



FOODSTUFFS COMPLIANCE PACKAGE (Food/Beverage Supplier)¹

Version: **March 2026**

Detailing the Regulatory Requirements of the Foodstuffs Approved Supplier Programme

¹Note: 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 and Foodstuffs requirements. This document relies on the Supplier's honesty and integrity. Foodstuffs will hold the supplier responsible for any false or misleading information provided or declared.

This Pack contains forms/declarations to be signed by Supplier and returned to Foodstuffs. It also contains information and links provided for the 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. Once you have completed filling out the Compliance Pack, please submit completed pack and requested information to:

Foodstuffs Food Safety Contacts:

- ❖ Foodstuffs North Island Regulatory Team Email: regulatory.support@foodstuffs.co.nz
- ❖ Foodstuffs South Island Regulatory Team Email: foodsafety@foodstuffs-si.co.nz

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LIST OF FORMS/DECLARATIONS TO BE COMPLETED: Supplier of Food/Beverage Products (for Human Consumption)					
SECTION	TITLE	FOOD/ BEVERAGE	ALCOHOLIC BEVERAGE	FRESH PRODUCE	DIETARY SUPPLEMENT
3	Food Safety Compliance	√	√	√	√
4	Declaration of Products to be Supplied	√	√	√	√
5	Declaration of Product Type & Approval	√	√	√	√
6	Compliance with NZ Legislation & Foodstuffs Policies	√	√	√	√
7	Compostable, Bio Based, Renewable & Oxo-Degradable Material Claims	<i>(Only required if making claims of this nature)</i>			
8	Fresh Produce Requirements	X	X	√	X
10	Policy for Receiving Product	√	√	√	√
12	GS1 ProductRecallINZ – Registration and Use of System	√	√	√	√
13	Recall/Withdrawal – Foodstuffs Cost Recovery Plan	√	√	√	√
14	Recall/Withdrawal – Foodstuffs Regional Contacts	√	√	√	√

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



For supplier approval enquiries to Foodstuffs North Island please contact:

Kieara Fernandez
Regulatory Technical Analyst
Phone: 09 621 0600 Ext.2138
Mobile: 027 27 504 99
Email: Kieara.Fernandez@foodstuffs.co.nz

Kimberly Hamer
Regulatory Specialist
SME – Supplier Compliance &
Technical Support
Phone: 09 621 0600 ext 2744
Mobile: 027 250 6301
Email: Kimberly.Hamer@foodstuffs.co.nz

FOODSTUFFS SOUTH ISLAND LIMITED

For all Foodstuffs South Island enquiries, please contact:

Enquiry	Contact
Approval enquiries (food safety related), certifications, compliance pack	foodsafety@foodstuffs-si.co.nz
Other supplier enquiries	suppliers@foodstuffs-si.co.nz



Product holds* [Refer to Supplier Product Hold Notification \(Page 1 of 4\)](#)

Recall or withdrawal contact Refer to section 14.2 of this document

*This form is used by brand owners to communicate a 'pause' on distribution to Foodstuffs South Island Distribution Centres i.e. For a business investigating a potential product issue.

FOODSTUFFS OWN BRANDS LTD

Andrew Prest Lead Quality & Technical Manager	Mobile: 021 406 743 Email: Andrew.Prest@foodstuffs.co.nz
Rachael Knapton Quality & Technical Manager	Mobile: 027 376 0477 Email: Rachael.Knapton@foodstuffs.co.nz
Catherine Pitts Quality & Technical Manager	Mobile: 027 382 6901 Email: Catherine.Pitts@foodstuffs.co.nz
Fiona Yang Quality and Technical Manager	Mobile: 021 0855 0122 Email: Fiona.Yang@foodstuffs.co.nz
Mikala Blackett Quality & Technical Manager	Mobile: 027 355 8387 Email: Mikala.Blackett@foodstuffs.co.nz
Sky Yang Quality and Technical Manager	Mobile: 027 303 5899 Email: sky.yang@foodstuffs.co.nz



RESPONSIBLE & ETHICAL SOURCING

For any questions or support on the Responsible & Ethical Sourcing requirements, please contact responsiblesourcing@foodstuffs.co.nz

2. APPROVED FOOD SAFETY CERTIFICATES AND REFERENCES

Approved Food Safety Certificates

Foodstuffs requires all food suppliers to hold one or more of the following food safety 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 or GlobalGAP
- **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://www.foodstuffs.govt.nz/assured-food-safety/assured-food-safety-enquiry)

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 ProductRecallNZ 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.

Food Safety References

These websites may assist you with understanding food safety and product compliance requirements:

Food Act 2014	https://www.mpi.govt.nz/food-safety/food-act-2014/
	https://www.mpi.govt.nz/food-business/running-a-food-business/food-control-plans/custom-food-control-plans/steps-to-a-my-food-plan/
General	www.nzfsa.govt.nz/processed-food-retail-sale/fsp/index.htm Food Regulations 2015
ANZ Food Standards Code	Food Standards Code Food Standards Australia New Zealand
Assured Food Safety	https://www.assuredfoodsafety.co.nz/ Foodstuffs Approved Supplier Assessment Enquiry (smartsheet.com)
Commerce Commission	Commerce Commission - Making accurate claims (comcom.govt.nz)
Country of Origin	https://www.legislation.govt.nz/regulation/public/2021/0097/latest/whole.html#LMS270997 Commerce Commission Origin of Food Regulations - a guide for traders
Dietary Supplement Regulations	Dietary Supplements Regulations 1985 (SR 1985/208) (as at 01 March 2016) Contents – New Zealand Legislation New Zealand Food (Supplemented Food) Standard 2016
Food Importer	Food Importing Requirements
Fresh Produce	https://www.nzgap.co.nz/
	Social Practice Add on (nzgap.co.nz)
MPI Labelling Guide	https://www.mpi.govt.nz/dmsdocument/2965/direct
Risk Management Programme	https://www.mpi.govt.nz/food-business/running-a-food-business/risk-management-programmes-rmps/
Wine Producer	https://www.mpi.govt.nz/food-business/winemaking-standards-requirements-and-testing/

5. DECLARATION OF PRODUCT TYPE & APPROVAL

5A. Product Packaging & Labelling Declarations (√ tick box to select response)	Yes	Not Applicable
I hereby declare that the Company named below will be fully compliant with all relevant sections of Chapter 1 and Chapter 2 of the ANZ Food Standards Code for all food products supplied.	<input type="checkbox"/>	
I hereby declare that products supplied into Foodstuffs Warehouses and/or Member Stores by the Company named below, are PACKAGED AND FULLY LABELLED 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 PACKAGED . 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, will be sold in the retail stores UNPACKAGED by fresh departments serve-over or customer self-serve cabinets. 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, are for further processing in store departments and not for direct retail sale . 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 Waste Minimisation (Plastic and Related Products) Regulations 2022 .	<input type="checkbox"/>	<input type="checkbox"/>
Required field for Imported Products: I hereby declare that LABELS of ALL IMPORTED products must comply with ANZ Food Standards Code and will be assessed by a Verifier. I understand that incorrect labels from imported products may generate a recall situation.	<input type="checkbox"/>	<input type="checkbox"/>
Required field for Regulated Products: 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 'regulated product'.	<input type="checkbox"/>	<input type="checkbox"/>

5B. 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 approved by the appropriate regional Category Manager or Store Representative (Store Specific Suppliers only) . 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 Food Certification (Audit Certificate) with an appropriate Scope covering the product(s) that the company agrees to supply to Foodstuffs NZ.	<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.

6A. Legislation & Foodstuffs Policy Declarations (✓ tick box to select response)	Yes	Not Applicable
I hereby declare that the Company named below has read the Foodstuffs Responsible & Ethical Sourcing Policy and commits to comply with its requirements. This includes: <ul style="list-style-type: none"> 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. Upon request by Foodstuffs, the Company named below will provide any requested information to verify compliance with the Policy. 	<input type="checkbox"/>	
I hereby declare that the Company named below will be fully compliant with all obligations under the Fair Trading Act 1986 .	<input type="checkbox"/>	
I hereby declare that the Company named below will be fully compliant with the requirements detailed in the Weights and Measures Act 1987 , for all packaged products supplied.	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that the Company named below will be fully compliant and certified against an appropriate standard for any organic/free range/free from claims made.	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that the Company named below will be fully compliant with the Foodstuffs Social Practice Requirements for Fresh New Zealand and Imported Produce (i.e., has completed a recognised social audit, refer to Section 8 - Fresh Produce Requirements)	<input type="checkbox"/>	<input type="checkbox"/>

6B. Health and Safety Obligation Declarations (✓ tick box to confirm)	Yes
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. NB: The Safe In Store Pass will always be worn and visible when working in store.	<input type="checkbox"/>

6C. Alcohol Declarations (✓ tick box to select response)	Yes	No	Not Applicable
I hereby declare that the Company named below complies and subscribes to the ANZA Liquor Advertising & Promotion Pre-vetting System (LAPPS) .	<input type="checkbox"/>	<input type="checkbox"/>	<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 .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that the products to be supplied comply with the ANZ Food Standard Code Chapter 2 Part 2.7 Alcoholic Beverages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol demonstrators must comply with the Sale and Supply of Alcohol Act 2012 – Demonstrator Responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I hereby declare that <u>all</u> alcoholic drinks manufactured after 31 July 2023 supplied to Foodstuffs North Island comply with the new Pregnancy Labelling Requirements as detailed in the ANZ Food Standards Code with links below. Pregnancy warning labels downloadable files (foodstandards.govt.nz) Australia New Zealand Food Standards Code – Standard 2.7.1 – Alcoholic beverages (legislation.gov.au)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6D. Vaping, Smoking and Tobacco Declarations (√ tick box to select response)	Yes	Not Applicable
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"/>

6E. Dietary Supplements (√ tick box to select response)	Yes	Not Applicable
I hereby declare that the Company named below will be fully compliant with all obligations under the Dietary Supplements Regulations 1985 .	<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 (✓ 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 (✓ 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 Certificate(s): File Name Format: Type of Certificate - Expiry Date (DD MMM YYYY)

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

8. FRESH PRODUCE REQUIREMENTS

8.1 RESPONSIBLE SOURCING

The produce sector is known for labour rights risks. Foodstuffs requires all fresh produce, including prepared/ready to eat fresh products (e.g., chopped fresh pumpkin), suppliers to hold one or more of the following certifications and audits to demonstrate these risks are being managed and mitigated. This includes both New Zealand and imported fresh produce.

All fresh produce suppliers must be an active and audited member of one of the following schemes that demonstrate good social practice:

- NZGAP Social Practice Add-on
- GlobalGAP Risk Assessment on Social Practice (GRASP)
- Sedex SMETA pillar 2 or 4 audits
- Rainforest Alliance
- Amfori BSCI
- Fair Trade
- Fair Farms (Australian produce)

Suppliers are responsible for:

- Completing the recognised social audit scheme’s self-assessment questionnaire each year
- Following the social audit scheme’s inspection, audit, and corrective action plans
- Maintaining validity of the social audit scheme’s accreditation
- Completing renewed audits every 1-3 years
- Ensuring the current certificate, audit, and corrective action plan (where applicable) is uploaded to eXchange as evidence of compliance to our requirements.

It is important that the Supplier completes a renewed social practice audit ahead of the expiry date so the accreditation does not lapse.

If the supplier is an agent/wholesaler or processor/packer, we require that our **direct (Tier 1) supplier** cascades these requirements through the supply chain to the farm(s) supplying us with produce. We may request a list of these **indirect (Tier 2) produce suppliers** and evidence that they have met these requirements from time-to-time.

Please select which scheme you are registered to and using to demonstrate compliance and fill in the information below for each of your direct (Tier 1) sites supplying produce to Foodstuffs. One certification and audit may cover all of your sites, or you may have different certifications and audits for different sites supplying us – please complete for all sites as appropriate.

Scheme you are registered to (tick all that apply)	<input type="checkbox"/>	NZGAP Social Practice	<input type="checkbox"/>	GRASP
	<input type="checkbox"/>	Sedex SMETA	<input type="checkbox"/>	Rainforest Alliance
	<input type="checkbox"/>	BSCI	<input type="checkbox"/>	Fair Trade
	<input type="checkbox"/>	Fair Farms		
Scheme Membership/Certification Number(s)				
Supplier Type	Tick all that apply:		Vendor Brand	Own Brand or Loose Unbranded
<i>‘We are a (Grower/Grower Group/Processor/Packer/Agent/Other) supplying either (Vendor Brand/Own Brand or Loose Unbranded Produce).’</i>	<input type="checkbox"/> Direct Grower		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Grower Group		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Processor		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Packhouse		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Wholesaler/broker		<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> Other (please specify)		<input type="checkbox"/>	<input type="checkbox"/>

Date completed most recent self-assessment questionnaire (SAQ) as part of Scheme	DD/MM/YY:	Please submit copy of SAQ
Date completed most recent audit as part of Scheme	DD/MM/YY:	Please submit copy of audit report
If there were any non-conformances identified during the audit, have these been corrected and closed out by the auditor?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If No, please submit copy of your current corrective action plan
Certificate Expiry	DD/MM/YY:	Please submit a Scanned Copy of Certificate

8.2 ORGANIC FRESH PRODUCE

Fresh Produce suppliers making organic claims must hold an organic certification accredited against IFOAM Standards. It is the responsibility of the Supplier to ensure the most current certificate is always uploaded to eXchange as evidence of compliance.

8.3 TRACEABILITY DOCKET

Fresh Produce products delivered through Foodstuffs DCs must be accompanied by a traceability docket (attached to crate), example below. Please submit a copy of your Traceability Docket.

Barcode:	Country of Origin:
Product Description including Count and Weight:	
Supplier Name:	
GAP Number:	
NZ Wholesale GAP:	
Variety:	
Organic Certification Number if applicable:	
Article Code:	Dispatch Date:

FRESH PRODUCE SUPPLY DECLARATION (✓ tick box to confirm response)	Yes	Not Applicable
I hereby declare that the Company named below will hold and maintain appropriate certification and audits 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. If the company is withdrawn or suspended from the recognised and required scheme, they must notify the Foodstuffs Compliance team immediately.	<input type="checkbox"/>	
I hereby declare that if the Company is withdrawn or suspended from the recognised and required schemes in this section, they will notify the Foodstuffs Compliance team immediately.	<input type="checkbox"/>	
If the Company signed is not the direct grower, they hereby declare they have cascaded these requirements through their produce supply chain and have systems in place to ensure their produce suppliers used to supply Foodstuffs are compliant with Foodstuffs' requirements.	<input type="checkbox"/>	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Position			
Signature		Date	

9. FOODSTUFFS INWARDS GOODS STANDARD TEMPERATURE LIMITS

The Foodstuffs Standard 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.

FOODSTUFFS STANDARD TEMPERATURE LIMITS

Product Group	Target Temperature °C	Range for Corrective Action °C	Reject Temperature °C
Chilled Product			
All Product	0 to 4.9	5 – 6.9	7
Sushi/Nigiri/Meals- Chilled	0 to 4.9	5 – 6.9	7
Sushi/Nori- Temperature Managed	7 to 14.9		15
FSSI: Sushi (pH Controlled)	0 to 14.9	N/A	15
Carcass Meat	1 to 7 surface temperature (deep meat 10°C)	7.1 – 9.9	10
	<u>Carcasses delivered same day of slaughter must achieve a temperature of 7°C within 24Hrs</u>		
Fish (fillets and whole)	0 to 4.0 <i>(Ideal – Less than 2.0°C)</i>	4.1 – 4.9	5
Fresh/Raw Meat	0 to 4.0 <i>(Ideal – Less than 2.0°C)</i>	4.1 – 6.9	7
Live Product (shellfish and crustaceans)	6 to 10 2 to 10 (clams)	10.1-15.9	<6 or 16 <2 or 16 (clams) FSSI: 4 or 16 1 or 16
Frozen Product			
All Product (except ice cream)	Colder than -18	-17.9 to -12.1	-12
Ice-Cream	Colder than -18	-17.9 to -15.1	-15

Source: Foodstuffs Food Control Plan Module 4 (4.1 Consolidated Temperature Chart) – Jan 2020

10. 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 Section 9).
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.

INWARDS GOODS STANDARD TEMPERATURE LIMITS AND POLICY FOR RECEIVING PRODUCT (√ tick box to confirm response)	Yes
I have read and understood Section 9 - Foodstuffs Inwards Goods Standard Temperature Limits and Section 10 - Foodstuffs Policy for Receiving Product . 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	

11. 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 14: Recall/Withdrawal - Foodstuffs Regional Contacts.

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 (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.

12.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 15). The Recall Cost Recovery Plan on Section 13 will still apply.

GS1 ProductRecallNZ Declarations (✓ tick box to confirm response)	Yes
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 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 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	

13.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	

14.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**.

14.1 FOODSTUFFS NORTH ISLAND LTD - Recall/Withdrawal Contacts

Order of Contact	Name and Role Title	Email Address	Phone	Mobile
1	Kieara Fernandez Regulatory Technical Analyst	Kieara.Fernandez@foodstuffs.co.nz	(09) 621 0600 ext 2138	027 275 0499
2	Kimberly Hamer Regulatory Specialist – SME	Kimberly.Hamer@foodstuffs.co.nz	(09) 621 0600 ext 2744	027 250 6301
3	Mark Casey Regulatory Services Manager	Mark.Casey@foodstuffs.co.nz	(09) 621 1264	021 512 362
4	Lauren Foreman Food Safety Manager	Lauren.Foreman@foodstuffs.co.nz	(09) 621 0600 ext 3287	027 286 2513
5	Tatiana Valdes Regulatory Specialist – SME	Tatiana.Valdes@foodstuffs.co.nz	(09) 621 1262	021 959 693
6	Zon Cayanan Regulatory Specialist – SME	Zon.Cayanan1@foodstuffs.co.nz	(09) 621 0600 ext 2565	027 543 4215
7	Dylan Handley Regulatory Specialist - SME	Dylan.Handley@foodstuffs.co.nz	(09) 6211292	027 584 0519
8	Maria Simpson Regulatory Specialist	Maria.Simpson2@foodstuffs.co.nz	(09) 621 0600 ext 2426	027 217 5311
9	Suman Dey Roy Regulatory Specialist	Suman.DeyRoy3@foodstuffs.co.nz	(04) 527 2510 ext 3490	021 0297 6453
10	Gurpreet Kaur Regulatory Specialist	Gurpreet.Kaur@foodstuffs.co.nz	-	027 311 1906
11	Jessica Gardner Regulatory Specialist	Jessica.Gardner@foodstuffs.co.nz	(09) 621 0600 ext 2749	027 3216 440
12	Jessica Hampton Regulatory Specialist	Jessica.Gardner@foodstuffs.co.nz	04 527 2710	027 238 6264

**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 make direct person to person verbal contact with the Regulatory Team 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 both Foodstuffs North and South Island.</p>	<input type="checkbox"/>

Company Name			
Authorized Representative's Name			
Your position			
Signature		Date	

14.2 FOODSTUFFS SOUTH ISLAND LTD - Recall/Withdrawal Contacts

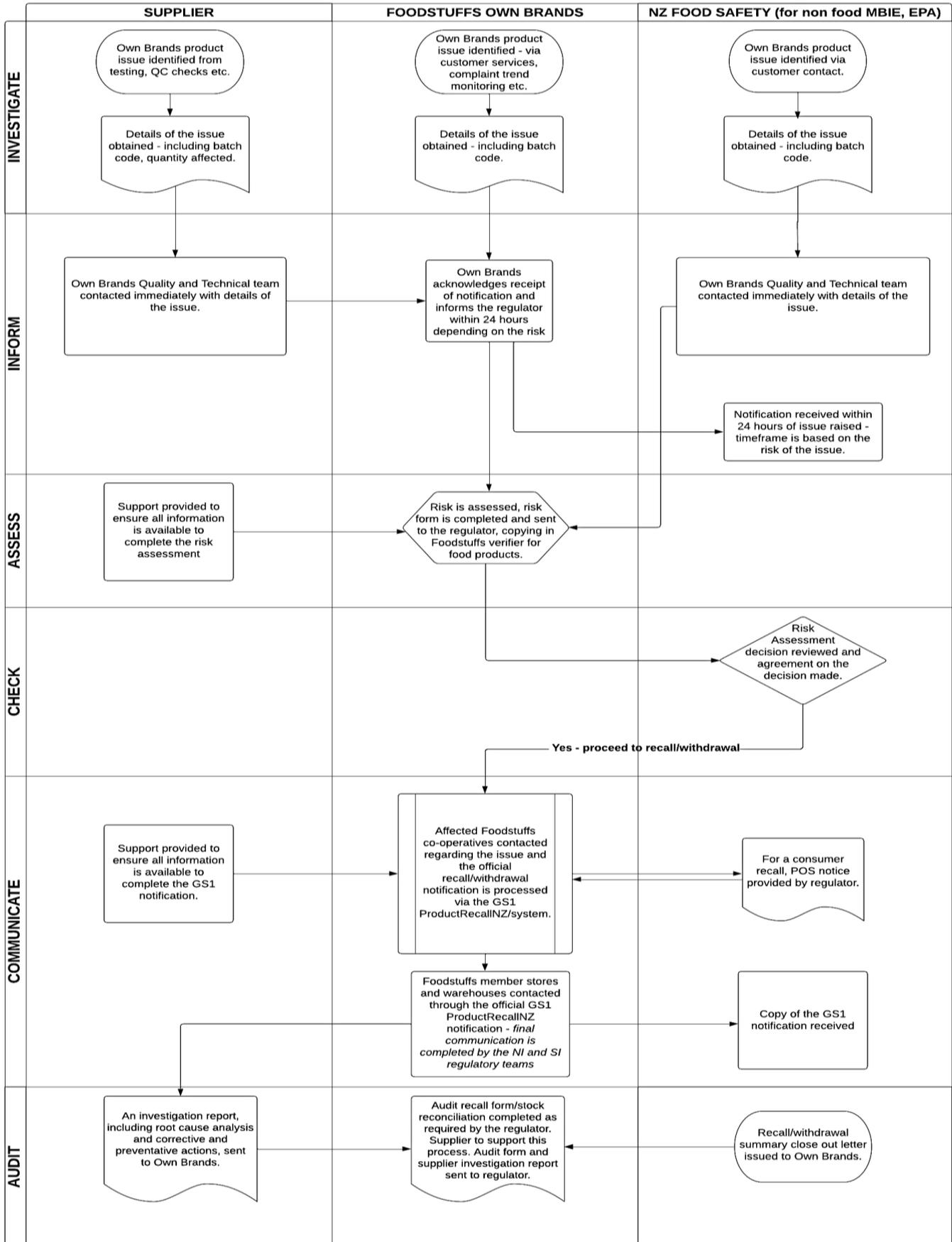
Order of Contact	Name and Role Title	Email Address	After hours Contact Numbers
1	Lindsey Bartholomew Food Safety Manager- Retail	foodsafety@foodstuffs-si.co.nz	021 713 380
2	Seema Narayan Food Safety Business Partner		021 642 554
3	Ella Haddon Food Safety Business Partner		021 225 3137

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

Company Name			
Authorized Representative's Name			
Your position			
Signature		Date	

15.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:



16. 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)
All cheese				
<i>Escherichia coli</i>	5	1	10/g	10 ² /g
Raw milk cheese				
<i>Salmonella</i>	5	0	not detected in 25 g	
Staphylococcal enterotoxins	5	0	not detected in 25 g	
Soft and semi-soft cheese (moisture content > 39%) with pH > 5.0				
<i>Salmonella</i>	5	0	not detected in 25 g	
Dried milk				
<i>Salmonella</i>	5	0	not detected in 25 g	
Unpasteurised milk for retail sale				
<i>Campylobacter</i>	5	0	not detected in 25 mL	
Coliforms	5	1	10 ² /mL	10 ³ /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 ⁴ /mL	2.5x10 ⁵ /mL
Packaged cooked cured/salted meat				
Coagulase-positive staphylococci	5	1	10 ² /g	10 ³ /g
<hr/>				
Column 1	Column 2 (n)	Column 3 (c)	Column 4 (m)	Column 5 (M)
<i>Salmonella</i>	5	0	not detected in 25 g	
Packaged heat treated meat paste and packaged heat treated pâté				
<i>Salmonella</i>	5	0	not detected in 25 g	
All comminuted fermented meat which has not been cooked during the production process				
Coagulase-positive staphylococci	5	1	10 ³ /g	10 ⁴ /g
<i>Escherichia coli</i>	5	1	3.6/g	9.2/g
<i>Salmonella</i>	5	0	not detected in 25 g	
Cooked crustacea				
Coagulase-positive staphylococci	5	2	10 ² /g	10 ³ /g
<i>Salmonella</i>	5	0	not detected in 25 g	
SPC	5	2	10 ⁵ /g	10 ⁶ /g
Raw crustacea				
Coagulase-positive staphylococci	5	2	10 ² /g	10 ³ /g
<i>Salmonella</i>	5	0	not detected in 25 g	
SPC	5	2	5x10 ⁵ /g	5x10 ⁶ /g
Bivalve molluscs, other than scallops				
<i>Escherichia coli</i>	5	1	2.3/g	7/g
Ready-to-eat food in which growth of <i>Listeria monocytogenes</i> can occur				
<i>Listeria monocytogenes</i>	5	0	not detected in 25 g	
Ready-to-eat food in which growth of <i>Listeria monocytogenes</i> will not occur				
<i>Listeria monocytogenes</i>	5	0	10 ² cfu/g	

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

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

17. 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: **March 2026**