



# FOODSTUFFS COMPLIANCE PACKAGE (Non- Food Supplier)<sup>1</sup>

Version: **June 2024**

Detailing the Regulatory Requirements of the Foodstuffs Approved Supplier Programme

<sup>1</sup>Note: If you are intending to supply both Food and Non-Food products to Foodstuffs, you will need to submit both the Compliance Pack for Food Supplier and Compliance Pack for Non-Food Supplier.

## 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 and declarations to be signed by Supplier and returned to Foodstuffs. It also contains information and links provided for Supplier’s reference. Please find a checklist below of the forms which must be completed and returned depending on the products supplied. It’s useful to go through this checklist before submitting your pack to Foodstuffs to ensure all requested information has been collated. **All Foodstuffs Suppliers must review and submit the (current) Compliance Pack every two years or as requested.**

### Foodstuffs Food Safety Contacts:

- ❖ Foodstuffs North Island Regulatory Team Email: [regulatory.support@foodstuffs.co.nz](mailto:regulatory.support@foodstuffs.co.nz)
- ❖ Foodstuffs South Island Regulatory Team Email: [foodsafety@foodstuffs-si.co.nz](mailto:foodsafety@foodstuffs-si.co.nz)

### Table of Contents:

Ctrl + Click the Section Title to take you straight to the page.

LIST OF REFERENCES	
SECTION	TITLE
1	<a href="#">Foodstuffs Company Contacts – Regulatory / Food Safety/Product Safety</a>
2	<a href="#">Product Compliance References</a>
9	<a href="#">Foodstuffs Recall/Withdrawal Procedure</a>
13	<a href="#">Recall/Withdrawal Process - Foodstuffs Own Brands Limited</a>
14	<a href="#">Document Version changes</a>

LIST OF FORMS/DECLARATIONS TO BE COMPLETED: Supplier of Non-Food Products		
SECTION	TITLE	NON-FOOD
3	<a href="#">Non - Food Compliance</a>	√
4	<a href="#">Declaration of Products to be Supplied</a>	√
5	<a href="#">Declaration of Product Type &amp; Approval</a>	√
6	<a href="#">Compliance with NZ Legislation &amp; Foodstuffs Policies</a>	√
7	<a href="#">Compostable, Bio Based, Renewable &amp; Oxo-Degradable Material Claims</a>	<i>(Only required if making claims of this nature)</i>
8	<a href="#">Policy for Receiving Product</a>	√
10	<a href="#">GS1 ProductRecallNZ – Registration and Use of System</a>	√
11	<a href="#">Recall/Withdrawal – Foodstuffs Cost Recovery Plan</a>	√
12	<a href="#">Recall/Withdrawal – Foodstuffs Regional Contacts</a>	√

## 1. FOODSTUFFS COMPANY CONTACTS – REGULATORY / FOOD SAFETY

### FOODSTUFFS NORTH ISLAND LIMITED

Mark Casey  
Regulatory Services Manager  
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:**

Kimberly Hamer  
Regulatory Technical Analyst  
Phone: 09 621 0600 ext 2744  
Mobile: 027 250 6301  
Email: [Kimberly.Hamer@foodstuffs.co.nz](mailto:Kimberly.Hamer@foodstuffs.co.nz)

Alarice Banawa  
Regulatory Specialist SME –  
Supplier Compliance & Tech  
Support  
Phone: 09 621 1264  
Mobile: 027 615 3258  
Email: [Alarice.Banawa@foodstuffs.co.nz](mailto:Alarice.Banawa@foodstuffs.co.nz)

### FOODSTUFFS SOUTH ISLAND LIMITED

Rachael Don  
Food Safety Business Manager  
Phone: 03 352 0820  
Mobile: 021 957 537  
Email: [Rachael.don@foodstuffs-si.co.nz](mailto:Rachael.don@foodstuffs-si.co.nz)



[www.foodstuffs-si.co.nz](http://www.foodstuffs-si.co.nz)

#### **For supplier approval enquiries to Foodstuffs South Island please contact:**

Revathy Krishna Kumar  
Food Safety Business Partner  
Phone: 03 353 8609  
Mobile: 021 225 3137  
Email: [Revathy.KrishnaKumar@foodstuffs-si.co.nz](mailto:Revathy.KrishnaKumar@foodstuffs-si.co.nz)

Sheryl Holdem  
Food Safety Business Support  
Phone: 03 244 2718  
Mobile: 021 226 2810  
Email: [Sheryl.Holdem@foodstuffs-si.co.nz](mailto:Sheryl.Holdem@foodstuffs-si.co.nz)

### FOODSTUFFS OWN BRANDS LTD

Jenny Gibson  
Lead Quality & Technical Manager  
Mobile: 021 814 995  
Email: [Jenny.Gibson@foodstuffs.co.nz](mailto:Jenny.Gibson@foodstuffs.co.nz)

Rachael Knapton  
Quality & Technical Manager  
Mobile: 027 376 0477  
Email: [Rachael.Knapton@foodstuffs.co.nz](mailto:Rachael.Knapton@foodstuffs.co.nz)

Mikala Blackett  
Quality & Technical Manager  
Mobile: 027 355 8387  
Email: [Mikala.Blackett@foodstuffs.co.nz](mailto:Mikala.Blackett@foodstuffs.co.nz)



### RESPONSIBLE & ETHICAL SOURCING

For any questions or support on the Responsible & Ethical Sourcing requirements, please contact [responsiblesourcing@foodstuffs.co.nz](mailto:responsiblesourcing@foodstuffs.co.nz)

## 2. PRODUCT COMPLIANCE REFERENCES

These websites may assist you with understanding product compliance requirements:

Consumer Information Standards	<a href="https://www.comcom.govt.nz/">Commerce Commission - Consumer information standards (comcom.govt.nz)</a>
Consumer Product Safety Guidelines	<a href="https://www.productsafety.govt.nz/guidelines-for-suppliers/">Product safety guidelines for suppliers – Product Safety New Zealand</a>
Consumer Protection	<a href="https://www.consumerprotection.govt.nz/understanding-product-safety/">Understanding product safety   Consumer Protection</a>
EPA Group Standards	<a href="https://www.epa.govt.nz/group-standards/">EPA Group Standards</a>
EPA Guidance -	<a href="https://www.epa.govt.nz/labelling-and-safety-data-sheets/">Labelling and Safety Data Sheets</a>
Fair Trading Act	<a href="https://www.fairtrading.govt.nz/fair-trading-act-1986-no-121-as-at-16-august-2022/">Fair Trading Act 1986 No 121 (as at 16 August 2022)</a>
<b>Mandatory Product Safety Standards</b>	<a href="https://www.productsafety.govt.nz/standards/">Product Safety Standards</a>
Medsafe Compliance	<a href="https://www.medsafe.govt.nz/compliance/">Compliance Home Page (medsafe.govt.nz)</a>
Ministry for the Environment	<a href="https://www.mfe.govt.nz/plastic-and-related-products-regulations/">Plastic and related products regulations</a>
Product Recalls	<a href="https://www.productsafety.govt.nz/product-recalls-information-for-businesses/">Product recalls – information for businesses – Product Safety New Zealand</a>
Product Safety	<a href="https://www.productsafety.govt.nz/unsafe-goods-notice/">Unsafe goods notices</a>
	<a href="https://www.productsafety.govt.nz/nzs-iso-10377-2017-consumer-product-safety-guidelines-for-suppliers/">'NZS ISO 10377:2017 Consumer product safety- Guidelines for suppliers' [productsafety.govt.nz]</a>
	<a href="https://www.productsafety.govt.nz/request-a-copy-of-nzs-iso-10377-form/">Request a copy of NZS ISO 10377 form – Product Safety New Zealand</a>
Product Safety Button Batteries	<a href="https://www.productsafety.govt.nz/button-batteries/">Button Batteries - Product Safety</a>
Standards New Zealand	<a href="https://www.standards.govt.nz/">Standards New Zealand</a>
Trading Standards	<a href="https://www.tradingstandards.govt.nz/for-business-trade-measurement/">For business   Trade Measurement (tradingstandards.govt.nz)</a>

### 3. NON-FOOD COMPLIANCE

All non-food suppliers must abide by the appropriate legislative and safety requirements for their business and products. (Refer to [Commerce Commission Product Safety Standards website](#) which provides specific details on product safety regulations, standards, and unsafe good notices

Company Legal Name			
Company Trading Name			
Your Postal Address	PO Box/Private Bag no.		
	Suburb		
	Town/City	Postal Code	
Contact Details	Contact name		
	Phone number	Mobile Number	
	Email address		
Intention to Supply	<input type="checkbox"/> North Island <input type="checkbox"/> South Island <input type="checkbox"/> Both		
Type of Supply	<input type="checkbox"/> Charged Through (supplying 5+ stores) <input type="checkbox"/> Store Specific Vendor (supplying up to 4 stores)		
Additional Production Sites (List Company/Site Name if applicable)			
Contract Manufacturers (List Company name if applicable)			
Importer (List source Manufacturer's name if applicable)			

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

1. Certification of Packaging (Suitability for use in food) or Food Contact Safe Test Results (for food packaging suppliers)
2. **EPA NZ Compliant SDS for Hazardous Substances**
3. Evidence of compliance to relevant local and/or international Industry Standards and appropriate certification for this

➤ **Provide a copy of Applicable Certificate(s):** File Name Format: Type of Certificate - Expiry Date (DD MMM YYYY)

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-type containers, cutlery, utensils, ice trays
- Cleaning chemicals for use in kitchens or food premises
- Food Packaging
- Sunscreen
- Button Batteries **or Products containing Button Batteries**
- Other please specify: \_\_\_\_\_

Non-Food Declaration (✓ if applicable)	
<input type="checkbox"/>	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.

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

#### 4. DECLARATION OF PRODUCTS TO BE SUPPLIED

Please list the products you are intending to supply.

The supplier must obtain approval from the appropriate Foodstuffs North Island and Foodstuffs South Island Category Manager, Regulatory Manager/Food Safety Manager or Store Representative (Store Specific Suppliers only) to supply product to that company or member store. Each company (FSNI / FSSI) may approve different products or specifications. Where products **vary for each**, the supplier must fill in the form below and specify if it is to be supplied only for FSNI or FSSI.

Visit [this link](#) for more information on getting started.

All suppliers must maintain an active account on [Foodstuffs eXchange system](#) and manage compliance documents through the [Food Safety](#) section of their account.

Provide Details in table below:

Product Name/ Description	Product and Packaging Claims	Packaging Format & Branding (Include if supplying for FOBL/Pams/Value)

**Important Reminder:**  
Supply of product outside the Scope of your regulatory approval may result in immediate suspension. The supplier must notify Foodstuffs of any product found to be non-compliant for both quality, product safety, or health and safety reasons.

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

## 5. DECLARATION OF PRODUCT TYPE & APPROVAL

5A. Product Packaging & Labelling Declarations (✓ tick box to select response)	Yes	Not Applicable
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.	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, are <b>for further processing</b> in store departments and <b>not for direct retail sale</b> . The products are supplied with all appropriate labelling information.	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, does not include certain single-use and hard-to-recycle plastic items as per the <a href="#">Waste Minimisation (Plastic and Related Products) Regulations 2022</a> .	<input type="checkbox"/>	<input type="checkbox"/>

5B. Non-Food Declarations (✓ tick box to confirm)	Yes
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 from labelling requirements under the ANZ Food Standards Code.	<input type="checkbox"/>

5C. Product Approval Declarations (✓ tick box to confirm)	Yes
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.	<input type="checkbox"/>

5D. Button Batteries Declaration in Household Goods (✓ tick box to select response)	Yes	Not Applicable
Company signed is supplying a product that is either identified as button batteries, contains button batteries, or has a compartment for button batteries.	<input type="checkbox"/>	<input type="checkbox"/>
Product supplied is fully compliant with the <a href="#">MBIE Product Safety Policy Statement – Button Batteries; safer products and packaging</a> .	<input type="checkbox"/>	<input type="checkbox"/>

5E. Sunscreen Product Safety Declaration (✓ tick box to select response)	Yes	Not Applicable
Product supplied is fully compliant with the <a href="#">Sunscreen (Product Safety Standard) Act 2022</a> and complies with AS/NZS 2604:2012.	<input type="checkbox"/>	<input type="checkbox"/>

5F. Live Flower/Plant Suppliers (Excluding herbs) Declaration (✓ tick box to select response)	Yes	Not Applicable
I hereby declare that my company is supplying live flowers / live plants ONLY (excluding herbs) to Foodstuffs Member Store(s). These products are NOT intended for human consumption and will be labelled appropriately.	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that my company is committed to supplying Foodstuffs with high quality products. We will endeavor not to deliver dirty, damaged, or contaminated products to Member Store(s).	<input type="checkbox"/>	<input type="checkbox"/>

<b>5G. Cosmetics Products Group Standard Declaration</b> (✓ tick box to select response)	<b>Yes</b>	<b>Not Applicable</b>
I hereby declare that all applicable products supplied into Foodstuffs Warehouses and Member Stores by the company named below is fully compliant to the current cosmetic products group standard and aware of the legislation rule change for the use of PFAS in cosmetics. <a href="#">Updated rules for cosmetics   EPA</a>	<input type="checkbox"/>	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

## 6. COMPLIANCE WITH NZ LEGISLATION & FOODSTUFFS POLICIES

Your company must comply with all relevant New Zealand legislation and general Foodstuffs policies, as applicable for your business and products.

<b>6A. Legislation &amp; Foodstuffs Policy Declarations</b> (✓ tick box to select response)	<b>Yes</b>	<b>Not Applicable</b>
I hereby declare that the Company named below has read the <a href="#">Foodstuffs Responsible &amp; Ethical Sourcing Policy</a> and commits to comply with its requirements. This includes: <ul style="list-style-type: none"> <li>Identifying any areas of its operations that do not conform to the Policy and implementing and monitoring improvements designed to achieve compliance with the Policy.</li> <li>Upon request by Foodstuffs, the Company named below will provide any requested information to verify compliance with the Policy.</li> </ul>	<input type="checkbox"/>	
I hereby declare that the Company named below will be fully compliant with all obligations under the <a href="#">Fair Trading Act 1986</a> .	<input type="checkbox"/>	
I hereby declare that the Company named below will be fully compliant with the requirements detailed in the <a href="#">Weights and Measures Act 1987</a> , for all packaged products supplied.	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that the Company named below will be fully compliant and <b>certified against an appropriate standard for any claims made.</b>	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that the company below will supply products that are safe and meets all relevant mandatory product safety standards and bans as per the <a href="#">Unsafe goods notices</a> .	<input type="checkbox"/>	

<b>6B. Health and Safety Obligation Declarations</b> (✓ tick box to confirm)	<b>Yes</b>
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 logbook noting the Safe In Store Pass number. The <a href="#">Safe In Store Pass</a> will always be worn and visible when working in store.	<input type="checkbox"/>

<b>6C. Vaping, Smoking and Tobacco Declarations</b> (✓ tick box to select response)	<b>Yes</b>	<b>Not Applicable</b>
I hereby declare that the Company named below complies with the New Zealand Smoke free Environments and Regulated Products (Vaping) Amendment Act 2020	<input type="checkbox"/>	<input type="checkbox"/>






Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

## 7. 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.

Are you making compostable, bio based, renewable material or similar claims on your product or packaging?			
<input type="checkbox"/> Yes			
<input type="checkbox"/> No Claims, Not Applicable			
Home Compostable Standard Certification			
Tick box to confirm Certificate Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Description	Australian Seedling Home Composting	Ok Home Composting	DIN Home
Logo			
Verification	Australasian Bioplastics Association / Din Certco	TUV Austria	DIN Certco
Over Arching Standard	Standard AS 5810	Variation of standard EN 13432	Standard AS 5810NF T 51-800

Bio Based or Renewable Material (v tick if appropriate)	Yes	No
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.	<input type="checkbox"/>	<input type="checkbox"/>
Oxo-degradable Materials (v required field)		
I am not supplying any product packaged in Oxo-degradable materials or any product made of Oxo-degradable materials.	<input type="checkbox"/>	<input type="checkbox"/>

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

Please note that provision of certification for products other than products which you intend to supply will result in Foodstuffs rejecting your application or placing a block on your account.

Certifications	Yes	No
I hereby declare that the Company named below will hold and maintain appropriate certification as required for home compostable, bio based, or renewable materials suppliers and claims.	<input type="checkbox"/>	<input type="checkbox"/>

➤ Provide a copy of Applicable Certificate(s): File Name Format: Type of Certificate - Expiry Date (DD MMM YYYY)

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

## 8. 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 – not damaged or dirty stock.
3. All packaging containing product that is for food contact must be food grade (including recycled packaging).
4. Goods are appropriately labelled and within acceptable Expiry/Use by/Use within 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.
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.**

<b>INWARDS GOODS STANDARD TEMPERATURE LIMITS AND POLICY FOR RECEIVING PRODUCT</b> (✓ tick box to confirm response)	<b>Yes</b>
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.	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

## 9. FOODSTUFFS RECALL/WITHDRAWAL PROCEDURE

In the event of a product Consumer or Trade Recall or Withdrawal (including a precautionary action), the supplier must first notify the affected Foodstuffs entities according to the contact details specified on Section 12: Recall/Withdrawal - Foodstuffs Regional Contacts.

For Own Brands products contact must be made directly to Own Brands following the procedure on Section 13: Recall/Withdrawal Process - Foodstuffs Own Brands Limited.

### **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)
- ✓ Store and/or DC Distribution List
- ✓ POS notice (Approved by appropriate regulator i.e. MBIE, Medsafe, EPA, etc.) and a clear secured disposal procedure for Consumer Recalls

Note that [MBIE must be notified](#) when you are managing a Product Safety recall.

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.

## 10. 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. For detailed information on GS1 ProductRecallNZ (including registration and pricing plans) please visit [GS1 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, as this will be issued by FOBL for **private label** product (please refer to Section 13). The Recall Cost Recovery Plan on Section 11 will still apply.

<b>GS1 ProductRecallNZ Declarations</b> (✓ tick box to confirm response)	<b>Yes</b>
I hereby declare that the Company named below has registered with GS1 ProductRecallNZ and will fully support Foodstuffs in the event of a Product Consumer or Trade Recall or Precautionary Withdrawal by using this <b>industry</b> 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 legal compliance and capability to manage a Recall or Withdrawal and to support Foodstuffs and its Member Stores should the need arise.	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Your Position			
Signature		Date	

## 11.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 some of the costs incurred when managing and supporting Consumer and Trade Product Recalls and Precautionary Withdrawals.

**Please note: Foodstuffs reserves the right to take additional cost recovery action should the situation warrant it. This may also include situations wherein a Recall/Withdrawal is not executed efficiently due to the Company being Recall Unready.**

In the event of a Consumer or Trade Product Recall/Withdrawal affecting Foodstuffs, **all suppliers** will be charged the following recovery costs:

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

*\*Values in NZD excluding GST*

### **NOTIFICATION UPDATE COST**

Consumer and Trade 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.

Recall Cost Recovery Declaration (✓ tick box to confirm response)	Yes
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.	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Your position			
Signature		Date	

## 12.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**.

For Own Brand products, the Own Brands team must also be contacted directly following the procedure on Section 13: Recall/Withdrawal Process - Foodstuffs Own Brands Limited.

### 12.1 FOODSTUFFS NORTH ISLAND LTD - RECALL/WITHDRAWAL CONTACTS

Order of Contact	Name and Role Title	Email Address	Phone	Mobile
1	<b>Kimberly Hamer</b> Regulatory Technical Analyst	<a href="mailto:Kimberly.Hamer@foodstuffs.co.nz">Kimberly.Hamer@foodstuffs.co.nz</a>	(09) 621 0600 ext 2744	027 250 6301
2	<b>Alarice Banawa</b> Regulatory Specialist – SME	<a href="mailto:Alarice.Banawa@foodstuffs.co.nz">Alarice.Banawa@foodstuffs.co.nz</a>	(09) 621 0633	027 615 3258
3	<b>Mark Casey</b> Regulatory Services Manager	<a href="mailto:Mark.Casey@foodstuffs.co.nz">Mark.Casey@foodstuffs.co.nz</a>	(09) 621 1264	021 512 362
4	<b>Cecilia Manese</b> Senior Regulatory Specialist	<a href="mailto:Cecilia.Manese@foodstuffs.co.nz">Cecilia.Manese@foodstuffs.co.nz</a>	(09) 621 0855	021 0200 6215
5	<b>Tatiana Valdes</b> Regulatory Specialist – SME	<a href="mailto:Tatiana.Valdes@foodstuffs.co.nz">Tatiana.Valdes@foodstuffs.co.nz</a>	(09) 621 1262	021 959 693
6	<b>Zon Cayanan</b> Regulatory Specialist – SME	<a href="mailto:Zon.Cayanan1@foodstuffs.co.nz">Zon.Cayanan1@foodstuffs.co.nz</a>	(09) 621 0600 ext 2565	027 543 4215
7	<b>Lauren Foreman</b> Regulatory Specialist	<a href="mailto:Lauren.Foreman@foodstuffs.co.nz">Lauren.Foreman@foodstuffs.co.nz</a>	(09) 621 0600 ext 3287	027 2862513
8	<b>Joy Chan</b> Regulatory Specialist	<a href="mailto:Joy.Chan1@foodstuffs.co.nz">Joy.Chan1@foodstuffs.co.nz</a>	(09) 621 0600 ext 3064	027 2873826
9	<b>Dylan Handley</b> Regulatory Specialist	<a href="mailto:Dylan.Handley@foodstuffs.co.nz">Dylan.Handley@foodstuffs.co.nz</a>	(09) 6211292	027 5840519
10	<b>Suman Dey Roy</b> Regulatory Specialist	<a href="mailto:Suman.DeyRoy3@foodstuffs.co.nz">Suman.DeyRoy3@foodstuffs.co.nz</a>	(04) 527 2510 ext 3490	021 0297 6453
11	<b>Anyes Barthelemy</b> Regulatory Specialist	<a href="mailto:Anyes.Barthelemy1@foodstuffs.co.nz">Anyes.Barthelemy1@foodstuffs.co.nz</a>	(04) 527 2510 ext 3979	029 2012 868
12	<b>Gurpreet Kaur</b> Regulatory Specialist	<a href="mailto:Gurpreet.Kaur@foodstuffs.co.nz">Gurpreet.Kaur@foodstuffs.co.nz</a>	-	027 311 1906

\*\*If no person to person contact with the Regulatory Team as per table above then make person to person contact with the appropriate Foodstuffs North Island Category/ Merchandise Management Team

FSNI Recall/Withdrawal Contact Declaration (✓ tick box to confirm response)	Yes
<p>I hereby declare that the Company named below will contact Regulatory Team (Verbally) as per table above regarding any Recall or Withdrawal. If no person to person contact with the Regulatory Team as per table above then make person to person contact with the appropriate Foodstuffs North Island Category/ Merchandise Management Team.</p> <p>If both regions are affected, the Supplier must make verbal contact with <b>both</b> Foodstuffs <b>North</b> and <b>South Island</b>.</p>	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Your position			
Signature		Date	

## 12.2 FOODSTUFFS SOUTH ISLAND LTD - RECALL/WITHDRAWAL CONTACTS

Order of Contact	Name and Role Title	Email Address	After hours Contact Numbers
1	<b>Rachael Don</b> Food Safety Business Manager	<a href="mailto:foodsafety@foodstuffs-si.co.nz">foodsafety@foodstuffs-si.co.nz</a>	021 957 537
2	<b>Lindsey Bartholomew</b> Food Safety Business Partner		021 713 380
3	<b>Revathy Krishna Kumar</b> Food Safety Business Partner		021 225 3137
4	<b>Seema Narayan</b> Food Safety Business Partner		021 642 554
5	<b>Sheryl Holdem</b> Food Safety Business Support		021 226 2810

FSSI Recall/Withdrawal Contact Declaration (✓ tick box to confirm response)	Yes
<p>I hereby declare that the Company named below will contact <b>Food Safety</b> Team (Verbally) as per table above regarding any Recall or Withdrawal. If no person to person contact with the <b>Food Safety</b> Team as per table above then make person to person contact with the appropriate <b>Foodstuffs South Island</b> Category/ Merchandise Management Team.</p> <p>If both regions are affected, the Supplier must make verbal contact with <b>both</b> Foodstuffs <b>North</b> and <b>South Island</b>.</p>	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Your position			
Signature		Date	

### 13. RECALL/WITHDRAWAL PROCESS - FOODSTUFFS OWN BRANDS LIMITED

For Foodstuffs Own Brand products, the Foodstuffs Own Brands team must be contacted directly following the procedure below:



## 14. DOCUMENT VERSION CHANGES

### Will the Compliance Pack change?

We may change this Compliance Pack from time to time and we will tell you about a change in the Compliance Pack by updating the “last updated” date on our website and in accordance with your grocery supply agreement.

Any changes to the Compliance Pack will take effect when stated following being placed on the website and eXchange portal. You will be bound by the changed policy as agreed in writing or otherwise in accordance with your grocery supply agreement.

Last updated: **June 2024**