with the Compliance Pack.
No		Agree to implement an appropriate food certification covering the scope of the food operation or to be certificated against the Foodstuffs Importer/Broker Standard (see details below).

**Foodstuffs requires all food suppliers to hold one of the following food certifications to obtain FULL Regulatory Approval** (that is most appropriate for your business):

- Food Control Plan (FCP) or National Programme (NP) Level 2/3 registered with the MPI/Council/Territorial Authority under the Food Act 2014. The Scope of your certification must be appropriate (including wholesale trading). **National Programme certifications alone are not accepted for importers of food/drink or for fresh produce suppliers.**
- Risk Management Programme (RMP) – registered with the MPI.
- Food Safety Programme (being transitioned into FCP/NP under the Food Act 2014).
- Wine Standards Management Plan (WSMP) – registered certification or exemption with the MPI.
- Fresh Produce Suppliers – GAP (NZ GAP registered with Horticulture NZ or GlobalGAP/EuroGAP) or an Organic certification against IFOAM Standard. Note: organic certification is required if making this claim.
- Foodstuffs Importer/Broker Standard (covering importers, brokers/distributors and companies using a contract manufacturer). Importers will require an annual audit while domestic product suppliers will require an audit every 2-3 years depending on product category. For information contact Shane Hopgood of Assured Food Safety (E: [shane@assuredfoodsafety.co.nz](mailto:shane@assuredfoodsafety.co.nz); Ph: 09 846 8492; M: 0274 726 657).

Foodstuffs may conditionally grant an Interim Approval timeframe for prospective suppliers to gain an acceptable certification (as above). Interim Approval will only be offered on receipt of the Compliance Pack, screen shot showing GS1 ProductRecallNZ registration/RecallReady status and (if appropriate) product label verification against the Food Standards Code. Note: Interim Approval will not be provided to fresh produce suppliers or importers.

**Foodstuffs reserves the right to revoke the Approval status of suppliers who allow their food safety certification to lapse without prior dispensation.**

## **NON-FOOD COMPLIANCE**

All non-food suppliers must abide by the appropriate legislative and safety requirements for their business and products.

Company trading name			
Company legal name			
Your postal address	PO Box/Private Bag no.		
	Suburb		
	Town/City		Postal code
Contact details	Contact name		
	Phone number		Mobile number
	Email address		
Additional Production Sites or Contract Manufacturers			

The following information must be included in the Compliance Pack if applicable:

- Certification of packaging (for food packaging suppliers)
- MSDS for chemicals
- Relevant local and/or international Industry Standard Certification

If you are supplying / intending to supply any of the following products, please declare:

	Toys for children aged 0-3 years
	Baby cots or baby walkers
	Children's clothing (nightwear or daywear)
	Hot water bottles
	Cigarette lighters
	Kitchenware including plastic/Tupperware containers, cutlery, utensils, ice trays
	Cleaning chemicals for use in kitchens or food premises

I hereby declare that the Company named above is fully compliant with all relevant New Zealand legislative requirements and that all non-food products supplied to Foodstuffs are manufactured, labelled and handled accordingly.

Authorised Representative's Name			
Position			
Signature		Date	

## **DECLARATION OF PRODUCTS TO BE SUPPLIED**

For each Foodstuffs regional sister company the supplier must obtain approval from the appropriate Category Manager or Store Representative (Store Specific Suppliers only) & Regulatory Manager to supply product to that company. Each company may approve different products or specifications. Where products vary for each sister company the supplier must fill in the form below separately and send to the appropriate Foodstuffs company.

All suppliers must maintain an active account on Foodstuffs eXchange system (<https://portal.foodstuffs-exchange.co.nz/>) and manage compliance documents through the Food Safety section of their account.

Circle the product type(s) your company proposes to supply / currently supplies and provide details:

**Food**

**Produce**

**Alcohol**

**Packaging**

**Chemicals**

**Non-Food**

<b>Product Name/Description (include Free Range or Organic descriptors)</b>	<b>Packaging Format &amp; Branding</b>

**Supply of product outside the scope of your regulatory approval will result in immediate suspension. The supplier must notify Foodstuffs of any product found to be non-compliant.**

Company Name			
Authorised Representative's Name			
Position			
Signature		Date	

## DECLARATION OF PRODUCT TYPE & APPROVAL

Product Packaging & Labelling Declarations (✓ tick where appropriate)	
	I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, are <b>PACKAGED AND FULLY LABELLED</b> ready for immediate trade. No further packaging or re-labelling of the products supplied is required in the retail stores.
	I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, will be sold <b>PACKAGED</b> . However further packaging or re-labelling of the products supplied is required in the retail stores.
	I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, will be sold in the retail stores <b>UNPACKAGED</b> by fresh departments serve-over or customer self-serve cabinets. The products are supplied with all appropriate labelling information.
	I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, are for further processing in store departments and <b>not for direct retail sale</b> . The products are supplied with all appropriate labelling information.

Non Food Declaration (✓ if applicable)	
	I hereby declare that all products supplied into Foodstuffs Warehouses and Member Stores by the Company named below, are <b>NON FOOD</b> and/or <b>NOT intended for human consumption</b> and are therefore exempt labelling requirements under the ANZ Food Standards Code.

Product Approval Declarations (✓ both required fields)	
	I hereby declare that all products supplied into Foodstuffs Warehouses and Member Stores by the Company named below have been <b>approved by the appropriate regional Category Manager or Store Representative (Store Specific Suppliers only)</b> . Supply of any other product without additional approval will mean immediate suspension of supply to Foodstuffs NZ.
	I hereby confirm that the below named Company has a current <b>Food Certification (Audit Certificate) with an appropriate Scope covering the product(s)</b> that the company proposes to supply to Foodstuffs NZ.

Company Name			
Authorised Representative's Name			
Position			
Signature		Date	

## COMPLIANCE WITH NZ LEGISLATION & FOODSTUFFS POLICIES

Your company must comply with all relevant New Zealand legislation as applicable for your business and products. For information on some key NZ legislations please refer to the following websites:

ANZ Food Standards Code: <http://www.foodstandards.govt.nz/code/Pages/default.aspx>

Weights and Measures Act 1987: <http://www.legislation.govt.nz/act/public/1987/0015/latest/DLM102242.html>

Fair Trading Act 1986: <http://www.legislation.govt.nz/act/public/1986/0121/latest/DLM96439.html>

Legislation & Foodstuffs Policy Declarations (√ tick where appropriate)	
	I hereby declare that the Company named below will be fully compliant with all relevant sections of Chapter 1 and Chapter 2 of the <b>ANZ Food Standards Code</b> for all food products supplied.
	I hereby declare that the Company named below will be fully compliant and <b>certified against an appropriate standard for any organic/free range claims made.</b>
	I hereby declare that the Company named below will be fully compliant with the <b>Fairtrade Standards for any Fairtrade claims made.</b>
	I hereby declare that the Company named below will be fully compliant with the requirements detailed in the <b>Weights and Measures Act 1987</b> , for all packaged products supplied.

Health and Safety Obligation Declarations (√ tick where appropriate)	
	I hereby declare that the Company named below will be fully compliant with all obligations under the Health and Safety at Work Act 2015, and will ensure that all Company Representatives and / or Merchandisers will hold a current Safe In-Store Pass (see website link below), will complete an induction at each of the Foodstuffs stores that they will be conducting work in and will sign the visitors log book noting the Safe In Store Pass number. The Safe In Store Pass will be worn and visible at all time when working in store. <a href="http://www.safeinstorepass.co.nz">www.safeinstorepass.co.nz</a>

Alcohol Declarations (√ tick where appropriate)	
	I hereby declare that the Company named below complies and subscribes to the ANZA Liquor Advertising & Promotion Pre-vetting System (LAPPS). <a href="http://www.anza.co.nz/AdvertisingPre-vetting">http://www.anza.co.nz/AdvertisingPre-vetting</a>
	I hereby declare that the Company named below complies with the Advertising Standards Authority (ASA) Code for Advertising and Promotion of Alcohol. <a href="http://www.alcohol.org.nz/management-laws/nz-alcohol-laws/advertising-alcohol">http://www.alcohol.org.nz/management-laws/nz-alcohol-laws/advertising-alcohol</a>
	Alcohol demonstrators must comply with the Sale and Supply of Alcohol Act 2012 – Demonstrator Responsibilities




Company Name			
Authorised Representative's Name			
Position			
Signature		Date	



## **COMPOSTABLE, BIO BASED, RENEWABLE & OXO-DEGRADABLE MATERIAL CLAIMS**

Foodstuffs supports WasteMinz's [terminology and best practice guidance](#) and encourages suppliers to adopt best practice in this area regarding substantiation of claims.

Foodstuffs requires suppliers who are making compostable, bio based, renewable material or similar claims on their product or packaging to provide at least one of the following Home Compostable certifications to verify that the product/s or packaging meet these claims.

<b>Home Compostable Standard Certification Held (✓ tick where appropriate)</b>				
✓	Description	Logo	Verification	Over Arching Standard
	Australian Seedling Home Composting		Australasian Bioplastics Association / Din Certco	Standard AS 5810
	Ok Home Composting		TUV Austria	Variation of standard EN 13432
	DIN Home		DIN Certco	Standard AS 5810NF T 51-800

<b>Bio Based or Renewable Material (✓ tick where appropriate)</b>	
	I hereby declare that all material composition claims I am making are true. I will provide material composition data sheets for the products I intend to supply to support any claims that are made.

<b>Oxo-degradable Materials (✓ required field)</b>	
	I am not supplying any product packaged in Oxo-degradable materials or any product made of Oxo-degradable materials.

Foodstuffs policy is to avoid bioplastics only certifiable as commercially compostable or claim to be 'biodegradable'.

Please note that provision of certification for products other than that which you intend to supply will result in Foodstuffs rejecting your application.

I hereby declare that the Company named below will hold and maintain appropriate certification as required for compostable, bio based, or renewable materials suppliers:

Company Name			
Authorised Representative's Name			
Position			
Signature		Date	

## **FRESH PRODUCE SUPPLY**

Foodstuffs requires fresh produce suppliers to implement one of the following certifications to obtain FULL Supplier Approval:

- NZ GAP (Horticulture New Zealand)
- GlobalGAP / EuroGAP
- Organic certification against IFOAM Standard

Fresh Produce suppliers making organic claims must hold an appropriate organic certification.

For processed/ready to eat product – GAP in addition to an appropriate processing certification (e.g. Food Control Plan or National Programme under the Food Act 2014 - Scope covering wholesale).

### **Traceability Docket Example:**

Products delivered through Foodstuffs DCs must be accompanied by a traceability docket (attached to crate), example below.

<h2>Foodstuffs</h2>	
<b>Product</b>	<b>Item Number</b>
<b>Count / Weight</b>	<b>Grower</b>
<b>Size</b>	<b>Supplier Details</b>
<b>Dispatch Date</b>	<b>NZ Gap No</b>

I hereby declare that the Company named below will hold and maintain appropriate certification as required for fresh produce suppliers by Foodstuffs, along with providing all necessary traceability information to accompany products supplied to Foodstuffs Member Stores and Warehouses:

Company Name			
Authorised Representative's Name			
Position			
Signature		Date	

## **FOODSTUFFS POLICY FOR RECEIVING PRODUCT**

All suppliers must read and sign commitment to the following standards for products on delivery to Foodstuffs:

1. All goods are to be of the correct size, quantity and quality.
2. The presentation/packaging is to be acceptable – no damaged or dirty stock.
3. All packaging of food products must be food grade (including recycled packaging).
4. Goods are appropriately labelled and within acceptable Use By Dates / Best Before Dates (as applicable).
5. Goods must be appropriately segregated to prevent cross-contamination and tainting.
6. Temperature sensitive products will have temperatures checked and documented on arrival to the store. Products will not be accepted if they do not meet Foodstuffs strict temperature limits (see page 12).
7. Should product not meet Foodstuffs required standard, the supplier will be notified by telephone and in writing with Foodstuffs copied in.
8. Rejected product will be marked accordingly and sent back to the Supplier.

I hereby declare that the Company named below acknowledges the required standards for delivery of goods and will endeavor to supply Foodstuffs with safe and compliant products:

Company Name			
Authorised Representative's Name			
Position			
Signature		Date	

## INWARDS GOODS TEMPERATURE LIMITS

The following temperature limits must be adhered to:

- Where temperatures are at or above the Reject Temperature product is rejected immediately.
- Where temperatures are below the Target Temperature product is rejected immediately.
- Notification of rejection will be given to the supplier in writing and copied to Foodstuffs (North Island or South Island) Food Safety departments. The supplier must provide details of corrective action taken to prevent future temperature abuse to the Member Store and Foodstuffs in writing.
- Where temperatures are in the range specified under “Temperature Range Requiring Corrective Action”, the supplier is warned that rejection will occur if temperatures are not reduced to meet the Target Temperature for future deliveries. An explanation regarding these relatively high temperatures must be provided to the store and Foodstuffs in writing.

Product group	Target Temperature	Temperature Range requiring Corrective Action	Reject Temperature
<b>CHILLED PRODUCTS</b>			
All Products	0°C - 4.9°C	5.0°C - 6.9°C	7°C
Carcass Meat	1°C to 7°C surface temperature <i>(will achieve deep meat temperature of 10°C)</i>	7.1°C – 9.9°C	10°C
Fish (fillets and whole)	0°C - 4°C (Ideal 0°C - 2°C)	4.1°C – 4.9°C	5°C
Fresh/Raw Meat	0°C - 4°C (Ideal 0°C - 2°C)	4.1°C – 6.9°C	7°C
Live Shellfish i.e. Mussels	6°C - 10°C <i>2°C - 10°C (clams only)</i>	10.1°C - 15.9°C	<6°C or 16°C <i>&lt;2°C or 16°C (clams only)</i>
<b>FROZEN PRODUCTS</b>			
All Products (Except Ice-Cream)	< -18°C	-17.9°C – -12.1°C	-12°C
Ice-Cream	< -18°C	-17.9°C – -15.1°C	-15°C

## RECALL/WITHDRAWAL PROCEDURE

In the event of a product recall or withdrawal (including a precautionary action), the supplier must first notify the affected Foodstuffs entities according to the contact details specified on pages 14/15.

### **Recall/Withdrawal details provided shall include:**

- Product name and description, including identifiers and traceability information where applicable
- Nature of issue – full transparency required
- Strategy for the handling of stock & reimbursement (procedure to be agreed on with Foodstuffs)

Following this communication, Foodstuffs Regulatory Team(s) will then work with the supplier to support the efficient handling of the withdrawal/recall action.

Recalls/Withdrawals will be formally communicated to Foodstuffs Member Stores & Warehouses through the issuing of a GS1 ProductRecallNZ Notification.

## GS1 PRODUCTRECALLNZ – REGISTRATION AND USE OF SYSTEM

To support Foodstuffs process for handling product recalls & withdrawals, all suppliers are required to register with GS1 ProductRecallNZ and to utilize this system to manage these events (as affecting Foodstuffs Member Stores and/or Warehouses). For detailed information on GS1 ProductRecallNZ (including registration and pricing plans) please visit <http://www.gs1nz.org/services/productrecallnz/> or call 0800 10 23 56.

**Exemption Case:** Suppliers to Foodstuffs Own Brands Ltd (FOBL) ONLY do not need to register with GS1 ProductRecallNZ. GS1 Recall/Withdrawal Notifications will be issued by FOBL for Foodstuffs-labelled product (please refer to page 15).

<b>GS1 ProductRecallNZ Declarations</b> (✓ tick both – required fields)	
<input type="checkbox"/>	I hereby declare that the Company named below has registered with GS1 ProductRecallNZ and will fully support Foodstuffs in the event of a product recall or withdrawal by using this industry supported tool.
<input type="checkbox"/>	I hereby declare that the Company named below will attain 'Recall Ready' status and complete a minimum of 2 mock recalls on GS1 ProductRecallNZ in "mock mode" each year, to ensure capability to handle a recall or withdrawal event should the need arise.

Company Name			
Authorised Representative's Name			
Your Position			
Signature		Date	

## **RECALL/WITHDRAWAL: FOODSTUFFS COST RECOVERY PLAN**

Foodstuffs North Island and Foodstuffs South Island have jointly implemented a Recall Cost Recovery Plan to assist our support offices, warehouses and member stores in recovering the costs incurred when managing and supporting product recalls and precautionary withdrawals.

In the event of a product recall/withdrawal affecting Foodstuffs, **all suppliers** will be charged the following recovery costs:

<b>Recall/Withdrawal Product Details</b>	<b>One Co-operative Affected (Foodstuffs North Island OR Foodstuffs South Island)</b>	<b>Both Co-operatives Affected (National)</b>
1-3 SKUs (product lines) affected	\$2,500	\$5,000
4+ SKUs (product lines) affected	\$5,000	\$10,000

*\*Values in NZD excluding GST*

Recall/Withdrawal updates, or the issuing of additional notifications to Foodstuffs Warehouses/Member Stores due to Supplier error, will be treated as a new action and will therefore incur additional charges as per the above fee structure.

Please note: Foodstuffs reserves the right to take additional cost recovery action should the situation warrant it.

I hereby declare that the Company named below has read the Foodstuffs Recall/Withdrawal Cost Recovery Plan and acknowledges the requirement to meet the above-stated costs for any product withdrawals/recalls affecting Foodstuffs:

Company Name			
Authorised Representative's Name			
Your position			
Signature		Date	

## RECALL/WITHDRAWAL: FOODSTUFFS REGIONAL CONTACTS

Communication to the below Foodstuffs personnel will be in the order listed until **verbal contact is established**.

Please ensure to contact a member of the Regulatory Team below **and** the appropriate Category Manager.

If both regions are affected, the Supplier must make verbal contact with **both Foodstuffs North and South Island**.

### FOODSTUFFS NORTH ISLAND LTD

Mark Casey Regulatory Services Manager	<a href="mailto:Mark.casey@foodstuffs.co.nz">Mark.casey@foodstuffs.co.nz</a>	(09) 621 0633	021 512 362
Grace Lo Regulatory Services	<a href="mailto:Grace.lo@foodstuffs.co.nz">Grace.lo@foodstuffs.co.nz</a>	(09) 621-0600 ext. 3042	027 615 3258
Cecilia Manese Senior Regulatory Specialist	<a href="mailto:Cecilia.manese@foodstuffs.co.nz">Cecilia.manese@foodstuffs.co.nz</a>	(09) 621 0855	021 0200 6215
Maria Simpson Regulatory Specialist	<a href="mailto:Maria.simpson@foodstuffs.co.nz">Maria.simpson@foodstuffs.co.nz</a>	(09) 621 0600 ext. 3731	027 217 5311
Tatiana Valdes Regulatory Specialist	<a href="mailto:Tatiana.valdes@foodstuffs.co.nz">Tatiana.valdes@foodstuffs.co.nz</a>	(09) 621 1262	021 959 693
Esperanza Reyes Regulatory Specialist	<a href="mailto:Esperanza.reyes@foodstuffs.co.nz">Esperanza.reyes@foodstuffs.co.nz</a>	(09) 621 0600 ext. 2418	027 543 4215
Tui Shadbolt Regulatory Specialist	<a href="mailto:Tui.shadbolt@foodstuffs.co.nz">Tui.shadbolt@foodstuffs.co.nz</a>	(06) 353 1514	029 201 2868
Sue Symes Regulatory Specialist	<a href="mailto:Sue.symes@foodstuffs.co.nz">Sue.symes@foodstuffs.co.nz</a>	(06) 351 1698	027 481 3127
Suman Dey Roy Regulatory Specialist	<a href="mailto:Suman.deyroy3@foodstuffs.co.nz">Suman.deyroy3@foodstuffs.co.nz</a>	(04) 527 2510	021 0297 6453

### FOODSTUFFS SOUTH ISLAND LTD

Order of contact	Title and position	Day time number (8am – 5pm)	After hours contact numbers
1	Jocelyn Thornley Food Safety Manager	03 353 8700	021 957 537
2	Amanda Butler Food Safety Advisor		021 713 380
3	Rebecca Guy Food Safety Advisor		021 726 184
4	David MacKenzie Retail Merchandise Manager		021 713 264

## RECALL/WITHDRAWAL: FOODSTUFFS OWN BRANDS LIMITED

Responsibility	Sequence of required actions	Comments / details
Supplier	Private label product issue identified	Through manufacture, industry and/or customer feedback
↓		
Supplier	Details obtained	Batch codes Best before dates Quantity of product affected Regions where the product was sent
↓		
Supplier to Foodstuffs Own Brands	Foodstuffs Own Brands contacted with details of the issue within 24 hours of issue being identified	<b>Contact – Grocery, Frozen &amp; Non-Food:</b> Jacintha Baber DDI: 09 621 1086, Mob: 021 153 6606 <b>Contact – Fresh, Chilled &amp; Frozen:</b> Jill Soufflot DDI: 09 621 0967, Mob: 021 532 832
↓		
Supplier & Foodstuffs Own Brands	Issue discussed and decision made as to whether a withdrawal or full media recall is needed. Supplier to complete A&NZ PRODUCT RECALL / WITHDRAWAL FORM and return to Foodstuffs Own Brands	
↓		
Foodstuffs Own Brands	Foodstuffs Own Brands will contact the affected Foodstuffs co-operatives regarding the issue and send out the official recall/withdrawal notification on the GS1 ProductRecallNZ system	Foodstuffs Member Stores & Warehouses contacted through official GS1 ProductRecallNZ Notification
↓		
Supplier	If the issue requires a media recall, supplier will notify the appropriate authorities and organize recall notices for the newspapers. Recall notices must be approved by Foodstuffs Own Brands before print. Supplier to notify Foodstuffs Own Brands with details of the newspapers the notice will be in as well as print dates.	
↓		
Supplier	Supplier to complete forms for each affected region and return them to Foodstuffs Own Brands and appropriate contacts for the regions	
↓		
Supplier	Supplier to conduct a full investigation into the issue and issue Foodstuffs Own Brands with the report outlining the issue and corrective actions	



## MICRO REFERENCE CRITERIA

The Following levels are set as a guideline.

Levels (counts) are unless otherwise stated per gram of product.

Product	Total Plate Count (APC)	E coli	Staph aureus	Listeria /25g	Salmonella/ 25g
<b>Bakery</b>					
1 Custard products	<10,000 Max 100,000	<10	<100 Max 1000	Negative or Not detected	<b>Not applicable</b>
2 Fresh Cream					
3 Store Made	<b>Not applicable</b>	<10	<100 Max 1000	Negative or Not detected	<b>Not applicable</b>
<b>Butchery</b>					
4 Raw Mince	<500,000 Max 5,000,000	<100 Max 1000	<100 Max 1000	Not applicable	Not applicable
5 Raw Cuts					
<b>Delicatessen</b>					
6 Heat and Eat/Ready Meals	<10,000 Max 100,000	<10	<100 Max 1000	Negative or Not detected	<b>Not applicable</b>
7 Cooked Chicken					
8 Cold Cuts					
9 Store Made or Supplier products	<b>Not applicable</b>	<10	<100 Max 1000	Negative or Not detected	<b>Not applicable</b>
<b>Seafood</b>					
10 Raw Fillets	<500,000 Max 5,000,000	<100 Max 1000	<100 Max 1000	<b>Not applicable</b>	Negative or Not detected
11 Cooked / Smoked	<10,000 Max 100,000	<10	<100 Max 1000	Negative or Not detected	<b>Not applicable</b>
12 Salad	<b>Not applicable</b>	<10	<100 Max 1000	Negative or Not detected	<b>Not applicable</b>

**Note:** Salmonella and Listeria are per 25g of sample

A result of <1, <3, <10 or <100 means none of the organism has been detected.

A result of 5, 10, and 100 and so on indicates the presence of the specific organism in the stated amount.