



Module 15

Retail Standard

This document replaces the retailers section (section 4.8) of the BioGro Organic Standards 04 May 2009 Module 14 Distribution.

The reasons for change are the requirement for more comprehensive standards for retailers.

This document may be altered at any time. It was current at the date in the header of each page of the document. It is recommended that anyone intending to use this document contact BioGro or check the BioGro website www.biogro.co.nz to confirm that this is the current version.

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1 Scope and purpose

This BioGro Standard describes the management requirements and audit criteria for the certification and licensing of retailers by BioGro.

This module must be followed by all retailers of organic products licensed by BioGro to use the BioGro trademark/logo.

Information on BioGro, applying for certification and the use of the BioGro trademark/logo can be obtained from *Module 1 Introduction* and *Module 3 Certification System*. Information on the BioGro requirements for processing of organic produce can be obtained from *Module 13 Processing Standard* and information on the BioGro requirements for distribution of organic produce can be obtained from *Module 14 Distribution Standard*.

The audit checklists (available on request from BioGro) may be used for self-audits in preparation for audits by BioGro.

2 References

All relevant regulations and industry requirements must be complied with.

3 Definitions

The BioGro definitions of terms can be found in the BioGro Standards *Module 2 Glossary of Terms*.

Certified – for the purpose of this Module only (Module 15: Retail), the term “certified” includes products that are certified organic by a recognised third-party certification body. BioGro certification of a retailer relates to the management practices of the retailer, including produce handling, labelling, and traceability. Certification under this Module does not guarantee the authenticity of products certified by organisations other than BioGro.

4 Retail

4.1 Introduction

These Standards for retailers of certified organic products are designed to guarantee the integrity of organic products through the chain of custody from the producer to the consumer.

Where certified organic products are delivered loose or in bulk from a certified producer or distributor, there is potential for contamination, mixing with uncertified items, or incorrect labelling. This section sets the receipt, storage, packing, labelling, display and record-keeping requirements for a retailer to be certified for the sale of certified organic products.

All products displayed must be of an acceptable quality and must not bring the BioGro trademark/logo into disrepute.

Retailers are encouraged to make ethical purchase decisions including supporting local producers where possible.

4.2 Applications

The retailer must provide BioGro with written procedures for their operation, which demonstrate that all specified requirements are met.

4.3 Records Required

All retailers must hold the following records;

- i. A product list showing all certified products available for sale, their certification status, and certifier.
- ii. For each organic product, a copy of the current organic certificate or other objective evidence of certification.
Retailers must be able to demonstrate a system to verify current certification of organic products.
- iii. For each product mixed or blended by the retailer, a record of the recipe and ingredients.
- iv. Records that demonstrate the origin, nature and quantity of all products purchased.
- v. Records that demonstrate the quantities of goods sold.
- vi. Annual stock takes records.
- vii. A record of formal complaints and how they were resolved.

All records must be kept for a minimum of 5 years.

5 Storage and Handling

All products must be stored in a way that protects their integrity.

Certified products must not be mixed with or stored touching non-organic or uncertified produce.

5.1 Storage

- a. All containers must be clearly labelled at all times, showing product name and certification status.
 - b. All containers used for food must be food grade.
 - i. All bulk dry goods must be securely stored in clean, closed containers or bags.
 - ii. Fresh produce may be stored in clean open containers, provided all uncertified and non-organic products are physically separated.

Produce may be sprayed with potable water (with no additives) to maintain freshness.
 - c. Containers not dedicated to certified organic use can be used, if they are:
 - i. Lined with clean food grade liners; or
 - ii. Cleaned according to procedures approved in writing by BioGro.
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5.2 Preparation

- a. Preparation of food onsite must meet the requirements of *Module 13 Processing*.
 - b. Where a food product is processed onsite under the requirements of *Module 13 Processing*, you can apply for the product to be BioGro certified and carry the BioGro logo.
 - c. All equipment and contact surfaces not dedicated to organic use must be cleaned prior to preparing and packing certified products.
 - d. Any use of cleaners must comply with *Appendix B*.
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5.2.1 Customer Self Service

Preparation of goods by consumers includes:

- i. Grinding coffee beans
- ii. Processing nut butters
- iii. Filling reusable containers from bulk drums

Where any of these apply, retailers must demonstrate how the risk of contamination is minimised.

5.3 Packaging

Organic food should have as little packaging as possible. Packaging that contains any substance known to have the potential to contaminate the product during its maximum shelf life must be avoided.

Retailers must consider the environmental impacts of packaging choices. Where packaging is required, the retailer must:

- i. Minimise the total quantity of packaging.
- ii. Use renewable, reusable and/or recyclable materials in preference to non-renewable, non-reusable, non-recyclable materials.

Packaging materials or substances that contain, have been derived from, or manufactured using genetically modified organisms or genetically engineered enzymes or their derivatives are prohibited.

5.3.1 Point of Sale Packaging

Stores must offer customers alternatives to new single use plastic shopping bags and demonstrate that customers are encouraged to use them.

6.0 Labelling

Labels must clearly and accurately show organic status. Products labelled as organic shall only refer to certified products.

Labels must comply with all regulatory requirements.

6.1 Labelling Guidelines

All labels applied to certified products must clearly state the certification status and certifier of the product, and must comply with the requirements of *Module 3 Certification System Section 7.8*.

- a. Organic products must be labelled consistently throughout the store.
- b. Labels must clearly differentiate between certified organic, uncertified and non-organic products.
- c. Where produce of different organic status and/or certification is on sale side by side there must be clear labelling and physical separation to prevent mixing or confusion.
- d. One of the following two options must be used to display certification status of fresh and bulk goods:
 - i. A coloured sticker system that identifies the certifier and organic status of each product. A chart explaining the colour coding system must be prominently displayed.
 - ii. Cards displaying the certifier's logo, product name and certification status. Where used, products in conversion must be labeled with the appropriate conversion logo.

6.1.1 Labelling of Uncertified Produce

- a. Fresh produce from small uncertified producers may be labeled as ‘uncertified’ providing the grower supplies a sworn affidavit confirming the following:
 - i. They have a copy of a recognised organic standard;
 - ii. Their production methods comply with this standard; and
 - iii. They maintain records of all inputs used, and can supply these on request.
- b. Produce complying with 6.1.1a must not be labeled as organic. BioGro recommends using the terms ‘uncertified’ to differentiate it from non-organic products.

6.1.2 Labelling in non-dedicated stores

In stores not dedicated to organic produce shelf tags identifying organic products are recommended. If tags state “certified organic” they may only be applied to products for which the retailer has evidence of current certification.

6.2 Labelling of Products Repacked instore

- a. Where products are repackaged instore, labels/packaging must:
 - i. display a traceability code, such as batch or date code;
 - ii. show the certification status and certifier of the product;
 - iii. include a full ingredient list as specified by the original producer, and in compliance with the requirements of the Australia New Zealand Food Code.
- b. Where single ingredient products for which the retailer holds a current BioGro certificate are repackaged instore, labels/packaging may display the BioGro logo.

6.3 Country of Origin Labelling

Bulk, fresh and repackaged single ingredient products must show their country of origin (country where grown).

Where the country of origin is not known, labels may state “unknown” but retailers must document their efforts to identify the country of origin.

6.4 Compromised Organic Goods

Products that were grown organically, but have had their organic status compromised (e.g. bananas fumigated on entry; repacked by an uncertified distributor) must not be labelled as organic.

7.0 Facility Management

7.1 Pest Management

Pest control must be achieved primarily through good facility and site management practices.

- a. Permitted pest control methods
 - i. Light, including ultra-violet light traps;
 - ii. Physical barriers and traps;
 - iii. Sound, including ultrasound;
 - iv. Cool storage and controlled atmosphere storage;
 - v. bait stations, provided these are not within food handling areas and are of a design which clamps the bait to prevent transport by rodents.
- b. Other pest control methods.

All other pest control methods require written approval from BioGro.

Fumigation may be approved only in exceptional circumstances, with conditions stipulated by BioGro. These conditions will include a withholding period during which no certified products may be processed or stored.

7.2 Energy Efficiency and Waste

- a. Stores must demonstrate their ongoing commitment to:
 - i. Maximize use of renewable resources and recycling.
 - ii. Minimise pollution, emissions and waste.
- b. Fresh waste must be recycled (i.e. composted or fed to stock). In exceptional circumstances retailers may apply for a derogation to allow fresh waste to be discarded to landfill.

7.3 Staff

Certified retailers must provide adequate staff training and supervision to cover the following:

- a. Staff must understand and follow all approved procedures and protocols.
- b. Staff must be familiar with the basic principles of certified organic production.
- c. Staff must be familiar with the requirements of this Module of the BioGro Standards.



BioGro New Zealand Limited

Level 5, 156-158 Victoria Street, PO Box 9693, T: +64 4 801 9741 info@biogro.co.nz
Marion Square, Wellington 6141, New Zealand. F: +64 4 801 9742 www.biogro.co.nz

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