

Foodstuffs Ltd

FOOD SAFETY APPROVED SUPPLIER DOCUMENTATION PACKAGE



FOODSTUFFS
AUCKLAND LIMITED

FOODSTUFFS
(WELLINGTON) CO-OPERATIVE SOCIETY LTD



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FOODSTUFFS COMPANY CONTACTS

FOODSTUFFS AUCKLAND

Mark Casey

Regulatory Services Manager

Foodstuffs Auckland Ltd

DX Box CX 15021

Auckland

DDI: (09) 621 0633

Mobile: 021 512 362

Email: mark.casey@foodstuffs.co.nz



FOODSTUFFS
AUCKLAND LIMITED

FOODSTUFFS WELLINGTON

John Kearns

Group Compliance Manager

Level 1, 703 Roberts Line

Palmerston North

Phone DDI: (06) 351 1678

Fax: (06) 351 1621

Mobile: 027 459 8164

Email: john.kearns@foodstuffs-wgtn.co.nz

FOODSTUFFS
(WELLINGTON) CO-OPERATIVE SOCIETY LTD

For approved supplier inquiries to Foodstuffs WGTN please contact:

Group Compliance Administrator

Phone DDI: (06) 3511699

Fax: (06) 3511621

Email: legislation@foodstuffs-wgtn.co.nz

FOODSTUFF SOUTH ISLAND

Alona Clark

Food Safety Manager

Foodstuffs South Island Limited

Private Bag 4705

Christchurch

Phone: 03 353 8700

Fax: 03 353 8195

Mobile: 021 713 380

Email: alona.clark@foodstuffs-si.co.nz



South Island Limited

FOODSTUFFS OWN BRANDS LTD

Jane Wilson

Quality Assurance Manager

DX Box CX 15021

Auckland 1041

DDI: 09 621 0967

Fax: 09 621 0987

Mob: 021 980 575 jane.wilson@foodstuffs.co.nz

FOOD SAFETY APPLICATION

APPROVAL NUMBER: _____ **APPLICATION DATE:** _____

In completing this form the Supplier agrees to abide by all legislative requirements appropriate to the business and to inform Foodstuffs Ltd if and when their Food Safety standards change.

COMPANY DETAILS:

NAME: _____

TRADING AS: _____

PO BOX ADDRESS: _____

ADDITIONAL PRODUCTION SITES OR CONTACT MANUFACTURERS: _____

PHONE: () _____ MOBILE: () _____

FAX: () _____

EMAIL: _____

(Company Name)

HAS AN APPROVED NZFSA or MAF FOOD SAFETY PROGRAMME COVERING THE SCOPE OF THE FOOD OPERATION. (Copy of certificate included in the application pack)

YES

*(Name of the Approved NZFSA or MAF Food Safety Programme)
+ (Copy of certificate included in the application pack)*

NO:

(Company Name)

Agrees to implement an approved NZFSA / MAF Food Safety Programme covering the scope of the Food Operation or to be certificated against the Foodstuffs Importer / Broker Standard. The programme will be audited by an Approved NZFSA Auditor on completion of the implementation.

The Nominated NZFSA Approved Auditor: _____

Company _____

Audit Date Set: _____

- **Foodstuffs require all suppliers to implement one of the following to obtain FULL Supplier Approval** (that is most appropriate for your business):
- HACCP (Hazard Analysis & Critical Control Point) Audited by external third party auditor NB: approval of this option required by & granted at the discretion of Foodstuffs food safety personnel, (South Island only)
- MAF (Risk Management Programme) /
- NZFSA (New Zealand Food Safety Authority) /
- New Zealand GAP
- GlobalGAP(EurepGAP)
- Wine Standards Management Plan
- Codex or Global standards other than EurepGAP - for international certifications/imports
- Foodstuffs Importer standard
- Food Control Plans (NZFSA)
- Importer Standard Registration (NZFSA); See Foodstuffs Importer / Broker Standard below!

Foodstuffs will grant six months interim approval from the date of application to become an approved supplier. After six months you are required to have implemented an appropriate Food Safety programme and have had an independent audit from the named company in this application. Once exemption has been granted a copy of your exemption certificate is to be sent to the Foodstuffs sister company to whom you applied for Approved Supplier status.

NO INTERIM APPROVAL GRANTED FOR:-

- **New Zealand GAP** – A full approval will be given on receipt of the GAP certificate issued by Hort NZ
- **Foodstuffs Importer / Broker Standard** - Full approval granted once certificated by Assured Food Safety – contact Shane Hopgood 09 846-8492 or mobile 0274 726 657 or hopgoods@paradise.net.nz

DECLARATION OF PRODUCT SUPPLIED TO FOODSTUFFS

Company Name: _____



Tick where appropriate

I hereby declare that all food products supplied into Foodstuffs Ltd Warehouses and Member Stores by the Company named below, are **PACKAGED** and ready for immediate trade. No further packaging or re-labeling of the products supplied is required in the retail stores.



Tick where appropriate

I hereby declare that all food products supplied into Foodstuffs Ltd Warehouses and Member Stores by the Company named below, are **UNPACKAGED** and will require labels to be applied by Retailers prior to trade.



Tick where appropriate

I hereby declare that food products supplied into Foodstuffs Ltd Warehouses and Member Stores by the Company named below, are **PACKAGED** and ready for immediate trade **AND UNPACKAGED** and will require labels to be applied by Retailers prior to trade.



Tick where appropriate

I hereby declare that all products supplied into Foodstuffs Ltd Warehouses and Member Stores by the Company named below, are **NON FOOD** and are **NOT intended for human consumption** and are exempt labeling requirements under the Food Standards Code.



Tick where appropriate

I hereby declare that all products supplied into Foodstuffs Ltd Warehouses and Member Stores by the Company named below have been **approved by the appropriate regional Foodstuffs Category Manager/Food Safety Manager**. Supply of any other product will mean immediate suspension of supply to Foodstuffs NZ



Tick where appropriate

I hereby confirm that the company **Audit Certificate pertains to the scope of the product** that the company proposes to supply to Foodstuffs NZ

Name of Authorised Person – PLEASE PRINT: _____

Position: _____

Signature of Authorised Person _____

Date: _____

COMPLIANCE TO LABELLING STANDARDS

<http://www.nzfsa.govt.nz/policy-law/legislation/food-standards>

Food Standards Code

Gene Technology (as above)

Weights and Measures Act 1987 and Amendments 2001

ANZA Liquor Promotion Code Prevetting System (LPPS) & ASA Code for Naming, Labelling, Packaging & Promotion of Liquor

- I hereby certify the Company named below will be fully compliant with **Chapter 1** of the **ASNZ Food Standards Code** for all products supplied.*
- I hereby certify the Company named below will be fully compliant with the Food requiring pre market clearances-Product Produced Using Gene Technology as prescribed in Standard 1.5.2 of the Food Standards Code.*
- I hereby certify the Company named below will be fully compliant with the Microbiological Limits for Foods as detailed in the Food Standards Code and as prescribed by the NZFSA with specific reference to Standard 1.6.1 Microbiological Limits for Food*
- I hereby certify the Company named below will be fully compliant with the **Food Products Standards** as prescribed in **Chapter 2** of the Food Standards Code from 20 December 2002, for all products supplied*
- I hereby certify the Company named below will be fully compliant with the Weights and Measures requirements as detailed in the Weights and Measures Act 1987, for all packaged products supplied.*

HEALTH AND SAFETY OBLIGATIONS

- I hereby certify the Company named above will be fully compliant with all obligations under the Health and Safety in Employment Act 1992, and will ensure that all Company Representatives and / or Merchandisers will complete the Safe In Store Pass programme, will complete an induction at each of the Foodstuffs stores that they will be conducting work in and will sign the visitors log book noting the Safe In Store Pass number. The Safe In Store Pass will be worn and visible at all time when working in store.*

ALCOHOL

- I hereby certify that the company named below complies and subscribes to the ANZA Liquor Promotion Code Prevetting System (LPPS) and have appointed Delegated Authorities to manage promotions and / or the naming, packaging and labeling of product prior to supply to Foodstuffs / Members.
- I hereby certify that the company named below complies with the Advertising Standards Authority (ASA) Code for the Naming, Labeling and Promotion of Liquor.*

I _____ confirm that _____ (Company name) will notify Foodstuffs (Auckland, Wellington and Christchurch) Ltd of any product that does not comply with the standards as prescribed in the Food Standards Code, the Weights and Measure Act 1987, the Liquor Promotion Code Prevetting System or any other legislative requirements and relevant industry standards.

Name: _____

Signature _____

Date: _____

UNPACKAGED PRODUCT – LABELLING INFORMATION

NB. Please copy the next 2 pages and complete for every line you supply to stores where the retailer applies the label for trade

Product: _____ Product Code: (If known) _____

Description: _____ Pack Size(s) _____

	INGREDIENTS (list in descending order)	CHARACTERISING INGREDIENT (identify and detail the % of product)	GM DERIVED ✓ ingredients GM derived × ingredients not GM derived or exempt labeling requirements	COMMENTS/NOTES
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Nutritional Information		
Servings per Package:	Serving Size (g):	
	Average Quantity per Serving complete nutritional information	Average Quantity per 100g complete nutritional information
Energy	kJ (cal)	kJ (cal)
Protein	g	g
Fat -total	g	g
-saturated	g	g
Carbohydrate	g	g
-sugars	g	g
Sodium	mg (mmol)	mg (mmol)
Is there a nutritional claim made on this product?	YES – Please detail additional nutrient information below	NO
STORAGE DIRECTIONS:		
DIRECTIONS FOR USE:		
MANDATORY WARNING STATEMENTS REQUIRED <i>(circle as appropriate)</i>	NO	YES
If YES for the question above please give details:		

DATE MARKING OF FOOD

DATE TYPE: circle as appropriate	USE BY or BEST BEFORE
RECOMMENDED SHELF LIFE:	_____ DAYS
REFERENCE INFORMATION FOR SHELF LIFE RECOMMENDATION: Please attach a copy of the reference material used	
FOOD ENVIRONMENT Circle as appropriate	AEROBIC or ANAEROIC
WATER ACTIVITY OF THE FOOD (aw)	
TYPICAL pH	
PREPARATION REQUIREMENTS Circle as appropriate	CONSUMER TO COOK/ PREPARE STORE TO COOK/ PREPARE READY TO EAT
PATHOGENS OF CONCERN:	
COPY OF SHELF LIFE VALIDATION ATTACHED:	YES
QUALITY DETERIORATION:	

NON-FOOD COMPLIANCE

Company Name: _____
Trading As: _____
PO Box Address: _____
Address of the Company: _____
Contact Name: _____
Telephone Number: _____
Fax Number: _____
Mobile Phone: _____
Email Address: _____

Foodstuffs Ltd is committed to trading products compliant with all legislative requirements. The following declaration relies on the Supplier's honesty and integrity.

Foodstuffs Ltd will not be responsible for any false or misleading information supplied / declared by the Supplier.

The following information is included in the application pack:

- Certification of packaging
- MSDS for chemicals
- Relevant industry standard certification.

I hereby certify the Company named above is fully compliant with all legislative requirements, and that all non-food products supplied to Foodstuffs Ltd are manufactured, labeled and handled accordingly

DATE: _____

NAME OF AUTHORISED PERSON: _____

SIGNATURE OF AUTHORISED PERSON: _____

DESIGNATION: _____

POLICY FOR RECEIVING PRODUCT

Please make sure you understand and sign the following form:

1. ALL GOODS TO BE OF THE CORRECT SIZE, QUANTITY AND QUALITY.
2. THE PRESENTATION / PACKAGING IS TO BE ACCEPTABLE – NO DAMAGED OR DIRTY STOCK. BOXES USED MUST NOT BE RECYCLED OR SECOND HAND.
3. GOODS MUST BE STORED CORRECTLY ON THE DELIVERY VEHICLE (CHEMICALS SEPARATED FROM FOOD PRODUCTS).
4. GOODS HAVE AND ARE WITHIN ACCEPTABLE USE-BY DATES / BEST BEFORE DATES.
5. TEMPERATURE SENSITIVE PRODUCTS WILL BE TEMPERATURE CHECKED ON ARRIVAL TO THE STORE.
6. TEMPERATURE SENSITIVE PRODUCTS WILL NOT BE ACCEPTED IF THEY ARE NOT DELIVERED UNDER REFRIGERATION.
7. ALL TEMPERATURES WILL BE DOCUMENTED AT THE TIME OF DELIVERY AND ANY PRODUCTS THAT DO NOT MEET THE REQUIRED STANDARD WILL BE REJECTED.
8. SHOULD PRODUCT NOT MEET THE STORES REQUIRED STANDARD, FOODSTUFFS WILL BE NOTIFIED BY TELEPHONE AND IN WRITING.
9. REJECTED PRODUCT WILL BE MARKED ACCORDINGLY AND SENT BACK TO THE SUPPLIER.

Please note that: All stores report any of the listed rejections to Foodstuffs.

NAME OF COMPANY:			
ADDRESS OF THE COMPANY:			
NAME:			
POSITION:			
SIGNATURE:		DATE:	/ /

Acknowledges the required standard and will endeavour to supply Foodstuffs Ltd with safe food.

INWARDS GOODS TEMPERATURE LIMITS

The following reference criteria have been derived from a scientific investigation where microbiological levels were accessed in the various types of food at varying temperatures. Depending on the pathogens of concern, temperatures have been set according to the type of category the product falls in.

The following criteria have been approved by the Ministry of Health:

Note:

- Where temperatures are at the Reject Temperature product is rejected immediately.
- Where temperatures are below the Target Temperature product is rejected immediately.
- Notification of rejection will be given to the supplier in writing and copied to Foodstuffs (Auckland, Wellington or South Island as appropriate) Food Safety Department. An explanation regarding the action taken to prevent future temperature abuse must be provided to the store and Foodstuffs in writing.
- Where goods are between the Temperature Range Requiring Corrective Action and the Reject Temperature, the supplier is notified 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.

INWARD GOODS MUST ADHERE TO THESE STRICT GUIDELINES

ALL INWARDS GOODS			
PRODUCT GROUP	Target Temperature	Temperature Range requiring Corrective Action	Reject Temperature
Chilled Products			
All Products	0°C to 4.9°C	5.0°C -6.9°C	7°C
Carcass Meat	1°C to 7°C surface temperature (will achieve deep meat temperature of 10°C)	7.1°C – 10.9°C 7.1°C – 9.9°C (South Island Only)	11°C 10°C (South Island Only)
Fish (fillets and whole)	0°C - 4°C	4.1°C – 4.9°C 4.1°C – 6.9°C (South Island Only)	7°C 5°C (Auckland Only)
Live Shellfish i.e. Mussels	6°C - 10°C	10.1°C - 15.9°C 10.1°C – 11.9°C (South Island Only)	16°C 12°C (South Island Only)
Frozen Products			
All Products (Except Ice-Cream)	< -18°C	-17.9°C - 12.1°C -17.9°C – -13.1°C (South Island Only)	-12°C -13°C (South Island Only)
Ice-Cream	< -18°C	-17.9°C –15.1°C	-15°C

RECALL REFERENCE

In the event of a product recall all Suppliers, i.e. the company, individual, partnership, corporation, manufacturer or importer or any other entity primarily responsible for the supply of product to Foodstuffs Ltd and/or its Member stores have to notify the following:

- Statutory authorities
- All Foodstuffs Member Stores
- The public (consumer recalls only)
- Foodstuffs Ltd specifically:

Foodstuffs Auckland Ltd: Mark Casey (09) 621 0633 or 021 512 362

Foodstuffs Wellington Co-Operative Society Ltd: (see below)

Foodstuffs South Island Ltd: (see below)

Foodstuffs Own Brands Ltd: (see below)

Further details are attached in the Foodstuffs Ltd region specific criteria.

Foodstuffs Auckland Ltd: Page 14

Foodstuffs Wellington Co-Operative Society Ltd: Page 15

Foodstuffs South Island Ltd: Page 18

Foodstuffs Own Brands Ltd: Page 19

Recall details shall include:

- Product name and description, including package size and type lot identification (batch or serial number).
- Foodstuffs Product Code & Barcode
- “Use-by” date, “packed on” date, or “best before” date where relevant (may also be the lot identification).
- Reason for recall and strategy for the return of stock/credits.

RECALL: FOODSTUFFS AUCKLAND LTD

Regulatory Services Manager mark.casey@foodstuffs.co.nz	Mark Casey	09 621 0633 021 512 362
Food Safety Advisor elmarie.rootman@foodstuffs.co.nz	Elmarie Rootman	09 621 0855 021 315 568
Food Safety Advisor caroline.roberts@foodstuffs.co.nz	Caroline Roberts	09 621 0624 021 959 693
Regulatory Advisor cecilia.manese@foodstuffs.co.nz	Cecilia Manese	09 621 0855 021 200 6215
Group Operations Manager	Jack Dill-Russell	09 621 0677 021 946 094
General Manager, Retail Sales and Performance	Rob Chemaly	09 621 0600
General Manager Procurement and Logistics	Gijs Faber	09 621 0268

Communication to the above Foodstuffs (Auckland) Ltd personnel will be in the order listed and will be by landline telephone in the first instance. This process will continue until person-to-person telephone conversation is established with one of the listed personnel. All enquiries to Food Safety Team, Foodstuffs (Auckland) Ltd

The following notification must be completed by the supplier for all supplier initiated recalls:



Please advise by return notice, completion of this Product Recall – Recall # _____

Please sign and return notice to **Mark Casey** on fax **(09) 621-0615** or email mark.casey@foodstuffs.co.nz immediately after this instruction has been executed by the supplier in each Foodstuffs Auckland Member Store.

- All New World Members contacted and product accounted for
- All Pak 'n Save Members contacted and product accounted for
- All Four Square Members contacted and product accounted for
- All Gilmours Members contacted and product accounted for
- All Foodstuffs Warehouses contacted and product accounted for

SUPPLIER: _____ SIGNED: _____

DATE RETURNED: _____

- * Same Day for Level One Recall – Serious consumer health consequences may result from consumption of the products
- * 24 Hours for Level Two Recall – Precautionary measure e.g. incorrect labeling
- * One week for Level Three Recall – Use of product is unlikely to cause adverse health effects e.g. poor quality, incorrect colour, flavour etc

RECALL: FOODSTUFFS WGTN

FOODSTUFFS WGTN PRODUCT RECALL AND WITHDRAWAL PROCESS

BY WHOM	LOGICAL SEQUENCE	COMMENTS/DETAILS
Supplier	Product contamination identified (Through manufacture, industry and/or customer feedback)	
	↓	
Supplier	Supplier obtains product details e.g. name, brand, batch code, date etc to appropriately identify contaminated stock.	
	↓	
Supplier to Foodstuffs	Supplier notifies Foodstuffs Category Manager of product recall/withdrawal: 1st point of contact Senior Category Manager or Merchandise Manager Foodstuffs Wgtm (04) 527 2510 (See following page for contact details) AND Cc Emma McCabe emma.mccabe@foodstuffs-wgtn.co.nz Merchandise Co-ordinator	Contact Category Manager and Emma McCabe first Cc Carolyn Kent Group Compliance Admin Phone DDI: (06) 351 1699 legislation@foodstuffs-wgtn.co.nz
	↓	
Supplier to Foodstuffs	Senior Category Manager or Merchandise Manager Foodstuffs Wgtm Obtains all details of product recall. Finds product codes. Emails all information required for the recall/withdrawal to Merchandise Co-ordinator: emma.mccabe@foodstuffs-wgtn.co.nz	If the Merchandise Coordinator is away: Group Compliance will process product recall legislation@foodstuffs-wgtn.co.nz
	↓	
Supplier to Stores	Supplier will ring all stores that stock the product Company Representatives communicating to Stores regarding the incident MUST ensure that they accurately relay information	
	↓	
Foodstuffs to Stores	Merchandise Co-ordinator types up product recall notice and emails and/or faxes product recall/withdrawal to Stores and Warehouses (as appropriate) notifying appropriate personnel of contaminated product and the corrective action to follow	Primary point of contact and communication /information flow is through Foodstuffs Senior Category Manager or Merchandise Manager
	↓	
Stores to the Supplier	Product recall/withdrawal process conducted, corrective action followed and documentation completed accordingly. Fax/Post PRODUCT RECALL/ACKNOWLEDGEMENT FORM to the supplier	Care to be taken not to damage or disturb forensic evidence. Place product in a confined credit area and label appropriately until product is collected or returned
	↓	
Supplier to Foodstuffs	Supplier fills in the RECALL COMPLETION FORM and email it to emma.mccabe@foodstuffs-wgtn.co.nz and the Senior Category Manager. cc legislation@foodstuffs-wgtn.co.nz	Cc Carolyn Kent legislation@foodstuffs-wgtn.co.nz Group Compliance Administrator Phone DDI: (06) 351 1699

FOODSTUFFS WELLINGTON CONTACTS FOR PRODUCT RECALLS

NAME	POSITION & CATEGORY	PHONE CONTACT	FAX CONTACT	EMAIL CONTACT
Tim Watson	Meat Advisor	027 495 8539		tim.watson@foodstuffs-wgtn.co.nz
Dana Stuart	Produce Manager	04 232 3481 0274 972 565		dana.stuart@foodstuffs-wgtn.co.nz
Kerin Hicks	Bakery Merchandise Manager	06 350 611 or 0272 125070	06 351 1621	kerin.hicks@foodstuffs-wgtn.co.nz
Michael Gibbons	Seafood Merchandise Manager	04 527 2510 027 240 3794	04 527 2697	michael.gibbons@foodstuffs-wgtn.co.nz
George Kosmadakis	Seafood Merchandise Manager	04 527 2510 ext 661 027 2855 311	04 527 2697	george.kosmadakis@foodstuffs-wgtn.co.nz
Garry Ravenwood	Domestic Product Manager Frozen & Chilled, Foodservice	04 527 2532	04 527 2611	garry.ravenwood@foodstuffs-wgtn.co.nz
Guy Davis	Senior Category Manager Liquor & Tobacco	04 527 2890	04 527 2611	guy.davis@foodstuffs-wgtn.co.nz
Debbie Harrison	Domestic Product Manager Grocery, Non Food	04 527 2694	04 527 2611	debbie.harrison@foodstuffs-wgtn.co.nz
Mark Dickison	Domestic Product Manager Impulse	04 527 2604	04 527 2611	mark.dickison@foodstuffs-wgtn.co.nz
Kerstin Maslen	Senior Category Manager General Merchandise	04 527 2651	04 527 2611	kerstin.maslen@foodstuffs-wgtn.co.nz
Stephen Vogtherr	Senior Category Manager General Merchandise	04 527 2654	04 527 2611	stephen.vogtherr@foodstuffs-wgtn.co.nz
Edwin Gear	General Manager Product	04 527 2676	04 527 2611	edwin.gear@foodstuffs-wgtn.co.nz
Emma McCabe	Co-ordinator / EA		04 527 2611	emma.mccabe@foodstuffs-wgtn.co.nz

RECALL COMPLETION FORM

THE FOLLOWING NOTIFICATION MUST BE COMPLETED BY THE SUPPLIER FOR ALL SUPPLIER INITIATED RECALLS:

On completion of the recall please complete and return the Recall Completion Form to emma.mccabe@foodstuffs-wgtn.co.nz and the Senior Category Manager cc.legislation@foodstuffs-wgtn.co.nz

Supplier Company Name: _____
Product Recalled: _____
Date of Recall: _____

Tick

- All New World Members contacted and product accounted for
- All PAK'n SAVE Members contacted and product accounted for
- All Four Square Members contacted and product accounted for

SUPPLIER: _____

SIGNED: _____

DATE RETURNED: _____

RECALL: FOODSTUFFS SOUTH ISLAND LTD

We wish to remind you that our Group Members and Foodstuffs South Island Limited have an obligation to comply with the New Zealand Food Amendment Act 1996, the Food Standards Code Australia New Zealand and the New Zealand Health and Safety in Employment Act 1992. In order to do so we have to be assured that product(s) supplied either direct to our Members or via our Warehouses comply with this legislation.

In the event of a Food & Health Safety issue resulting in either a Public Product Recall or Trade Product Recall, we request that the following communication lines to Foodstuffs South Island Limited be followed:

ORDER OF CONTACT	TITLE AND POSITION	<u>DAY TIME NUMBER (8AM – 5PM)</u>	<u>AFTER HOURS CONTACT NUMBER</u>
1	Alona Clark Food Safety Manager	(03) 353 8700	021 713 380
2	Jocelyn Thornley Food Safety Advisor		021 957 537
3	Annie Hay Retail Merchandise Manager – fresh foods, liquor, GM		021 320 617
4	Dave Pawson Wholesale Merchandise Manager		021 906 204
5	Tim Donaldson Retail Brands manager		021 713 299
6	Alan Malcolmson General Manager – Retail Operations		021 713 261
7	John Mullins General Manager - Wholesale Operations and Procurement.		021 838 378

Contact by telephone must be made with one of the above listed Foodstuffs South Island Limited employees in the order specified, followed by written confirmation of the Product Recall.

Information required in the event of a Product Recall is as follows;

- Company Name
- Product Description – Description on package, net weight/volume, number of content in retail package
- Batch Code and position on product if not obvious
- Date Markings and position on product if not obvious
- Product Barcode
- Distribution area if applicable
- Reason for Recall
- Return and collection procedure for recalled product
- Public advice contact number if available
- Other information relevant to the product recall

Foodstuffs South Island Limited will then advise our Branch Managers and Members of the Product Recall via our internal fax and email systems. Obviously, if suppliers and retailers work in tandem, we will minimise any effects that defective product may have on our customer base.

Any queries please contact the undersigned
Alona Clark Food Safety Manager.
Foodstuffs South Island Limited.
Private Bag 4705
Christchurch, Fax: 03 353 8195
Email: alona.clark@foodstuffs-si.co.nz

RECALL: FOODSTUFFS OWN BRANDS LTD

FOODSTUFFS OWN BRANDS PRODUCT RECALL AND WITHDRAWAL PROCESS

RESPONSIBILITY	LOGICAL SEQUENCE	COMMENTS/DETAILS
Supplier	Private label product issue identified (Through manufacture, industry and/or customer feedback)	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	Foodstuff Own Brand Contacted with details of the issue within 24 hours of issue being identified	First Contact: Jane Wilson DDI: (09) 621 0967, Mob: (021) 980 575 Second Contact: Jocelyn McCallum DDI: (09) 621 0970, Mob: (021) 349 011
	↓	
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 three regions regarding the issue and send out the Recall/withdrawal form so that a recall note to go out to stores	
	↓	
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	Please complete: Recall notification Auckland & South Island – Pg 14 Recall completion form – Wellington Pg 17
	↓	
Supplier	Supplier to conduct a full investigation into the issue and issue Foodstuffs Own Brands with the report outlining the issue and corrective actions	

Foodstuffs Supplier Micro Reference Criteria

The Following levels are set as a guideline.
Levels (counts) are unless otherwise stated per gram of product.

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

Note: Salmonella and Listeria are per 25g of sample

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

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