



**BRITISH ORNAMENTAL PLANT
PRODUCERS
CERTIFICATION SCHEME**

Ornamental Horticulture Packhouse Standard

**Version 4
June 2009**

CONTENTS

		Page
	INTRODUCTION	6
1.0	<u>PROCESS AND PRODUCT CONTROL</u>	
1.1	QUALITY MANAGEMENT SYSTEM	7
1.2	PRODUCT SAFETY	
	1.2.1 Principles of HACCP	8
	1.2.2 HACCP System	9
	1.2.3 HACCP Review	9
1.3	SITE	
	1.3.1 Location	10
	1.3.2 Packhouse	10
	1.3.3 Security	10
1.4	HYGIENE AND FOREIGN BODY CONTROL	
	1.4.1 Packhouse	11
	1.4.2 Site	11
	1.4.3 Cleaning	11
	1.4.4 Vermin / Insects	12
	1.4.5 Broken glass	12
	1.4.6 Knives, secateurs and scissors	13
	1.4.7 Delivered product	13
	1.4.8 Production and packaging materials	13
	1.4.9 Staff arrangements and facilities	14
1.5	PROCESS MONITORING, ROUTINE CHECKING, CALIBRATION AND RECORDING	
	1.5.1 Process monitoring	15
	1.5.2 Calibration and verification	15
	1.5.3 Pest and disease identification and training	16
	1.5.4 Pest outbreaks	16
	1.5.5 Temperature control and storage	16
	1.5.6 Container / Potting media	17
	1.5.7 Traceability	18
	1.5.8 Post-harvest treatments	18
	1.5.9 Ethylene	19
	1.5.10 Chemical residues	19

1.6	PRODUCT QUALITY	
	1.6.1 Specifications	20
	1.6.2 Supplier approval and goods intake	20
	1.6.3 Stock rotation	22
	1.6.4 Spot Buying	22
	1.6.5 Product development	22
2.0	<u>CUSTOMER CONSIDERATIONS</u>	
2.1	LABELLING	
	2.1.1 Consumer labelling	24
2.2	TRANSPORT	
	2.2.1 Customers own transport	24
	2.2.2 Third party transport and own transport	24
	2.2.3 Delivery records and invoicing	24
	2.2.4 Delivery conditions	25
2.3	SHELF LIFE/RETAILER/GARDEN PERFORMANCE	
	2.3.1 Shelf life / Retailer / Garden performance	25
2.4	CUSTOMER QUERIES	
	2.4.1 Complaints policy	26
	2.4.2 Query/complaint procedures	26
	2.4.3 Complaint review	26
	2.4.4 Returns and out of specification products	26
	2.4.5 Serious incidents	26
2.5	TRADING CONDITIONS	
	2.5.1 Insurance	27
	2.5.2 Terms and conditions	27
3.0	<u>STRATEGIC ISSUES</u>	
3.1	HEALTH AND SAFETY	
	3.1.1 COSHH Assessments	28
	3.1.2 Health and safety policy and assessment	28
	3.1.3 First aid	28
	3.1.4 Fire risks	29
3.2	ENVIRONMENTAL POLICIES	

	3.2.1 Peat and its alternatives	29
	3.2.2 Energy use	29
	3.2.3 Environmental pollution	30
	3.2.4 Recycling	30
	3.2.5 Waste and waste disposal	30
3.3	STAFF TRAINING AND EMPLOYMENT REQUIREMENTS	
	3.3.1 Staff training and appraisals	31
	ANNEX I	
	3.3.2 Employment legislation	32
	3.3.3 Employment documentation	32
4.0	<u>USEFUL SOURCES OF INFORMATION</u>	34

INTRODUCTION

This Standard has been produced to provide retailers with the assurance that suppliers' packhouses, in the ornamental horticulture industry, meet high standards of quality, safety and service. The British Ornamental Plant Producers (BOPP) scheme has developed the Standard to meet the specific requirements of ornamental horticulture packhouse operations.

The Standard covers aspects of quality, safety and service that are appropriate for packhouse operations that may be sourcing product from national or international suppliers. The Standard does not cover growing operations which are covered by the other GlobalGAP compliant BOPP Standards.

The Standard is separated into the following main sections:-

- 1) Process and Product Control**
- 2) Customer Considerations**
- 3) Strategic Issues**

In addition to the core Standard an annex has been added to address employment issues.

Each compliance criteria has been categorised as either 'Major' or 'Minor'.

Failure to comply with the criteria categorised as 'Major' would be considered as a major non-conformity. Failure to comply with the criteria categorised as 'Minor' would be considered as a minor non-conformity. See the BOPP Scheme Rules for further details.

1.0 PROCESS AND PRODUCT CONTROL

1.1 QUALITY MANAGEMENT SYSTEM (QMS)

COMPLIANCE CRITERIA	MAJOR	MINOR
1.1 Quality Management System	<p>1.1.1 The company must have a clearly defined, well communicated and regularly reviewed quality policy statement that outlines the company quality ethos and its intentions to meet customer requirements in terms of quality, safety and legality. The policy must be understood by all key personnel.</p> <p>1.1.2 The Quality Manual must identify the processes and steps within the business and how these interact. It must have a clearly defined method for managing quality in each of the identified processes.</p> <p>1.1.3 There must be documented evidence that the practices described in the Quality Manual are actually carried out. Records must be legible and there must be clear procedures for collating, reviewing, storing and retrieving appropriate records. Any amendments must be appropriately authorised.</p> <p>1.1.4 There must be effectively controlled documentation with only current and approved documents in use. Changes to documentation must be recorded and there must be procedures in place for replacing obsolete documentation.</p> <p>1.1.5 The Quality Manual must be easily accessible by key staff.</p> <p>1.1.6 There must be a clearly defined and documented organisational structure showing jobs, responsibilities and reporting structure. Listed staff must be aware of their roles and responsibilities within the business including their responsibilities to the QMS. This must be documented by way of job descriptions.</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.1 Quality Management System continued	<p>1.1.6 continued There must be procedures in place to cover the absence of staff listed in the organisational structure.</p> <p>1.1.7 There must be regular documented reviews of the QMS (including audit results, customer queries, the status of existing procedures and management review minutes) by senior management with a view to continual improvement of the QMS. There must be evidence that actions from the review have been implemented and that adequate resource is available to do this</p> <p>1.1.8 There must be a documented process for internal audits with frequency dependent on the level of identified risk. Auditors must be competent and results must be disclosed to those affected by the audit. Corrective actions and timescales must be agreed, documented and signed off.</p>	
		1.1.9 There shall be clear reference as to how the business keeps up-to-date with the new developments and legislation changes affecting their business.

1.2 PRODUCT SAFETY

COMPLIANCE CRITERIA	MAJOR	MINOR
1.2.1 Principles of HACCP	1.2.1 The principles of HACCP (Hazard Analysis Critical Control Point) must be used to develop a system for controlling product safety and quality risk, supported by senior management and understood by key personnel. In most cases for ornamental horticulture packhouses, Control Points may be regarded as Quality Control Points rather than Critical Control Points used in the food industry.	

COMPLIANCE CRITERIA	MAJOR	MINOR
<p>1.2.2 HACCP System</p>	<p>1.2.2.1 The system must include:</p> <ul style="list-style-type: none"> • Hazard analysis • The establishment of critical limits • A system to monitor CPs (Control Points) • Agreement of corrective actions for when CPs are not controlled • A clear assessment of risk (likely occurrence and severity of hazards) <p>Therefore the hazard analysis shall contain</p> <ul style="list-style-type: none"> • Raw material controls • Quality control points • Product contents control • Foreign body control points • Final product quality assessment <p>1.2.2.2</p> <ul style="list-style-type: none"> • Validation and verification that the HACCP system is working effectively • Appropriate documentation for all the procedures and records developed as part of the HACCP system <p>1.2.2.3</p> <ul style="list-style-type: none"> • A programme of regular review • Records of conformance, non-conformity and corrective actions <p>1.2.2.4 The process flow within the packhouse must be arranged in a way that prevents product contamination from the surrounding environment. There must be enough space for storage and for process operations (including the use of machinery) to be carried out in a safe, hygienic and efficient manner.</p>	
<p>1.2.3 HACCP review</p>	<p>1.2.3 The HACCP plan must be developed, reviewed and managed by a cross-section of personnel involved in the packhouse operation.</p>	
<p>The HACCP plan should be based on the Codex <i>Alimentarius</i> HACCP principles (ISBN 92-5-104021-4)</p>		

1.3 SITE

COMPLIANCE CRITERIA	MAJOR	MINOR
1.3.1 Location	1.3.1 The packhouse must be located away from, or protected from, sources of contamination (i.e. disease, pests, proximity to production areas) depending on risk assessment.	
1.3.2 Packhouse		<p>1.3.2.1 Equipment shall be accessible for cleaning and servicing and shall be adequately maintained and serviced. Equipment maintenance operations shall not jeopardise machinery safety or product quality. Contractors involved in maintenance operations shall observe company hygiene rules. The risk of product contamination during the cleaning or replacing of light fittings and glass shall be addressed.</p> <p>1.3.2.2 The packhouse building shall be of sound construction with sound walls and roof and a solid sealed floor. The materials used for construction shall be able to be cleaned and shall be kept clean to maintain a safe and hygienic working environment for both staff and product.</p> <p>1.3.2.3 The packhouse shall have adequate, well maintained drainage and waste water shall not be able to accumulate on the floor.</p> <p>1.3.2.4 The packhouse shall have adequate lighting, ventilation and heating that provides comfortable working conditions and ensures product does not deteriorate. All lighting, where it constitutes a risk to product, shall be protected by shatterproof plastic covers or sleeve covers.</p> <p>1.3.2.5 Water used for storing cut flowers and cleaning operations shall be potable (or analysed for bacterial contaminants) and at a temperature specified by the customer for flower storage.</p> <p>1.3.2.6 Drinking water supplies suitable for staff shall be clearly marked.</p>
1.3.3 Security		1.3.3.1 There shall be at least one person responsible for site security.

COMPLIANCE CRITERIA	MAJOR	MINOR
1.3.3 Security continued		1.3.3.2 All visitors shall be instructed to report on arrival to a clearly signed point. No visitor shall be allowed access to the packhouse areas unaccompanied unless agreed by prior arrangement. Security measures shall be adequate at all times.
		1.3.3.3 Information stored on computers shall be backed up on a regular basis and stored securely.

1.4 HYGIENE AND FOREIGN BODY CONTROL

COMPLIANCE CRITERIA	MAJOR	MINOR
1.4.1 Packhouse	1.4.1.1 Cleaning procedures, schedules and monitoring processes must be in place, with clearly defined responsibilities, to maintain clean premises. 1.4.1.2 If pressure hoses are used measures must be taken to prevent debris being sprayed onto product, packaging and equipment.	
	1.4.1.3 Working areas must be kept clean. Waste plant material must be removed from working areas and machinery to avoid pest and disease contamination. The areas used for washing containers and equipment, as well as staff washing areas, must be separate from processing areas.	
1.4.2 Site		1.4.1.4 Hoses and associated equipment shall be kept clean and stored off the floor. 1.4.1.5 Domestic and wild animals shall not be permitted in the packhouse.
1.4.3 Cleaning		1.4.2 The site shall be well managed, including any grass and planted areas. 1.4.3.1 Any glasshouses used by the packhouse shall be cleaned at least once a year. 1.4.3.2 Cold stores shall be thoroughly cleaned (swept, washed and disinfected) at least once a year and kept clean and tidy at all times.

COMPLIANCE CRITERIA	MAJOR	MINOR
<p>1.4.4 Vermin / Insects</p>	<p>1.4.4.1 The packhouse must be proofed to prevent pest entry, aided by good building maintenance and cleaning procedures. Drains must be fitted with screens and traps to prevent pest entry.</p> <p>1.4.4.2 Any pests such as mice, rats, birds and rabbits must be kept under control using legal methods. This must either be done by the use of a pest control contractor or trained staff. Any traps and baits must be clearly signed, inspected regularly and kept covered. There must be a record of the trapping / bait sites and inspections. Any contracts held with a pest control contractor must be clearly defined and reflect the activities of the packhouse.</p>	<p>1.4.4.3 Insect pest levels shall be monitored depending on hazard analysis / risk assessment. Electric insect knockdown equipment can be used. Devices such as pheromone traps shall be used to monitor moth and cockroach levels in places where there is an identified risk. Where large numbers of flying insects occur they shall be treated using appropriate legal methods that do not affect product quality or safety.</p>
<p>1.4.5 Broken Glass</p>	<p>1.4.5.1 There must be clear procedures for managing glass, including the handling of glass or hard plastic breakages.</p> <p>1.4.5.2 There must be a glass register listing where glass (or similar materials) is used or located and inspections must be carried out and recorded. The frequency of inspections must be determined by risk assessment.</p> <p>1.4.5.3 Unauthorised glassware must not be allowed in to production or dispatch areas.</p> <p>1.4.5.4 Broken glass must be logged and glass removed from the area, along with contaminated product. The log must state the date and location of the incident, the reason for damage, the degree of contamination and the follow up action taken.</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.4.6 Knives, secateurs and scissors	<p>1.4.6.1 There must be a clear procedure for knife (including secateur and scissor) control.</p> <p>1.4.6.2 All knives, secateurs and scissors must be accounted for each day, at a frequency depending on risk assessment, and procedures must be in place for when an item goes missing.</p>	
1.4.7 Delivered product		<p>1.4.7 Product shall be despatched on clean delivery trolleys, boxes, trays, buckets and any other containers. Returned trolleys or containers shall be checked on arrival and cleaned where necessary. There shall be procedures and records in place for routine cleaning.</p>
1.4.8 Production and packaging materials		<p>1.4.8.1 Peat or container / potting media used in packhouse operations, containers such as pots, boxes, buckets and trays, shall be kept in suitable covered storage. Where this is not possible, a risk assessment shall be carried out to justify any uncovered storage and action taken to reduce the associated risks. Storage of defunct or unwanted items shall be minimised.</p> <p>1.4.8.2 Packaging shall be stored in a location away from rodent, pest, bird, physical and chemical contamination. Part used packaging shall be adequately covered before being returned to the storage area. Where items likely to cause contamination are used then measures shall be in place to prevent product contamination.</p> <p>1.4.8.3 Customers own containers for re-filling shall be stored appropriately.</p> <p>1.4.8.4 Reusable containers shall be cleaned (based on a cleaning schedule) to ensure they are free from contamination. Buckets used for cut flowers shall be sterilised / cleaned to prevent the spread of disease and bacterial contamination. Evidence of risk assessment is required.</p> <p>1.4.8.5 Water tanks shall be covered.</p>
	<p>1.4.8.6 Reservoirs must be fenced for security and safety, and where appropriate signage indicating</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.4.8 Production and packaging materials continued	1.4.8.6 continued. deep water must be displayed.	
1.4.9 Staff arrangements and facilities	1.4.9.1 Staff must be aware of the hygiene rules and practices, which must be written down and prominently displayed. New staff must be made aware of the rules at induction, and training must be provided by qualified persons.	1.4.8.7 Outer packaging materials shall be free of staples or other items likely to cause product contamination.
	1.4.9.2 Where staff needs to wear specific clothing (i.e. protective clothing) changing facilities and clothing storage must be provided.	
	1.4.9.3 Smoking, eating and drinking must only be permitted in appropriately signed areas.	
	1.4.9.4 The company policy on smoking must be clearly stated, understood, displayed and enforced.	
	1.4.9.5 Cuts and grazes on exposed skin must be covered by a waterproof plaster.	
	1.4.9.6 Adequate and clean staff canteen, toilet and washing facilities must be provided.	
		1.4.9.7 Staff involved in packhouse operations shall only wear jewellery that presents no hazard to staff or product, and that has been approved by management according to risk assessment.
		1.4.9.8 Personal belongings shall be kept in designated staff areas.
		1.4.9.9 Clothing and footwear shall be appropriate for the operations being undertaken in terms of personal and product safety.
		1.4.9.10 There shall be suitable storage facilities for food brought on to the premises by staff.
		1.4.9.11 On-site living quarters shall be habitable and clean with the required basic facilities.
		1.4.9.12 Where there are staffed canteen facilities there shall be hygiene procedures in place, which are regularly audited.

1.5 PROCESS MONITORING, ROUTINE CHECKING, CALIBRATION AND RECORDING

COMPLIANCE CRITERIA	MAJOR	MINOR
1.5.1 Process monitoring	<p>1.5.1.1 The process control system must be able to consistently assure the required process and product standard as well as conformity to specification, this must take into account the demand for ornamental horticultural product in seasonal peaks.</p> <p>1.5.1.2 The process must be fully documented and controlled by designated staff.</p> <p>1.5.1.3 Monitoring must be able to ensure that tests and samples are representative of the process and will detect non-conforming product. The frequency of monitoring must be determined based on the risk analysis</p> <p>1.5.1.4 Monitoring must involve measurements of equipment and operating conditions (e.g. temperatures), time periods (e.g. product storage) and taking samples of raw materials and finished product for appropriate analysis.</p>	
1.5.2 Calibration and verification	<p>1.5.2.1 Equipment, control systems and alarms used for controlling CCPs must be routinely calibrated according to risk. This equipment must be prevented from adjustment by unauthorised staff and protected from damage, deterioration and mis-use.</p> <p>1.5.2.2 Records of calibration, verification, non-conformity and corrective actions must be kept. Tolerances for each item of equipment must be clearly defined.</p>	<p>1.5.1.5 Any proposed changes to equipment shall be evaluated using HACCP principles.</p> <p>1.5.1.6 Processes shall be routinely reviewed.</p>
		1.5.2.3 Where laboratory analysis is used then laboratories shall be accredited to 'Good Laboratory Practice' (GLP) standards.

COMPLIANCE CRITERIA	MAJOR	MINOR
1.5.2 Calibration and verification continued		1.5.2.4 Weighing scales shall be calibrated at least biannually and recorded, with recorded in-house checks at least twice a year.
1.5.3 Pest and disease identification and training		1.5.3.1 Staff involved in quality inspections shall be trained to recognise the symptoms of pests and diseases. 1.5.3.2 There shall be procedures in place to ensure that pests and diseases are reported and dealt with in the appropriate manner.
1.5.4 Pest outbreaks		1.5.4.1 A procedure shall be written down for dealing with notifiable and severe pest and disease outbreaks, to include:- <ul style="list-style-type: none"> • Steps to be taken to ensure rapid identification of the problem, if cause unknown. This shall take the form of specialist consultation and laboratory analysis, if necessary. • Informing the local Plant Health Inspector (PHSI or equivalent) if a notifiable pest or disease is suspected. • Isolating affected product, in an area as far away as possible from other product • Clearly marking the affected product so that it is not inadvertently moved or sold • Prompt treatment of the problem and if a notifiable pest or disease is confirmed, full compliance with the schedule issued by the Plant Health Inspector • Arrangements for customers to be informed if the problem is likely to affect their orders 1.5.4.2 As appropriate, the Company shall be registered with Defra or other national statutory body for plant passporting purposes if operating in the EU. Plant passports shall be retained for at least one year.
1.5.5 Temperature control and storage	1.5.5.1 There must be documented standards for appropriate temperatures and storage conditions and evidence that temperature control regimes have been utilised and are monitored.	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.5.5 Temperature control and storage continued	1.5.5.2 There must be evidence that conditions comply with specific customer requirements, where given. 1.5.5.3 Storage areas must be clean and tidy and treated (with appropriate disinfectant), when required, to reduce levels of any potential pest and disease contamination	
		1.5.5.4 Raw materials shall be stored at temperatures, humidities and durations recommended for that product.
		1.5.5.5 Justification for the storage conditions used shall be available.
		1.5.5.6 There shall be documented evidence of annual servicing of temperature controlled areas.
		1.5.5.7 Product shall be stored for the minimum amount of time (as per customer or in-house specification) to retain freshness before being transported.
1.5.6 Container / Potting Media		<p>1.5.6.1 <u>Own-Mix container / potting media for use in the finished product</u></p> <p>Container / potting media mixed on site shall have a written 'recipe' including a specification of raw materials suitable for the designated use. The recipe shall be followed by staff carrying out the mixing.</p> <ul style="list-style-type: none"> • Out of each batch of container / potting media made (or once a week where frequent batches are made) a 0.5 litre sample shall be taken, bagged, date labelled and stored in a cool place until the end of the shelf life tests for the potted product • An analysis for N, P, K, pH and EC shall be taken routinely to check the recipe is being followed accurately

COMPLIANCE CRITERIA	MAJOR	MINOR
1.5.6 Container / Potting Media continued		<p>1.5.6.2 <u>Bought in container / potting media for use in the finished product</u></p> <ul style="list-style-type: none"> • Bought-in container / potting media shall have a written specification. • The batch number of each delivery shall be recorded. A sample shall also be saved as above • Manufacturers shall supply their media analysis results on request or have a QMS system in place such as ISO 9001:2000 • The validity of manufacturer analysis shall be checked through independent laboratory analysis
1.5.7 Traceability	<p>1.5.7.1 There must be a full traceability system throughout the supply chain to include:-</p> <ul style="list-style-type: none"> • All growing media • Rooting modules (pre-formed plugs) • Plants (bought in and own stock) • Fertiliser and any sprays applied • Non-ornamental raw materials • Harvesting information to include:- <ul style="list-style-type: none"> • Date of harvest • Variety • Grower • Product detail • Growing location <p>It must be possible to demonstrate availability of details of all inputs, where applicable, and all aspects of the traceability system must be verified.</p> <p>1.5.7.2 There must be a traceability label per pallet or batch as a minimum. If a batch is divided then each part must be labelled. Care must be taken so that batch labels do not reach customers.</p> <p>1.5.7.3 Where it is necessary to re-work product full traceability must be maintained.</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.5.8 Post-harvest treatments	<p>1.5.8.1 Where required, harvested products must be treated with the specified or recommended post-harvest treatments to minimise bacterial contamination and enhance post-harvest life.</p> <p>1.5.8.2 There must be a written justification for all post-harvest treatments i.e. fumigants, sprays, post-harvest chemicals used in re-hydration / transit solutions etc.</p> <p>1.5.8.3 All post-harvest treatments must be officially registered in the country of use and used within label stipulations.</p> <p>1.5.8.4 Packhouses exporting must have a list of specific restrictions in destination countries and also a documented record of specific customer requirements in this respect.</p>	
		<p>1.5.8.5 Systems shall be in place to ensure post-harvest treatments are stored and used in the correct way and at the correct concentrations. There shall be a monitoring and recording process in place for this.</p>
1.5.9 Ethylene	<p>1.5.8.6 Any treatments used must be disposed of in line with manufacturer's recommendations, legislation and in an environmentally safe way</p>	
		<p>1.5.9.1 A hazard analysis / risk assessment shall be carried out to determine measures that shall be taken to reduce the contact of ethylene with the product.</p>
		<p>1.5.9.2 Diesel powered fork lift trucks shall not be used in vulnerable packing and loading areas or suitable ventilation options shall be utilised.</p>
		<p>1.5.9.3 If appropriate, a system for monitoring ethylene levels shall be in place.</p>
		<p>1.5.9.4 Steps shall be taken to keep product separate from edible fresh produce that is known to release ethylene. This shall also be considered during transportation of the product.</p>

COMPLIANCE CRITERIA	MAJOR	MINOR
1.5.10 Chemical residues		1.5.10 Where customers require control of chemical residues in the product (i.e. pesticides and post-harvest treatment chemicals) there shall be systems in place that demonstrate compliance with customer requirements.

1.6 PRODUCT QUALITY

COMPLIANCE CRITERIA	MAJOR	MINOR
1.6.1 Specifications	<p>1.6.1.1 There must be stated standards for the stage of development and establishment of the product that is sent out of the packhouse.</p> <p>1.6.1.2 Product must not be offered for sale if the customer specification cannot be met, or (with no customer specification) the minimum standards for plants (rooting extent, container cover, freedom from pests and diseases) and flowers / bulbs (weight, length, size, flower stage, deposits).</p> <p>1.6.1.3 The Company must aim to give customer satisfaction with reference to product size, mix, suitable container / packaging (including sleeves, labels and flower food) type and appropriate selling period of the product.</p> <p>1.6.1.4 The quality of product despatched (including imported product) must be checked and comply with legal and customer specification requirements. There must be proof that quality specifications are adhered to.</p> <p>1.6.1.5 There must be a written agreement between customer and packer, either hardcopy or electronic, demonstrating agreement on quality specifications, when specified by the customer. It is the packer's and customer's responsibility to agree specifications.</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.6.2 Supplier approval and goods intake	<p>1.6.2.1 Plant material, other raw materials and contract packed product must only be purchased from suppliers listed as 'approved'. Approval for new suppliers or suppliers contributing less than 5% of the packer's sales turnover must be granted based on a process of risk assessment using a supplier self-assessment audit. This must be based on the BOPP Grower standard or the BOPP Ornamentals Packhouse Standard, where applicable. This self-assessment must be verified within 2 years either by an independent third party audit or by an annual audit from the packer.</p> <p>1.6.2.2 The self-assessment and audit report sheets must be available for inspection. Supplier auditing is not required where sub-contractors are certificated to BOPP or a GlobalGAP benchmarked scheme. Where specific customer requirements exceed this then there must be evidence of the further auditing requested.</p> <p>1.6.2.3 Suppliers supplying more than 5% of the packer's sales turnover will require current membership of a recognised certification scheme; for example, BOPP or a GlobalGAP benchmarked scheme and undergo a third party independent annual inspection / audit.</p> <p>1.6.2.4 The Company must have clear procedures in place for assessing the ethical trading standards of suppliers. This must be via a process of risk assessment, using a supplier self-assessment audit. This must be based on the Ethical Trade Initiative Base Code, as a minimum, and verified within 2 years either by a third party audit or by an audit from the packer. Where specific customer requirements exceed this then there must be evidence of the further auditing requested.</p> <p>1.6.2.5 There must be clear specifications for bought-in / contracted plant material and 'non-live' raw materials (e.g. pots, packaging, glassware etc) used in the packhouse.</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
1.6.2 Supplier approval and goods intake continued	<p>1.6.2.6 There must be evidence that the supplier is aware of the specification of the product that they are supplying.</p> <p>1.6.2.7 Authorised staff must follow a documented goods intake procedure and check incoming product against the specification before receiving the product into the packhouse. Raw materials must be inspected for pest, disease and quality and there must be recording procedures signed for by the member of staff responsible, within an agreed time from point of receipt. Records must be available for inspection. Where it is not possible to check all product then a statistically based sampling system must be used for checking.</p> <p>1.6.2.8 Records of pesticide treatments (i.e. product name, application date, doses and re-entry interval) applied by the supplier during the plant rearing stage must be available upon request from the supplier.</p> <p>1.6.2.9 Records of fumigation treatments (i.e. product name, application date, doses and re-entry interval) applied by the supplier, where applicable, e.g. basketware, must be available upon request from the supplier.</p> <p>1.6.2.10 Product deemed to be 'out of specification' at goods intake must be clearly identified and kept separate from other raw materials.</p>	
1.6.3 Stock Rotation		<p>1.6.2.11 To avoid the risk of foreign body contamination of product all raw materials shall be purchased in containers which are clean, hygienic and free of metal or glass fixings.</p> <p>1.6.3 The packhouse shall be able to demonstrate good stock rotation practice through the use of receipt documents and / or product labelling for all products.</p>

COMPLIANCE CRITERIA	MAJOR	MINOR
1.6.4 Spot buying (irregular purchasing of finished plant material)		1.6.4.1 Where spot buying is practised the packer shall take full responsibility for the product under certification procedures. Procedures shall be in place for material to be inspected before despatch. Where there is any doubt about the health or quality of the product procedures shall be in place for the product to be inspected by an independent expert and a short report produced.
1.6.5 Product development		1.6.5.1 Products shall be checked throughout the product development process to ensure that they comply with any legal requirements and that they meet acceptable performance, quality and safety (using hazard analysis) levels for the end user. This shall be documented.
1.6.5 Product development continued		1.6.5.2 The product development process shall include:- <ul style="list-style-type: none"> - Evidence of suitability of the components and that they are 'fit-for-purpose' - Evidence of the suitability of the packaging - Independent product safety checks in line with customer's and legal requirements - Verification of product formulation and components to demonstrate compliance with manufacturing processes - Documented product development protocols, where appropriate Where changes to the product during the development processes have taken place, there shall be a documented review in place.
		1.6.5.3 Shelf life shall be established, following documented procedures, taking into account the nature of the product, packaging, processing environments and storage conditions. The packer shall be able to provide retailer and end consumer information about product care, if requested.

CUSTOMER CONSIDERATIONS

2.1 LABELLING

COMPLIANCE CRITERIA	MAJOR	MINOR
2.1.1 Consumer labelling	<p>2.1.1.1 This is intended for retail customers and must be accurate, whether generic or specific, and must have a minimum of one label per unit sold. All retail labelling must follow hazardous plant labelling requirements (in the UK given by the Horticultural Trades Association), where applicable. For non-ornamental ingredients labelling must give all appropriate safety information and product ingredients, where applicable.</p> <p>2.1.1.2 All 'human readable' parts of the label must be checked against the specification and evidence must be available to show this is carried out. Barcodes must be scanned and verified. A print-out of the barcode must be checked against the specification.</p>	
		2.1.1.3 It is acceptable to combine batch and point of sale labelling provided this meets the customer's requirements.

2.2 TRANSPORT

COMPLIANCE CRITERIA	MAJOR	MINOR
There shall be written procedures in place to cover the following:-		
2.2.1 Customers own transport		2.2.1 Receipt of the goods is deemed to be at the point of despatch from the packer.
2.2.2 Third party transport and own transport		2.2.2 It shall be the responsibility of the packer to ensure that the product arrives at the customer's designated site in good condition, and there shall be adequate insurance arrangements.
2.2.3 Delivery records and invoicing		2.2.3.1 There shall be positive written release of 'made up' orders from the packhouse to avoid incomplete orders being despatched.

COMPLIANCE CRITERIA	MAJOR	MINOR
2.2.3 Delivery records and invoicing continued		2.2.3.2 Each delivery shall be accompanied by a delivery note. This shall include a detailed description of the load and transport used, along with details on the times of loading and delivery and numbers of trolleys, shelves, buckets, pallets, etc. There shall be space on the form for the driver and the customer to write any comments.
		2.2.3.3 Appropriate invoicing procedures shall be in place. Invoices shall tie in with delivery notes.
		2.2.3.4 Vehicles shall be loaded in covered bays, protected from the weather and at temperatures that do not cause product quality deterioration.
2.2.4 Delivery conditions		2.2.4.1 Unless agreed otherwise, the packhouse shall aim to maintain the product at the stated temperature and time range (as specified by the customer) throughout the journey from packhouse to customer.
		2.2.4.2 There shall be sufficient headroom on the vehicle so that product is not damaged and there shall be adequate air circulation. Products in boxes shall be carefully packed to prevent damage during handling and transit.

2.3 SHELF LIFE /RETAILER / GARDEN PERFORMANCE

COMPLIANCE CRITERIA	MAJOR	MINOR
2.3.1 Shelf life / Retailer / Garden Performance		2.3.1.1 Shelf life (retailer performance) and vase life (including garden performance, where appropriate) tests shall be carried out and recorded on current products being produced. Samples, typical of the batch, shall be taken on a regular basis (or as defined by the customer) and stored under conditions recommended by the customer to the time when it is likely that the product would no longer be kept.

2.4 CUSTOMER QUERIES

COMPLIANCE CRITERIA	MAJOR	MINOR
2.4.1 Complaints policy	2.4.1.1 There must be a written complaints policy, with nominated staff who are responsible for ensuring the policy and procedures are carried out. 2.4.1.2 All complaints and actions taken must be recorded.	
2.4.2 Query / complaint procedures		2.4.2.1 Nominated personnel shall be available to deal with verbal or written / electronic queries or complaints. Out-of-hours procedures shall be in place. 2.4.2.2 Complaints shall be acknowledged within 24 hours of their receipt and the customer given a date when the supplier / packer will report back.
2.4.3 Complaint review		2.4.3 The packer shall demonstrate that they regularly discuss the outcome of all complaints received and modify practices if necessary.
2.4.4 Returns and out of specification products		2.4.4.1 Any returned product that may contaminate existing stock shall preferably be destroyed; otherwise it shall be treated to remove the contaminant before it is placed back into storage. 2.4.4.2 There shall be a written policy regarding returns, credits and out of specification products. There shall be designated responsibility for returned product, this shall include customer returns and internal rejects. 2.4.4.3 Brand identification shall be removed from all outgrades. 2.4.4.4 Returned flowers that are to be sold shall be kept separate from other stock. 2.4.4.5 Corrective actions shall be implemented to avoid recurrence of the problem leading to the returns. Action shall be taken and documented.
2.4.5 Serious incidents		2.4.5.1 There shall be clear guidelines in place for personnel as to what type of event constitutes a 'serious incident' and a clear procedure in place to deal with such incidents.

COMPLIANCE CRITERIA	MAJOR	MINOR
2.4.5 Serious incidents continued		2.4.5.2 There shall be clear procedures in place to deal with major product recalls that may result in injury or illness to the end customer or customer's property. 2.4.5.3 Where appropriate, customers shall be provided with 24-hour telephone numbers of staff that can be contacted in the event of a serious incident.

2.5 TRADING CONDITIONS

COMPLIANCE CRITERIA	MAJOR	MINOR
2.5.1 Insurance		2.5.1.1 Each packhouse shall take out Public Indemnity Insurance. 2.5.1.2 There shall be documented crisis management / contingency plan in the event of a major loss e.g. glasshouse storm damage or major product loss due to equipment failure. This shall include:- a) Insurance, where considered viable b) Procedure for identifying and contacting potential alternative suppliers who could meet customer requirements c) Procedures for instituting repairs, rebuilding etc. d) Procedures for providing additional facilities at short notice
2.5.2 Terms and conditions		2.5.2.1 The terms and conditions under which the company trades shall be supplied to all suppliers. 2.5.2.2 Where applicable, terms and conditions shall be supplied and agreed with customers.

3.0 STRATEGIC ISSUES

3.1 HEALTH AND SAFETY

COMPLIANCE CRITERIA	MAJOR	MINOR
3.1.1 COSHH assessment	<p>3.1.1.1 All operations must be assessed for potential hazardous substances and appropriate control measures put into place.</p> <p>3.1.1.2 A written copy of the assessment must be readily available to all staff.</p> <p>3.1.1.3 The assessment must be reviewed on an annual basis.</p>	
3.1.2 Health and safety policy and assessment	<p>3.1.2.1 There must be a written Health and Safety policy. It must state management's attitude to health and safety matters and indicate how the business is organised to address the issue.</p> <p>3.1.2.2 Specific risks must be assessed including:- materials handling (i.e. bagged materials); roof working (e.g. maintenance and cleaning); working with machinery; forklift use; staff hygiene. The assessment must be readily available to staff.</p> <p>3.1.2.3 The assessment must be reviewed on an annual basis.</p>	
3.1.3 First Aid	<p>3.1.3.1 The business must have a nominated person to take charge in an emergency.</p> <p>3.1.3.2 An adequate number of trained first aiders must be available based on a risk assessment of the business. E.g. a 'medium risk' business employing 20 to 100 staff, the recommended ratio is one first aider for every 50 staff employed.</p> <p>3.1.3.3 First aiders must have received the correct approved training and possess a valid 'first aid at work' certificate.</p> <p>3.1.3.4 A trained first aider must be available to all staff at all times.</p> <p>3.1.3.5 An adequate number of first aid boxes must be available and notices must be put up informing staff where the first aid box (es) is / are located and the appointed first aider (s).</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
3.1.3 First Aid continued	3.1.3.6 Accident and emergency procedures must be displayed in the predominant language of the workforce and understood by all employees (via instructions and symbols as appropriate) and a first aid book must accurately record all accidents.	
3.1.4 Fire risks	3.1.4.1 All fire risks on the premises must be assessed. The risk assessment must be reviewed and updated when any changes in activities occur. 3.1.4.2 There must be evidence of fire extinguisher maintenance and servicing.	

3.2 ENVIRONMENTAL POLICIES

COMPLIANCE CRITERIA	MAJOR	MINOR
The business shall have an environmental policy and practise efficient resource management for both environmental and commercial reasons. The policy should cover:-		
3.2.1 Peat and its alternatives		3.2.1.1 Peat shall be sourced from non-SSSI sites. Written evidence of this shall be required. 3.2.1.2 Reasonable alternative materials shall be trialed and customers informed of cultural, environmental and financial implications of their use.
3.2.2 Energy use		3.2.2.1 The business shall have completed an energy audit in order to demonstrate an understanding of energy use and to develop an action plan to improve efficiency. Areas to be assessed shall include the following :- Review of current fuel usage (oil, gas, LPG, electricity etc.) compared with previous year's figures Heat distribution system design Maintenance of plant and machinery Insulation of plant and machinery Transport vehicles Carbon emissions calculation
		3.2.2.2 The audit shall be reviewed annually

COMPLIANCE CRITERIA	MAJOR	MINOR
3.2.3 Environmental pollution		<p>3.2.3.1 A pollution audit shall be carried out to assess the impact of the business on the local environment e.g. light, pollution, noise, smoke, dust, etc.</p> <p>3.2.3.2 The audit shall be reviewed annually.</p>
3.2.4 Recycling	<p>3.2.4.1 Businesses in the UK who are part of the packaging chain, have an annual turnover greater than £2 million and handle more than 50 tonnes of obligated packaging, material must conform to The Producer Responsibility Obligations (Packaging Waste) Regulations 2002.</p>	
		<p>3.2.4.2 Recycled and recyclable materials shall be used, where possible, provided this does not increase pest and disease risk.</p> <p>3.2.4.3 Waste material e.g. plastic (hard plastics and films), cardboard and metal shall be recycled wherever possible.</p>
3.2.5 Waste and waste disposal	<p>3.2.5.1 General waste that cannot be recycled must be regularly disposed of into licensed tips. Skips shall be covered to prevent the dispersal of pests and disease. The duty of care shall be legally passed to the contractor.</p>	
		<p>3.2.5.2 There shall be no disposing of plant material (green waste) within 10m of production areas unless in a purpose built, covered, composting unit.</p> <p>3.2.5.3 Businesses in the UK shall conform with The Fera Code of Practice for the Management of Agricultural and Horticultural Waste. (The purpose of the code is to prevent the spread of quarantine pests and pathogens in waste material, plant material, soil, compost etc).</p>
		<p>3.2.5.4 A waste audit shall be carried out to document all possible waste products. This shall include a plan for reducing wastage and evidence that actions have been carried out.</p> <p>3.2.5.5 The audit shall be reviewed on an annual basis.</p>

3.3 STAFF TRAINING AND EMPLOYMENT REQUIREMENTS

COMPLIANCE CRITERIA	MAJOR	MINOR
3.3.1 Staff training and appraisals		3.3.1.1 The business shall have a written training policy and procedures programme and shall keep training records.
		3.3.1.2 Formal on-going training shall be given to staff operating dangerous or complex equipment. Training can be both in-house or external.
		3.3.1.3 Reviews or appraisals shall also be carried out for key members of staff on a regular basis.
		3.3.1.4 Where temporary staff and contractors are employed this shall be from a named agency with agency responsibilities clearly defined in a contract.

ANNEX I

The following compliance criteria are designed to give an indication only of how the business covers employment requirements. It is NOT an Ethical Audit and should not be treated as such. Businesses are encouraged to have an independent Third Party Ethical Audit.

COMPLIANCE CRITERIA	MAJOR	MINOR
<p>3.3.2 Employment legislation There is a wide range of employment legislation that impacts upon recruitment and the way people are managed during employment. Some legislation will depend on the number of people employed by the business and on the length of service of the employee.</p>		
	<p>3.3.2.1 At least one person must be assigned to deal with human resource issues and given the facility to obtain professional advice when required.</p> <p>3.3.2.2 National legislation which must be taken into account includes:-</p> <ul style="list-style-type: none"> a) Equal Opportunities (including:- Sex Discrimination, Race Discrimination and Disability Discrimination) b) Agricultural Wages c) Working Time Regulations d) National Minimum Wage e) Employment Relations f) Human Rights g) Asylum and Immigration h) Equal Pay i) Part-time Workers j) Stakeholders Pensions (for businesses with 5 or more employees) k) Rehabilitation of Offenders l) Health and Safety legislation 	
<p>3.3.3 Employment documentation</p>	<p>3.3.3.1 a) Statutory requirements All staff shall receive a Statement of Particulars of Employment within 8 weeks of commencing employment. The statement shall be signed by both the employer and employee.</p>	

COMPLIANCE CRITERIA	MAJOR	MINOR
3.3.3 Employment documentation continued	3.3.3.2 All staff shall receive an itemised pay slip.	
	3.3.3.3 A record shall be kept of all staff that work over 48 hours per week. It is advisable that these members of staff shall be asked to sign a Working Time Directive 'Opt-out' form.	
	3.3.3.4 If 20 or more staff are employed a disciplinary policy and procedure shall be in place.	
	3.3.3.5 If 5 or more staff are employed provision for stakeholder pensions shall be in place.	
	3.3.3.6 An employer shall ensure that all workers are legally entitled to work in the country where the business is located and where gangmasters are used for any operations they must be registered with the Gangmaster Licensing Authority in the UK.	
		<p>3.3.3.7</p> <p>b) Good practice</p> <p>A policy covering the following areas shall be in place:-</p> <ul style="list-style-type: none"> a) Recruitment / Development b) Induction c) Staff training d) Staff appraisal e) Absence f) Discipline (if less than 20 employees) g) Redundancy
		3.3.3.8 The business shall be able to provide evidence that it has been audited to, and complies with, the Ethical Trading Initiative (ETI) or equivalent ethical audit.

4.0 USEFUL SOURCES OF INFORMATION

Hazard Analysis and Critical Control Point (HACCP) System and Guidelines for its application. Published in Codex Alimentarius Food Hygiene Basic Texts, ISBN 92-5-104021-4.

Code of Practice for Using Plant Protection Products 2006 PB 11090. Available from Defra Publications

Protecting our Water, Soil and Air: A Code of Good Agricultural Practice for Farmers, Growers and Land Managers 2009. Defra/Stationery Office

The UK Pesticide Guide. Published annually by CABI Publishing and BCPC.

Health and Safety Model Risk Assessment for Horticulture. Available from the NFU order line for members. (Document number 063).

Essentials of Health and Safety at Work. HSE Books. ISBN 0-7176-0716-X

First Aid at Work, your questions answered. HSE Leaflet IND(G)214L 3/97 C500.

Control of Substances Hazardous to Health Regulations 2002. Approved Code of Practice. HSE Books. ISBN 0-11-042919-2

Code of Practice for the Management of Agricultural and Horticultural Waste. Available from the Plant Health and Seeds Inspectorate, Fera. <http://www.fera.defra.gov.uk/plants/publications/plantHealth/informationBooklets.cfm>

The Producer Responsibility Obligations (Packaging Waste) Regulations amended 2002. Available from Defra Publications.

Environmental Best Practice for the Ornamentals Sector - A Guide for UK Growers, 2008. Defra/ADAS.