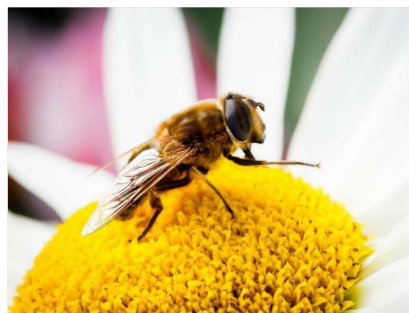
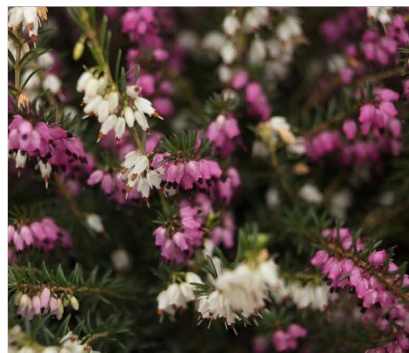
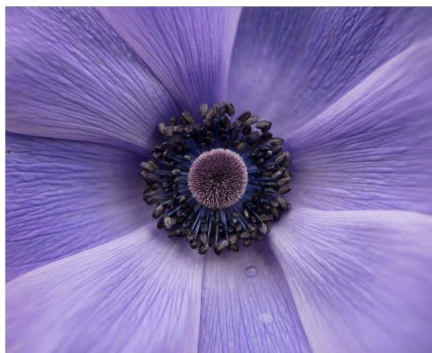
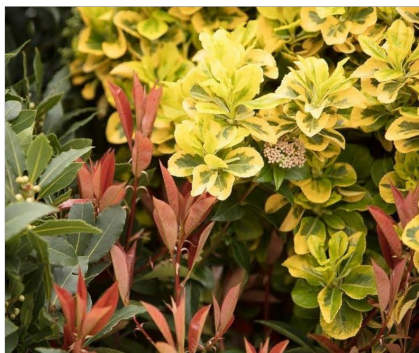
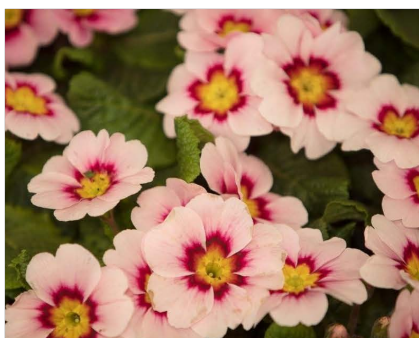


# Sustainable Horticulture Assurance Scheme

Standard  
for  
Ornamental  
Packhouses



**BORD BIA**  
IRISH FOOD BOARD

# Sustainable Horticulture Assurance Scheme

Standard for Ornamental  
Packhouses

Revision 01, Oct 2019













**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) safely 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 be 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](http://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](http://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](http://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](mailto:ombudsman@ombudsman.gov.ie)

Website: [www.ombudsman.gov.ie](http://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](http://www.bordbia.ie).

## 2.12 Revision Updates

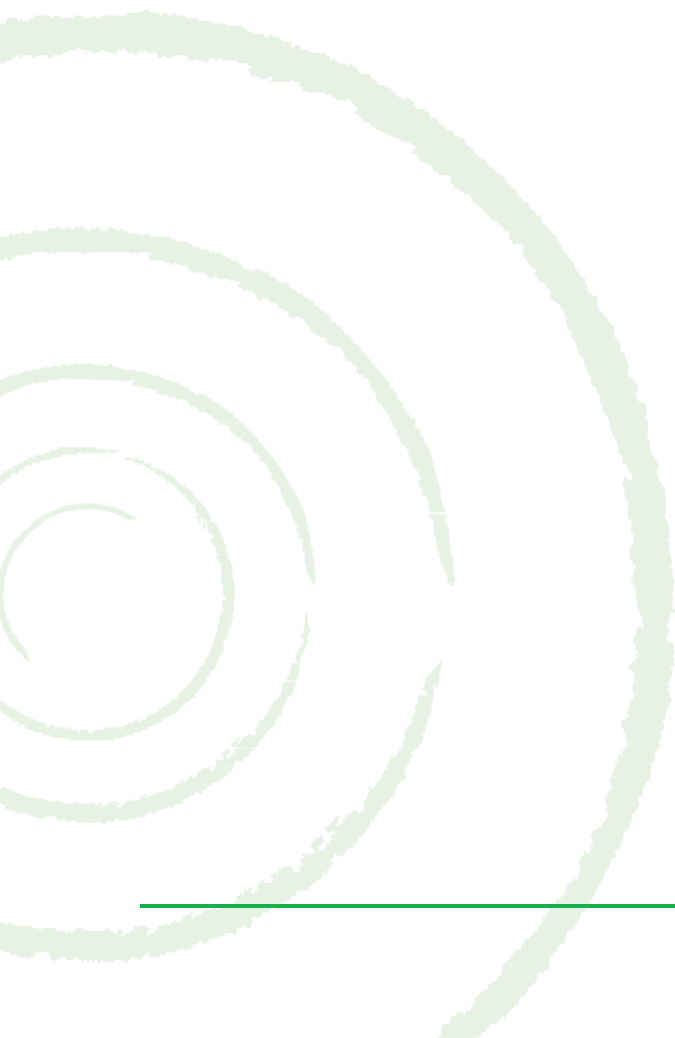
Applicants / Members should note that only the current status of each module can be seen on [www.bordbia.ie/industry/farmers/quality/pages/horticultureqas.aspx](http://www.bordbia.ie/industry/farmers/quality/pages/horticultureqas.aspx)

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.

- 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.

- 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;

vi. Other control measures.

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

c) Water analysis must be 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](http://www.epa.ie/pubs/advice/water/waterabstraction)

- 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.



- 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).

#### M4.7 Pesticide Disposal / Returns

- a) All empty pesticide containers must be:
- i. Triple rinsed, crushed and/or pierced to prevent re-use<sup>1</sup>;
  - 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.

<sup>1</sup> See “Storing and Using Plant Protection and Biocidal Products” and “Good practice guide for empty pesticide containers” issued by DAFM/EPA

## 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 may be 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

- Frequency and scope based on Risk Assessment and accounting for MRLs of destination market;
- Actions taken to meet the MRLs of destination market;
- Sampling procedures and the accreditation status of the laboratory used for sampling;
- Action plan in place in the event of a MRL exceedance.

#### 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.





**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.

- 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.

- 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.

## 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 judicious 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.)



## 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](http://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](http://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<sup>2</sup>.

<sup>2</sup> Please see Health and Safety at Work Act 2005 for further information.

## 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.

### 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.

### 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).





## M4.41 Internal Auditing and Reporting

- a) The Bord Bia additional performance criteria survey (available through [qas.bordbia.ie](http://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.

**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](http://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.

## M4.49 Allergens<sup>3</sup>

- 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.

<sup>3</sup> '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

















---

## Frequency of water sampling for analysis

---

National guidelines<sup>1</sup> 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 used. The number of samples taken over the growing period should be based on 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<sup>2, 3</sup>.

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

This module and online risk assessment tool incorporate 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:
  - sealing the roof slabs on collection chambers;
  - fencing around the source;
  - digging a drainage ditch to stop surface water or water just below the surface entering the supply.

---

<sup>1</sup> **FSAI (2016)** Guidance Note 31, Fresh Produce Safety in Primary Produce Production.

<sup>2</sup> **European Commission (2012)** Guidance Document on the Implementation of Certain Provisions of Regulation (EC) No 852/2004 on the Hygiene of Foodstuffs.

<sup>3</sup> **European Commission (2004)** Regulation (EC) No 852/2004 on the Hygiene of Foodstuffs

---



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

<b>Your Contact Information</b>	
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

<b>Records (where applicable)</b>	<b>See Module 3 Ornamental Grower Reference for further information</b>	<b>See Module 4 Ornamental Packhouse Reference for further information</b>
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)

<b>Procedures (where applicable)</b>	<b>See Module 3 Ornamental Grower Reference for further information</b>	<b>See Module 4 Ornamental Packhouse Reference for further information</b>
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

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

## Policies

<b>Policies (where applicable)</b>	<b>See Module 3 Ornamental Grower Reference for further information</b>	<b>See Module 4 Ornamental Packhouse Reference for further information</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
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

<b>Other Documentation (where applicable)</b>	<b>See Module 3 Ornamental Grower Reference for further information</b>	<b>See Module 4 Ornamental Packhouse Reference for further information</b>
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



Growing the success of Irish food & horticulture

**BORD BIA**  
IRISH FOOD BOARD

Bord Bia, Clanwilliam Court, Lower Mount Street, Dublin 2, D02A 344  
Tel: 01 668 5155 Fax: 01 688 7521 Web: [www.bordbia.ie](http://www.bordbia.ie)