Sustainable Horticulture Assurance Scheme

Standard
for
Ornamental
Packhouses

BORD BIA
IRISH FOOD BOARD

Growing the success of Irish food & horticulture

Bord Bia
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Revision 01, Oct 2019

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Contents

1. Introduction

1   Introduction

1.1   Scheme Overview

The Sustainable Horticulture Assurance Scheme (SHAS) has been developed in response to the demands of the marketplace. Increasingly customers require that products are produced from certified members of an accredited quality assurance scheme which is based on sustainability principles incorporating environmental, social and economic aspects.

Producers certified to the SHAS are actively taking part in the Origin Green Sustainability programme. As Members of the Scheme they are required to assess and record data that facilitates Bord Bia to provide constructive feedback on the sustainability of the systems in place, and to furnish metrics which can be used to assist the Producer make informed decisions aimed at improving their sustainability performance. Certification to the Scheme demonstrates that the process employed by the Producer has met the requirements of the Standard, and confirms that the Producer is committed to improving the sustainability of Horticultural production.

Audits are conducted by an independent auditor on every Member's farm at 18-month intervals and a comprehensive report is produced on the performance of the farm through the audit report and the Additional Performance Criteria Benchmark report. Members of the Scheme are required to set at least one target for performance improvement in each of the following areas per annum:

- Raw material sourcing;
- Resource efficiency;
- Social sustainability;
- Environmental / Biodiversity measures.

1.2   Scheme Development

Bord Bia operates a number of separate horticultural standards, which are being brought under the umbrella of the Sustainable Horticulture Assurance Scheme (SHAS) on a phased basis.

Each module of the SHAS is developed by a Technical Advisory Committee (TAC) representing Bord Bia, Teagasc, the Department of Agriculture, Food and the Marine (DAFM), relevant Producers and technical experts.

The modules are:

- Growing (Module 1);
- Produce Handling & Packing (Module 2);
- Ornamental Growing (Module 3);
- Ornamental Packhouse (Module 4);
- Prepared Fruit and Vegetable (Module 5);
- Mushroom Casing Production (Module 6);
- Mushroom Substrate production (Module 7);
- Sprouted Seed Production (Module 8);
- Propagation (Module 9).

1.3   Objectives

The aim of this Scheme is to provide an internationally recognised quality standard for those in the business of producing horticultural products and improve the sustainability of Irish horticulture.

Food safety, product quality, traceability, environmental protection and employee welfare are core tenets of the Scheme and arise from the principles of Good Agricultural Practice (GAP), Good Hygiene Practice (GHP) and Good Manufacturing Practice (GMP).

The SHAS intends to:

- To provide a uniform mechanism for recording and monitoring quality assurance criteria and sustainability criteria for horticultural Producers;
- Define best practice in the production of horticultural produce;
- Provide a framework for horticultural production, to comply with current best practice in relation to the safeguarding of the environment and to ensure that procedures are in place to minimise the risk to the health and safety of all staff;
- Improve consumer / client confidence in horticultural produce;
- Improve trading prospects by giving Members the right to use the Bord Bia Logo and to convey, through use of the Logo, to both retailer and consumer that goods are produced to the highest standards.

1.4   Scheme Detail

Sustainable agriculture is defined as "the productive, competitive and efficient production of safe agricultural products, while protecting and improving the natural environment and the socio-economic conditions of farmers and local communities." In other words, sustainability is about ensuring that, not only do we farm efficiently but, we pass the land on to the next generation in as good or indeed better condition than when we inherited it.

In order to retain and grow long–lasting business relationships with customers, sustainability initiatives (in areas such as minimising greenhouse gas emissions, conservation of water, good soil management and improving biodiversity) are required.

The SHAS is included under Bord Bia schedule of accreditation to the European Standard for Product Certification ISO17065:2012.

1.5   Participation and Benefits

The SHAS is voluntary and application for membership is open to all Producers who wish to participate.

Certification will only be granted to Producers who meet the relevant compliance criteria and demonstrate on-going compliance with the criteria of the Scheme in subsequent audits.

On Farm Benefits

Sustainable production and efficient production go hand in hand. Sustainability involves minimising the amount of resources (e.g. energy, water etc.) used by the enterprises involved, as well as implementing measures that enhance the environmental performance of those enterprises. These sustainability measures also typically deliver economic benefits through lower costs of production.

Compliance with the Scheme enables Members to meet both regulatory and market demands and will ensure that the products placed on the market meet the highest quality and safety standards. In addition, committing to the programme will help Producers improve the enterprise's sustainability, competitive performance and contribute to a fair and safe environment for workers.

Compliance with the SHAS will be considered by DAFM's risk assessment, which determines the frequency of DAFM inspections. Therefore, compliance with the SHAS may result in a lower frequency of farm inspections / audits by DAFM for SHAS Members.

Industry Benefits

The Scheme will assist in the marketing of horticultural produce. It demonstrates the commitment of participants to 'green' farming practices. Sustainable farms will gain access to markets that demand certification.

As part of the Origin Green Sustainability Programme, sustainability assessment will be a key area of focus. The SHAS builds on previous work completed in the area of horticulture. It will enhance Bord Bia's ability to effectively communicate the current credentials of horticultural produce to key customers, and to highlight how the industry is focussing on optimising its performance in a number of key sustainability areas. This will help create a market preference for certified produce among those customers with stated sustainability targets.

1.6   Normative References for this Scheme

This Scheme incorporates the key legislative requirements relevant to the production of horticultural products. It has been derived bearing in mind the principles of the following legislation / standards in particular:

* Regulation (EC) No 178/2002 laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety;
* Regulation (EC) No 852/2004 on the hygiene of foodstuffs;
* Regulation (EC) No 1169/2011 on the provision of food information to consumers;
* ISO 17065:2012: Conformity Assessment - Requirements for bodies certifying products, processes and services;
* Other relevant National and EU derived legislative requirements.

Note: Compliance with this Scheme does not guarantee compliance with all relevant legislation. It is also recommended that Producers consult with their Horticultural and Industry advisors, as well as with the relevant competent authority.

Appendix 1 – Reference Information for each module provides a more comprehensive list of references specific to each module.   It is also recommended that Producers consult other best practice guidelines and legislation.

1.7   Terms, Definitions and Abbreviations

Applicant: A Producer that has applied for certification to the Scheme but is not yet certified.

Audit: Where used in the Scheme documentation means that a qualified auditor will, during a Bord Bia farm visit, determine whether the auditee complies with the Regulations (as set out in the Section 2: Scheme Regulations) and the compliance criteria set out in the applicable module.

Auditor: The independent auditor carrying out the Member audits.

Bord Bia: The Irish Food Board.

Certification Committee: The Committee to which Bord Bia has devolved responsibility for all certification decisions with regard to membership of the Scheme.

Certification Scope: The certification scope is based on the module of this standard that the Producer has been audited against. The scope is awarded by the certification committee, and may reference crops, where applicable. Producers may only apply for certification relevant to their business and the general definitions of each module under the SHAS are outlined in Table 1.

Module	Description
Growing*	Growers of one or more horticulture crops for human consumption.
Produce Handling & Packing *	Growers involved in the handling and packing of fresh produce for human consumption that are grown predominantly on the Producers own farm.
Distribution / Produce Handling & Packing*	Fresh produce businesses engaged in the handling, packing and distribution of fresh produce sourced from multiple suppliers.
Ornamental Growing	Growers of one or more ornamental crops only.
Ornamental Packhouse	Packing and handling of ornamental crops only.
Prepared Fruit & Vegetable	Fresh produce businesses engaged in the further processing of fresh produce which substantially alters the product.
Mushroom Casing Production	Producers of mushroom casing to be used in the production of mushrooms for human consumption.
Mushroom Substrate Production	Producers of mushroom substrate to be used in the production of mushrooms for human consumption.
Sprouted Seed Production	Producers of sprouted seed for human consumption.
Propagation	Producers of young plants to be used for the production of fresh produce for human consumption and/or ornamental industry.
* The certification scope for Producers undertaking audit against these modules will also depend on the range of crops produced / handled and should be communicated to Bord Bia in advance of audit.	

Table 1: Certification Scope General Definition

Certification Decisions

- **Certified**: The Producer / Applicant has been audited and certified under the Scheme for the applicable module(s) and crops.
- **Not Eligible**: The Producer / Applicant has undergone an audit and has not met the compliance criteria of the applicable module. Such Producers can re-apply by written application to Bord Bia.
- **Suspend**: Where an existing Member is declared not eligible, the Certificate may be withdrawn and the Member suspended with immediate effect. Such Producers can re-apply after a period to be confirmed by Bord Bia.
- **Continue**: Where an existing Member has undergone an unscheduled audit (or has been suspended) and is (subsequently) found to be in compliance with the Scheme, the decision of the Certification Committee is to continue certification.

Certificate Validity Period: Certificates are normally valid for 18 months based on ongoing compliance with the Scheme. Certificates can only be renewed through demonstrating full compliance as determined in subsequent audits.

DAFM: The Department of Agriculture, Food and the Marine.

FBO: Food Business Operators are defined as natural or legal persons responsible for ensuring that the requirements of food law are met within the food business under their control (EC No. 852/2004).

Formal Training: Certified training received from a national or public body or from a Bord Bia approved organisation / individual.

Fertilisers (Organic): Fertilisers derived from organic materials.

Fertilisers (Inorganic): Fertilisers produced industrially from chemical compounds.

Fresh Produce: Fresh Produce includes all produce in fresh form generally considered to be perishable fruit and vegetables for human consumption whether or not packed in ice or held in ambient or cold storage but does not include those perishable fruit and vegetables which have undergone substantial alterations (prepared fresh produce).

FSAI: Food Safety Authority of Ireland.

FSRA: Farm Safety Risk Assessment.

FSS: Farm Safety Statement.

GMOs: Genetically Modified Organisms refers to genetically modified plants.

HACCP: Hazard Analysis Critical Control Point, an internationally recognised system for the identification and control of hazards relating to food safety.

HSA: Health and Safety Authority.

IASIS: Irish Agricultural Supply Industry Standards.

IPM: Integrated Pest Management is an effective and environmentally sensitive approach to pest management that relies on a combination of common-sense practices.

INAB: Irish National Accreditation Board is the national body with responsibility for Accreditation in Ireland.

Member: A Producer that is certified under the Scheme and is shown in the SHAS register / database.

Module: The module contains the set of specific criteria based on the type and scope of the business. The SHAS consists of a number of different modules as listed in 1.2 above.

MRL: Maximum Residue Limits.

OMAM: The Organic Material Application Matrix provides Producers with the information needed to use organic material (manure) safety in horticultural production systems.

Pests: Pests are considered to include insects, birds, rodents, rabbits, hares or other wild animals which may cause damage to the crop.

PPE: Personal Protective Equipment.

PPPs: Plant Protection Products.

Primary Production: The growing of fresh produce including harvesting and related operations.

Producer: A horticultural Producer in any of the modules listed in Section 1.2 above.

Quality Assurance Board: An independent subsidiary board within Bord Bia which has overall responsibility for policy in relation to the operation of the Quality Assurance Schemes.

Risk Analysis: Risk analysis is the recognised process of risk assessment, risk management and risk communication.

Scheme: The Bord Bia Sustainable Horticulture Assurance Scheme consists of three elements:

- The Scheme documentation including Introduction, Regulations and applicable Module(s);
- The participating SHAS Applicants and Members;
- The system, as administered by Bord Bia, for ensuring that the criteria as set out in the Scheme are met through auditing, certification, etc. (See Section 2- Scheme Regulations).

Self-Assessment: Participants must complete a full evaluation of their activities against the requirements of the applicable SHAS modules. A copy of the requirements for each module in a checklist, will made available online (and in hardcopy where required). This must be completed prior to the audit and made available for inspection.

SHAS: The Bord Bia Sustainable Horticulture Assurance Scheme.

SHAS Register / Database: The Bord Bia register / database of the current Members indicating the membership status.

SOP: Standard Operating Procedure.

Sustainability: The productive, competitive and efficient production of safe agricultural products, while protecting and improving the natural environment and social / economic conditions of farmers and local communities.

Technical Advisory Committee (TAC): The committee that advises Bord Bia with regard to the compliance criteria, additional performance criteria, best practice recommendations and rules of the Scheme (See Section 1.1 above).

1.8   Cautionary Notes

Although every effort has been made to ensure the accuracy of this document, Bord Bia cannot accept any responsibility for errors or omissions.

Bord Bia is not liable for any costs, potential or estimated loss of earnings resulting from having to comply with any compliance criteria of this Scheme or in regard to the consequences of being found to be in breach of any compliance criteria.

The full onus of responsibility for ensuring compliance with the regulations of the Scheme and the compliance criteria of the applicable module(s) is on the Producer and not on Bord Bia, the Scheme auditors or any other third party.

All references to legislation in the text of this document are given on an "as amended" basis.

2. Scheme Regulations

2 Scheme Regulations

This section contains the regulations governing the Scheme. Applicants and Members should take sufficient time to read and fully understand this section. Applicants / Members will be required to abide by the conditions applicable to horticultural Participants as described below and outlined in the Bord Bia logo use policy.

2.1   Membership and Scope

Membership to the Scheme is voluntary and open to all Horticultural Producers involved in those activities covered by the scope of the applicable modules of this Scheme as defined in section 1.7 of the Introduction (see table 1). Participants must also be able to prove that they are registered with the competent authority for activities being undertaken relevant to this scheme.

Bord Bia operates a number of separate horticultural Standards, which are being brought under the umbrella of the SHAS on a phased basis. The update status of each module can be seen on www.bordbia.ie/industry/farmers/quality/pages/horticultureqas.aspx

2.2   Database Information

A Bord Bia database / register indicating the status of all Participants in the Scheme will be maintained. Bord Bia records all relevant / applicable data during the Bord Bia farm audit by the Auditor. All data is maintained on a confidential basis on the database in accordance with the data protection act (see Appendix 1 - Reference Information).

The Bord Bia database performs a number of functions, such as:

- Recording Participants details for contact purposes (name, address, phone numbers, directions to the farm);
- Recording the certified enterprises and crops that are produced, as relevant to the SHAS;
- Recording and collating data for the purposes of establishing the performance of the farm against the sustainability criteria or survey, etc.;
- Providing audit reports.

The Bord Bia database is linked to the Bord Bia public website in order to facilitate the publishing of the following membership information; the Participant name, certification expiry date / status, relevant Standard and scope of certification.

2.2.1   Database Access

The Bord Bia database is accessible directly by Participants for application purposes and for the purposes of providing information on closeout of audit non-compliances. Access to the database is provided only on an as-required basis. In each case, the Participants will need a username and password to be able to access the relevant information.

Access to Bord Bia documentation relevant to the Scheme (Application forms, Standard, Farm Book) is available on the Bord Bia public website, www.bordbia.ie.

2.3   Eligibility

In order to be eligible for certification, the Applicant must submit to an independent Bord Bia audit and be able to demonstrate compliance with all the applicable criteria. In addition, all records required under the Scheme must have been correctly maintained for a period of at least 3 months prior to audit for new Applicants.

Existing Members must be able to demonstrate compliance with all the applicable criteria. All required records must also have been continuously maintained in accordance with the Scheme criteria since the last audit.

Where Participants have been convicted of an offence under legislation relevant to any part of the SHAS in the previous 3 years, application for participation in the Scheme may be denied until a period of 3 years has elapsed since the date of conviction.

If, during the period of certification, a Scheme Member is convicted of such an offence, the Member is obliged to advise Bord Bia of the conviction and the membership of the Scheme may be withdrawn for a period of up to 3 years from the date of conviction. Failure to inform Bord Bia of a conviction will also be deemed a violation of the conditions of membership; in this instance, suspension for a 3-year period will apply from the date Bord Bia discovers evidence of a conviction.

Certification under the SHAS implies that the Member's horticultural production system has been determined to meet the SHAS requirements. No other implication can be drawn.

2.4   Control, Monitoring and Compliance

2.4.1   Control

Overall control of the Scheme will be exercised by the Bord Bia Quality Assurance Board. This Board is representative of the relevant sectors of the food industry and has delegated the responsibility for drafting the Standard, as well as for subsequently formulating any required amendments, to the SHAS TAC.

The decision of the Quality Assurance Board on any matter relating to the content of the Standard, or to the control or operation of the Scheme, is final (subject to Appeals Procedure see 2.8).

2.4.2   Monitoring

Monitoring of the Participant's compliance with the Standard will be carried out through audits by Bord Bia or its nominated agents. Independent Auditors with relevant experience of the sector will carry out the farm audits; a report of the audit findings will be issued directly to the Participant.

After initial certification, each Participant will be independently audited at determined intervals (see section 2.6). The maximum interval between successive audits will normally be 18 months.

Bord Bia at its discretion may offer the Participant a split audit. For a split audit the Participant would be requested to submit documentation relevant to the Scheme, to allow the assigned Auditor complete a desk review of these materials. This would be followed by the on-site element by the same Auditor to verify the documentation review and complete the remaining content of the audit checklist. The purpose of a split audit would be to reduce the length of time the Auditor will require on site with the Participant to complete the audit. When a split audit is offered, the Member can elect to have the entire audit completed on site (opt out of split audit).

Bord Bia (or its appointed agents) reserves the right to remove samples (produce, water, soil, other inputs, etc.) for independent analysis, in order to establish compliance with the Scheme.

Participants must facilitate Auditors and Bord Bia representatives by granting access to all buildings and areas of the farm that are associated with the enterprise. Where this access is not granted, certification may be denied.

Participants must also supply any information requested by the Auditors relevant to establishing compliance with the Scheme. Auditors are entitled to seek access to relevant regulatory reports.

Bord Bia will occasionally require the performance of the Auditor to be observed during a given audit. This will be communicated in advance to the Participant.

Bord Bia reserves the right to withhold or cancel membership of the Scheme where an Auditor is physically or verbally abused by the Participant or his/her representatives or subjected to any form of intimidation.

2.4.3   Compliance

The full onus of responsibility for compliance with this Scheme is on the Scheme Participants, and not on Bord Bia, its agents or any other third party.

Where it is established during audit that there are serious breaches of legal requirements relevant to food safety, use of banned inputs, environmental protection or health, safety and welfare, Bord Bia reserves the right to notify the relevant authority.

2.5   Criteria Categories, Compliance and Non-Compliance

2.5.1   Compliance Criteria

The compliance criteria where compliance is required (text on clear background in the applicable Module) are classified as Critical or General.

> **Critical**: These criteria are printed in bold, underlined typeface and are identified in the text as (**Critical**). These relate to areas of high significance (e.g. food safety and traceability).

> **General**: These criteria are printed in normal typeface in the text (in the applicable Module). They relate to core best practice.

2.5.2   Additional Performance Criteria

Additional Performance Criteria (APC) are identified through blue text (within the applicable module). Growers will be required to complete a mandatory survey of these Additional Performance Criteria (made available online). Participants will receive feedback / suggested measures for improvement following the submission of a completed APC survey. Compliance with these criteria is not required for certification to the Scheme.

2.5.3   Compliances / Non-compliances

During audit the Auditor will identify the performance against the compliance criteria as follows:

> **Compliance**: There is full compliance with the criterion (e.g. the record is available, correctly completed and up to date) and the performance is rated as 2;

> **Minor non-compliance**: The criterion is being met in some respects, but not in other respects (e.g. there is a record, but several entries are incorrect or missing) and the performance is rated as 1;

> **Major non-compliance**: There is a complete failure to meet the criterion and the performance is rated as 0;

> **Not applicable**: The criterion does not apply to the scope of activities on this farm.

2.5.4   Application of Non-Compliances

To be eligible for certification, following an audit, the Participant must:

- Have achieved full compliance with all Critical compliance criteria;
- Obtain a score of 75% or greater in the General compliance criteria;
- Close out all major non-compliances (if any) against General compliance criteria.

Note: Close out evidence can be provided using the Bord Bia database or through direct communication with the Auditor.

Depending on the nature of the non-compliance and the corresponding response, an on-site verification of the corrective action may be required, and the associated costs borne by the Participant.

Where there is a score of less than 75% against General criteria, the Participant will be required to have a follow-up audit in order to verify corrective action on all non-compliances, the cost of which must be borne by the Participant.

For certain criterion (identified with within the module), the criterion must be met in all respects and a performance of 1 will not be permitted (i.e. a minor non-compliance will not be allowed). If the criterion is not fully met the performance will be rated as 0.

2.5.5   Types of Non-Compliances

Non-Compliances against Critical criteria

Participants must comply with all applicable Critical criteria in order to be eligible for certification. Members against whom a Critical non-compliance has been raised cannot be certified and cannot continue to supply product under the Sustainable Horticulture Assurance Scheme. The Auditor will immediately advise Bord Bia of the situation and where relevant (existing Members) the certification may be suspended pending a review of the situation.

Note: The Member can re-apply when evidence is available that the problem has been rectified.

Major Non-Compliances against General criteria

Where a major non-compliance has been identified it must be closed out in the period as agreed between the Participant and the Auditor (maximum 2 months).

Evidence of the closeout of each such major non-compliances must be uploaded to the Bord Bia database. This evidence will be reviewed by Bord Bia and if it is acceptable and closeout is deemed to have been completed, the audit can be considered for certification.

Minor Non-Compliances against a General Criteria

Where minor non-compliances are identified, the Participant must give an undertaking to address these issues prior to the next audit. Bord Bia reserves the right to verify, through unscheduled audit, that the corrective actions are being implemented.

Where more than 25% of applicable criteria have a minor non-compliance raised against them, the Participant will be required to have a follow-up visit in order to verify close out of non-compliances, the cost of which must be borne by the Participant.

2.6   Application, Audit and Certification Process

2.6.1   Application

Applicants seeking membership must initially apply in writing (or online at www.bordbia.ie), using the application form provided. Applicants should also note that separate declarations will be required to be signed at commencement and end of audits (See Appendix 2 – Participant Declaration).

The scope is based on the module (and crops, where applicable) that the Participant wishes to complete an audit under. Participants may only apply for certification relevant to their business and the General definitions of each module under the SHAS are outlined in Section 1.7. The scope will be identified at registration and verified at audit but should include all applicable horticultural crops grown by the Participant.

2.6.2   Membership Fee

In General, one fee per Member will apply. The membership fee is calculated depending on the:

- Scope of the audit;
- Range of crops produced (where applicable);
- Size and type of production area (e.g. hectares, covered/not covered);
- Number of production sites (where applicable).

Each separate business entity will be certified separately. Where a second audit or a follow-up audit is required to close out non-compliances arising from the first audit, a separate fee will apply. Only Applicants and Members who have paid the appropriate fee will be audited. Existing Members will be required to complete a registration renewal form annually, approximately five months prior to the certificate expiry, which must be returned to Bord Bia with the correct fee.

2.6.3   Audit Scheduling

For announced audits the Auditor will contact the Applicant / Member to set up the date and time of the audit. The Applicant / Member will be contacted a maximum of three times in order to make the arrangements. If a date cannot be agreed by the third communication, it will then be the responsibility of the Applicant / Member to contact the Auditor by a specified date. If the Applicant / Member does not contact the Auditor, it will be assumed that the Applicant / Member does not wish to participate in the Scheme and he/she will be removed from the current year's list. An administration fee will be retained, and the remainder of the registration fee will be returned to the Applicant / Member.

If the Applicant / Member has any difficulty regarding availability during normal working hours, he/she should inform Bord Bia or the Auditor. For cancellations within 48 hours of the arranged date of audit an administration fee will apply. Audits must take place during a period when product(s) are being produced, or otherwise handled on the site and for first audits it is necessary that harvesting is included as part of the audit (if applicable to the scope).

First Audit and Certification

The application will be evaluated and processed upon payment of the appropriate fees, if appropriate; a full independent audit will be carried out to determine if the systems in place meet all the requirements of the Standard.

The Participant must provide full records that comply fully with the requirements of the Scheme for the 3 months immediately prior to the audit.

When the Participant is deemed to comply with the requirements of the Standard, as determined by independent audit, the Participant will be considered for certification under the Scheme. If certified, the Participant will be issued with a certificate of compliance and will be listed as a Member on the database and public website.

Renewal Audit / Renewal of Certification

The certification is normally for an 18-month period. Existing Members will be contacted to arrange a re-audit approximately 4 months prior to the expiry of the current certification. This period is to ensure that there is adequate time to complete the audit process and any required close-out (maximum 2 month close out period) prior to the expiry of the current certificate. Where the re-audit cannot be arranged (e.g. the Member cannot be contacted or refuses to collaborate in arranging a re-audit), membership of the Scheme will be withdrawn, and the Participant notified.

Unscheduled Audits

Bord Bia (or its appointed agents) reserves the right to carry out supplementary unscheduled audits for the purpose of verifying compliance with the Standard, or in order to determine that corrective and/or preventive actions submitted after audit closeout are in place. Where a Participant has been selected for an unscheduled audit they will receive a maximum of 48 hours' notice prior to the audit. In cases where the Participant is unable to take the audit Bord Bia must be informed as to the reason and it will review the circumstances on a case by case basis. The outcome of this review will be to defer the audit or withdraw certification. Refusal or repeated failures to accept an unscheduled audit may lead to withdrawal from the Scheme.

Note: Auditors with appropriate sectoral experience will carry out these audits against the applicable criteria and a report will be issued to the Member after each audit.

2.7   Certification Decisions

The decision regarding certification for each Participant will be made by the Bord Bia Certification Committee. This decision will be made primarily on the basis of the audit findings and analyses results (where applicable) but other factors, which may be recorded by the Auditor or may come to light after the audit (including failure to meet regulatory requirements or previous audit history), will be taken into consideration in arriving at the certification decision.

The following certification decisions can be made:

Certify   Where the Certification Committee grants certification, the Member is informed in writing that his/her certificate is renewed or, for new Members to the Scheme, that certification is granted. The Members List in the QS Database is updated, and a new certificate is issued.

Not Eligible   Existing Members: If the Certification Committee judges that the requirements of the Scheme are not met the Member is removed from the Members List in the QS Database, which automatically invalidates the certificate, and is immediately advised in writing of the decision and their right to appeal/re-apply.

New Applicants: If the Certification Committee decides that the Applicant is Not Eligible, certification is not granted. The Applicant is immediately advised in writing of the decision, and the reason for the decision and the right to appeal.

Suspend   A suspend decision is made based on:

- Non-compliances raised at an unscheduled audit;
- Notification to Bord Bia of an event or an issue deemed to be a serious risk to food, animal welfare, personnel or environmental safety or to the integrity of the Quality Assurance.

On suspension of a certificate the Participant is removed from the active Member's list in the QS database and is immediately advised in writing of the decision and their right to appeal/re-apply. A suspension may be lifted within a 3-month period where the Participant provides evidence that the issue has been satisfactorily close out.

- The certification is resumed with the original expiry date.
- If after the 3-month period, the non-compliance has not been rectified the certification is permanently withdrawn and can only be reinstated through a full audit.

Continue   Where an existing Member has undergone an unscheduled audit (or has been suspended) and is (subsequently) found to be in compliance with the Scheme, the decision of the Certification Committee is to continue certification.

Where the Certification Committee grants certification, the Member / Applicant is certified based on the scope of the enterprise and the module(s) that the Participant was audited against. For current Members, an extension of the certification scope, to include additional products, can be requested by contacting Bord Bia. An extension of the scope may or may not require an additional audit; this will be determined by Bord Bia on receipt of an application. For further information, please contact Bord Bia.

All certification decisions are notified in writing to the Participant and a certificate is made available online. The decision is published on the Bord Bia database and the current status of the Participant can be verified by entering the Producer number in the following link: https://qas.bordbia.ie/hort/Verify.

The certificate can be downloaded and used as evidence of certification under the SHAS, but may not be used for any other purpose without the permission of Bord Bia. In the event that certification is no longer valid, the certificate must be returned, the Participant will be removed from the register of Members and the Participant cannot continue to supply product under the Scheme.

Certificates are issued under the following conditions:

- Members may make claims regarding certification only in respect of the scope for which the Participant has been certified;
- Certification is not used in such a manner as to bring Bord Bia into disrepute and Members must not make any statement regarding the certification which Bord Bia may consider misleading or unauthorised;
- No certificate, report, or any part thereof may be used in a misleading manner;
- Members must comply with the criteria of the Bord Bia Scheme where reference is made to Bord Bia certification in any communication media (e.g. documents, brochures, advertising, etc.).

2.7.1   Certificate Validity Period

Certification is normally granted for an 18-month period after the date of certification, or until the next certification decision. Based on the circumstances of the audit (including the number and type of non-compliances, the timeliness and comprehensiveness of the closeout provided), the Certification Committee may, at its discretion, grant certification for a shorter period than normal (i.e. less than 18 months).

- **Initial validity period**: valid for 18 months (maximum) from the certification decision date.
- **Subsequent validity period**: valid from the date of expiry of the previous certificate. Where the previous certificate has expired longer than 4 months, a new certification period will begin from the new certification decision date.
- Where a scheme Member's certification expires or is withdrawn, or the Participant voluntarily withdraws from the Scheme, the Participant can re-apply.
- Where a certificate is allowed to expire, the Member will be informed by post of the expiry and the name / details will be removed from the Members List on the active website.

2.7.2   Certificate Extension

Bord Bia may extend the validity period of a certificate for a maximum of 4 months for the following reasons:

- In order to schedule the audit to coincide with an important process related to the enterprise such as harvesting;
- For resource management reasons (Availability of auditors, alignment of multiple QA scheme audits);
- Where the Participant is unable to submit for audit due to extenuating circumstances, in such cases Bord Bia will review the circumstances on a case by case basis before making a decision to extend;
- Where a certification expiry is imminent, and the Member has already begun the audit process an automatic 8-week extension is granted to allow time for the process to be completed. This extension may be increased up to a maximum of 4 months.

Where a Certificate has been extended, any subsequent certificate (where granted) will be valid from the certification decision date and will expire 18 months after the expiry date on the original certificates. The new certificate will override any previous certificates.

2.8   Appeals

The Participant may appeal decisions in relation to certification status by writing to Bord Bia within two weeks of the date of issue of a certification decision.

Bord Bia's Appeals Procedure will be followed and where necessary, the matter will be referred to Bord Bia's Appeals Committee. The decision of Bord Bia's Appeals Committee is final, however, this does not affect the Participant's right to refer the issue to the Ombudsman for consideration. Contact can be made at:

Office of Ombudsman, 18 Leeson Street Lower, Dublin 2, D02 HE97

Tel. 01-6395600; Fax. 01-6395674;

Email - ombudsman@ombudsman.gov.ie

Website: www.ombudsman.gov.ie

2.9   Complaints

The Participant may complain with regard to the audit or any other aspect of the operation of the Scheme. All complaints must be in writing and must be addressed to Bord Bia. All such complaints will be acknowledged and investigated by Bord Bia.

If a Participant is unhappy with the result of the investigation into the complaint, they may request to have the matter referred to a higher level in Bord Bia by writing to the Quality Assurance Appeals Committee. See section 2.8 Appeals.

2.10   Insurance

Members must have adequate public liability insurance. All Applicants will be required to sign a Membership Agreement with Bord Bia that includes an undertaking to comply with the requirements of the Scheme and with relevant legal, indemnity and insurance requirements.

2.11 Use of the Bord Bia Logo

If a Member wishes to use the Bord Bia Logo to promote the enterprise, the Member will be required to:

- Formally apply for permission to use the relevant Bord Bia Logo;
- Formally undertake to only use this Logo in a manner agreed with Bord Bia and in full accordance with the Logo Use Policy, published on the Bord Bia website, www.bordbia.ie.

2.12 Revision Updates

Applicants / Members should note that only the current status of each module can be seen on www.bordbia.ie/industry/farmers/quality/pages/horticultureqas.aspx

In order to promote continuous improvement, the SHAS will be fully reviewed on a five-year basis, or upon any changes to applicable regulations, wide spread changes to industry practices, or other issues which may necessitate changes to requirements in the Standard.

When future changes occur, existing Members will be notified of any updates in whole or in part and the obsolete sections will no longer apply. New Applicants can request the latest applicable modules directly from Bord Bia or by visiting the Bord Bia website.

2.13 Notification of Change

In the event that the ownership, structure, management or any significant changes affecting compliance with the Scheme occur for existing Members of the Scheme then Bord Bia must be immediately informed.

Module 4: Ornamental Packhouse Criteria

M4. Ornamental Packhouse Module

Module Introduction

The Bord Bia Sustainable Horticulture Assurance Scheme (SHAS) is a voluntary scheme open to all producers of product relevant to the applicable modules of the Scheme. The Standard (and the scheme based on the standard) is accredited to the International Standard for Product Certification ISO 17065:2012 by the Irish National Accreditation Board.

This module contains the specific packhouse criteria for the packing and handling of ornamental crops.

The certification scope for Producers undertaking audit against this module will also depend on the range of crops produced and should be communicated to Bord Bia in advance of audit.

A qualified auditor will, during a Bord Bia farm audit, determine whether the auditee complies with the compliance criteria set out in this module.

For a full list of definitions and abbreviations relevant to the SHAS please refer to Section 1.7 in the Scheme Introduction.

Module Layout

This Module sets out the various criteria in panels as follows:

Background Text

The blue text sets out the context of the subsequent criteria in the sub-section and is presented for information purposes only.

Compliance Criteria

Black text on a clear background sets out the compliance criteria under which the Producers compliance (will be assessed. These are numbered a), b), c), etc. Compliance with these compliance criteria (as set out in full detail in the Scheme Regulations) is required to be eligible for certification under the scheme as a Horticulture Producer.

Additional Performance Criteria

Additional performance criteria are identified through green text (numbered P1 to P49). Members will be required to complete a mandatory survey of these Additional Performance Criteria (made available online) and any subsequent highlighted measures that would improve the performance of the enterprise should be considered by the Member. The information provided will be verified during the Bord Bia farm audit.

Compliance with these criteria is not required for certification to the Scheme.

Note: A brief summary of the above layout can be seen at the bottom of each page within this module.

Part A: General Management

M4.1   Risk Assessment

Background Information

Through the process of Risk Assessment, the producer identifies the hazards specific to the production process, analyses the risks associated with these hazards and demonstrates how and at what point in the process these hazards are managed, and by whom.

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a)   Producers must conduct and document a Risk Assessment of their system. At a minimum, this should include:

     i.   A list of all relevant steps in the process for each product, up to final product release;

     ii.   Identification of the possible hazards and associated risks with each step, including microbial, physical, chemical and allergen hazards;

     iii.   Identification of the measures (controls) that the producer has put in place to mitigate against the risk;

     iv.   Identification of the person responsible for implementing the measures;

     v.   Scheduling of, at a minimum, an annual review of the Risk Assessment plan and undertaking of a review of the Risk Assessment plan in the event of any change that might affect the risk on your farm (e.g. new product type, new process, etc.) in order to ensure that it is relevant and effective.

Note: Please contact Bord Bia for a Risk Assessment template which can be used to help with the criteria above.

M4.2   Water Management

Background Information

Producers will be aware that water is an important vehicle for the introduction of hazards (e.g. pathogenic bacteria, viruses and parasitic organisms such as cryptosporidium). Risks to the safety of the product from water must be identified and assessed prior to use, and where possible, measures put in place to control the hazards which lead to them. Where the identified risks are deemed unacceptable and where there is no reasonable control possible, an alternative water source must be used. Members will be aware of the importance applying water from sustainable sources in an efficient and cost-effective manner, while ensuring environmental protection of natural resources.

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a)   There must be a documented and implemented water management plan in place.

Note: A water management plan will set out all sources and uses of water utilised by the participant, and outline measures to increase water use efficiency, it will describe any; monitoring of water usage, describe soil water measurement tools / equipment, identify (on a map) all sources of water in, out and stored on site and outline the irrigation needs of crops.

b)   A risk assessment must be conducted and recorded for all water sources used in the production system to identify:

     i.   Hazards;

     ii.   Risk of contamination;

     iii.   Need for potable/non-potable (except for activities listed in M4.2.d below);

     iv.   Frequency of analysis of water sources;

     v.   Scope of analysis of water;

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Additional Performance Criteria

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vi.   Other control measures.

Note: Please see criteria M4.14.b / M3.23.a

c)   Water analysis must based on the requirements of each specific crop and must include all relevant microbiological and chemical parameters, including pH, heavy metals and bicarbonates at a minimum.

d)   Potable water must be used for hand washing, staff hygiene and drinking water provided for staff and analysis must include, at a minimum, those microbiological and chemical parameters listed in Appendix 5.

Note: Please see criteria M4.14.b / M3.23.a

e)   Where test results exceed the specified limits, the member must establish and document the risk of contamination to product since the last in specification test and document actions taken to identify non-conforming product and product withdrawal/recall where required.

f)   The Producer must have a policy on sustainable water use and re-cycling.

Note: See Bord Bia sample "Sustainable Water Use Policy

g)   Where the water supply is derived from well(s), the well-head(s) must be sealed and the area around the well-head(s) maintained to prevent water contamination.

Note: See EPA Drinking Water Advice Note No. 14: Borehole Construction and Wellhead Protection for more information

h)   Potable and non-potable water supplies must be clearly distinguished in order to prevent inadvertent use of non-potable water.

i)   Potable water storage tanks must be fit for purpose, covered to prevent pest entry and contamination, and must conform to the following specification:

i.   Fitted with an inspection hatch;

ii.   Water inlet at the top of the tank (to prevent sediment disturbance);

iii.   Water outlet at the bottom of the tank;

iv.   Fitted with screened vent pipes.

j)   All water abstractions must be metered/measured, and records must be maintained indicating the date and volume of use.

Note: If working with irrigation programmes, the calculated duration of irrigation and actual water volumes must be recorded.

k)   Cumulative groundwater or surface water abstractions of more than 25 cubic metres in any 24-hour period must be entered onto the register of abstractions maintained by the Environmental Protection Agency (EPA) and the relevant registration code(s) must be available.

Note: An "abstraction" is the removal or diversion of water by mechanical means, pipe, or any engineering structure or works from any part of the water environment. It includes river abstractions, lake abstractions, groundwater wells and boreholes, and any diversions for activities such as navigation, hydropower or industry. Abstraction details to be submitted in the Water Abstractions Module via the EDEN website. Guidance on this process is available on www.epa.ie/pubs/advice/water/waterabstraction

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l)   There must be appropriate facilities for the handling and disposal of waste water (e.g. produce washing) so as not to cause pollution to the environment, water bodies or ground water and evidence must be available to demonstrate that waste water is disposed of in compliance with current legislation.

Note: See relevant regulations set out in S.I. no. 31 of 2014 EU Good Agricultural Practice for Protection of Waters Regulations 2014.

Information on the following will be collected by survey:

P1   The utilisation of efficient and commercially practical water delivery systems to ensure the best utilisation of water.

P2   The application of water conservation measures on site, such as rain water harvesting and recycling.

M4.3   Fertiliser Storage, Usage and Records

Background Information

A fertiliser is a material either in solid or liquid form which provides nutrients for plant growth and development. The fertiliser may be organic in nature for example agricultural manures or composted organic materials. A fertiliser may also be formulated as a result of an industrial process, for example the production of nitrogen fertilisers from natural gas or the mining and purification of rock phosphate to produce phosphorus fertilisers.

The proper management and handling of fertilisers is critically important in reducing the risk of contamination. Management should take into account: storage and treatment, product requirements, timing, record maintenance, etc.

Fertiliser Usage

a)   Documented evidence must be available to demonstrate that fertiliser/feed usage is based on the nutrient requirements of the product.

b)   The person responsible for determining fertiliser/feed usage must be able to demonstrate competence to do so, by having a minimum of 5 years relevant experience or appropriate training / qualifications.

Note: Record of training / qualification required under criterion M4.36.b.

c)   Evidence must be available to demonstrate that fertiliser/feed is managed in a manner that minimises risk to human health, animal health and the environment.

Fertiliser Records

d)   A documented recording system must be implemented for fertiliser/feed application and records must include the following information:

    i.   Date;

    ii.   Product;

    iii.   Fertiliser/Feed type;

    iv.   Fertiliser/Feed quantity applied.

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PART B: Pesticide Management

M4.4   Transporting Concentrated Pesticides on or between sites

a) Where pesticides are transported on and between sites, it must be done in a safe and secure manner in order to prevent harm to humans or the environment and the following requirements (at a minimum) must be observed:

   i.   Pesticides must not be transported in the same cabin as people, pets, animal feed or fresh produce;

   ii. In order to prevent a leakage escaping into the vehicle, or into the environment, liquid pesticides must be transported securely inside a container or bund large enough to contain the liquid, were it to leak;

   iii. The appropriate PPE must be transported in a separate sealed container;

   iv. A first aid box, including eyewash, must be transported with the pesticide;

   v.   A spill kit for small spills must be transported with the pesticide.

M4.5   Pesticide Storage

a) Pesticides must be stored in a dedicated storage facility, of appropriate size.

b) Clear signage (using internationally recognised symbols where necessary) identifying the location of the pesticide store, as well as the precautions that must be taken when in the vicinity of or using pesticides, must be permanently displayed in a prominent location at the entrance to the store.

c) The store must be:

   i.   Located away from the areas used for the collection and sorting of harvested produce, living quarters, fuel and waste storage;

   ii.   Of sound structure and enclosed;

   iii. Fire resistant;

   iv.   Secure/locked and access restricted to authorised personnel only;

   v.   Ventilated (if walk-in) to avoid build-up of harmful vapours;

   vi.   Well lit;

   vii. Capable of containing the volume of liquid within the store plus 20% (e.g. using tanks/trays/bunding), to ensure that there cannot be any leakage, seepage or contamination to the exterior of the store;

   viii. Equipped with shelving and work surfaces that are made of non-absorbent material, and fitted with anti-slip flooring that can be easily cleaned and is resistant to chemical attack.

d) A list of relevant telephone numbers useful in the event of an accident must be maintained, and this list must be displayed in the pesticide store and at least one other location (See Appendix 7 for further guidelines).

e) All pesticides must be stored in their original packaging, unless in the event of breakage, when the label information must be retained or recorded on the new container.

f) All pesticides must be segregated in the following way:

   i.   Flammable products separated from non-flammable;

   ii.   Powders stored above liquids;

   iii. Water soluble packs kept away from sources of moisture;

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iv. Obsolete pesticides labelled and segregated to prevent unintentional use.

g) Appropriate safety information must be retained for all pesticides used, and must be accessible to all relevant employees (e.g. safety data sheets (MSDS), Instructions for Use, labels, etc.).

h) The following must be available within 10 metres of the pesticide store and access must not be obstructed:

i. An emergency wash;

ii. A first aid kit (see criterion M4.29.c);

iii. Appropriate grade fire extinguisher;

i) The pesticides store must be equipped with an eyewash station or in-date eyewash.

j) There must be appropriate equipment for clearing up small spillages or leakages (e.g. bucket of sand, brush, etc.).

k) Dedicated measuring equipment (measures, weighing scales) for pesticides must be available, clearly labelled, and controlled to prevent other uses.

M4.6   Pesticide Records

a) The following information must be recorded in the Pesticide Usage Record:

i. Pesticide Name;

ii. PCS Number;

iii. Location of Treatment;

iv. Name of Product Treated (where used on Product);

v. Quantity of Product Treated (where used on Product);

vi. Pesticide application rate / amount applied;

vii. Date Applied;

viii. Justification for use;

ix. Operator Name.

b) Records of pesticide treatments applied by the supplier during the plant rearing stage must be available upon request, within 48-hours, from the supplier.

c) A record of each pesticide returned for disposal/refund must be available, and the following information retained:

i. The name of the company/contractor to which the product was returned, or the name of the licenced disposal company or organisation;

ii. Confirmation that the company is licenced to dispose of hazardous waste (products returned for disposal only);

iii. The brand name of each product disposed of or returned;

iv. The PCS number of each product disposed of or returned;

v. The date of return or disposal of each product;

vi. The quantity of each product disposed of or returned (kilograms or litres).

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M4.7   Pesticide Disposal / Returns

a)   All empty pesticide containers must be:

      i.   Triple rinsed, crushed and/or pierced to prevent re-use[1];

      ii.   Appropriately stored, labelled and handled, pending disposal;

      iii.   Disposed of using a licenced waste contractor (or the supplying company) and records maintained.

Note: Please refer to DAFM / EPA guide on 7 Steps: Good Practice Guide for Empty Pesticide Containers.

b)   Any surplus spray mix must be stored pending safe disposal.

c)   Expired / obsolete pesticides must be:

      i.   Labelled for disposal;

      ii.   Segregated within the store;

      iii.   Disposed of through an approved chemical waste contractor or the supplying company.

M4.8   Personal Protective Equipment (PPE) and Spraying Equipment

a)   When handling or using hazardous materials protective clothing and respiratory equipment, as recommended by the manufacturers, must be used, and when not in use must be stored in a separate enclosed area, away from chemicals, food produce or other contaminants.

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[1] See "Storing and Using Plant Protection and Biocidal Products" and "Good practice guide for empty pesticide containers" issued by DAFM/EPA

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PART D: Dispatch / Post-Harvest Management

M4.9   Packaging and Packaging Storage

a) All packaging materials that come in contact with the product must have a certificate of suitability / conformance from the manufacturer and materials traceable back to the supplier.

b) Packaging materials must be kept clean and free from contamination.

c) Packaging materials must be stored in accordance with the following requirements:

     i. Stored in a dedicated area/room;

     ii. Kept off the ground/floor at all times;

     iii. Protected from potential contaminants;

     iv. Kept covered, where necessary.

Information on the following will be collected by survey:

P3   The use of sustainably sourced / recyclable / biodegradable packaging materials.

M4.10   Post-Harvest Produce Handling

a) Producers must have a documented and implemented procedure for post-harvest produce handling, which ensures the quality and safety of the product up to pre-farm gate release.

b) The relevant staff must have been trained in the post-harvest handling procedures.

Note: Record of training required under criteria M4.36.b.

M4.11   Post-Harvest Washing

a) Where product is washed product prior to packing there must be a documented and implemented washing procedure to prevent contamination of the product.

b) Solid waste materials must be removed and disposed of in an appropriate manner.

M4.12   Post-Harvest (Pesticide) Treatments (PHT)

a) All applications of PHT must be recorded and the following information must be recorded:

     i. Product used & PCS No.;

     ii. Treatment date;

     iii. Crop batch number (or other identifier);

     iv. Interval between treatment and consumption ('utilisation interval');

     v. Usage rate;

     vi. Extent of use (area treated, volume of water treated or volume/weight of harvested crop treated);

     vii. Quantity used;

> viii.   Justification for use;
>
> ix.   Operator name.
>
> **Note:**   Please see Section M4.2 for requirements associated with water used in the application of post-harvest treatment.

M4.13 Purchasing, Supplier and Materials Control

Background Information

Through the process of Risk Assessment, the producer identifies the hazards specific to the production process, analyses the risks associated with these hazards and demonstrates how and at what point in the process these hazards are managed, and by whom.

a)   Producers must maintain a record (e.g. delivery dockets) of crop inputs and packaging for each product received, with the following information retained at a minimum:

   i.   Name of Supplier;

   ii.   Address;

   iii.   Product Description;

   iv.   Date of Supply;

   v.   Quantity Received.

b)   A documented procedure must be in place and implemented to manage stock rotation which ensures that raw materials are used in the correct order and within the defined age limits for each product.

Note: In some instances, maturity of product maybe used to determine stock rotation order.

c)   Where applicable, there must be a procedure for segregating sensitive material (e.g. Fairtrade product).

M4.14   Product Sampling / Testing

a)   Where customers require control of chemical residues in a product (i.e. Pesticides and post-harvest treatment chemicals) then the evidence of the testing must be available.

b)   Where laboratory testing is required within this module then the laboratory used must be accredited to ISO 17025 or approved by the competent authority for the specific test being carried out.

c)   Where testing has been conducted and an MRL or microbiological limit exceeded then the following steps must be taken:

   i.   Recall or withdrawal of product where necessary;

   ii.   Notification (where recall/withdrawal deemed necessary) to the competent authority and Bord Bia;

   iii.   Investigation of the reason for the exceedance;

   iv.   Implementation of measures to prevent reoccurrence.

d)   Where product shelf life information is supplied to the final consumer then this must be agreed with the customer and stated on the product specification and shelf life tests must be carried out and recorded.

Information on the following will be collected by survey:

P4   The pesticide residue analysis routine carried out on produce including the following: REVISED

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M4.15   Labelling

a)   There must be a procedure in place to ensure that plants are clearly labelled such that all relevant production information can be traced for an individual plant or batch of plants. Where batches are divided, each part must be labelled.

b)   Labels must be accurate, compliant with legislation and must result in a minimum of one label per unit sold.

Note: The definition for 'unit' in the requirement above can be defined by the Producer, but there must at a minimum one label per batch sent to each customer.

c)   Consumer labelling must give all safety and warning information, where hazards are identified.

d)   An effective system for checking labels on outgoing product must be in place and records of these checks maintained.

e)   A copy of each label for each batch of all outgoing product must be retained for a sufficient period (e.g. best before date + three months) to allow for effective product recall.

f)   Where the Bord Bia Logo is used on product, the label must meet the requirements contained in the Logo Use Policy. An application process must have been completed and approval must have been granted by Bord Bia prior to use.

M4.16   Dispatch and Delivery of Product

a)   A clearly established system must be in place that prevents contamination/damage of the product during transport, loading and unloading (this includes the manner of transport and the hygiene/suitability of transport vehicles).

b)   An effective cleaning and maintenance programme must be in place for all transport vehicles and records maintained (See Vehicle Cleaning & Inspection record templates).

c)   Records must be maintained to demonstrate the effectiveness of temperature control (where required) appropriate to the product during transit.

d)   A contingency plan must be in place to deal with refrigerated delivery breakdown.

Part E: Hygiene and Security of Facilities and Equipment

Background Information

It is important that the site meets a satisfactory level of cleanliness and tidiness, to maximise efficiencies and to prevent contamination of the product.

It is essential that organic material, spent compost/substrate, used containers, plastics and all general waste, are controlled on site and that documentation is kept on their disposal. Weeds growing between buildings and growing houses provide breeding sites for crop pests and diseases. Disused machinery and equipment provide harbourage sites for pests. Buildings on the site should be secure to prevent access by pests, and access should be restricted to authorised personnel. Domestic and feral animals and livestock need to be controlled, so as not to pose a threat to the crop and the harvested product. As with the management of crop pests, a pest control programme for the site requires an integrated approach which includes prevention, monitoring and observation, and treatment. The pest control, in particular rodent control, treatment itself, must be managed in such a way so as to avoid contamination of the product, the environment and other sensitive organisms.

M4.17   Product Storage and Cold-chain Facilities

a) For all product storage and cold-chain facilities an effective cleaning programme to prevent contamination of the product must be in place and cleaning records maintained (See template Cleaning Schedule & Record).

b) For buildings where produce is stored the following apply:

   i. Kept in good repair;

   ii. Openings must be sealed, or protected to prevent animals (such as rodents, birds, pets, wildlife, etc.) entering.

c) The store/cold room/fridge door must also open from the inside.

d) Cold-chain facilities must have adequate lighting to permit the efficient movement of materials.

e) Where controlled environment is required to preserve quality and safety of the produce, environmental readings must be monitored and records must be maintained up to date (e.g. light levels, humidity, temperature).

Information on the following will be collected by survey:

P5   The heat loss reduction measures in place for cold room stores. (e.g. – Insulation, Rapid action doors, heat efficient pack systems, heat recovery, advanced heating controls)

M4.18   Exterior Areas

a) The site must be free of any accumulated rubbish and be clear of any obstructions and obsolete machinery that might attract or be potential breeding sites of vermin.

b) All necessary fencing and boundaries must be maintained intact (e.g. fencing for security and safety purposes around reservoirs).

c) The grounds must be kept free of stagnant water.

d) Farm and domestic animals must be controlled to prevent contamination of the produce.

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e)   The apron / yard area must be fit for purpose and maintained in good repair.

M4.19   Pack-House Hygiene Management

a)   All facilities and equipment involved in the packing operation must be kept clean so as not to pose a risk of contamination to the produce.

b)   There must be an established and effective pack-house cleaning routine and documented cleaning schedules and records must be kept.

c)   When not in use, cleaning agents must be stored securely in a clean and dry place separate from produce and packaging.

d)   Access to the pack-house must be restricted to prevent ingress by animals or unauthorised personnel/visitors.

e)   Where there is no secondary door between the production areas and staff facilities self-closing doors must be in place.

f)   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.

M4.20   Site Security and Visitors (including sub-contractors)

a)   Producers must ensure that before entry to the site, all visitors and subcontractors are required to sign a visitors book acknowledging that they are:

    i.   Aware of safety procedures;

    ii.   Aware of the hygiene procedures;

    iii.   Understand and are willing to observe biosecurity measures.

Note: See Illustrative Visitors Policy

b)   Access to growing, production, cold chain and storage facilities must be restricted to appropriate personnel.

c)   The following signage must be on display throughout the site, where appropriate:

    i.   Hygiene;

    ii.   Health & Safety.

d)   Members must ensure that recognised symbols/signage are used where staff cannot read English.

Information on the following will be collected by survey:

P6   The security of growing, production, cold chain and storage facilities outside operation hours.

M4.21   Waste Management and Recycling

a)   Producers must have a documented and implemented procedure for the management of organic and inorganic waste (e.g. fertiliser bags), which ensures that it does not pose a contamination risk to the product or environment, and evidence of the implementation of this procedure must be visible on site.

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Note: Please see EPA booklet "Farming the Environment" for guidance on waste management and a sample waste management checklist.

b)   Waste must not be allowed to accumulate on site.

c)   Potential pollutants (silage, fuel, oil, waste materials, etc.) must be stored appropriately to prevent pollution and spread of disease.

d)   Waste containers used must be:

    i.   Clearly identified so they cannot be mistaken for produce containers;

    ii.   Available at appropriate locations and be of appropriate size for the facility;

    iii.   Regularly/routinely emptied to prevent overloading.

e)   Producers must ensure that only licenced waste hauliers are used for waste collection and records of collection agreement maintained.

f)   Producers must implement measures to prevent, reduce, reuse and recycle waste where possible (See Sample Waste Management Policy).

Information on the following will be collected by survey:

P7   The system for identification, segregation and compaction of waste streams.

M4.22   Glass Breakage Record and Procedure

a)   A documented and implemented procedure for handling glass/hard plastics breakages must be in place for all growing, produce handling and storage areas.

b)   Where glass/hard plastics are present, a register must be maintained, and all items inspected, at least monthly and records of breakages maintained.

c)   Where used, light fittings must be protected by shatterproof materials, to avoid possible contamination of produce and packaging.

M4.23   Site Pest Control

a)   There must be an effective pest control programme to ensure food/product safety.

Note: Please see the recommendations made in the CRRU Ireland best practice requirements for rodent control and safe use of rodenticides.

b)   A rodent baiting programme, where used, must reflect the label instructions for the rodenticide selected, and include the following:

    i.   Measures to ensure bait is not exposed to non-target species, and does not contaminate product or water;

    ii.   Measures to ensure that, where used, all bait stations are secured and clearly identified on a site map;

    iii.   Record of regular inspections and replenishment of bait points;

    iv.   Measures to ensure that only products with a valid PCS/BPA number are used;

    v.   Schedule of routine collection of dead rodents and safe disposal as per product label instructions.

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c)   Where baiting supplies are stored on site, the store must be kept locked.

d)   Producers must review the effectiveness of rodent prevention / control systems, which should consider an assessment of bait takes and location of bait points. This review must be conducted on an annual basis at a minimum, and records of the review must be maintained.

e)   Where an external pest control contractor is not used, staff involved in the control of pests must have formal training in creating an effective pest control program and the handling of rodenticides where used, with records maintained.

M4.24   General Equipment / Tools Maintenance

Background Information

Preventative maintenance and timely service of equipment used in the production process, prevents more costly repairs in the future and will also help to reduce the risk of contamination of the product. Failure of equipment during crucial times in the season, can be very costly to a business and can adversely affect the quality and safety of the product. Equipment calibrations and checks help ensure the accuracy of the process, which is an important aspect of cost control and environmental protection. Implementing a properly controlled maintenance and calibration programme will help prevent equipment failure before it occurs and help ensure accuracy of process.

a)   All equipment (e.g. crates, trolleys, buckets, pots, knives, secateurs, size gauges, scales, boilers etc.) used in any production related activities, must be clean, fit for purpose and effectively maintained according to a procedure and schedule and records maintained.

Information on the following will be collected by survey:

P8   The equipment maintenance program in place to reduce breakdowns and to prolong the useful life of all equipment.

M4.25   Control of Measuring Equipment

a)   All produce monitoring and measuring equipment (weighing scales, thermometers, etc.) in use must be uniquely identified.

b)   Measuring equipment used to validate the unit of sale must be compliant to national standards and calibrations traceable to National standards.

Note: Calibrations completed by accredited calibration companies (accredited to ISO 17025) meet the criteria above.

c)   A programme for the calibration (at least annually) of all measuring equipment used as a reference for operational checks must be in place where the calibrations are traceable to National standards.

d)   A calibration record must be maintained up to date which includes:

   i.   Identity / location;

   ii.   Current use / purpose of the equipment;

   iii.   Calibration frequency and responsibility;

   iv.   Operational checking (e.g. start-up checks for functionality) to ensure continuing accuracy.

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e)   When a device is found to be out of calibration, an assessment must be made of the validity of previous results and the likely impact of inaccurate results and the appropriate corrective actions must be determined and recorded.

f)   Operational checks must be conducted on monitoring and measuring equipment at a frequency determined by the Producer and commensurate to the risk, to ensure continuing accuracy.

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PART F: Environment

Background Information

Producers should be aware of good maintenance procedures/good practices as set out in this Standard and adhering to the relevant planning legislation for any new buildings.

Horticulture production impacts the surrounding environment. It is essential that producers have a responsible attitude toward conservation and preservation of the countryside and local wildlife and plant habitats, in order to make the impact a positive one. The first step is to determine the impact the business has on the surrounding area, and from this assessment, introduce actions which will mitigate any negative effects, enhance the local ecosystem and help increase biodiversity.

Responsible management and good practice regarding the use of farm chemicals, including fuel, fertilizers etc., and the use and disposal of growing media/substrates, will help prevent pollution to groundwater, water courses, air and wildlife and plant-life habitats. Management and judicial use of fertilisers will not only help the soil and the environment, but will result in reduced cost to the producer.

The criteria below are in addition to the Environmental Protection criteria integrated throughout the Standard.

M4.26   Environmental Protection

a)   A risk assessment must be conducted identifying any pollution risks, and measures implemented to control these risks (e.g. wastewater from washing of produce on site).

Note: See relevant regulations set out in S.I. no. 31 of 2014 EU (Good Agricultural Practice for Protection of Waters) Regulations 2014.

Note: All significant sources of air, odour and noise emissions must be identified, and measures put in place to reduce any negative effects. (See Sample Pollution Prevention Policy)

b)   All fuel stored on site must be in fully bunded facilities or double skinned tanks (with outlet protected where gravity fed tanks are used), in order to minimise the risk of spillage and/or contamination in the event of a breach.

M4.27   Sustainable Use of Energy Resources

Information on the following will be collected by survey:

P9   The regular monitoring and recording of energy usage (electricity, fuel, etc.), to facilitate assessment of reduction initiatives.

P10   The regular evaluation of all equipment and installations with significant energy usage, to identify areas where energy savings might be made.

P11   The evaluation of all production related activities, to identify areas where energy savings might be made.

P12   Quantities maintained and analysed by growers for key inputs / resources annually. For example:

- Packaging (kgs) used in the packaging of produce (p.a.)
- Packaging (kgs) disposed of (unusable) (p.a.)
- Percentage of packaging that is sourced from sustainable sources (p.a.)
- Refrigerant gas used for replacement / top-up for chill rooms only (p.a.)

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- Water usage (p.a.)
- Fertiliser/Feed usage (p.a.)
- Fuel usage (p.a.)
- Electricity Usage (p.a.)
- Labour (p.a.)

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PART G: Health & Safety, Staff Welfare, Social Responsibility & Personal Hygiene

Background Information

Producers with less than 3 employees will be aware of their legal responsibility to have a completed Farm Safety Risk Assessment (FSRA) on the farm. Where there are more than three employees, a Farm Safety Statement (FSS) is required. Producers will be aware that the FSRA or FSS assessment needs to be reviewed and communicated to staff and visitors.

There are many agencies which provide a service to assist with the writing of a FSRA/FSS. In addition, publications are available from various sources (Health and Safety Authority of Ireland (HSA), Teagasc, Farming Organisations, Insurance providers, etc.) giving guidance in this area.

Farmers who require a replacement copy of the FSRA, can download it from the HSA website, or alternatively, use the facilities/links on the HSA website to create a new FSRA. Also see www.hsa.ie and http://besmart.ie.

Note: See Safety, Health and Welfare at Work Act 2005 No. 10 2005 and S.I 299 of 2007.

M4.28 Farm Safety

a) Members must ensure that all avoidable hazards are eliminated.

b) Where an environmental or health & safety (e.g. reportable accident or dangerous occurrence) incident has occurred on the site, the Producer must inform Bord Bia and records of this communication must be maintained.

Note: By law, workplace accidents, where an employee is absent due to injury for 3 consecutive days, must be reported to the HSA

c) An up to date FSRA/FSS must be available that identifies specific hazards on the farm, assesses the risk of injury, and specifies how these risks are to be controlled (www.hsa.ie and http://besmart.ie).

d) A copy of the safety statement signed by the farm manager (or safety officer where present) must be maintained and its implementation must be evident.

e) The FSRA/FSS must be available to all people who visit and work on the farm, such as Farm Workers, Farm Relief Personnel, Contractors, etc.

f) If the FSRA/FSS is not immediately available to hand, a notice must be displayed that is visible to all visitors advising of the availability of the FSRA/FSS on request.

g) The Member must demonstrate that staff who handle pesticides have been informed that they have the right to request medical surveillance, in relation pesticide hazards.

Information on the following will be collected by survey:

P13 The design of the working environment to ensure that workers are comfortable and safe[2].

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[2] Please see Health and Safety at Work Act 2005 for further information.

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M4.29   First Aid Facilities and Accident & Emergency Plan

a)   An emergency procedure/plan for dealing with emergencies (such as personal injury, fire, flood or power failure) must be in place and displayed in a prominent location. (See sample Accident & Emergency Plan Guideline)

b)   The plan must have been communicated to all staff, and must contain the following information in the predominant language(s) required, if an accident were to occur:

   i.   Farm location, address (including Eircode) and directions;

   ii.   Contact person(s);

   iii.   Name of First Aid Certificate holder on site;

   iv.   An up to date list of relevant phone numbers e.g., Gardaí, hospital, fire brigade, etc.;

   v.   Location of fire extinguishers;

   vi.   Emergency cut-off procedure for electricity, gas, water.

c)   First aid kits, that include blue plasters, must be located close to the working areas, so that they are easily accessible in the case of an accident.

d)   An accident record book must be maintained and made available for inspection.

e)   At least one member of staff (who is ordinarily on site during production hours) must be qualified in occupational first aid, or be a currently registered health professional with first aid, and hold a valid certificate/professional qualification.

f)   Where an occupational first aider is absent, there must be a person designated to take charge to ensure that medical assistance is obtained, if required.

M4.30   Employment Contracts

a)   Written contracts for all employees must be in place, which specifies their rate of pay and the full terms and conditions (sick pay, holiday pay, etc.) of their employment.

b)   There must be an employee welfare policy that includes respect and fair treatment in the workplace and worker wellbeing and development and this must be communicated to all employees (See Sample Employee Welfare Policy).

c)   There must be a named and competent individual responsible for ensuring employees' rights are respected as outlined in the employee welfare policy and obligations are met under national employment law.

Information on the following will be collected by survey:

P14   Welfare and health and safety issues must be discussed (openly without fear of intimidation and retribution) and documented at meetings at least twice per year between management and nominated employees.

P15   There must be evidence that concerns raised by workers regarding health, safety and welfare have been addressed.

P16   The business must ensure that all workers are legally entitled to work in the country where the business is located.

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M4.31   Community Engagement/Social

Information on the following will be collected by survey:

P17   The engagement with the local, regional and national community activities (charity donations, sports, tidy towns, hosting school/college visits, etc.).

P18   The contribution of the farm to the local community (sourcing labour locally, supporting local business, etc.).

M4.32   Staff Facilities

a)   All personnel facilities must be included in the cleaning programme and maintained in a clean condition.

b)   Where accommodation is provided, adequate living conditions must be provided for the number of people involved.

Note: Please see 'A Guide to Minimum Standard in Rented Accommodation', published by the Department of Environment, Community and Local Government, for further information.

c)   Smoking, eating and drinking must only be permitted in designated areas away from the production, handling or storage of product and there must be clear signs to this effect.

Note: Drinking water for personal use may be permitted in production areas.

d)   The canteen must have sufficient and appropriate equipment and furnishings for the number of employees.

e)   Food and drink for personal use must not be stored in any area used for production, handling or storage of the product.

M4.33   Toilet and Hand Washing Facilities

a)   **Employees must have access to clean, ventilated toilets and hand washing facilities in the vicinity of their work, including off-site work (harvesting, planting, etc.) (Critical).** ✔

b)   Toilets must have a supply of non-perfumed, liquid soap, clean water and hand drying facilities.

Note: Hand sanitisers may be used in addition to adequate hand washing facilities.

c)   Toilet facilities must not open directly onto any food handling area.

d)   Hand washing signs must be displayed, instructing workers how to effectively wash their hands to remove microbial flora & other contaminants before entering/returning to the product handling facilities.

Information on the following will be collected by survey:

P19   The provision of adequate facilities to employees e.g. at least one toilet per 15 male and per 10 female employees.

M4.34   Protective Clothing/Jewellery

a)   When handling produce, jewellery (except smooth single bands) must not be worn.

Note: Alternative jewellery policy is acceptable on evidence of an appropriate risk assessment.

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M4.35   Personal Hygiene

a) Employees are required to wash their hands after any activity which may cause contamination of the product (e.g. smoking, eating).

b) A hygiene policy must be in place that includes policies regarding visitors, subcontractors and all employees (See Sample Hygiene Policy).

M4.36   Staff Training

Background Information:

Effective staff training is essential in the management of any business. Induction and ongoing training of staff ensures that the business can consistently meet its obligations and remain viable.

Access to training, and acquisition of new skills by staff, improves productivity, increases safety of the workplace, and enables the competitive business to adapt to the changing demands of customers. An annual training needs assessment will identify the gaps in skills and knowledge which need to be addressed. Training can involve the use of outside agencies or experts, or, where the appropriate skills are available in-house, it may be fulfilled by internal coaching.

a) The person with responsibility for staff training must review the training records of all staff an annual basis to assess training needs and ensure that training is up to date.

b) Staff must be provided with training to ensure that they are competent to carry out their responsibilities and the following training records or certification must be available for each employee, where applicable:

     i. Staff Induction (All Staff);

     ii. Specific Job Responsibilities (All Staff) (Including complex equipment / product knowledge training);

     iii. Fertiliser Application Advisor Qualifications (Applicable Staff);

     iv. Valid Pesticide Spraying Certification (Applicable Staff);

     v. Harvest Hygiene Procedure (Applicable Staff); (N/A for Packhouse only)

     vi. Post-Harvest Handling Procedures (Applicable Staff);

     vii. Product & Personal Hygiene (All Staff);

     viii. Health & Safety (All Staff);

     ix. Valid First Aid Certification (Applicable Staff).

PART H: Quality Management System & Management Responsibility

Background Information

In order for a quality management system to be successful, it is essential that it is fully supported by senior management. Senior management must take an active role in, and support the decision-making process, employed by the quality personnel who implement the system. It is essential also that the required resources are provided to facilitate the implementation of the quality system. Individual employees and quality teams must be given the required training.

M4.37 Regulatory Registration

a) Evidence must be available to prove that the Producer is registered with the competent authority (e.g. DAFM). ✓

b) There must be a procedure in place to ensure that registered Producers / Plant Handlers notify DAFM in the event of outbreaks of notifiable and / or severe pests, diseases or uncommon harmful organisms on their crops and records of such occurrences must be maintained. (See Bord Bia sample procedure)

M4.38 Product Safety and Quality Policy

a) The Producer must have a policy which states the commitment of management to ensuring quality and safety of the product and their commitment to meeting the requirements of this scheme and to continuous improvement. (See Sample Quality Policy.)

M4.39 Management Responsibility

Note: The requirements (a to c) below must be documented if there are over 3 permanent full time employees working in the organisation. Where there are 3 or less permanent full-time employees then the auditee will be asked to give an adequate verbal response to each of the requirements (a to c) below.

a) An organisation chart must be maintained showing the company structure. (See sample Organisational Chart)

b) Management must define the person(s) with responsibility for:

   i. Hygiene and biosecurity;

   ii. Food/Product Safety and Quality Management;

   iii. Production decisions (including crop production plan/schedule);

   iv. Non-conforming product management;

   v. Product recall;

   vi. Managing complaints;

   vii. Managing suppliers;

   viii. Chemical selection and use;

   ix. Health and safety;

   x. Staff training

   xi. Environmental management and sustainability.

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c)   Where the person responsible for quality management changes, Bord Bia must be notified.

d)   Management must conduct an annual assessment of the business activities to identify and set at least one documented target for improvement in each of the following areas:

    i.   Raw material sourcing (e.g. seed, plant, growing media, etc.);

    ii.   Resource efficiency (e.g. product use, packaging use, water use, energy use, etc.);

    iii.   Social sustainability;

    iv.   Environmental/Biodiversity measures (e.g. reduce food waste, general waste).

Note: The assessment should examine aspects of the market & customer demand for the product, diversity of income streams, optimal yields, profitability, existing resources, reduction of waste, overheads, future investment requirements, environmental impact, biodiversity improvements, etc. The Additional Performance Criteria Benchmarking report provided by Bord Bia after the audit may be used as the basis for setting targets.

e)   Management must track and document performance against defined improvement targets set out against requirement M4.39.d above.

Information on the following will be collected by survey:

P20   The use of financial planning tools/expert advice to assess the economic sustainability (e.g. optimum profitability through efficient use of existing resources) of the business.

P21   The frequency and scope of management meetings to review all quality system data (with minutes of this meeting retained) to establish and assign responsibility for improvements including:

- Audit Reports;
- Customer Complaints;
- Customer Satisfaction data;
- Process and Non-conformance data;
- Staff Training requirements;
- Quality improvement objectives for the next year;
- Performance against Sustainability plans and targets (M4.39.d);
- Sustainability improvement objectives for the next year.

M4.40   Quality Documentation and Records

a)   Quality documentation must be made available and understood by personnel as appropriate to their responsibilities.

b)   All records must be signed and dated, and must be available for inspection at audits (or in the case of archived records, maintained at a secure and easily accessible location) for a minimum period of three years, unless an alternative longer retention period is required by legislation.

Note: For Producers new to the Bord Bia Scheme, a minimum of 3 months records must be available prior to audit to demonstrate a pattern of compliance.

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M4.41   Internal Auditing and Reporting

a) The Bord Bia additional performance criteria survey (available through qas.bordbia.ie) must be completed/updated prior to each audit and made available for inspection.

b) Prior to each announced audit the Producer must complete / update their self-assessment (paper or online version) against all requirements for each applicable SHAS module and make this available for inspection. The self-assessment must be reflective of actual farm practices, with non-compliances raised where observed.

Note: Please contact Bord Bia for any queries relating to the above.

c) All non-compliances defined in these self-assessment audits, must be assigned and tracked, until completed by the target completion dates.

d) **In the event that a critical non-compliance is identified during internal audits or routine checks, Members must immediately notify Bord Bia and implement the relevant procedures (including recall where necessary) (Critical).** ✔

PART I: Supplier and Customer-Related Issues

Background Information

Product specifications and documented customer requirements, where applicable, should be reviewed regularly. This should enable members to improve productivity, by minimising sales and production wastage.

Members will be aware of the importance of customer service, in terms of delivering the product as specified, in a timely manner, as well as having a mechanism in place to deal with customer complaints in a thorough manner.

M4.42   Supplier & Customer Management / Product Specification

a)   The producer must maintain an up to date list of all suppliers (with contact details) that have been approved to supply any materials and services that could affect product quality and / or safety.

b)   Producers must actively engage with customers to develop a good understanding of their customers' requirements and future plans (e.g. through regular meetings).

c)   A documented product specification must be available for each product produced.

d)   Any deviation from the product specification must be documented and agreed with the customer.

e)   An inspection process must be in place for all packed produce to ensure compliance with defined quality, labelling and logo use criteria prior to despatch and records kept.

f)   For all products dispatched, a record of the following information must be maintained:

   i.   Customer Name;

   ii.   Product(s) supplied (true to type);

   iii. Quantity supplied;

   iv. Date(s) of supply.

g)   An after-care procedure must be provided for each product dispatched.

M4.43   Product Traceability

a)   **There must be a documented traceability procedure in place. (Critical)** ✓

b)   Documentation must be maintained to demonstrate the traceability of all produce through each stage of production and forward to the immediate customer.

c)   Where the Producer supplements his/her own produce, a system must be in place to verify the certification status of the supplier.

Note: Produce may be supplemented to ensure continuity of supply throughout the season.

d)   Where a supplier of supplemented product is not Bord Bia approved, a system must be in place, which clearly identifies how certified and non-certified produce streams are segregated, and how the customer is informed of the certification status of the product.

e)   There must be adequate records to permit a clear reconciliation of all produce.

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Note:	Reconciliation will include produce sown, purchased for re-sale, harvested, wasted, re-worked, etc.

M4.44 Withdrawal and Recall

Note: See FSAI Guidance Notes 10 on Product Recall and Traceability www.fsai.ie/resources_publications.html

a) The Producer must have a documented and effective procedure for product withdrawal & recall (See Sample Product Recall Withdrawal Procedure). ✔

b) This procedure must be tested on an annual basis and records of the test maintained.

c) Where product withdrawal or recall has occurred, records must be maintained and the Producer must inform Bord Bia immediately (See template Product Recall Withdrawal Record).

M4.45 Complaints Handling

a) The Producer must have a documented complaints procedure that ensures that complaints are recorded, followed up and analysed, and records must be available of all complaints, as well as the actions taken on their basis.

M4.46 Management of Non-Conforming and Waste Product

a) The Producer must have a system in place to identify and record crop losses and must review and implement strategies to reduce crop/food waste at all stages of the process annually.

b) There must be a system to ensure that produce that does not conform to requirements (e.g. held, returned, withdrawn, recalled or rework), is managed appropriately to prevent unintended use or release. (See Sample Non-Conforming Products Policy.)

c) Only authorised personnel can release Non-Conforming Produce for re-work or release, records must be maintained to demonstrate the actions taken, fate of produce and person responsible for the decision.

M4.47 Ethylene

a) Where risk assessment determines the need, measures must be in place to reduce the contact of ethylene with the product (e.g. the use of diesel-powered forklift trucks, contact with edible fresh produce, etc.).

b) If appropriate, a system for monitoring ethylene levels must be in place.

M4.48 Subcontractors

a) Where subcontractors are used for any activity on the farm they must be made aware and confirm understanding of the compliance criteria of this Scheme applicable to their area of activity.

b) Where activities have been undertaken by a subcontractor and records/documentation are required by the associated compliance criteria of this Scheme, then these records must be available.

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M4.49   Allergens[3]

a)   Where allergens are produced/handled (e.g. celery, mustard seeds, nuts), a documented procedure must be in place, and available, to all staff, subcontractors and visitors, informing them of the possible allergen risks and the preventative measures to be taken.

b)   Staff, subcontractors and visitors must be informed (e.g. through a notice) where plants on site:

   i.   may cause an allergic reaction,

   ii.   may be poisonous if ingested

   iii.   or may cause other adverse reactions.

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[3] 'Allergens' mean those listed in Annex II of Regulation (EU) No 1169/2011 of the European Parliament and of The Council of 25 October 2011

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4. Appendices

Appendix 1:   Reference Information

Note: This is not intended as a definitive list of all relevant legislation and does not replace any applicable statutory requirement. It is the duty of producers to keep fully up to date with all legislation and legislation changes relevant to the sector.

All references contained within this Appendix are applicable to one or more of the Sustainable Horticulture Assurance Scheme (SHAS) modules and are to be taken on an as amended basis. Please refer to cross referencing within each SHAS module to determine applicability and context.

Food Hygiene and Food Safety Legislation

- Regulation (EC) No 178/2002 laying down the general principles and requirements of food law, establishing the European Food Safety Authority and laying down procedures in matters of food safety
- Regulation (EC) No 852/2004 on the hygiene of foodstuffs
- Regulation (EC) No 2073/2005 on microbiological criteria for foodstuffs
- Regulation (EC) No 396/2005 on maximum residue levels of pesticides in or on food and feed of plant and animal origin and amending Council Directive 91/414/EEC
- Regulation (EC) No 1881/2006 of 19 December 2006 setting maximum levels for certain contaminants in foodstuffs
- S.I. No. 432 of 2009 European Communities (Food and Feed Hygiene) Regulations 2009
- S.I. No. 587 of 2007 European Communities (Plastics and Other Materials) (Contact with Food) Regulations 2007

Plant Legislation

- Directive 2000/29/EC on protective measures against the introduction into the Community of organisms harmful to plants or plant products and against their spread within the Community
- Regulation (EU) 2016/2031 on protective measures against pests of plants
- Council Regulation (EC) No 2100/94 of 27 July 1994 on Community plant variety rights

Farm Safety Legislation

- Safety, Health and Welfare at Work Act 2005 No. 10 2005
- S.I. 299 of 2007 Safety, Health and Welfare at Work (General Application) Regulations 2007

Environmental legislation

- S.I. 122 of 2014 European Union (Drinking Water) Regulations 2014
- S.I. 278 of 2007 European Communities (Drinking Water) Regulation 2007
- Local Government (Water Pollution) Act, 1977 and 1990
- Waste Management Act, 1996 and 2002
- Environmental Protection Agency Act, 1992

Fertiliser Application

- S.I. No. 610 of 2010 European communities (good agricultural practice for protection of waters) regulations 2010

Pesticide Legislation

- Directive 2009/128/EC establishing a framework for community action to achieve the sustainable use of pesticides
- Regulation (EC) No 1107/2009 concerning the placing of plant protection products on the market and repealing Council Directives 79/117/EEC and 91/414/EEC
- S.I. No. 155 of 2012 European Communities (Sustainable Use of Pesticides) Regulations 2012

Pesticide Use Exclusion Areas

Water Source	Distance
Abstraction point of any surface waters, borehole, spring or well used for the abstraction of water for human consumption in a water scheme supplying 100m3 or more of water per day or serving 500 or more persons.	200 metres
Abstraction point of any surface waters, borehole, spring or well used for the abstraction of water for human consumption in a water scheme supplying 10m3 or more of water per day or serving 50 —500 persons.	100 metres
Abstraction point of any surface waters, borehole, spring or well used for the abstraction of water for human consumption in a water scheme supplying 1m3 to 10m3 of water per day or serving 10-50 persons.	25 metres
Abstraction point of any surface waters, borehole, spring or well used for the abstraction of water for human consumption in a water scheme supplying 1m3 or less of water per day or serving 10 or less persons.	Up to 5 metres

Table 1: Table indicating minimum pesticide use distances from open wells, open boreholes, water abstraction points

Labelling & Marketing Legislation

- Directive 2000/13/EC on the approximation of the laws of the Member States relating to the labelling, presentation and advertising of foodstuffs
- Directive 2003/89/EC amending Directive 2000/13/EC as regards indication of the ingredients present in foodstuffs
- Directive 2007/68/EC amending Annex IIIa to Directive 2000/13/EC as regards certain food ingredients.
- Regulation (EC) No 1169/2011 on the provision of food information to consumers
- Regulation (EC) 543/2011 laying down detailed rules for the application of (EC) No 1234/2007 in respect of the fruit and vegetables and processed fruit and vegetables sectors
- Regulation (EC) No 771/2009 amending Regulation (EC) No 1580/2007 as regards certain marketing standards in the fruit and vegetable sector

ISO Standards

- ISO 17065:2012: Conformity Assessment - Requirements for bodies certifying products, processes and services.

Other

- Data Protection Act, No 25 of 1988 and the Data Protection (Amendment) Act, No 6 of 2003

Useful References and Codes of Practice

- W.H.O. Guidelines for the Safe Use of Waste Water & Excreta in Agriculture & Aquaculture 1989

- FSAI Code of Practice No. 4 Code of Practice for Food Safety in the Fresh Produce Chain in Ireland
- FSAI Guidance Note No.10 – Product Recall and Traceability (Revision 2)
- FSAI Guidance Note No.11 – assessment of HACCP compliance
- FSAI document, Food Safety Implications of Land-spreading Agricultural, Municipal and Industrial Organic Materials on Agricultural Land used for Food Production in Ireland
- Storing and Using Plant Protection and Biocidal Products; September 2006 DAFM
- Bord Bia IPM Guidelines
- HSA Guidelines on Farm Safety Statements and Farm Safety Assessment documentation
- EPA: Waste Catalogue and Hazardous Waste List (see the EPA Website)
- EPA Drinking Water Advice Note No. 14: Borehole Construction and Wellhead Protection
- HSA Guidelines on Farm Safety Statements and Farm Safety Assessment documentation

Useful websites

- Department of Agriculture Food and the Marine: www.agriculture.ie
- Food Safety Authority of Ireland: www.fsai.ie
- Teagasc: www.teagasc.ie
- Pesticide Control Service: http://www.pcs.agriculture.gov.ie
- Irish Statute Book: www.irishstatutebook.ie
- Environmental Protection Agency: www.epa.ie
- Health and Safety Authority: www.hsa.ie
- The Fertiliser Association of Ireland: www.fertilizer-assoc.ie

Appendix 2: Participant Declaration

Start Declaration

- I undertake to abide by the conditions applicable to horticultural producers as laid down in the Bord Bia SHAS Scheme and applicable modules.
- I acknowledge having received a copy of the Scheme documentation.
- I have access to or have seen the Requirements for Members (ISO17065) document and agree to the conditions therein.
- I agree to allow auditors access to my facility and relevant records at all reasonable times and to take samples for testing if required.
- I agree to provide full and accurate details of my practices that relate to the Bord Bia SHAS.
- I agree to permit Bord Bia to record relevant information
- I declare I am in compliance with the relevant statutory requirements with regard to the operation of my farm / facility.
- I understand that my participation in the Scheme is a demonstration of my commitment to achieving the highest standards in horticultural production and my responsibilities in the food chain.
- I grant permission to the Bord Bia auditor to take photographs during the audit to be used as objective evidence for certification purposes.
- I understand that photographs will only be used for audit purposes and be kept strictly confidential by Bord Bia and its agents.
- I agree to permit my name and Certification Bord Bia Status to be published on the SHAS register/database.
- I agree to inform Bord Bia immediately in the event of a conviction under legislation relating environmental protection, worker health and safety or any aspect of the Scheme.
- I agree that the information that I am providing is, to the best of my knowledge, true and correct.
- I agree to accept contact in relation to relevant SHAS events.

Signed: _____   **Date: _____**

End Declaration

- I understand that this audit is sample based and that therefore any non-compliances reported herein cannot be construed to include all such non-compliances.
- I confirm that the auditor has no conflict of interest in carrying out this audit (i.e. has not provided individual training, consultancy, or other services that would affect the integrity or impartiality of the audit process/or recommendation).
- I will close out the non-compliances by the agreed date.

Signed: _____   **Date: _____**

Appendix 3   Farm Safety Risk Assessment / Farm Safety Statement Guidelines

The main pieces of legislation governing occupational safety and health in the agriculture and forestry sector are the Safety Health and Welfare at Work Act 2005 and the Safety Health and Welfare at Work (General Application Regulations) 2007.

The risk assessment approach is at the core of this legislation. Employers with three or more staff have a legal duty to prepare a written health and safety document, which is referred to as a Safety Statement.

However, since the introduction of the 2005 Safety Health & Welfare at Work Act, employers with fewer than three employees can fulfil this legal duty by complying with an approved, sector specific Code of Practice / Farm Safety Risk Assessment.

An online Farm Safety Risk Assessment entitled the Farm Safety Code of Practice was recently launched, whereby farmers can complete and store their risk assessment on line – see www.farmsafely.com

A Farm Safety Risk Assessment / Farm Safety Statement is a practical written plan aimed at minimising the risk of injury or ill health for all who work on the farm, or who are affected by the work. The duty of preparing and implementing the document lies with the person in control of the farm. It is strongly recommended, however, that a Farm Safety expert is consulted in the preparing of the document.

The Farm Safety Risk Assessment / Safety Statement must be reviewed on a regular basis, according as farming conditions and activities change, and new machines and new hazards are brought onto the farm. The document must be retained by the farmer and brought to the attention of all who work on the farm.

Reference should be made to the 'Farm Safety Handbook' published by the Health and Safety Authority of Ireland, which is available from any of their offices throughout the country, through their website www.hsa.ie, or through their information phone number (see website).

Some common issues of concern that could be addressed in the Farm Safety Risk Assessment / Safety Statement, include the following:

Electrical

- Making safe all electrical appliances and the wiring associated with these (especially where such wiring is excessively low or insecure) in housing and buildings.
- Protection of electrical installations from water.
- Ensuring that overhead wires are at a sufficient height to avoid contact with machinery and tipping trailers.

Machinery

- Ensuring that all tractor PTO points are protected with approved guards at all times while in use.
- Erecting safety rails on top of the walls of open silage pits.
- Safe storage of machinery.
- Safe use of mechanical equipment and machinery (including PTO guards).

Children

- If children have access to the farm yard area, then a safe and secure play area should be designated.

Fire

- Where applicable, fire exits should be clearly marked.
- Fire extinguishers should be available and regularly serviced.
- The risk associated with hazardous chemicals usage should be assessed.
- Making contractors aware of the hazards prior to commencing work.

Note: The above is not a complete list nor does it represent a recommendation by Bord Bia, as it is each individual farmer's legal responsibility to assess and address the risks that pertain to his/her own farm.

Contact the HSA for further information (www.hsa.ie).

Appendix 5: Water Analysis

Water Supply Risk Assessment

When conducting a Risk Assessment of the water supply growers should look at the source of the water supply and the surrounding area to see if contamination is possible. Where applicable, the Risk Assessment should involve checks of the storage tanks, any treatment systems and the pipework. Risk Assessment aims to identify actual and potential hazards so that you can take action to make sure your water supply is safe.

The level of risk depends on several factors including: source of water (surface, ground, recycled, mains etc.), method of application during irrigation (overhead, furrow, drip etc.), the activity (irrigation, washing, misting etc.) and the type of crop (ready-to-eat, sometimes eaten raw, always cooked.) Wider conditions which can affect the quality of the water should also be considered, such as ongoing local water quality issues, flooding or pollution events, boil notices issued, farming practices in areas surrounding water sources, type and construction of borehole.   For example, surface water is generally prone to temporary or intermittent contamination due to discharges of (treated) wastewater, storm water runoff, livestock or wildlife faeces etc.

Risks to the safety of the product from water must be identified and assessed prior to use, and where possible, measures put in place to control the hazards which lead to them.   Where the identified risks are deemed unacceptable and where there is no reasonable control possible, an alternative water source must be used.

An online risk assessment tool is available to participants through a secure Bord Bia online interface.

Microbiological Parameters of Water Supply

Where a water test is required it should meet the minimum parameters outlined in Table 1 below.

MICROBIOLOGICAL PARAMETERS		
Parameter	**Concentration or value (maximum)**	**Units of measurement**
Enterococci	0	Number/100ml
Escherichia coli	0	Number/100ml

Table 1: Microbiological Parameters

Chemical Parameters of Water Supply

Where a water test is required it should meet the minimum parameters outlined in Table 2 below.

CHEMICAL PARAMETERS		
Parameter	**Concentration or value (maximum)**	**Units of measurement**
Ammonia	0.3 (0.23 as N)	NH4 mg/l
Nitrites	0.1 (0.03 as N)	NO2 mg/l
Nitrates	50 (11.3 as N)	NO3 mg/l

Table 2: Chemical Parameters

Frequency of water sampling for analysis

National guidelines[1] on the recommended timing and frequency of water sampling have been incorporated into the Scheme.

Growers should however consider taking water samples at appropriate times during the growing season of each fresh produce crop to cover the entire period during which water is use. The number of samples taken over the growing period should be based in risk assessment (note: annual testing is required at a minimum in this Scheme). For example, growers should consider increasing the frequency of water sampling for ready-to-eat crops or following an event such as heavy rainfall or flooding.

Sanitary criteria for 'Clean' water

'Clean' water is water that does not contain microorganisms, harmful substances or toxic marine plankton in quantities capable of directly or indirectly affecting the health quality of food. Clean water can be used by a grower if it can be demonstrated that the water does not contain microorganisms, chemical contaminants or other harmful substances at levels that could affect the safety of the produce[2, 3].

Limits for levels of Escherichia coli (as an indicator of faecal contamination), which determine the suitability of water for an intended for use in the primary production of fresh produce are set out in national guidelines[1].

This module and online risk assessment tool incorporates the recommendations of the national guidelines. This is available to participants through a secure Bord Bia online interface.

Improvements to water supply

The following are some examples of improvements that may need to be implemented:

- Installing an appropriate water treatment system to ensure satisfactory microbiological quality and where required, water filters (to remove iron, nitrates, manganese etc.);
- Repairing the system to prevent dirty water, animals or their droppings entering the water e.g. by:
    o sealing the roof slabs on collection chambers;
    o fencing around the source;
    o digging a drainage ditch to stop surface water or water just below the surface entering the supply.

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[1] **FSAI (2016)** Guidance Note 31, Fresh Produce Safety in Primary Produce Production.
[2] **European Commission (2012)** Guidance Document on the Implementation of Certain Provisions of Regulation (EC) No 852/2004 on the Hygiene of Foodstuffs.
[3] **European Commission (2004)** Regulation (EC) No 852/2004 on the Hygiene of Foodstuffs

Appendix 6: Accident & Emergency Plan Guidelines

Guidelines

The priorities for site staff are:

- Maintenance of human life and the avoidance of situations likely to cause injury or harm to staff are paramount;
- Staff safety, health and welfare.

Each Participant should:

- Carry out a risk assessment on the premises / farm to identify the potential risks to your farm;
- Develop an emergency response procedure for predictable situations/identified risks such as:
  - Gas Leak;
  - Fire;
  - Power Failure;
  - Personal Injury;
  - Equipment Failure.

Farms are required to have a Safety Statement in place that deals with the procedures to be followed in emergencies.

Post a list of emergency telephone numbers beside a telephone (and near an exit) and a separate list of useful numbers nearby.

Emergency Telephone Numbers		
Emergency Services	999	
Doctor		
Local Fire Services		
Ambulance		
Gardaí		
Poisons information centre.	(01) 837 99566	
Health & Safety Authority (fatal/major incident line)		
EPA incident reporting line (24 hours) (major environmental incident)	1890 33 55 99	
Suppliers Telephone Numbers		
Electricity		
Gas		
Water		
Others (e.g. hauliers)		

When reporting and dealing with an incident, the reporting person might find it useful to have the information below easily to hand.

Your Contact Information	
Farm Address: Postcode: Farm map reference:	Farm Contact Name: Farm Tel. No: Mobile Contact No:
Directions to farm from nearest main road/ village:	
Location of nearest alternative water supply: Location of fire extinguishers: Location of washing facilities:	Location of isolation points for: Gas: Electricity:
Location of gas cylinders, fuel tanks and any highly flammable substances (e.g. fertilisers):	Location of any corrosive, poisonous or other noxious substances (pesticides, paints, preservatives, acids):

Appendix 7: Summary of Records, Procedures & Policies

Below are lists of all the records, procedure and policies referenced within **Module 3** (Ornamental Grower) and **Module 4** (Ornamental Packhouse) of this Standard and should be maintained up to date where relevant to your enterprise.

Records (Where Applicable)

Records (where applicable)	See Module 3 Ornamental Grower Reference for further information	See Module 4 Ornamental Packhouse Reference for further information
Crop Records	M3.2.a / M3.3.a / M3.6.d	
Propagation Records	M3.3.b	
Management Review Records	M3.3.c	
Raw Materials Receipts	M3.4.a	
Seed / Bulb Treatment Records	M3.4.c	
Product Specifications	M3.4.f / M3.52.c / M3.52.f	M4.42.c
Record of Notifications to DAFM (where Applicable)	M3.4.g	
Complaints Handling Records	M3.4.h	
Raw Materials Receipt	M3.4.i / M3.5.d	
Plant Passport Inspection Records	M3.4.j	
Pesticide Application Records	M3.5.f	
Thermal Treatment Records	M3.5.g	
Water Analysis Records	M3.7.e	M4.2.e
Irrigation Records	M3.7.f	
Maintenance Records	M3.7.l / M3.32.b	
Water Usage Records	M3.7.n	M4.2.j
Fertiliser Application Records	M3.8.f / M3.8.l	M4.3.d
Fertiliser Inventory Records	M3.8.j	
Fertigation Schedule / Records	M3.8.m	
Fertiliser Equipment Calibration Records	M3.8.o	
Bord Bia IPM Record' (or Equivalent)	M3.10.d	
Pesticide Store Inventory Records	M3.13.a	
Pesticide Purchases Records	M3.13.b	
Pesticide Usage Records	M3.13.c / M3.13.d	M4.6.a / M4.6.b
Pesticide Disposal / Return Records	M3.13.f	M4.6.c
Spray Equipment Calibration Records	M3.15.a	
Harvest Records	M3.16.c	
Harvest Tool Loss/damage Records	M3.18.a	
Post-Harvest Treatment Application Record	M3.22.a	M4.12.a
Crop Input Records		M4.13.a
Shelf Life Testing Records		M4.14.c
Label Check Records	M3.24.e	M4.15.d
Bord Bia Logo Use Approval Records	M3.24.f	M4.15.f
Transport Temperature Control Records	M3.25.c	M4.16.c
Glass House / Polytunnel Maintenance Records	M3.26.b	
Cold Chain / Storage / Handling Facility Cleaning Records	M3.27.a	M4.17.a
Controlled Environment Records (e.g. Light Levels, Humidity, Temperature)	M3.27.e	M4.17.e

Records (where applicable)	See Module 3 Ornamental Grower Reference for further information	See Module 4 Ornamental Packhouse Reference for further information
Maintenance Schedule	M3.27.h	
Fumigation Treatment Records		M4.24.c
Glass/hard Plastic Register	M3.31.b	M4.22.b
Glass/hard Plastic Inspection Records	M3.31.b	M4.22.b
Pest Control Training Records	M3.32.e	M4.23.e
Calibration Records	M3.34.c	M4.25.c
Out Of Calibration Assessment Record	M3.34.d	M4.25.d
Growing Media Disposal Records	M3.36.a / M3.36.b	
Energy Usage Records	P32	P10
Environmental Health & Safety Incident Communication Records	M3.38.b	M4.28.b
Accident Record Book	M3.39.d	M4.29.d
Welfare and Health and Safety Meetings	P38	P15
Training Review	M3.46.a	M4.36.a
Staff Training Records	M3.46.b	M4.36.b
Product Specification Deviations	M3.52.d	M4.42.d
Label Verification Records	M3.52.e	M4.42.e
Dispatch Records	M3.51.h	M4.42.f
After-care Procedure Record	M3.51.i	M4.42.g
Records to Permit Reconciliation	M3.53.e	M4.43.e
Product Withdrawal & Recall Test Records	M3.54.b	M4.44.b
Product Withdrawal or Recall Notification Records	M3.54.c	M4.44.c
Subcontractor Records	M3.57.b	M4.48.b

Procedures (Where Applicable)

Procedures (where applicable)	See Module 3 Ornamental Grower Reference for further information	See Module 4 Ornamental Packhouse Reference for further information
Harvest Activity Procedures	M3.16.a	
Harvest Hygiene Procedure	M3.16.b	
Post-harvest Produce Handling Procedure	M3.20.a / M3.20.b	M4.10.a / M4.10.b
Product Washing Procedure (where Applicable)	M3.21.a	M4.11.a
Stock Rotation / Management Procedure		M4.13.b
Procedure for Segregation of Sensitive Material (e.g. Fairtrade Product)		M4.13.c
Labelling Procedure	M3.24.a	M4.15.a
Transport Vehicle Cleaning and Maintenance Programme	M3.25.b	M4.16.b
Organic and Inorganic Waste Management Procedure	M3.30.a	M4.21.a
Glass/hard Plastics Breakage Procedure	M3.31.a	M4.22.a
Maintenance Procedure	M3.33.a	M4.24.a
Emergency Procedure/plan	M3.39.a / M3.39.b	M4.29.a / M4.29.b
Disease And / Or Severe Pest Notification Procedure	M3.47.e	M4.37.b
Traceability Procedure	M3.53.a	M4.43.a
Product Withdrawal & Recall Procedure	M3.54.a	M4.44.a

Procedures (where applicable)	See Module 3 Ornamental Grower Reference for further information	See Module 4 Ornamental Packhouse Reference for further information
Complaints Procedure	M3.55.a	M4.45.a
Allergens Procedure	M3.58.a	M4.49.a

Policies

Policies (where applicable)	See Module 3 Ornamental Grower Reference for further information	See Module 4 Ornamental Packhouse Reference for further information
Sustainable Water Use Policy	M3.7.g	M4.2.f
Waste Management Policy	P24	P7
Pollution Prevention Policy	M3.35.e	M4.26.c
Employee Welfare Policy	M3.40.b / M3.40.c	M4.30.b / M4.30.c
Hygiene Policy	M3.44.b	M4.35.b
Quality Policy	M3.48.a	M4.38.a
Non-conforming Products Policy	M3.56.b	M4.46.b
Sustainable Water Use Policy	M3.7.g	M4.2.f
Waste Management Policy	P24	P7
Pollution Prevention Policy	M3.35.e	M4.26.c

Other Documentation

Other Documentation (where applicable)	See Module 3 Ornamental Grower Reference for further information	See Module 4 Ornamental Packhouse Reference for further information
Risk Assessments (as required)	M3.7.b	M4.1.a / M4.2.b
Production Unit Map / Drawing	M3.2.b	
Water Management Plan	M3.7.a	M4.2.a
Crop Nutrient Management Plan (or Equivalent)	M3.8.d	M4.3.a
Pest Control Programme	M3.9.a	
Pack-house Cleaning Routine and Schedule		M4.19.b
Visitor Book	M3.29.a	M4.20.a
Waste Haulier Collection Agreements	M3.30.e	M4.21.e
Rodent Baiting Programme	M3.32.b	M4.23.b
Sustainability Assessments	M3.49.d	M4.39.d

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