



SAMPLE PLANS AND POLICIES

Sustainable Horticulture Assurance Scheme

Revised 2017

We Insert Company Name Here understand the importance of identifying, managing and communicating allergen risks to our staff and customers. Allergens are managed on site, in the following ways:

- Allergen identification;
- Allergen risk management;
- Communication with staff and customers; and
- Training of staff.

Allergen identification

Food ingredients that must be declared as allergens in the EU include the following:

1. Cereals containing gluten;
2. Crustaceans and products thereof;
3. Eggs and products thereof;
4. Fish and products thereof;
5. Peanuts and products thereof;
6. Soybeans and products thereof;
7. Milk and products thereof;
8. Nuts;
9. Celery and products thereof;
10. Mustard and products thereof;
11. Sesame seeds and products thereof;
12. Sulphur dioxide and sulphites;
13. Lupin and products thereof;
14. Molluscs and products thereof.

The following allergens are handled, packed and stored on site:

- Insert List of relevant allergens here

Allergen Risk Management

Raw material intake (plants/seeds)

All deliveries of allergen containing raw materials must be checked to ensure that they match the order and that they are labelled. Never accept a delivery without checking it.

Records must be maintained of all raw materials (e.g. seeds, plants, loose produce for packing, etc) that are purchased.

Allergenic raw materials received (e.g. celery, mustard seeds, etc) must be stored in clearly identified areas, away from other raw materials to prevent cross contamination (e.g. using coloured boxes or demarcation of storage areas using painted lines on floor, etc).

All raw materials must be clearly identified and labelled to prevent inadvertent cross-contamination of produce.

Raw material storage areas must be routinely cleaned and the cleaning recorded and verified to reduce the risk of cross-contamination.

Produce Handling, Packing and Storage

Allergenic produce must be segregated from other produce at all stages in the process including handling, packing, storage and transport by using colour coded containers or designated zones Include as appropriate.

Packing runs must be scheduled such that products without allergenic materials are produced first (after the last full clean), where possible.

Packing lines and equipment used for allergen containing produce must be cleaned down thoroughly before being used to pack any other produce.

Sample Allergen Management Plan

Records of cleaning must be maintained and cleaning verified by Insert Name of Responsible Person here.

Staff must maintain high levels of hygiene at all stages of the production process and ensure to wash hands before and after handling allergens and use appropriate PPE where required Detail of PPE required for relevant allergens on site if required.

Communication with Customers & Staff

All produce must be correctly identified and labelled before dispatch to customers to ensure they have adequate information to take necessary precautions in relation to allergen containing produce.

Staff must be made aware of the presence of allergens on-site and the management measures in place.

Staff Training

All staff (harvesting, handling, packing and storing produce) must be trained in allergy awareness and the importance of segregation of allergens from other produce at all times including:

- General allergen awareness including the nature and possible consequences of their unintended or undeclared presence in products and specifics from a consumer perspective;
- Awareness of allergen presence in raw materials;
- Awareness of the hazards and allergen risks identified at each stage of the process and preventive measures in place;
- Procedures for storage of raw materials and products, cleaning, re-work, waste management, etc.
- Procedures to minimise cross-contamination including hand washing, PPE, cleaning, etc.

Records of staff training must be maintained.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

We **Company Name** understand the importance of managing bumblebees used for pollination to ensure the optimum yield and health and of our produce and the protection of the bumblebee population.

The following measures are followed when sourcing, introducing, managing and disposing of bumblebees on our farm.

Note - Add / Delete bullet points below as necessary

Bumblebee Sourcing & Introduction

- Bees are purchased from inspected and certified suppliers and distributors and sources documented.
- New sites are inspected before placing bees.
- New hives are appropriately transported with screens, in enclosed vehicles (by suppliers).
- Hives are placed appropriately in the field/glasshouse (in the shade, near food sources, in pesticide buffer zones where possible).
- Records are created and maintained for every new hive.

Minimising Susceptibility to Pests

- Hive boxes are kept in partial or full shade.
- Temperature, humidity, ventilation and carbon dioxide (where placed in a glasshouse) are monitored.
- Operational disturbance is minimised.
- One-way entrance tubes are used to keep bees inside the hive and minimize pesticide exposure.
- Direct and indirect contact with infected or infested bees is minimised through monitoring of and the removal of infected hives.

Minimising Exposure to Pests

- Hives are placed away from glasshouse entrances.
- Pollination stocking rate recommendations are followed.
- Where possible glasshouse doors and entrances are designed to reduce risk of bee escapes.
- Hives are placed near a tall object (landscape feature).

Diagnosis & Monitoring

- Pests are recognised early through monitoring of signs of pests and pollination activity;
- Monitoring records are maintained
- Hives are monitored for pollination intensity and/or bee activity. Hives with poor activity are disposed of or replaced.
- Hives are added as required for pollination.

Biosecurity Measures

- Supplies (feeds where needed) are obtained from certified, inspected and recognised suppliers.
- Feeding of bee products is avoided; if supplemental carbohydrate is required, it consists of sugar water or high fructose corn syrup (HFCS).
- Supplies are stored and disposed of safely and securely to prevent contamination.
- Bee equipment (hive boxes, etc) is obtained from known and reliable sources.
- Bee equipment is regularly inspected and, when necessary, action is taken to minimise negative impact to bee health (cleaned or removed).
- Precautions are taken to minimise the spread of pests through human contact with bees and equipment.
- Buildings and equipment are regularly cleaned and sanitised.
- Buildings are checked annually for protection from pests and risk of escape.
- Facilities and hives are kept free of attractive environments for pests.
- Wasps are monitored and nests removed.
- An integrated pest management plan for weeds and nuisance pests is implemented on site.
- Only recommended pesticides are used and applied with caution.
- Hives are closed before each pesticide spray to decrease the exposure of bees to the pesticides.

Training

- All those working in a beekeeping operation or utilising bees are trained and regularly updated on biosecurity risks and protocols.

Hive Disposal

- The entire hive is disposed of either at the end of the production cycle or earlier if pests are suspected.
- The entire hive is bagged and disposed of by one of the recommended methods:
 - disposal by bee supplier/pollination service provider;
 - freezing (contained and landfill);
 - carbon dioxide (contained and landfill);
 - drowning (contained and landfill);
 - burial at appropriate depth;
 - burning of entire hive.
- Disposal records are kept and maintained.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Further Information

Please see sample/template records for Bumblebee hives / management available from Bord Bia.

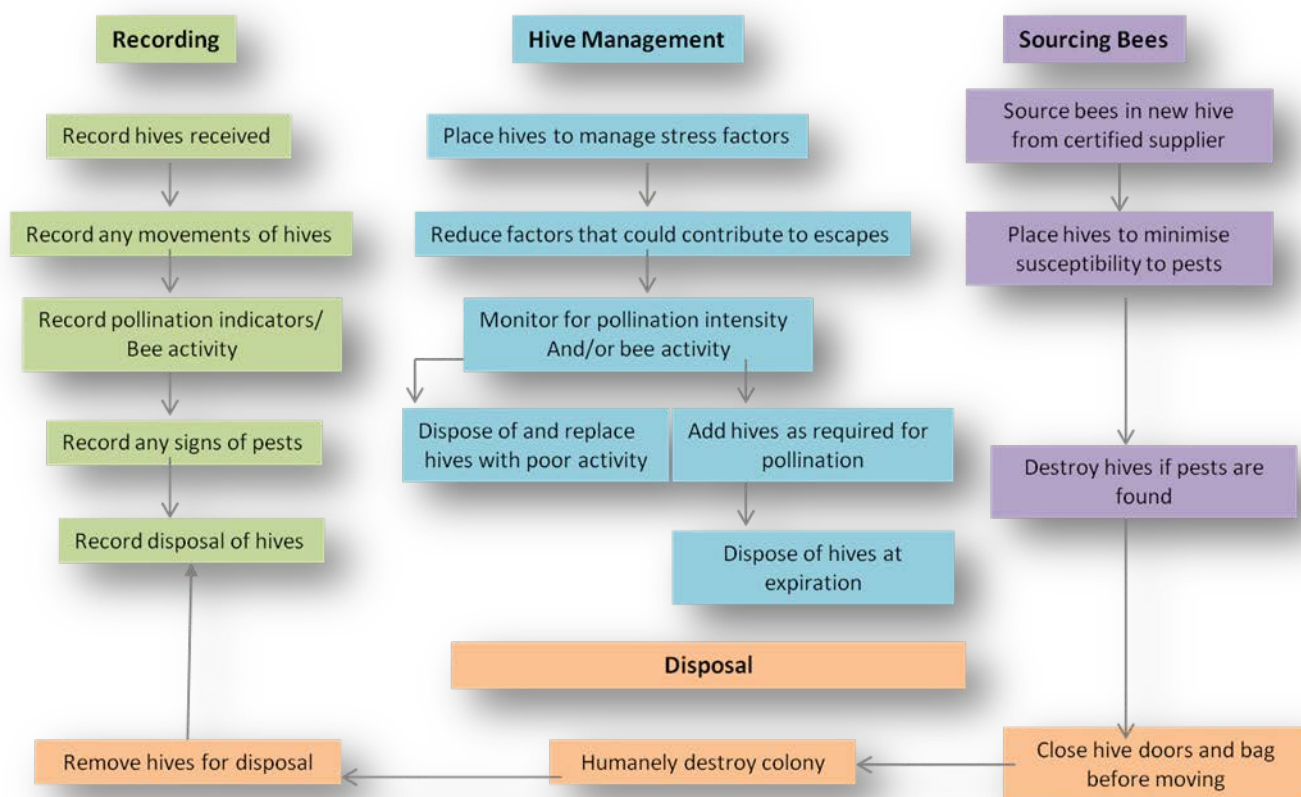


Figure 1: Flowchart of measures in place in the management of bumblebees on our farm including; records maintained, hive management practices, sourcing of bees and the disposal of hives.

Purpose

To outline the steps to be followed when receiving, logging, assigning, investigating, reporting on and recording complaints made to the organisation by any individual.

Scope

This procedure covers all complaints (written, by phone call or in person) received by any member of staff.

Responsibility

It is the responsibility of all staff to record complaints when received, all the complaint information to the relevant responsible person for investigation.

It is the responsibility of Senior Management [Names & Positions] to investigate and follow up on all complaints received and to ensure appropriate corrective action is implemented and feedback provided to the complainant.

Procedure

Publicised Contact Details for Complaints:

Written complaints may be sent to Organisation name or by e-mail to e-mail address.

Verbal complaints may be made by phone to phone number.

Complaints received by telephone or in person must be recorded.

The person who receives a complaint either over the phone or in person must:

- Write down the facts of the complaint;
- Take the complainant's name, address and telephone number;
- Note down the relationship of the complainant (i.e. customer number, etc);
- Tell the complainant that there is a complaints procedure;
- Tell the complainant what will happen next and how long it will take;
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words;
- Remain calm and respectful throughout the conversation.

Complaint information (recorded call, email or letter) must be passed to the Insert Name of Responsible Person within one week of receipt of the complaint.

Resolving Complaints

Upon receipt of the complaint information, Insert Name of Responsible Person, will then record it in the complaints log. An investigation will be undertaken and appropriate action taken where appropriate.

Complaints must be acknowledged, in writing, by the person handling the complaint within a week. The acknowledgement must detail who is dealing with the complaint and when the complainant can expect a reply. A copy of the company complaints procedure should be attached to that communication.

Sample Complaints Procedure

Ideally complainants should receive a definitive reply within 4 weeks. If this is not possible, a progress report should be sent, in writing, to the complainant with an indication of when a full reply will be given. The reply to the complainant must describe, in writing, the action taken to investigate the complaint, conclusions of the investigation and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved, they can request that the complaint be reviewed by the Managing Director/Owner (ONLY where that person is different to the original complaint handler).

The Managing Director/Owner must investigate the facts of the complaint, actions taken and must respond to the complainant within 4 weeks of receiving the information. If this is not possible a progress report should be sent with an indication of when a full reply will be given. The reply must describe, in writing, the action taken to investigate the complaint, the conclusions and any action taken as a result of the complaint.

A record must be maintained of all information and any communication relating to the complaint.

Monitoring and Review of Complaints

Complaints are reviewed annually to identify trends which may indicate a need for further action.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Further Information

Please see completed sample complaints records and blank record sheet, available from Bord Bia.

Policy

As an employer, Insert Company Name here has a duty to ensure the health, safety and welfare of its employees as far as is reasonably practicable, as per the Safety, Health and Welfare at Work (Act) 2005.

We are committed to providing the necessary information, instruction, supervision and or training to allow staff to undertake their duties in the interest of Health and Safety. All employees have a duty to take all reasonable steps to preserve and protect the health and safety of themselves and all other people affected by their acts.

If we are to build and maintain a healthy and safe working environment, co-operation between workers at all levels is essential. Employees also have the duty to co-operate with management to enable it to carry out its responsibilities with regard to Safety, Health and Welfare.

Responsibilities

The Company & Management will:

- Support steps taken to develop a culture of co-operation, trust and mutual respect within the organisation.
- Promote effective communication and ensure that there are procedures in place for consulting and supporting employees on changes in the organisation, to management structures and working arrangements.
- Encourage initiatives and events that promote health and well-being.
- Encourage consultation on all matters and health & safety and include it as a standing item on the agenda at all management meetings.
- In order to ensure that all our health and safety complies with the current legislation and meets our obligations with regard to competency, where necessary in order to maintain the system and keep up to date, we will seek information from external safety advisors, the policy will also be available to interested parties.
- Treat individuals reporting to them with consideration and dignity, and will promote a culture of mutual respect. The company will not permit unacceptable behaviour however, and will take decisive action when issues are brought to their attention.
- Provide adequate training for all staff to ensure they can carry out their work in a competent and safe manner.
- Provide translation services/personnel to staff where necessary, to ensure they have a full understanding of all company policies, procedures and training.
- Ensure adequate welfare facilities (toilets, washing facilities, changing and storage facilities, canteen, etc) are readily accessible, clean and have adequate heating, lighting and ventilation.
- Provide adequate and safe equipment, tools and PPE for all staff.
- Provide adequate first aid supplies and resources (a certified first-aider on site) for employees.
- Investigate all accidents or injuries reported by employees and implement corrective and preventative actions.

Employees will:

- Treat co-workers and all other persons with whom they interact during the course of their work with consideration, respect and dignity.
- Co-operate with the company's efforts to implement the Employee Welfare Policy, attending briefings, training, workshops, etc.
- Raise concerns with their line manager if they feel there are work issues that are causing them stress/illness and having a negative impact on their well-being.

Sample Employee Welfare Policy

- Take responsibility for their own health and well-being by adopting healthy lifestyles.
- Take responsibility for working effectively in their assigned roles.
- Take responsibility for attending and actively engaging in training in relation to their own roles, health & safety, welfare issues, etc.
- Report all accidents and injuries to management and cooperate with resultant investigations.

Consultation, Communication, Monitoring & Measuring

Consultation

- The company will consult with its employees on the Employee Welfare Policy and measures taken to implement the policy.
- Staff surveys will be used to gather feedback on the Employee Welfare Policy.

Communicating the Employee Welfare Policy

- The Employee Welfare Policy will be available to all staff.
- The contents of the policy will be covered during general induction training for all employees.

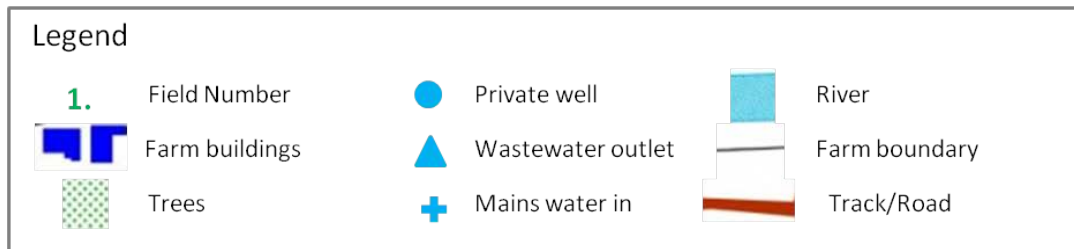
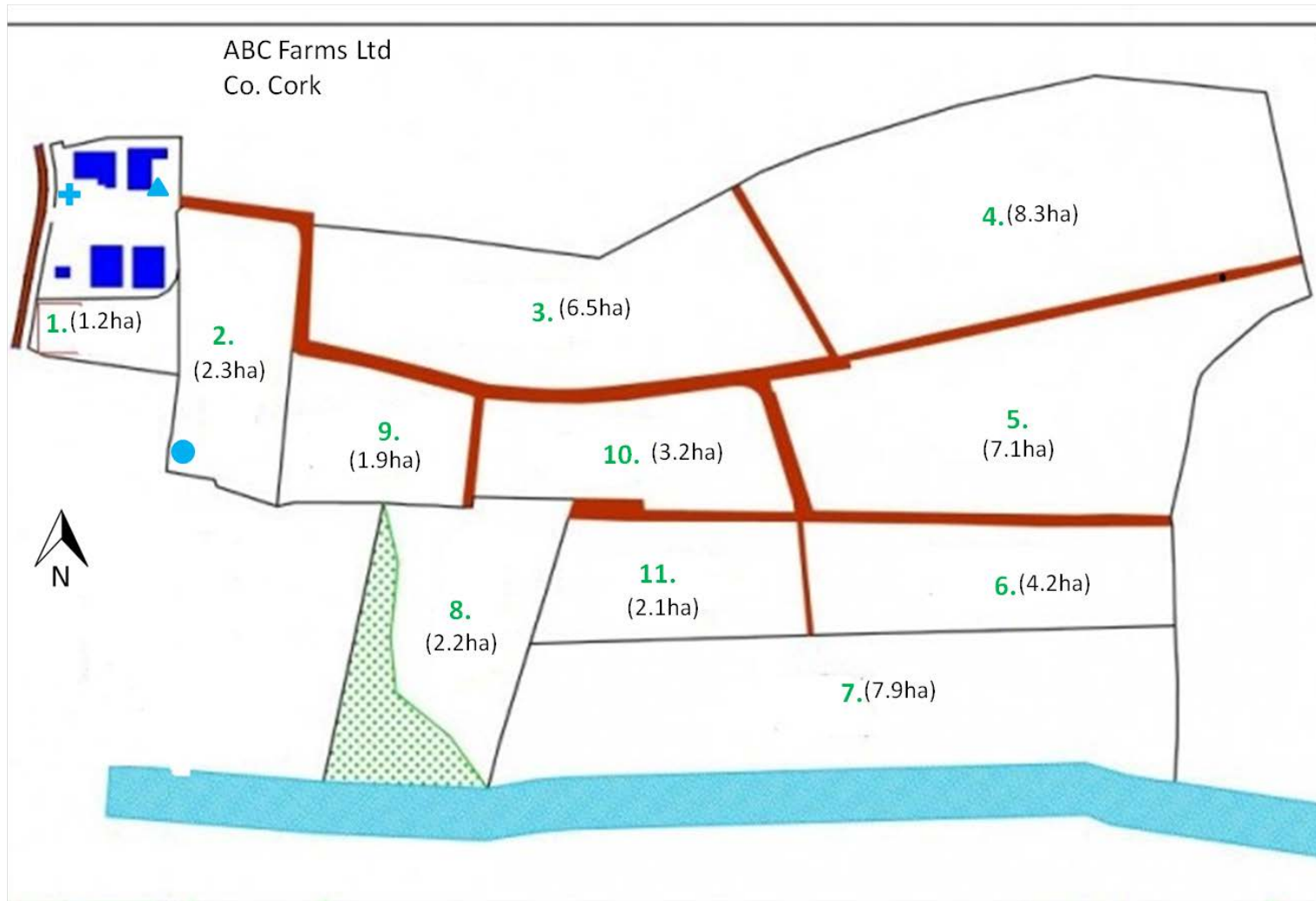
Monitoring and measuring

- The content of this policy and its effectiveness will be reviewed on an annual basis by Management.
- Health and safety performance will be monitored by management on a scheduled basis as an agenda point at management meetings.
- Information will be recorded that will enable the company to measure its performance in relation to employee health, safety and wellbeing including:
 - Sickness absence data;
 - Staff turnover;
 - Number of grievance or harassment cases;
 - Number of referrals to Occupational Health Contractor;
 - Number of accidents & injuries investigations on-site;
 - Number of training requests;
 - Health & Safety Audits results.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Sample Farm Map



Sample Farm Map

NOTE: this is a sample farm map and may not represent your farm layout

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Sample Food Fraud Policy

It is the company policy to detect and prevent fraud, misappropriations, and other irregularities. Food Fraud is committed when food is illegally placed on the market with the intention of deceiving the customer, usually for financial gain. Examples include:

- Deliberate mislabelling of food (changed expiry information, etc);
- Making false statements about the source of produce e.g. labelling imported produce as Irish; or
- The sale of food which is unfit and potentially harmful (e.g. recycling products destined for animal feed back into the food chain, etc).

The Management Representative Enter Name of Person Responsible has responsibility for and authority over the management of food fraud issues on site. He/she will be familiar with the types of improprieties that might occur within his or her area of responsibility, and be alert for any indication of irregularity. Any irregularity that is detected or suspected must be reported immediately to him/her, who then coordinates all investigations, both internal and external. He/she may delegate tasks to qualified personnel as needed.

Food fraud incidents will be reviewed annually as part of the Management Review Procedure.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Purpose

The purpose of this procedure is to set out the controls in place to control and track glass and hard plastics used on site to prevent physical contamination of any produce.

Scope

This procedure covers all glass and hard plastic items used on site.

Responsibility

It is the responsibility of Senior Management [responsible person(s)] to ensure that all staff are trained in this procedure and in turn it is the responsibility of all staff to implement the measures set out in this procedure.

Procedure

Control

- No glass items are permitted in any production or storage area.
- All lights must be protected to effectively contain broken glass either through the use of shatterproof bulbs or plastic covers.
- Lights should only be replaced during non- production hours when there is no exposed produce.

Breakage

The clean-up procedure applies to all areas where product is handled, packed or stored:

- All production in that area is halted.
- Management/Responsible Person [name of responsible person(s)] must be contacted immediately to take responsibility and co-ordinate the action.
- Any produce in the immediate vicinity of the breakage must be confined to waste.
- All other produce must be removed from the area.
- All broken glass must be removed and the area thoroughly combed for glass fragments.
- The reason for the breakage is to be established. Progressive corrective action i.e. to insure the same breakage cannot reoccur must be decided upon.
- The broken glass is to be replaced (or otherwise dealt with as per corrective action).
- Thorough deep cleaning of the work area is to take place before production can resume.
- If staff has been involved in the incident, a thorough check of their work wear and boots for presence of glass is to be carried out. If work wear/footwear is suspected to contain fragment, these will be changed prior to further production.

Sample Glass & Hard Plastic Procedure

Register

All glass and hard plastic in production and storage areas must be listed on a register.

The register should consider include the following details:

- Item name and description if required;
- Location;
- The number of items, e.g. 4 x plastic panel doors;
- Whether the item is protected against breakage;
- Other details that may be required to conduct an effective inspection of each item.

The register must be maintained up to date and key members of staff (operators & maintenance staff) trained to notify management/ responsible person when the list requires updating.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Further Information

Please see sample Glass & Hard Plastic register available from Bord Bia.

Sample Hygiene Policy

Our company policy is to set, implement and maintain high standards of personal and operational hygiene in order that no threat is posed to our employees, customers or consumers

We will provide adequate facilities, equipment and staff to ensure that the production facilities can be maintained in a hygienic condition at all times and that the product that we supply will always be safe and in good condition.

Visitors (including external contractors) to the production facility will be made aware of this Hygiene Policy and will be provided with appropriate protective clothing and will be required to adhere to the hygiene requirements of the facility.

All employees will be trained in good hygiene practices and they will be made aware of their responsibility for ensuring that all their tasks are performed in a hygienic manner.

The management will carry out routine hygiene audits and records of findings and action taken will be maintained.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Purpose

To ensure correct worker hygiene practices in the harvesting and handling of produce and to reduce the potential for food contamination by employee/authorized personnel, either by his/her actions, hygiene, or health.

Scope

All persons working in direct contact with produce, harvesting equipment, food-contact surfaces/containers and food-packaging materials must follow proper food-handling techniques and food protection principles. Failure to follow these principles may lead to contamination of food resulting in adulterated product and/or food borne illnesses.

Responsibility

Insert Name of Responsible Person here

Hygiene Measures

Harvesting & Produce Handling (including Packing)

- All employees must wash hands before starting to work, before and after each lunch, before and after using the toilets and at any time that hands might be contaminated.
- Designated toilet and handwashing facilities must be used by employees.
- Harvesting tools (knives) must be clean and in sanitary condition before starting to work.
- Harvesting equipment (e.g. gloves, aprons, coats, etc) must be clean and in sanitary condition before starting to work. Harvest employee gloves must be kept with their knives when going to the toilets or during breaks inside designated containers. Protective clothing must be stored in a manner to prevent product contamination when on breaks or going to the toilet. Storing harvesting equipment inside packaging materials is prohibited.
- Excessive use of makeup, skin lotions or perfume is prohibited.
- All jewellery (with the exception of wedding bands) must be removed or covered to avoid product contamination.
- Employees are prohibited from storing personal belongings (coats, jackets, lunches, etc.) in areas where product is present or where equipment and/or harvest tools are washed.
- The use of packaging materials for any purpose other than to pack produce is prohibited.
- Reusable containers must be maintained in a clean condition.
- Lunch and break must be taken outside of any production/storage areas, in a designated area (e.g. on-site canteen or other). All bags, lunches and personal belongings must be stored in designated area (e.g. staff lockers or other) during the workday.
- Visitors must be accompanied by authorised personnel when entering production/storage areas and must adhere to the company hygiene policy and procedure.
- During field packing all considerations must be take in place to reduce or avoid product or packaging material contamination.
- Avoid as much as possible direct contact with soil/mud.

Sample Hygiene Procedure

- Any product that might be considered to have become contaminated during ground packing must be discarded.

Wounds & Illnesses

- Infected and/or bloody wounds must be treated and covered properly to avoid product contamination. Where required, (e.g. bleeding cannot be stopped) injured employees must be sent to the nearest hospital and follow physician recommendations regarding return to work.
- Employees showing symptoms of a communicable disease (i.e. excessive sneezing, coughing, or runny nose, etc.) must report it prior to commencing work. Any employee that is likely to be a carrier of, or suffering from a disease or infection which can be transmitted through food must not handle produce. It is advisable to send the employee home to recuperate and/or seek medical attention.
- Any product that comes in direct contact with blood or any other bodily fluids must be discarded.
- Any food contact and non-food contact surface that comes in contact with blood or any bodily fluids must be clean and disinfected before resuming work.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Purpose

Management Review must be conducted at least annually to establish the suitability and effectiveness of all aspects of the Quality System and to identify the requirements for the continuing improvement of the Quality System.

Scope

The review will cover all aspects of the Quality System.

Responsibility

The Management Representative, **Insert Name of Responsible Person**, is responsible for setting up the meeting, documenting the findings and co-ordinating the follow-up actions. Senior Management must be present at the Management Review.

Frequency

Insert frequency of management review meetings here.

Agenda

At a minimum the management review meeting will cover the following agenda item:

- Audit activities and reports;
- Customer complaints received in period since last Management Review;
- Process and non-conformance data (yields, rework, rejects, etc);
- Training activities and findings; and
- Quality improvement objectives for next year.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Sample Non-Conforming Product Policy

It is the company policy to manage returns and non-conforming (out of specification) products in a manner that ensures that all such products are fully evaluated on return, are prevented from unintended use or release, and are disposed of appropriately to prevent contamination of the food chain.

A decision on the best means of reusing / disposing of the product will be taken by management and communicated to the relevant staff.

The Management Representative Enter Name of Person Responsible has responsibility for and authority over the management of non-conforming products. He/she may delegate tasks to qualified personnel as needed.

Non-conforming product data will be reviewed annually as part of the Management Review Procedure and improvement objectives set.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Sample Organisational Chart

Note: This is a sample organisational chart and may not reflect your company's structure.

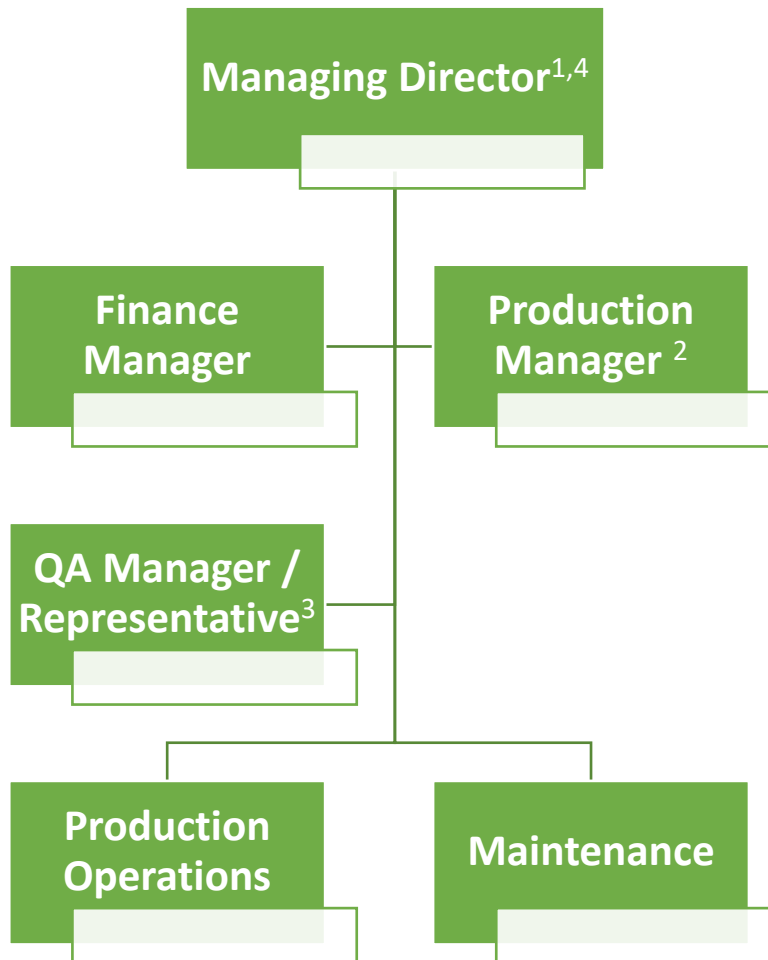


Figure 1: Sample Organisational Chart

Footnotes

- 1 Overall Responsibility for ensuring that the requirements for the [Relevant BB Scheme] are met.
- 2 Responsibility for ensuring compliance with regulatory requirements and compliance with the [Relevant BB Scheme].
- 3 Responsibility for non-conforming product management and corrective action management.
- 4 Responsibility for ensuring employee rights are respected as outlined in the employee welfare policy.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Management of this enterprise are fully aware of the effects of pollution on the environment and will continue to identify potential sources of Air, Water, Soil and Noise pollution and will take action to reduce, control or eliminate them wherever possible, by adopting the following practises:

1. Employing best practise in all its operations.
2. Abiding by all relevant legislation regarding pollution.
3. Monitoring the environment in order to be able to detect any incidents at an early stage.
4. Maintaining links with statutory bodies, local voluntary groups and local residents.
5. Implementing any operation or organisational changes needed to reduce control or eliminate pollution risks.
6. Maintaining plant and equipment in good operating condition.
7. Educating employees.
8. Maintaining such equipment and procedures necessary to deal with identified possible emergencies.

In minimising pollution risks and implementing best practice in terms of waste management it is the policy of this production unit to implement the Bord Bia Guidelines on Waste Management (**Bord Bia Guideline Document No 4**). This document sets out policies and best practices in terms of reducing waste at source and re-use & recycling. It identifies the potential waste types and how they should be managed.

The following are the main potential pollution risks associated with this enterprise:

[Add/Delete as necessary]

Water

- Pollution of watercourses by run-off from production areas of farm yard manure, residual pesticides and other chemicals used in production.
- Pollution of watercourses caused by incorrect disposal of pesticide and other chemical containers.
- Pollution of watercourses by fuel or oil leaking from storage tanks and vehicles.

Air

- Odour nuisance from compost operations / land spreading of farm yard manure.
- Air pollution from vehicle exhausts
- Air pollution caused by burning of rubbish and debris.
- Pollution of air caused by smoking.
- Pollution of air by flying insects.
- Pollution of air by leakage of fuel gases from storage tanks and vehicles.
- Pollution of air, soil and water caused by demolition, building and redecorating work, (e.g. asbestos, and lead from old paint).

Soil

- Pollution of soil from residual chemicals (fertilisers, pesticides, post harvest treatments).
- Pollution of soil caused by incorrect disposal of waste materials (including chemicals and containers).
- Pollution caused by leakage from or failure of oil storage tanks.
- Pollution of soil by oil or fuel leaking from vehicles.

Noise

- Noise pollution caused by vehicles and production plant particularly at night.
- Noise caused by loud radios particularly at night.
- Noise caused by vehicles, machinery and equipment.
- Noise caused by excessive use of vehicle horns.

To reduce the risk of any of these potential pollution sources developing on site, the site is inspected at regular intervals in relation to the above areas and corrective action taken where required.

Specifically, this enterprise strives to minimise any risk to the environment by demonstrating good management practise in the following areas:

[Add/Delete as necessary]

1. Demonstrating that pesticides (where used) are not contaminating ground or surface waters or water supply abstraction points beyond permissible levels.
 - Only in cases where it can be seen that run off can enter directly into open waterways or rivers, the run-off will be tested annually;
 - Trained staff only (training records);
 - Minimum quantities only (chemical usage records);
 - Record quantities at all times (chemical usage records);
 - Test MRLs annually.
2. Eliminating pollution and discharges of poisonous, noxious or otherwise polluting matter, liquid or solid waste into groundwater, costal or inland waters.
 - This is achieved by identifying the amount and type of waste;
 - Devising measures for minimising and containing it (waste invoices);
 - Identifying suitable areas for its disposal and designing an effective disposal system which meets legal requirements.
3. Minimising the contamination of air by odours and gases likely to increase the greenhouse effect or damage the earth's atmosphere (e.g. no burning).
4. Preventing contamination of air by dark smoke (no burning).
5. Preventing light emission likely to adversely affect the night sky and the welfare of those living or working in the vicinity.
6. Compliance with regulatory requirements in officially designated nitrate sensitive areas and nitrate vulnerable zones.
 - Spreading the spent compost / or similar organic material on the land in designated zones only, at the correct time of year and in favourable weather conditions.
7. Compliance with regulations and instructions about the storage, handling and use of pesticides and other chemicals.
 - Chemical store that is approved by Bord Bia.
 - Handling and using pesticides (& recording) as set out in DAFM Guidelines and Bord Bia Standards.
8. Where pesticides are used and run-off is possible (i.e. accessing directly into open rivers or waterways), monitoring will be undertaken to check and ensure that water quality standards are

met (tests are taken annually to ensure the water quality is suitable for its intended use and any adverse results are acted upon).

9. Fuel storage tanks are in sound condition and bunded in the event of failure. Containment should also include the tank inlet and outlet points but must not include a drainage facility. To reduce the quantity of water within the bund it can be removed using a jug (or pump).
10. Where produce is washed on site, any resultant waste water is appropriately managed and directed to the foul sewer to ensure there is no release to the environment of contaminated waste water high in suspended solids (SS) or biochemical oxygen demand (BOD), excessive nutrient loading or residual chemicals.
11. Traps are in place to ensure that produce debris does not enter the drains after washing.
12. Measures to reduce, recycle or treat volumes waste water generated by washing produce will be considered and implemented where appropriate.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Sample Pollution Prevention Policy

Company: Signature [Responsible Person]: Date:		[Company Name] [Name] [Date]					
Area & Processes Reviewed	Y/N	Current Actions/Processes in Place	Corrective Actions Planned	Due Date	Responsible Person	Complete Date	Responsible Person Signature
Are sound husbandry practices implemented?							
Are pesticide / chemical containers disposed of correctly?							
Are boiler(s) and fridge(s) serviced?							
Are there effective controls for preventing emissions of dark smoke (e.g. from burning)?							
Are statutory requirements in officially designated nitrate vulnerable zones are complied with?							
Is a map is available identifying location of watercourses?							
Are fuel storage tanks are in sound condition?							
Are the storage, handling and use of pesticides carried out so as not to cause ground or surface water pollution?							
Are controls are evident to prevent pollution and polluting discharges into ground water?							

Sample Pollution Prevention Policy

Is there any evidence of air pollution caused by burning rubbish and debris?							
Is there any evidence of soil being polluted by oil or fuel leaking from vehicles?							
Is there any evidence of noise pollution?							
Are traps in place to ensure food debris does not enter the drains in production areas?							
Is waste water from washing of produce directed to the sewerage system?							
Is the volume of effluent being discharged maintained below maximum flow rates described in discharge licence?							
Is the concentration of effluent being discharged to the sewerage system below the emission limit values (e.g. BOD, SS , etc) within the discharge licence?							

Note – This is a sample procedure provided for information purposes only.

Purpose

To ensure that all out-of-specification product that is in the market (i.e. after delivery) is returned, recalled or withdrawn and handled so as to protect food safety.

Scope

Any product identified as requiring recall (i.e. unsafe for human consumption) or withdrawal (product where there is a quality issue) or return (product is not required / past use-by date etc).

Responsibility

Site Manager/Owner

In the event of the company becoming aware of an already dispatched non-conforming product, [Name(s) of responsible person(s)] will initiate the following product recall procedure:

Withdrawal & Recall

1. Key staff & management are to be informed immediately.
2. Non-conforming product details are to be obtained from records using the traceability system.
3. Details of supplier (where applicable), delivery destination and quantity of all non-conforming product, are to be ascertained and documented.
4. The contact at the suppliers (where applicable) and delivery destination is to be contacted as soon as possible thereafter. Details of the non-conforming product will be given to this/these person(s) and a recall request made to isolate the non-conforming product for return. A record of this contact will be maintained. Where deemed necessary (e.g. in case of difficulty in contacting the customer), emails or registered letters will also be dispatched or contact in person attempted.
5. All recalled, withdrawn or returned product will be examined by [name(s) of responsible person(s)]. They will make a decision on the fate of the product after the investigation is completed i.e. consigned to waste (all recalled and withdrawn product, or unusable returns), or reworked / re-graded (for product that is of acceptable quality)
6. On return of the non-conforming product to the site, the product label is to be used to identify the product according to the company traceability system.
7. All product from the same batch and deemed related product is to be investigated and its conforming/non-conforming status reassessed. If deemed related, this must also be recalled in accordance with this procedure.
8. If a situation arises where a known non-conforming product has reached the final consumer, all necessary resources are to be used to establish the identity of the consumer and notify the consumer of the problem and retrieve the non-conforming product as soon as possible.
9. If necessary, a product recall notification may be prepared detailing (See Sample Trade Notification):
 - Farm/Company Name
 - Product Name
 - Product Details
 - Batch Identification Code
 - Reasons for Recall
 - Action Required
 - Contact Details

Sample Product Recall / Withdrawal Procedure

10. If it is established that recalled product has been resold over a wide area to unknown consumers, the printed media (and radio) will be used to issue a product recall notice (See Sample Recall In-store Notification or Paid Newspaper Advertisement).
11. All available resources shall be used to protect the customer from harm in such circumstances.
12. The cause of the issue shall be fully investigated and corrective action implemented and verified with the Competent Authority before resumption of normal business.
13. A withdrawal/recall record must be maintained to capture all appropriate information about the food recall/withdrawal. [Name(s) of responsible person(s)] must ensure that the record is maintained up to date during the recall/withdrawal and is verified, signed and dated upon completion of the withdrawal/recall. This record will include:
 - List of all communications (including phone calls), their time, date, name of person and brief details of the communication.
 - Any actions/decisions made.
14. A detailed investigation will be carried out following for the non-conformance:
 - Determine what may have gone wrong in the process.
 - Quantify the product affected.
 - Determine the degree, if any to which the safety and quality of the product has been affected.
 - Document results of any analysis carried out on the non-conforming product.
 - Document details of corrective action carried out to (a) ensure the product was dealt with in a food safe manner and (b) to prevent recurrence of non-conformance. Reference any staff training that may be required as part of the corrective action
15. All documentation relating to the issue will be collated and made available to the Competent Authority.
16. This withdrawal/recall procedure will be tested on an annual basis to ensure it's continued validity, the procedure as listed above followed and the relevant information recorded in the withdrawal/recall record.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Further Information

Please see sample/template records for Withdraw and Recall available from Bord Bia and sample signoff / notifications on the next page.

Senior Management Signoff

URGENT
Food Recall (or withdrawal)

Company Name _____

Food Name _____

Food Details _____
Batch _____
Identification _____

'use-by' or
'best-before'
Date _____

Reasons for the Recall

Action Required

Contact Details _____

Alternative
Contact Details _____

Sample In-Store Notification

WARNING
Food Recall

Company name
Food name/description
Pack size
Batch identification

Food Photograph or
Illustration

Details of what is wrong with the product

Actions the consumer should take

We apologise for any inconvenience

Company Address and contact details

Our quality policy is to consistently provide product(s) that meet or exceed our customers' requirements through:

- continuous process improvement;
- involving our customers and suppliers;
- ensuring the health, safety and welfare of our employees.

Our company is committed to the quality assurance and sustainability criteria of the Bord Bia Enter Bord Bia Scheme Name here.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Sample Sustainable Water Use Policy

It is the policy of this enterprise to ensure the efficient and sustainable use of water while contributing to the protection of water in the environment.

The enterprise endeavours to manage water use and quality on site through the:

- Implementation of water saving initiatives (reducing, re-using and recycling water where feasible);
- Protection of water sources and selection of sustainable water sources (crop protection management measures, nutrient management plans to maintain water quality, etc);
- Management of the physical health and drainage of soils used for growing (to improve Water Use Efficiency (crop yield per mm water use) through variety selection, timing of cultivations and drilling, soil structure management and prevention of soil compaction or erosion;
- Measurement and monitoring of water use on the farm (using water meters, identification of trends, determine areas for improvement & targets).

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

The following must be adhered to by all visitors (any person visiting site who is not an employee) coming on site. The purpose is to ensure that there is no safety or hygiene risk to people or product on site. In addition, the people coming on site must be accompanied by the owner or manager during their visit.

- All visitors arriving on site must have contacted the owner / manager in advance to arrange a suitable time to come on site.
- On arrival to site, visitors must:
 - Park only where advised by owner or manager.
 - Report at once to the owner/manager identifying ones' self.
 - Sign in in the visitor record and read the Company Visitors policy.
 - Read the Hygiene & Safety Policies for Visitors or owner/manager will summarise safety and hygiene requirements of the site.
- While on site, visitors must:
 - Use clean protective clothing either provided or supplied by visitor at all times, where required.
 - Be aware of all safety aspects on site including; no smoking, no eating, no drinking, no running or jumping, no spitting. No handling of product without prior permission from owner/manager.
 - Adhere to signs and requests of owner/manager during visit.
 - Only discuss with employees where prior permission is granted by owner/ manager.
 - Adhere to hygiene policy by reducing risk of contamination by entering newest crop first.
- On completion of visit, visitors must remove protective clothing at office and sign out in the visitor record.

Before signing in please make sure that you are not suffering from any transmittable disease, a carrier of any infection or disease, have not been in contact with transmittable contagious diseases, free of infections or any other food borne illness which may contaminate or effect the product produce on this site. Where you have been in any such area mentioned above please notify owner/ manager before entering site. The owner/ manager has the right to refuse admittance and his/her word on this is final.

Due care and attention must be taken at all times while on site and the owner / manager will not be responsible for injury to visitor or damage to vehicle or equipment during visit, however all efforts will be made to ensure injury or damage will not occur.

Sub-contractors are required to have insurance cover for their employees or people working on their behalf and also indemnity insurance in the event of damage or injury to the property or employees of Insert Company Name here.

By signing the Visitor record you are stating you have become aware of Hygiene and Safety aspects of this site and that all relevant insurance cover is in place by you or the company you are representing.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Further Information

Please see completed sample visitors record and blank record sheet, available from Bord Bia.

Sample Waste Management Policy

It is the policy of this enterprise to prevent, minimise, recover, recycle and/or re-use waste materials where feasible, to maximise the conservation of natural resources and minimise environmental harm.

The enterprise Waste Management Plan sets out the various waste streams and the range of waste management strategies undertaken by Insert Company Name including:

- Prevention and minimisation of waste material;
- Recycling and recovery of materials;
- Re-use of materials; and
- Waste stream segregation, measurement & management.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	

Objective

The overall objective of this Water Management Plan is to plan for efficient water use on farm and at the same time to preserve the volume and quality of water reserves and courses.

Responsibility

The Management Representative Enter Name of Person Responsible has responsibility for the development, implementation and management of the Site Water Management Plan. He/she may delegate tasks to qualified personnel as needed.

Implementation

This is achieved on site in the following ways:

- Identifying where water is being used on site and how water use can be minimised (See Farm Map).
- Minimising all identified sources of pollution, and risks of pollution to the water resources and identifying actions to mitigate the environmental impact of water use.
- Leakage detection, collection, re-use of water and irrigation scheduling
- Assessing water-dependency on water sources, the expected decline in water availability within the farm's area of operation, levels of water stress in the farming area, the security of sustainable water availability in quantitative and qualitative terms at river basin
- Optimising crop yield, while conserving the quantity and quality of water resources; optimising water usage and reducing water waste, e.g. irrigating at night, irrigating based on existing and expected consumption, maintenance to reduce leakage, storage of winter storm water, collection of rainwater from glasshouse roofs, etc.
- Establishing and implementing emergency response plans in case an emergency if a spillage happens.
- A contingency plan is put in place, which identifies an alternative water supply in case of supply failure.

Review

This Water Management Plan is subject to annual review in order to determine how successful it's implementation is, establish new targets and to identify new areas for consideration.

Senior Management Signoff

Name:		Position:	
Signature:		Date:	