

Certification standard

MPS-Florimark Trade

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In case of doubt or ambiguity, the Dutch version of the certification standard takes precedence.

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0 GENERAL PROVISIONS

0.1 Structure of MPS-Florimark Trade certification standard

The certification standard consists of the following elements:

- 0: general provisions that are applicable to all certificate holders who are certified on the basis of the MPS-Florimark Trade certification standard or one of its components (Florimark TraceCert, Florimark GTP).
- A: provisions specific to Florimark TraceCert.
- B: provisions specific to Florimark GTP.
- C: provisions specific to MPS-Florimark Trade.

In order to be eligible for a (partial) certificate, the following conditions must be met:

- Florimark TraceCert: fulfilment of the requirements listed under section 0 and section A.
- Florimark GTP: fulfilment of the requirements listed under section 0 and section B.
- MPS-Florimark Trade: fulfilment of the requirements of the entire certification standard (sections 0, A, B and C).

!! In the case of partial certificates, where reference is made in this text to MPS-Florimark Trade, the relevant partial certificate is meant.

0.2 Terms and definitions

The following definitions apply:

Applicant

Company that has submitted an application to the certification body for certification for the MPS-Florimark Trade certificate, or an element of that certificate (TraceCert / GTP).

Company

An organisation that trades in products, at its own expense and risk, and that can be seen as an independent organisational and legal entity (at the level of an operating company).

Floricultural products

Ornamental plants, cultivation material, hydroculture and flower seeds.

Tree products

Trees and perennials.

Certificate

Proof of status that is issued to a process, product, person or organisation if there is justifiable confidence that specified requirements are being adhered to.

Certificate holder

Company that has been certified by the certification body on the basis of (part of) the certification standard, that has obtained the corresponding certificate and is liable to fulfil all obligations arising from the certification standard (or the appropriate elements of that standard).

Certification body

Organisation that is authorised (on the basis of a licence agreement with MPS) to carry out the audits for compliance, on the part of certificate holders, with the requirements of the certification standard, and that has been given the right to award MPS-Florimark Trade, Florimark TraceCert and/or Florimark GTP certificates. A list of these Certification bodies can be found at www.my-mps.com.

Certification standard

MPS-Florimark Trade certification standard, incorporating the requirements of Florimark TraceCert, Florimark GTP and ISO 9001 and the general requirements.

Partial certificate

Proof of status that is issued to a process, product, person or organisation if there is justifiable confidence that specified requirements are being adhered to as specified in this standard under section A (Florimark TraceCert), section B (Florimark GTP) or section C (ISO 9001). Section 0 is applicable for all partial certificates.

Participant

See certificate holder.

Document

Recorded information – in any form (e.g. on paper or electronic) – relevant for the quality care system of your company.

Edible products (according to the definition of Royal Flora Holland)

Plants or plant parts that are edible (intended for consumption), including herbs.

Conditioned storage space

A clean area for the storage of flowers and plants that need to be kept at a certain temperature; kept overnight and/or over the weekend.

Wholesale of floricultural products and/or tree products

The business of buying cut flowers and/or pot plants and/or bulbs and/or tubers and/or tree products and selling them, whether or not after specific processing, to buyers, to retailers or institutions. Hereinafter referred to as: floricultural- and/or tree products.

Hydroculture

Ornamental plants intended for use in planters or pots, whereby the plant roots are anchored in porous clay or other aggregate in a tray or pot, containing water and nutrients.

ISO 9001

International standard for quality management systems; the most recent version applies.

Quality mark

The quality mark as filed with the Benelux trademarks office and to which these regulations apply.

Registration

A document drawn up or completed in response to a work process.

Ornamental plants

Complete plants or parts of plants for ornamental purposes, with leaves, flowers or fruits.

Ornamental value

There are several characteristics that make a nursery and nursery products unique, e.g. leaf colour, leaf shape, flower (s), fruit (s), etc.

Location

The location is a building or complex of buildings where sustainable exercise of the activities of a company or legal person occurs.

There is therefore an establishment if:

- a building or complex of buildings exist;
- in the building or complex of buildings sustainable exercise of the activities of a company or legal entity exist.

Cultivation material

Plants and plant parts, intended for the cultivation of floricultural products, or for their breeding, or used for that purpose.

0.3 Area of application

- a) The certification standard applies to floricultural products, tree products and edible products. The requirements relate to the quality of products, the quality of purchasing, sales and logistical processes, information exchanges with suppliers and buyers, the internal organisation of the company including quality policy, training and improvement management.
- b) The certificate holder is a wholesaler in floricultural products, tree products or edible products.
- c) The certificate holder operates a quality system in order to guarantee that production processes, products and services can satisfy the requirements mentioned in the certification standard. The certificate holder must be able to demonstrate that the quality system being operated and the application of that system satisfy the conditions of the certification standard. The certificate holder cannot exclude any applicable sections of the company that fall within the direct range of influence of the MPS-Florimark Trade certification standard. All relevant company sections must be included in the assessment carried out by the certification body.
- d) The applicant must state the scope of the certification at the time of the application for certification. The scope must be established before the application for certification is submitted.

0.4 Objective

- a) The objective of the certification standard is:
 1. the promotion of a recognisable market position of wholesalers who effectively manage the quality of floricultural products, tree products and edible products and the logistical service provision involved in supplying these products;
 2. the stimulation of improvements in the quality management of wholesalers in floricultural products, tree products and edible products with regard to quality, environmental and social aspects;
 3. the reinforcement of the (high-quality) image of the wholesale sector;
 4. providing a contribution to the reinforcement of the quality management throughout the chain of production and sales of floricultural products, tree products and edible products.
- b) The certification standard contributes to the achievement of this objective by means of:
 1. the indication of criteria for good quality management for wholesalers in the form of acknowledgement conditions;
 2. the inclusion of acknowledgement conditions in the certification standard that help reinforce good collaboration and harmonisation between suppliers and

buyers within the chain of production and sales of floricultural products, tree products and edible products;

3. the issuing of a collective quality mark and the promotion of familiarity with the certification standard and this quality mark;
4. the stimulation of improvements in the certification standard, with the aim of further reinforcing the quality management of the participating companies and the wholesale sector in its entirety.

0.5 Finances

- a) The certificate holder is obliged to pay an annual contribution to MPS. The MPS Board will jointly draw up a budget for each year. The annual contribution amount to be paid by MPS-Florimark Trade participants will be set at the time of the decision to approve and set the budget. The annual contribution amount will be published.
- b) The annual contributions comprise (see Appendix B):
 - contribution towards the costs of the board and management
 - contribution towards the costs of promotional activities.
- c) The applicant and participant are obliged to pay the costs of the certification audit and of the follow-up audits to the certification body concerned. These costs will be invoiced directly by the certification body concerned on the basis of an agreement between the certification body and the applicant and/or participant.

0.6 Exemption

- a) In exceptional cases, the MPS Council of Stakeholders may grant exemption from one or more conditions or obligations if, in its opinion, it is not reasonable to demand fulfilment of those conditions or if it can be demonstrated in another way that certain conditions are being met. More information on the MPS Council of Stakeholders is available at www.my-mps.com
- b) Limitations, conditions and provisions can be attached to the exemption(s) and the certificates awarded partly on the grounds of such exemptions.

0.7 Liability

- a) MPS is in no way liable for any losses of any form suffered by applicants, certificate holders or third parties arising from or connected with the implementation of the certification standard. The certificate holders indemnify MPS against claims by third parties.

0.8 Certification bodies

- a) Audits regarding the fulfilment of MPS-Florimark Trade conditions are carried out by a certification body that has entered into a licence agreement with MPS.
- b) The certification body must use qualified auditors for the audits:
 - who have demonstrable knowledge of and experience with the floricultural-and/or tree sector. This must be evident from a completed relevant training of at least MBO/HBO level (intermediate or higher vocational education) or equivalent, supplemented by at least two years of relevant work experience;
 - who have knowledge of quality care;
 - who have followed a course lasting a number of days on the implementation of audits;
 - who have carried out at least ten certification audits for system certification, or at least one initial certification audit or two follow-up audits for MPS-Florimark Trade as a trainee under the supervision of a qualified MPS-Florimark Trade auditor;
 - who have thorough knowledge of the MPS-Florimark Trade certification standard and who maintain that knowledge through participation in auditor

consultations organised by MPS and through carrying out at least one initial certification audit or two follow-up audits for MPS-Florimark Trade per year;

- whose objectivity is guaranteed.

0.9 Certification audit

- During the initial assessment (certification audit), the certification body investigates whether the quality system of the certification applicant and the applicant's product satisfy the requirements set, as laid out in the certification standard.
- The table below shows the minimum number of hours required per year per standard at a single location, including preparation time and reporting. It also indicates the extra hours required per year for each extra location. For a more detailed explanation of the ISO hours, refer to the ISO standard.

Certification standard / partial certificate	Minimum number of hours per year for initial assessment	Extra hours per year per extra location
MPS-Florimark Trade	ISO + min. 4 hours for GTP	ISO + min. 4 hours for GTP
GTP	12 hours	minimum 4 hours
TraceCert	6 hours	minimum 4 hours

- The combination of the certification audit for MPS-Florimark Trade with an audit for another certification standard is permitted.
- The assessments take place by means of interviews with the management and/or employees of the company of the applicant, observations made at the company sites, the assessment of records and administrative data, and the assessment of products.
- The certification body will provide MPS with the following details within a week of the certificate being awarded:
 - the name of the company of the certificate holder as well as the trading name under which the company is run, if different;
 - the name of the person legally representing the company;
 - the full address of the company of the certificate holder and any additional places of business of the company;
 - the date of the initial registration as a certificate holder and the date of certification;
 - the scope of the certification;
 - the period of validity of the certificate.

0.10 Follow-up audits

- The certificate holder is obliged to allow regular follow-up audits to be carried out by a certification body in order to assess whether the quality system and the products of the certificate holder still meet the requirements set in this certification standard, and whether the MPS-Florimark Trade quality mark is being used in accordance with the provisions of the standard.
- The frequency is set to at least once a year.
- An agreement is entered into between the certification body and the certificate holder. The agreement is entered into for a period of three years. A complete reassessment of the quality system will take place after 3 years.
- The table below shows the minimum number of hours required per year per standard at a single location, including preparation time. It also indicates the extra hours required per year for each extra location. For a more detailed explanation of the ISO hours, refer to the ISO standard.

Certification standard / partial certificate	Minimum number of hours per year for follow-up audits	Extra hours per year per extra location
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MPS-Florimark Trade	ISO + min. 4 hours for GTP	ISO + min. 4 hours for GTP
GTP	8 hours	minimum 4 hours
TraceCert	6 hours	minimum 4 hours

- e) The combination of the follow-up audit for MPS-Florimark Trade with an audit for another certification standard is permitted.
- f) The certification body can determine that an additional follow-up audit is necessary, for example, as a result of observed shortcomings.
- g) The audits take place by means of interviews with the management and/or employees of the company of the certificate holder, observations made at the company sites, the assessment of records and administrative data, and the assessment of products.

0.11 Unannounced audits

- a) Each certification body must conduct an unannounced audit annually, for 10% of the MPS-Florimark Trade certified companies (or those with a partial certificate).
- b) Each certification body must conduct at least 1 unannounced audit annually, in other words, when a certification body oversees fewer than 10 certified companies, it must conduct at least 1 unannounced audit.
- c) The certification body selects the relevant companies based on geography and based on audit history.
- d) Only the requirements for Florimark TraceCert are audited.
- e) The associated costs are borne by MPS (min. 6 hours and max. 8 hours auditing).
- f) The CB shall inform the certificate holder in advance of the planned audit. This notification takes place within a period of at least 24 up to 48 hours (1-2 days). The certificate holder may refuse this audit due to medical or other justifiable reasons. The certificate holder will then receive a second notification of audit (at least 24 and up to 48 hours in advance).

If the audit cannot take place because of non-justifiable reasons, suspension will follow.

0.12 Thematic investigation

- a) MPS may organise regular thematic investigations as part of the follow-up audits, which serve to assess the operation of the elements of the certification standard. The themes of the investigations will be determined by MPS.
- b) The certification body carries out these investigations as part of the follow-up audits, and does not charge any extra costs for this. The certificate holder must cooperate with these investigations. The results of these thematic investigations are reported to MPS by the certification body.

0.13 Use of the collective brand name Florimark

- a) MPS permits the non-exclusive use of the collective brand name MPS-Florimark Trade by certificate holders. The right to use the collective brand name Florimark applies exclusively to certificate holders who are certified on the basis of the certification standards for Florimark.

In addition, the company operations of certificate holders must at least fulfil the minimum requirements:

- as set out in the most recent version of the certification body's standard for product certification;
- the most recent version of one of the certification standards as determined for MPS-Florimark Trade by MPS;
- and other new and/or modified regulations and/or provisions coming into effect after the date on which this agreement was entered into.

- b) MPS-Florimark Trade certificate holders are entitled to use the Florimark quality mark on company presentation items (for example on stationery and sales/purchase documents).
- c) MPS-Florimark Trade certificate holders are not permitted to use the Florimark quality mark on products (MPS-Florimark Trade certificate holders may not label products with a Florimark quality mark). MPS-Florimark Trade certificate holders *are* permitted to use the Florimark trademark on the box, on condition that the Florimark trademark is clearly linked with the name of the company.
- d) The digital design of the trademark will be made available to certificate holders by MPS. The shape, size, colour, etc. of the trademarks must comply with the provisions laid down by MPS. The shape of the trademark may not be altered or modified. The dimensions of the trademark are 3.6 x 4.4 cm. Reduction down to 50% and enlargement up to 150% is permitted. Further reduction or enlargement in consultation with MPS.
- e) Upon cancellation of the agreement, the trademark for MPS-Florimark Trade, the certificate or any other document related to MPS-Florimark Trade, may not be used, in accordance with the user regulations and other rules.

0.14 Sanctions

- a) In the event that the certificate holder does not fulfil its obligations pursuant to the certification standard, the sanction standard of the certification body will enter into effect.
- b) In the event that the certificate holder acts contrary to the certification standard, the entitlement to use the collective brand name MPS-Florimark Trade will be withdrawn.

0.15 Modifications

- a) Upon the advice of the MPS Council of Stakeholders, the MPS Board is authorised to modify the certification standard.
- b) If the regulations, conditions, rules of procedure or provisions referred to in this certification standard are modified, the applicable version will enter into effect.

0.16 Publication

- a) A copy of the certification standard can be downloaded from the website www.my-mps.com.
- b) The participant receives information about any amendments to the certification standard during the registration period.
- c) The updated list of MPS-Florimark Trade participants is public, and can be downloaded via www.my-mps.com. The Council of Stakeholders determines the way in which the data is made available. More information on the MPS Council of Stakeholders is available at www.my-mps.com under About the MPS Organisation.

A Requirements for Florimark TraceCert certificate

In order to be eligible for a Florimark TraceCert certificate, the following conditions must be met:

- a) The requirements contained in Chapter 0 of this document
- b) The requirements listed below

If an organisation opts to contract out any process which may influence the product's compliance with the requirements, the organisation must ensure that such processes are controlled. The manner and degree of control applied to these contracted processes must be defined in the quality management system.

1 MANAGEMENT OF QUALITY AND LOGISTICS

1.1 Initial check

- a) The recognised wholesale company carries out an initial check of every batch of floricultural- and/or tree products received to assess whether the batch meets the delivery provisions and the company's own quality standards, and whether the batch is fresh enough. If it is not possible to check every batch, a representative number of samples must be checked, in order to guarantee reliability.
- b) The recognised wholesale company makes information available to the staff charged with carrying out the checks with regard to the company's relevant critical points. The applicable product specifications are also included in this.
- c) In cases of anomalies, the recognised wholesale company registers at least the nature of the anomaly, the supplier and the action to be taken.

1.2 Storage

- a) If applicable, the recognised wholesale company has a conditioned area at its disposal for the storage of products. The area and temperature / humidity are suitable for the specific product. For example, a distinction can be made in the following areas / compartments: a cold area for flowers, a slightly warmer cold area for flowers, an area for plants and an area for edible products.
- b) Floricultural products awaiting handling will be kept in a conditioned storage area for at least the night.
- c) The recognised wholesale company measures and records at least the anomalies in the temperature in the conditioned storage area (for example, as a result of a fault).

1.3 Stock management

- a) The recognised wholesale company has a stock administration system at batch level for batches of floricultural- and/or tree products on the site. Per batch, the administration system includes records that at least include product information (on the variety, cultivar and type), the receipt date, the supplier information and the purchase date.
- b) The recognised wholesale company keeps records of the quantity of faulty products, stating the reason for the rejection.

- c) The recognised wholesale company checks the stock lists at the end of each working day, with data on the receipt date and freshness. Batches which no longer meet the minimum quality requirements according to the list are visually assessed and:
 - if unsuitable, are removed from stock, or
 - if unsuitable for limited use, are marked as a deviating product

1.4 Intermediate quality checks

- a) The recognised wholesale company carries out checks on the quality and/or requirements for preservation (temperature, humidity and number of days, if applicable) of floricultural-, tree- and/or edible products in storage.
- b) The freshness of batches of floricultural-, tree- and/or edible products is checked and recorded during handling and processing and on leaving the company.

1.5 Distribution

- a) The recognised wholesale company is responsible for delivering the correct product to the correct client. The recognised wholesale company has a system at its disposal that excludes the mixing of batches of floricultural-, tree- and/or edible products purchased by order of the buyer with batches for other buyers.

1.6 Traceability

- a) The recognised wholesale company affixes information to batches of floricultural-, tree- and/or edible products. Minimum visible aspects are:
 - 1. clear identification of batches;
 - 2. the quality category of batches;
 - 3. the phase of inspection (e.g. were initial checks carried out: yes or no) by means of a method set by the company (e.g. by means of a label, a stock number (or none), the removal of the auction note or delivery slips, a fixed location, etc.
- b) The recognised wholesale company records the direct supplier of all purchased batches. In cases of purchase by auction, this is the supplier to the auction. The initial country of origin is known (statutory requirement).
- c) The recognised wholesale company keeps records of all deliveries to clients as well as the products delivered (varieties, quantities, grading, etc.).
- d) The records of purchased batches, processing and deliveries to buyers are set up in such a way that a clear check can be done of the originating suppliers of the products. In the following situations, 100% traceability of the originating batch is not absolutely essential:
 - 1. For bouquets and mixed trays. When these are put together, a record is made of the batches used.
 - 2. When adding together products of equal quality from more than one purchased batch. When these are added together, a record is made of which purchased batches have been combined.
- e) The administration system is set up in such a way that traceability of the origin of supplied flowers is possible for a minimum of 3 weeks, and for a minimum of 6 weeks for plants. Tree products must be traceable for at least 1 growing season following supply.
- f) The retention periods for the records are in accordance with the nature of the records and the periods laid down by law. The initialled evidence of checks is kept in addition to the recorded anomalies. If complaints procedures are set in motion,

the records are kept until the handling of the complaint has been finalised. Assessment reports and other records relating to the organisation are kept for at least six months.

- g) The used packaging is marked with identification.
- h) In the event that products with a certain quality mark (for example MPS-ABC, MPS-SQ, Milieukeur, EKO) are supplied to a buyer with a statement of this quality mark, upon the specific request of the buyer, these products must be administratively and physically distinguishable from other products from the time of supply to the time of dispatch.

B Requirements for Florimark GTP certificate

In order to be eligible for a Florimark Trace GTP certificate, the following conditions must be met:

- a) The requirements contained in Chapter 0 of this document
- b) The requirements contained in section A of this document (included in the requirements listed below, **marked**)
- c) The requirements listed below

If an organisation opts to contract out any process which may influence the product's compliance with the requirements, the organisation must ensure that such processes are controlled. The manner and degree of control applied to these contracted processes must be defined in the quality management system.

1 GENERAL REQUIREMENTS

1.1 Product quality (general)

- a) The recognised wholesale company supplies floricultural-, tree- and/or edible products, the quality of which fulfils the agreements made with the client and the client's self-evident expectations.
- b) The recognised wholesale company guarantees a minimum level with regard to ornamental value and the shelf life of living floristry products appropriate to the nature and function of these products.
- c) All products intended for buyers are handled, stored and packaged in such a way as to ensure that the quality of the products is maintained. See chapter 2. Management of quality and logistics.
- d) The recognised wholesale company supplies non-living products and by-products in accordance with the specifications of the buyer.
- e) The recognised wholesale company does not buy or trade in products that are visibly affected by Botrytis and/or for which a quality remark has been made regarding Botrytis.

1.2 Range

- a) The recognised wholesale company has such a large number of suppliers that this does not form a limiting factor for fulfilling the demand for the range. See Chapter 3. Cooperation within the chain.
- b) At least 25% of the purchased product must be sustainable (for example, MPS-ABC, MPS-SQ, GLOBALG.A.P. or an equivalent, EKO, Milieukeur, Fair Trade, etc.).
- c) When this minimum requirement is met, the company must formulate plans which contain increasingly ambitious objectives relating to the purchase of sustainable products and the accompanying action plan.

1.3 Specification of quality

- a) In its stock records and for the purposes of batch identification, the recognised wholesale company makes use of quality categories for various quality levels of products.

- b) The recognised wholesale company specifies orders from clients on the basis of criteria that are as objective as possible. Sellers and buyers can assign floricultural- and/or tree products from specific batches to clients in a clear manner, in order to satisfy subjective quality requirements and preferences of clients.
- c) The recognised wholesale company takes care of structured consultation situations between purchasing, sales and logistic staff, in order to be able to effectively communicate the information on subjective quality requirements and client preferences. Arrangements pertaining to such consultations are recorded.

1.4 Logistics (general)

- a) The recognised wholesale company achieves high levels of delivery reliability (in accordance with the specific requirements of the client, if applicable) in supplying floricultural- and/or tree products.
- b) The recognised wholesale company assesses whether agreements relating to the deliveries can be fulfilled with full certainty (or, if applicable, in accordance with the relevant bandwidth agreed with the client) prior to the conclusion of orders.

1.5 Process management (general)

- a) The recognised wholesale company has at its disposal process descriptions for the purchasing, sales and logistic processes. The following matters are recorded in the process descriptions:
 - 1. the critical points in the processes (important critical points are listed in Chapter 2; as a minimum requirement, these should be stated in the process descriptions);
 - 2. the standards for the critical points;
 - 3. the check points, which are necessary to monitor whether one's own standards or the agreements entered into with the client can be fulfilled.
- b) The recognised wholesale company keeps records of the outcomes of the checks carried out.
- c) The recognised wholesale company makes the information on orders, batches and consignments (which is necessary for proper performance of the work) available to staff in writing.

2 MANAGEMENT OF QUALITY AND LOGISTICS

2.1 Initial check

- a) The recognised wholesale company carries out an initial check of every batch of floricultural-, tree- and/or edible products received to assess whether the batch meets the delivery provisions and the company's own quality standards, and whether the batch is fresh enough. If it is not possible to check every batch, a representative number of samples must be checked, in order to guarantee reliability.
- b) The individuals who carry out those checks are aware of their responsibilities regarding checks, possess sufficient relevant knowledge and are aware of the client's specifications.
- c) The recognised wholesale company makes information available to the staff charged with carrying out the checks with regard to the company's relevant critical points. The applicable product specifications are also included in this.
- d) Anomalies identified during checks are reported to the responsible person, both internally and externally.
- e) In cases of anomalies, the recognised wholesale company registers at least the nature of the anomaly, the supplier and the action to be taken.
- f) The recognised wholesale company carries out an initial freshness check of all incoming batches of floricultural- and/or tree products received. (Also see intermediate checks and delivery checks: §2.4 and §2.7.) If applicable, the recognised wholesale company must take into account specific client- and/or country-related requirements (like the requirement for soil-free bulbs in the USA).

2.2 Storage

- a) If applicable, the recognised wholesale company has a conditioned area at its disposal for the storage of products. The area and temperature / humidity are suitable for the specific product. For example, a distinction can be made in the following areas / compartments: a cold area for flowers, a slightly warmer cold area for flowers, an area for plants and an area for edible products.
- b) Floricultural products awaiting handling will be kept in a conditioned storage area for at least the night.
- c) The recognised wholesale company measures and records at least the anomalies in the temperature in the conditioned storage area (for example, as a result of a fault).

2.3 Stock management (administrative)

- a) The recognised wholesale company has a stock administration system at batch level for batches of floricultural-, tree- and/or edible products on the site. Per batch, the administration system includes records that at least include product information (on the variety, cultivar and type), the receipt date, the supplier information and the purchase date.
- b) The recognised wholesale company keeps records of the quantity of faulty products, stating the reason for the rejection.
- c) The recognised wholesale company keeps records of packaging in such a form that the stocks of packaging and modifications in stocks are known at all times.
- d) The recognised wholesale company checks the stock lists at the end of each working day, with data on the receipt date and freshness. Batches which no longer

meet the minimum quality requirements according to the list are visually assessed and:

- if unsuitable, are removed from stock, or
- if unsuitable for limited use, are marked as a deviating product

2.4 Intermediate quality checks

- a) The recognised wholesale company carries out checks on the quality and/or requirements for preservation (temperature, humidity and number of days, if applicable) of floricultural-, tree- and/or edible products in storage.
- b) The recognised wholesale company carries out checks on the quality of floricultural- and/or tree products during distribution and processing. The individuals who carry out these tasks are aware of their responsibilities with regard to the checks, and have sufficient information and demonstrable relevant knowledge to be able to carry out the checks.
- c) The freshness of batches of floricultural-, tree- and/or edible products is checked and recorded during handling and processing and on leaving the company.

2.5 Distribution

- a) The recognised wholesale company distributes the floricultural- and/or tree products to clients in such a way that the delivery agreements entered into with the client are fulfilled. In this regard, as much use as possible is made of previous experience with clients' wishes.
- b) The recognised wholesale company has a system at its disposal for assigning floricultural- and/or tree products from one specific batch in stock (e.g. from a particular grower) to one specific client (also see §1.4.b on 'Specification of quality').
- c) The recognised wholesale company is responsible for delivering the correct product to the correct client. The recognised wholesale company has a system at its disposal that excludes the mixing of batches of floricultural-, tree- and/or edible products purchased by order of the buyer with batches for other buyers.

2.6 Processing and treatments

(Not applicable to tree products)

- a) The recognised wholesale company takes care of the controlled execution of processing and treatments to minimise the risks of quality deterioration of the products. The following minimum measures are taken:
 1. Measurement and recording of at least the anomalies in the temperature in a conditioned processing area.
 2. When removing from the packaging and repackaging: working in a careful manner in order to prevent damage.
 3. When making bouquets:
 - The execution of a check on the quality and freshness of the flowers that are to be incorporated into bouquets.
 - The availability of a specification of the bouquet to be put together, in the form of a written specification or a sample.
 - The execution of checks for the correct trimming of stems, so the bouquet does not include any stems that are too short.
 4. When administering preservative agents: the written documentation of the dosage and the administering as documented. If a mixing machine is used, the

recognised wholesale company carries out checks on whether the machine has been adjusted to the correct settings.

5. When putting flowers into water: the use of a standard maximum temperature of 12°C for the water in the buckets and the checking and recording of the temperature of the water. If the client sets specific requirements in terms of a lower temperature, such requirements are met.
6. For all packaging tasks: the execution of a random check on the proper execution of packaging tasks. The random check should be carried out by a person other than the one who carried out the packaging tasks.

The company may deviate from the above points for a valid reason (based on quality considerations).

- b) The recognised wholesale company works hygienically in all processing and treatments. This involves the following minimum requirements:
 1. When putting flowers into water, use is made of clean buckets and fresh tap water.
 2. Cleaning of the tables takes place between batches and/or orders.
 3. Working space in which flowers and plants are treated (including cold stores) is cleaned at least once a day, and has an orderly appearance.
 4. The wholesale company is run in an orderly and tidy fashion.

2.7 Delivery

- a) For the purposes of the checks, the recognised wholesale company specifies the number of units and packages and the contents of a consignment that form part of the order of a certain client.
- b) The recognised wholesale company carries out checks on the timeliness with which orders are ready on the basis of fixed time limits at various points of the processing and delivery phase.
- c) The recognised wholesale company carries out checks on the correctness of the consignment in comparison with the order during the entire processing and delivery phase. The release at every checkpoint is visibly affixed for the purposes of the final check. The final check is carried out by the individuals given that responsibility. The release of a consignment by this individual is visibly affixed.
- d) The recognised wholesale company makes a record of delays, flaws and other shortcomings that are noted during the checks on the timeliness and correctness of orders.
- e) If a client sets specific requirements in terms of delivery, these requirements are met (including requirements with respect to contracting out).

2.8 Transport

- a) The recognised wholesale company transports its products, or has its products transported by means of conditioned transportation vehicles (product-specific conditioned transportation), if necessary.
- b) The recognised wholesale company can demonstrate that it delivers the products to the transporter at the desired temperature. The transporter guarantees the agreed temperatures during transportation.
- c) If the tree products are transported with bare roots, these must be covered.

2.9 Traceability

- a) The recognised wholesale company affixes information to batches of floricultural-, tree- and/or edible products. Minimum visible aspects are:
 1. clear identification of batches;
 2. the quality category of batches;
 3. the phase of inspection (e.g. were initial checks carried out: yes or no) by means of a method set by the company (e.g. by means of a label, a stock number (or none), the removal of the auction note or delivery slips, a fixed location, etc. Also see §2.7.c 'Delivery').
- b) The recognised wholesale company ensures that the people or groups of employees responsible for the checks and processing carried out can be verified for all deliveries.
- c) The recognised wholesale company records the direct supplier of all purchased batches. In cases of purchase by auction, this is the supplier to the auction. The initial country of origin is known (statutory requirement).
- d) The recognised wholesale company keeps records of all deliveries to clients as well as the products delivered (varieties, quantities, grading, etc.).
- e) The records of purchased batches, processing and deliveries to buyers are set up in such a way that a clear check can be done of the originating suppliers of the products. In the following situations, 100% traceability of the originating batch is not absolutely essential:
 1. For bouquets and mixed trays. When these are put together, a record is made of the batches used.
 2. When adding together products of equal quality from more than one purchased batch. When these are added together, a record is made of which purchased batches have been combined.
- f) The administration system is set up in such a way that traceability of the origin of supplied flowers is possible for a minimum of 3 weeks, and for a minimum of 6 weeks for plants. Tree products must be traceable for at least 1 growing season following supply.
- g) The retention periods for the records are in accordance with the nature of the records and the periods laid down by law. The initialled evidence of checks is kept in addition to the recorded anomalies. If complaints procedures are set in motion, the records are kept until the handling of the complaint has been finalised. Assessment reports and other records relating to the organisation are kept for at least six months.
- h) The used packaging is marked with identification.
- i) In the event that products with a certain quality mark (for example MPS-ABC, MPS-SQ, EKO, Milieukeur) are supplied to a buyer with a statement of this quality mark, these products must be administratively and physically distinguishable from other products from the time of supply to the time of dispatch.

3 COLLABORATION WITHIN THE CHAIN

3.1 Purchasing

- a) The recognised wholesale company follows a purchasing policy that is aimed at ensuring that the purchasing takes place through suppliers that satisfy the requirements for:
 - i) maintaining the product quality,
 - ii) the traceability of the products, and
 - iii) correct, timely deliveries.The wholesale company assesses the supplier based on the extent to which requirements are fulfilled.
- b) When purchasing products, the recognised wholesale company pays demonstrable attention to at least the following aspects:
 - 1. purchase criteria;
 - 2. selection of suppliers;
 - 3. selection of varieties.
- c) If the recognised wholesale company uses the services of suppliers for the purchase and outsourcing and processing for example making of bouquets, the recognised wholesale company should ensure that such processes are controlled. The type and degree of control that is exercised must be defined within quality management.
- d) The recognised wholesale company indicates and records all incidental anomalies for internal use. Structural and serious anomalies are recorded and communicated to the suppliers and/or buyers concerned.

3.2 Informing the client about delivery problems

- a) The recognised wholesale company will consult with the client at all times and as soon as possible before the delivery of the floricultural-, tree-, and edible products if the agreements entered into with the client cannot be fulfilled due to circumstances beyond one's control or unforeseen circumstances, for example with regard to variety, quality category, origin, specific quality requirements, etc.

3.3 Information exchange with growers

- a) The recognised wholesale company operates an active form of customer relations management towards selected growers or growers from whom floricultural-, tree- and/or edible products are regularly purchased. Information is exchanged in a structured manner on at least the following:
 - 1. growing conditions;
 - 2. new varieties and other new aspects;
 - 3. major changes in quantities supplied;
 - 4. quality problems and complaints;
 - 6. feedback of information from the market
- b) The recognised wholesale company indicates and records all incidental anomalies for internal use. Structural anomalies are recorded and communicated to the suppliers and/or buyers concerned.
- c) If the buyers so request, the recognised wholesale company can give information about the production conditions of the grower, such as participation in the MPS standard and working conditions.

- d) If a supplier claims a certain quality of floricultural-, tree- or edible products, he must be able to substantiate this.

3.4 Dealing with complaints

- a) The recognised wholesale company keeps records of complaints from buyers regarding the floricultural-, tree- and/or edible products supplied and the service provision (not only claims but also other comments on product quality, delivery, invoicing etc.).
- b) The recognised wholesale company ensures that complaints are dealt with and communicated to the client promptly.
- c) The recognised wholesale company makes periodic overviews of complaints and analyses these overviews with regard to trends and causes, amongst other things. Objectives and an action plan are then linked to such overviews.
- d) The recognised wholesale company communicates complaints from buyers or quality anomalies for floricultural-, tree- and/or edible products noted during internal checks to the direct supplier, partially dependent on the place where the complaint arose (e.g. hidden faults regulation).

3.5 Customer satisfaction survey

- a) Once a year, information is gained in a structured manner from a representative percentage of the total number of clients regarding their satisfaction with the quality of the product and the service provision and compliance with the arrangements (where and when deliveries will take place, payment terms and payment limits, etc.). To this end, the company carries out a customer satisfaction survey. The data gained from the customer satisfaction survey is recorded. The company assesses the results of the customer satisfaction survey and discusses them with the members of staff concerned. The improvement measures to be taken are recorded and implemented.

4 INTERNAL ORGANISATION, ETHICS AND THE ENVIRONMENT

4.1 Quality and environmental policy

- a) The recognised wholesale company has a written policy statement indicating the company's goals with respect to quality.
- b) The recognised wholesale company has at its disposal (improvement) objectives, formulated within the areas for attention named in the policy statement.
- c) The company should have an environmental policy statement signed by the management. The environmental policy statement should devote attention to at least the following matters:
 1. The general environmental policy and the environmental objectives of the company.
 2. How this environmental policy is reflected in the objectives of the company.
 3. Which actions, activities and work are undertaken in order to achieve the objectives (training and educating employees, etc.).
 4. The monitoring and recording of environmental performance.
 5. Evaluation of the degree to which the objectives are achieved.
 6. Amendment of the environmental policy pursuant to the evaluation every three years.
- d) The recognised wholesale company must draw up and implement a plan which outlines the objectives for minimising waste and outlines how waste is disposed of in an environmentally responsible manner.
 1. All sources of pollution must be included on a list and documented for all company processes.
 2. All possible waste products generated by the company must be included on a list and documented.
 3. A comprehensible, current and documented action plan is in place, which outlines:
 - i. the methods for preventing and reducing waste and environmental pollution,
 - ii. the methods to dispose of waste in an environmentally responsible manner (i.e. sorting or preventing incineration of waste, for example, by means of recycling).
 4. Visible actions and measures are also in place at the company, which corroborate the fact that the waste plan is being implemented at the company.
- e) On an annual basis the company draws up:
 1. An inspection- and maintenance plan for used equipment and conditioned areas.
 2. A cleaning plan for the cleaning of all materials that come into contact with the product (such as packaging, buckets, etc.) and for the processing area (including cold stores).The above mentioned plans at least provide a description of:
 - i. the required work;
 - ii. how often the work is carried out;
 - iii. the person responsible for execution and inspection of the work;
 - iv. the registration of the work;
 - v. the location where the inspection plan and cleaning plan are kept.

4.2 Staff policy, training, hygiene and safety

- a) The recognised wholesale company operates a staff and training policy that focuses on the availability of suitable employees with sufficient training and the good performance of staff members in their roles.
- b) The recognised wholesale company trains up new employees according to a specified initial training programme.
- c) The recognised wholesale company works on training programmes in a systematic manner. There is insight into the current training level of employees and into the necessary basic knowledge for each post. A structured inventory is made of the employees' need for training and is discussed with employees at least during their performance appraisal interviews. A training plan and accompanying long-term planning is formulated based on the inventoried training needs. If necessary, the plan or long-term planning is adjusted, for example, after the performance appraisal interviews.
- d) Procedures and measures for accidents and emergencies must be formulated and communicated to the staff.
- e) Employees receive regular instruction (of which records are made) on health, safety and how to handle complex equipment and any other work-related risks (where applicable), and such instruction is repeated for new or reallocated employees.
- f) A safe and hygienic work environment is assured, taking into account the prevailing knowledge of the industry and of certain specific dangers. Suitable measures are taken to prevent accidents and injuries arising from, relating to, or occurring during the execution of the tasks, by minimising the causes of the dangers inherent to the work environment as far as is reasonably possible.
- g) Employees' access to clean toilet facilities and drinking water is assured, as is access to hygienic facilities for the storage of food, where appropriate.
- h) If provided, accommodation shall be clean and safe, and shall satisfy the basic requirements of the employees.
- i) The recognised wholesale company has had a Working Risk Inventory and Evaluation (RIE) carried out, and has established an action plan on the basis of the RIE. The action plan must be carried out by incorporating elements such as: shortcomings, actions to be taken, time planning, responsible person.
- j) A sufficient number of employees must be present at the company, with demonstrable training in first aid / emergency response. These employees must attend regular refresher training courses, and such attendance must be demonstrable. Each group of employees must include at least one person who has followed a first aid / emergency response course, and who follows refresher training courses.
- k) Sufficient first aid provisions must be available at fixed locations at the work places. Complete first aid kits must be present and accessible at all work places.
- l) Accidents must be registered.

4.3 Tasks, responsibilities and competences, and conditions of employment

- a) The recognised wholesale company has an organogram.
- b) The recognised wholesale company has specified the tasks, responsibilities and competences for all roles within the company. The necessary agreements regarding stand-ins in the event of a person's absence are also specified in a substitution regulation.

- c) The recognised wholesale company carries out performance appraisal interviews with all employees at least once a year. The interviews are conducted using a standard form. The conclusions from the last interview form the basis for the next interview.
- d) It must be possible to demonstrate that the locally or nationally applicable rules and ILO conventions (www.ilo.org) are being adhered to with regard to the conditions of employment. As a minimum, the relevant rules relating to the following must be fulfilled:
1. Freedom of choice of job: no forced labour
 2. Freedom of association: all employees are free to become members of organisations or to set up organisations of their own choosing and to negotiate collectively
 3. No use of child labour: the minimum age of employees (including family members) is in line with all local and national legislation and the ILO conventions. Children and persons younger than 18 are not set to work at night or under dangerous conditions. Documents include details such as the dates of birth of employees and documented evidence that the entrepreneur is familiar with the aforementioned legislation.
 4. Wages: gross wages are in line with national rules and legislation, unless agreed otherwise in the CLA (Collective Labour Agreement). Documents include the hours worked, piece rate and salary slips and documented evidence that the entrepreneur is familiar with the aforementioned legislation. Docking of wages as a disciplinary measure is not permitted; furthermore, if not provided for in national legislation, the docking of wages is not permitted without the express permission of the employee concerned. A record must be made of all disciplinary measures.
 5. Working times: working hours are determined in accordance with all local and national legislation, ILO conventions and CLA provisions, depending on which weighs more heavily, and may not be excessive. Documents include details such as the number of hours worked per employee and documented evidence that the entrepreneur is familiar with the aforementioned legislation.
 6. No discrimination: there shall be no discrimination with regard to appointments, remunerations, access to training, promotions, contract terminations or retirement (for example on the basis of race, colour, nationality / ethnic origin, religion, age, disability, gender, marital status, sexual inclination, trade union membership or politics).
 7. Obligations towards employees arising from legislation or regulations regarding labour or social security arising from the normal employment relationship shall not be circumvented by regulations for contracting, sub-contracting, working from home or work placements for which there is no actual intention to improve skills or to provide regular work; nor shall obligations as referred to above be circumvented by the excessive use of fixed-term employment contracts. (Documents include: employment agreements containing references to the above points and a written code of conduct (national or individual) if not forming part of the agreement, all signed by the employer and the employee.)
 8. Pension arrangements: the pension arrangements satisfy the national and sectoral regulations. Documents demonstrate that the company / entrepreneur is familiar with the regulations.
 9. Medical care: employees and their immediate family must have access to medical care.
 10. Physical abuse or punishments, threats of physical abuse, sexual or other forms of harassment and verbal abuse or other forms of intimidation are forbidden.

4.4 Improvement management

- a) The recognised wholesale company carries out an annual internal audit to check whether the requirements of Florimark GTP are being met. Corrective measures must be implemented and documented, as must the audit itself.
- b) The recognised wholesale company organises consultations in a structured manner within and between departments regarding opportunities for improvement, improvement objectives and the achievement of those objectives.
- c) The recognised wholesale company keeps records of improvement activities.
- d) The recognised wholesale company checks whether the intended improvements have been made in accordance with the agreements.
- e) The recognised wholesale company consults with the suppliers of non-living (by-)products and services (at least the 5 most important, unless it can be demonstrated that you have fewer than 5 suppliers) once annually. Previous arrangements are assessed and new arrangements are recorded during such consultations. Improvement initiatives are established if necessary.

4.5 Document management and archiving

- a) The recognised wholesale company manages all business relevant documentation and registrations.
- b) The recognised wholesale company has determined who is responsible for the management of the documents.
- c) The management of the documentation comprises: clear identification of the process descriptions, work instructions and forms (e.g. by means of issue dates and revision dates) included in the handbook, testing for practical usability, completeness and readability, prior to process descriptions, instructions and forms being issued, and the availability of the up-to-date versions for employees.
- d) The management of records comprises: clear identification (if order-related, featuring an order number and/or order name), retention of readability and archiving on the basis of a fixed retention period.

C Requirements for MPS-Florimark Trade certificate

In order to be eligible for an MPS-Florimark Trade certificate, the following conditions must be met:

- a) The requirements contained in Chapter 0 of this document
- b) The requirements contained in Section A of this document
- c) The requirements contained in Section B of this document
- d) The requirements listed below

1 GENERAL REQUIREMENTS

1.1 Quality system

- a) The recognised wholesale company has a certificate for the quality system on the basis of the ISO 9001 norm for a relevant scope in relation to MPS-Florimark Trade.