

# FOODSTUFFS COMPLIANCE PACKAGE

**Version: May 2022**

Detailing the regulatory requirements of the Foodstuffs Approved Supplier Programme

# 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 or as requested:**

**\*\* Must be ticked when completed (If Applicable)**

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

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

**For Foodstuffs North Island:**

- To apply as a **Charge Through Vendor** (supplying 5+ stores), you'll need to first contact the relevant [Category Manager](#).
- To apply as a **Store Specific Vendor** (supplying up to 4 stores), you'll need to first contact a Store Representative.
- **Then**, the Category Manager/Store Representative will need to email their approval to [supplierhelp@foodstuffs.co.nz](mailto:supplierhelp@foodstuffs.co.nz) to begin the vendor onboarding process.

**For Foodstuffs South Island:**

- Contact the **Supplier Support team** on [suppliers@foodstuffs-si.co.nz](mailto:suppliers@foodstuffs-si.co.nz) to get started.

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

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

Please tick when completed (If applicable)	Page No.	Name of form to be completed
<b>Suppliers of Food/Beverage Products (for human consumption)</b>		
<input type="checkbox"/>	5	Food Safety Compliance
<input type="checkbox"/>	6	Country of Origin
<input type="checkbox"/>	8	Declaration of Product to Be Supplied
<input type="checkbox"/>	9	Declaration of Product Type & Approval
<input type="checkbox"/>	10	Compliance with NZ Legislation & Foodstuffs Policies
<input type="checkbox"/>	12	Compostable, Bio Based, Renewable & Oxo-Degradable Material Claims <i>(only required if making claims of this nature)</i>
<input type="checkbox"/>	13	Fresh Produce Supply <i>(only required for fresh produce suppliers)</i>
<input type="checkbox"/>	14	Policy for Receiving Product
<input type="checkbox"/>	16	Recall/Withdrawal Procedure – GS1 ProductRecallNZ
<input type="checkbox"/>	17	Recall/Withdrawal Cost Recovery Plan
<b>Suppliers of Non-Food Products</b>		
<input type="checkbox"/>	7	Non-Food Compliance
<input type="checkbox"/>	8	Declaration of Product to Be Supplied
<input type="checkbox"/>	9	Declaration of Product Type & Approval
<input type="checkbox"/>	10	Compliance with NZ Legislation & Foodstuffs Policies
<input type="checkbox"/>	12	Compostable, Bio Based, Renewable & Oxo-Degradable Material Claims <i>(only required if making these claims)</i>
<input type="checkbox"/>	14	Policy for Receiving Product
<input type="checkbox"/>	16	Recall/Withdrawal Procedure – GS1 ProductRecallNZ
<input type="checkbox"/>	17	Recall/Withdrawal Cost Recovery Plan

## FOODSTUFFS COMPANY CONTACTS – REGULATORY / FOOD SAFETY

### FOODSTUFFS NORTH ISLAND LIMITED

Mark Casey                      Regulatory Services Manager  
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:

Alarice Banawa                 Regulatory Technical Analyst  
Phone                              09 621 1264  
Mobile                             027 615 3258  
Email                              [Alarice.guaves1@foodstuffs.co.nz](mailto:Alarice.guaves1@foodstuffs.co.nz)

### FOODSTUFFS SOUTH ISLAND LIMITED

Rachael Don                    Food Safety Compliance Manager  
Private Bag 4705  
Christchurch  
Phone                              03 352 0820  
Mobile                             021 957 537  
Email                              [Rachael.don@foodstuffs-si.co.nz](mailto:Rachael.don@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)

Lindsey Bartholomew         Food Safety Business Partner  
Phone                              03 352 0835  
Mobile                             021 713 380  
Email                              [lindsey.bartholomew@foodstuffs-si.co.nz](mailto:lindsey.bartholomew@foodstuffs-si.co.nz)

Jessica Roberts                Food Safety Business Partner  
Phone                              03 353 8707  
Email                              [Jessica.Roberts@foodstuffs-si.co.nz](mailto:Jessica.Roberts@foodstuffs-si.co.nz)

### FOODSTUFFS OWN BRANDS LTD

Jenny Gibson                    Lead Quality & Technical Manager  
DX Box CX 15021  
Auckland  
Mobile                             021 814 995  
Email                              [Jenny.Gibson@foodstuffs.co.nz](mailto:Jenny.Gibson@foodstuffs.co.nz)



Foodstuffs Own Brands

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

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## 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 legal name			
Company trading name			
Intention to supply:		<input type="checkbox"/> North island	<input type="checkbox"/> South Island <input type="checkbox"/> Both
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 <input type="checkbox"/> or			
Contract Manufacturers <input type="checkbox"/> (please tick as applicable)			

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

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

Yes	<input type="checkbox"/>	<b><i>A copy of your certification must be attached with the Compliance Pack as a separate file</i></b>
		<b><i>Type of Food Safety Certification:</i></b> _____ (Name of the approved Programme and copy of certification must be attached to the application pack). <b>NB: The registration certification must be current at all times and made available to Foodstuffs on renewal.</b>
No	<input type="checkbox"/>	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 or more of the following food certifications (that is most appropriate for your business) to obtain FULL Regulatory Approval:**

- **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).
- **Risk Management Programme (RMP)** – registered with the MPI.
- **Wine Standards Management Plan (WSMP)** – registered certification or exemption with the MPI.
- **Fresh Produce** – NZGAP/GlobalGAP/EuroGAP **with** NZGAP Social Practice Add On or SMETA an **Organic** certification against IFOAM Standard **with** NZGAP Social Practice Add On e.g. SMETA. Organic certification is required if claiming organic produce.
- **Imported Produce** – Global GAP **with** GRASP or Rainforest Alliance certification
- **Foodstuffs Importer/Broker Standard** covering importers, brokers/distributors and companies using a contract manufacturer who do not have this activity covered under the scope of their current food safety plan. For information contact Assured Food Safety and complete the online application form by accessing link: [Foodstuffs Approved Supplier Assessment Enquiry \(smartsheet.com\)](https://smartsheet.com)

An Interim Regulatory Approval timeframe for prospective suppliers may be granted to gain an acceptable certification (as above). This will only be offered on receipt of the Compliance Pack, screen shot showing GS1 ProductRecallINZ registration/RecallReady status and (if appropriate) product label verification against the Food Standards Code. 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 or Compliance Pack to lapse without prior approval from Foodstuffs.**

## **REFERENCE**

These Internet sites may assist you with understanding food certification/programme and product labelling compliance:

Food Act 2014	<a href="https://www.mpi.govt.nz/food-safety/food-act-2014/">https://www.mpi.govt.nz/food-safety/food-act-2014/</a>
	<a href="https://www.mpi.govt.nz/food-business/running-a-food-business/food-control-plans/custom-food-control-plans/steps-to-a-my-food-plan/">https://www.mpi.govt.nz/food-business/running-a-food-business/food-control-plans/custom-food-control-plans/steps-to-a-my-food-plan/</a>
General	<a href="http://www.nzfsa.govt.nz/processed-food-retail-sale/fsp/index.htm">www.nzfsa.govt.nz/processed-food-retail-sale/fsp/index.htm</a>
ANZ Food Standards Code	<a href="https://www.foodstandards.gov.au/code/Pages/default.aspx">https://www.foodstandards.gov.au/code/Pages/default.aspx</a>
Risk Management Programme	<a href="https://www.mpi.govt.nz/food-business/running-a-food-business/risk-management-programmes-rmps/">https://www.mpi.govt.nz/food-business/running-a-food-business/risk-management-programmes-rmps/</a>
Wine Producer	<a href="http://www.nzfsa.govt.nz/wine/index.htm">http://www.nzfsa.govt.nz/wine/index.htm</a>
Fresh Produce	<a href="https://www.nzgap.co.nz/">https://www.nzgap.co.nz/</a>
	<a href="https://nzgap.co.nz/NZGAP_Public/News/Social%20Practice.aspx">https://nzgap.co.nz/NZGAP_Public/News/Social%20Practice.aspx</a>
COUNTRY OF ORIGIN	<a href="https://www.legislation.govt.nz/regulation/public/2021/0097/latest/whole.html#LMS270997">https://www.legislation.govt.nz/regulation/public/2021/0097/latest/whole.html#LMS270997</a>
MPI Labelling Guide	<a href="https://www.mpi.govt.nz/dmsdocument/2965/direct">https://www.mpi.govt.nz/dmsdocument/2965/direct</a>
Assured Food Safety	<a href="https://www.assuredfoodsafety.co.nz/">https://www.assuredfoodsafety.co.nz/</a>
	Foodstuffs Approved Supplier Assessment Enquiry (smartsheet.com)
Dietary Supplement Regulations	<a href="#">Dietary Supplements Regulations 1985 (SR 1985/208) (as at 01 March 2016) Contents – New Zealand Legislation</a>

## 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				
Intention to supply:		<input type="checkbox"/> North island	<input type="checkbox"/> South Island	<input type="checkbox"/> Both
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 <input type="checkbox"/> or				
Contract Manufacturers <input type="checkbox"/> (please tick as applicable)				

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

1. Certification of packaging or food contact safe test results (for food packaging suppliers)
2. SDS for chemicals
3. Evidence of compliance to relevant local and/or international Industry Standards and appropriate certification for this

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

<input type="checkbox"/>	Toys for children aged 0-3 years
<input type="checkbox"/>	Baby cots or baby walkers
<input type="checkbox"/>	Children's clothing (nightwear or daywear)
<input type="checkbox"/>	Hot water bottles
<input type="checkbox"/>	Cigarette lighters
<input type="checkbox"/>	Kitchenware including plastic/Tupperware containers, cutlery, utensils, ice trays
<input type="checkbox"/>	Cleaning chemicals for use in kitchens or food premises
<input type="checkbox"/>	Food Packaging
<input type="checkbox"/>	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.
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Authorized Representative's Name			
Position			
Signature		Date	





## DECLARATION OF PRODUCT TYPE & APPROVAL

Product Packaging & Labelling Declarations (✓ tick where appropriate)	
<input type="checkbox"/>	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"/>	I hereby declare that <b>LABELS of ALL IMPORTED</b> products must comply with <b>ANZ Food Standards Code</b> and must be assessed by a Verifier. I understand that incorrect labels from imported products may generate a recall situation.
<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"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below will meet Country of Origin legislative requirements if ' <b>regulated product</b> '.

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

Legislation & Foodstuffs Policy Declarations (✓ tick where appropriate)	
<input type="checkbox"/>	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. For more information, please refer to ANZ Food Standards Code: <a href="http://www.foodstandards.govt.nz/code/Pages/default.aspx">http://www.foodstandards.govt.nz/code/Pages/default.aspx</a>
<input type="checkbox"/>	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>
<input type="checkbox"/>	I hereby declare that the Company named below will be fully compliant with the <b>Fairtrade Standards for any Fairtrade claims made.</b> For more information, please refer to Fair Trading Act 1986: <a href="http://www.legislation.govt.nz/act/public/1986/0121/latest/DLM96439.html">http://www.legislation.govt.nz/act/public/1986/0121/latest/DLM96439.html</a>
<input type="checkbox"/>	I hereby declare that the Company named below will be fully compliant with the <b>Social Practice for Fresh Produce.</b> <a href="https://nzgap.co.nz/NZGAP_Public/News/Social%20Practice.aspx">https://nzgap.co.nz/NZGAP_Public/News/Social%20Practice.aspx</a>
<input type="checkbox"/>	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. For more information, please refer to Weights and Measures Act 1987: <a href="http://www.legislation.govt.nz/act/public/1987/0015/latest/DLM102242.html">http://www.legislation.govt.nz/act/public/1987/0015/latest/DLM102242.html</a>
<input type="checkbox"/>	I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below will meet Country of Origin legislative requirements if ' <b>regulated product</b> '.

Health and Safety Obligation Declarations (✓ tick where appropriate)	
<input type="checkbox"/>	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 Safe In Store Pass will always be worn and visible when working in store. <a href="http://www.safeinstorepass.co.nz">www.safeinstorepass.co.nz</a>

Alcohol Declarations (✓ tick where appropriate)	
<input type="checkbox"/>	I hereby declare that the Company named below complies and subscribes to the ANZA Liquor Advertising & Promotion Pre-vetting System (LAPPS). <a href="https://www.anza.co.nz/lapps">https://www.anza.co.nz/lapps</a>
<input type="checkbox"/>	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>
<input type="checkbox"/>	I hereby declare that the Company named below complies with the ANZ Food Standard Code Chapter 2 Part 2.7 Alcoholic Beverages <a href="http://www.foodstandards.govt.nz/standards/australia-new-zealand-food-standards-code-standard-2.7.1-labelling-of-alcoholic-beverages-and-food-containing-alcohol">Australia New Zealand Food Standards Code – Standard 2.7.1 – Labelling of alcoholic beverages and food containing alcohol (legislation.govt.nz)</a>
<input type="checkbox"/>	Alcohol demonstrators must comply with the Sale and Supply of Alcohol Act 2012 – Demonstrator Responsibilities

**Vaping, Smoking and Tobacco Declarations (✓ tick where appropriate)**

I Hereby declare that the Company named below complies with the New Zealand Smoke free Environments and Regulated Products (Vaping) Amendment Act 2020

**Dietary Supplements (✓ tick where appropriate)**




I hereby declare that the Company named below will be fully compliant with all obligations under the Dietary Supplements Regulations 1985.

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.

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

Bio Based or Renewable Material (✓ tick if appropriate)	
<input type="checkbox"/>	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.

Oxo-degradable Materials (✓ required field)	
<input type="checkbox"/>	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 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.

<input type="checkbox"/>	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 hold one or more of the following certification combinations to obtain FULL Supplier Approval:

- NZGAP/ GlobalGAP / EuroGAP **or** Organic certification against IFOAM Standard **and** one of the following:
  - NZGAP Social Practice (Add On) certification
  - SMETA verified by Sedex or an approved Affiliate Audit Company
  - GRASP certification
  - Rainforest Alliance certification

For processed/ready to eat product NZGAP Food Act (Add on) is acceptable plus Social Practice (Add on) or SMETA, GRASP or Rainforest Alliance, or alternatively for processed product an appropriate registration under the Food Act 2014 e.g., Food Control Plan or National Programme the Scope covering wholesale. (Social responsibility standards certification required)

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

### **Traceability Docket Example:**

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

<h1 style="margin: 0;">Foodstuffs</h1>	
<b>Product</b>	<b>Item Number</b>
<b>Country of Origin</b>	
<b>Size</b>	<b>Count/ Weight</b>
<b>Dispatch Date</b>	<b>NZ Gap No</b>
<b>Supplier/ Grower</b>	<b>Grower Gap</b>

<input type="checkbox"/>	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.
9. All fresh single regulated items must indicate Country of Origin.

<input type="checkbox"/>	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.
- 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 to 4.9°C	5.0°C to 6.9°C	7°C
Sushi/Nigiri/Meals – chilled	0°C to 4.9°C	5°C to 6.9°C	7°C 15°C
Sushi/Nori – temperature managed	7°C to 14.9		
<b>FSSI:</b> Sushi (pH Controlled)	0°C - 14.9°C	N/A	15 °C
Carcass Meat	1°C to 7°C surface temperature <i>(Will achieve deep meat temperature of 10 °C)</i>	7.1°C to 9.9°C	10°C
Fish (Fillets and whole)	0°C to 4°C (Ideal 0°C to 2°C)	4.1°C to 4.9°C	5°C
Fresh/Raw Meat	0°C to 4°C (Ideal 0°C - 2°C)	4.1°C to 6.9°C	7°C
Live Shellfish i.e., Mussels	6°C to 10°C  <i>2 °C to 10 °C (clams only)</i>	10.1°C to 15.9°C	LESS THAN 6°C or 16°C <i>LESS THAN 2°C or 16°C (clams only)</i>  <b>FSSI:</b> 4°C or 16°C 1°C or 16°C
<b>FROZEN PRODUCTS</b>			
All Products (Except Ice-Cream)	LESS THAN -18°C	-17.9°C to -12.1°C	-12°C
Ice-Cream	LESS THAN -18°C	-17.9°C to -15.1°C	-15°C

**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 pages 18/19.

**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)
- POS notice (MPI approved) and a clear secured disposal procedure for Consumer Recalls

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. 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 Foodstuffs-labelled product (please refer to page 20). The Recall Cost Recovery Plan on page 17 will still apply.

GS1 ProductRecallNZ Declarations	
<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 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.

Company Name			
Authorized 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 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.**

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*

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.

<input type="checkbox"/>	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:
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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

<b>Alarice Banawa</b> Regulatory Technical Analyst	<a href="mailto:Alarice.guaves1@foodstuffs.co.nz">Alarice.guaves1@foodstuffs.co.nz</a>	(09) 621 0633	027 615 3258
<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
<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
<b>Tatiana Valdes</b> Regulatory Specialist	<a href="mailto:Tatiana.valdes@foodstuffs.co.nz">Tatiana.valdes@foodstuffs.co.nz</a>	(09) 621 1262	021 959 693
<b>Maria Simpson</b> Regulatory Specialist	<a href="mailto:Maria.simpson@foodstuffs.co.nz">Maria.simpson@foodstuffs.co.nz</a>	(09) 621 0600 ext 3731	027 217 5311
<b>Zon Cayanan</b> Regulatory Specialist	<a href="mailto:zon.cayanan1@foodstuffs.co.nz">zon.cayanan1@foodstuffs.co.nz</a>	(09) 621 0600 ext 2565	027 543 4215
<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
<b>Sue Symes</b> Regulatory Specialist	<a href="mailto:Sue.symes@foodstuffs.co.nz">Sue.symes@foodstuffs.co.nz</a>	(06) 351 1698 ext 2498	027 481 3127
<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

**\*\***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

<input type="checkbox"/>	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. If both regions are affected, the Supplier must make verbal contact with <b>both</b> Foodstuffs <b>North</b> and <b>South Island</b> .
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Company Name			
Authorised Representative's Name			
Your position			
Signature		Date	

## FOODSTUFFS SOUTH ISLAND LTD- Recall/Withdrawal Contacts

Order of contact	Title and position	Day time number (8am – 5pm)	After hours contact numbers
1	<b>Rachael Don</b> Food Safety Manager	03 353 8700	021 957 537
2	<b>Rebecca Guy</b> Food Safety Advisor		021 726 184
3	<b>Lindsey Bartholomew</b> Food Safety Business Partner		021 713 380
4	<b>Jessica Roberts</b> Food Safety Business Partner		021 225 3137

<input type="checkbox"/>	<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. 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>
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Company Name			
Authorised Representative's Name			
Your position			
Signature		Date	

## 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>Contacts:</b> <b>Jenny Gibson:</b> Lead Quality & Technical Manager <b>021 814 995</b>  <b>Rachael Knapton:</b> Quality & Technical Manager <b>027 376 0477</b>  <b>Alisa Paderina:</b> Quality & Technical Manager <b>027 382 6901</b>
↓		
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

[Australia New Zealand Food Standards Code – Schedule 27 – Microbiological limits in food \(legislation.gov.au\)](http://legislation.gov.au)

### Microbiological limits in food

Column 1	Column 2 (n)	Column 3 (c)	Column 4 (m)	Column 5 (M)
<b>All cheese</b>				
<i>Escherichia coli</i>	5	1	10/g	10 <sup>2</sup> /g
<b>Raw milk cheese</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
Staphylococcal enterotoxins	5	0	not detected in 25 g	
<b>Soft and semi-soft cheese (moisture content &gt; 39%) with pH &gt; 5.0</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Dried milk</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Unpasteurised milk for retail sale</b>				
<i>Campylobacter</i>	5	0	not detected in 25 mL	
Coliforms	5	1	10 <sup>2</sup> /mL	10 <sup>3</sup> /mL
<i>Escherichia coli</i>	5	1	3/mL	9/mL
<i>Salmonella</i>	5	0	not detected in 25 mL	
SPC	5	1	2.5x10 <sup>4</sup> /mL	2.5x10 <sup>5</sup> /mL
<b>Packaged cooked cured/salted meat</b>				
Coagulase-positive staphylococci	5	1	10 <sup>2</sup> /g	10 <sup>3</sup> /g
Column 1	Column 2 (n)	Column 3 (c)	Column 4 (m)	Column 5 (M)
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Packaged heat treated meat paste and packaged heat treated pâté</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>All comminuted fermented meat which has not been cooked during the production process</b>				
Coagulase-positive staphylococci	5	1	10 <sup>3</sup> /g	10 <sup>4</sup> /g
<i>Escherichia coli</i>	5	1	3.6/g	9.2/g
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Cooked crustacea</b>				
Coagulase-positive staphylococci	5	2	10 <sup>2</sup> /g	10 <sup>3</sup> /g
<i>Salmonella</i>	5	0	not detected in 25 g	
SPC	5	2	10 <sup>5</sup> /g	10 <sup>6</sup> /g
<b>Raw crustacea</b>				
Coagulase-positive staphylococci	5	2	10 <sup>2</sup> /g	10 <sup>3</sup> /g
<i>Salmonella</i>	5	0	not detected in 25 g	
SPC	5	2	5x10 <sup>5</sup> /g	5x10 <sup>6</sup> /g
<b>Bivalve molluscs, other than scallops</b>				
<i>Escherichia coli</i>	5	1	2.3/g	7/g
<b>Ready-to-eat food in which growth of <i>Listeria monocytogenes</i> can occur</b>				
<i>Listeria monocytogenes</i>	5	0	not detected in 25 g	
<b>Ready-to-eat food in which growth of <i>Listeria monocytogenes</i> will not occur</b>				
<i>Listeria monocytogenes</i>	5	0	10 <sup>2</sup> cfu/g	

<b>Cereal-based foods for infants</b>				
Coliforms	5	2	less than 3/g	20/g
<i>Salmonella</i>	10	0	not detected in 25 g	
<b>Powdered *infant formula, other than powdered *follow-on formula</b>				
<i>Cronobacter</i>	30	0	not detected in 10g	
<i>Salmonella</i>	60	0	not detected in 25 g	
<b>Powdered follow-on formula</b>				
<i>Salmonella</i>	60	0	not detected in 25 g	
<b>Pepper, paprika and cinnamon</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Dried, chipped, desiccated coconut</b>				
<i>Salmonella</i>	10	0	not detected in 25 g	
<b>Cocoa powder</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Cultured seeds and grains (bean sprouts, alfalfa etc)</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	

<b>Column 1</b>	<b>Column 2 (n)</b>	<b>Column 3 (c)</b>	<b>Column 4 (m)</b>	<b>Column 5 (M)</b>
<b>Processed egg product</b>				
<i>Salmonella</i>	5	0	not detected in 25 g	
<b>Mineral water</b>				
<i>Escherichia coli</i>	5	0	not detected in 100 mL	
<b>Packaged water</b>				
<i>Escherichia coli</i>	5	0	not detected in 100 mL	
<b>Packaged ice</b>				
<i>Escherichia coli</i>	5	0	not detected in 100 mL	