



# Assured Land-Based Contractor (Agricultural Operations) Scheme

March 2011



Representing Agricultural and Amenity Contractors



# NAAC Assured Land-Based Contractor (Agricultural Operations) Scheme

## Contractor Guidance Notes

### VERSION 02

### March 2011



## 1. Aims

Quality control, safety, professionalism and traceability are essential elements in carrying out agricultural operations and the NAAC has taken a proactive role in establishing an independently audited quality standard for agricultural operation contractors. This will cover the quality of service which the contractor provides and will be known as the NAAC Assured Land-Based Contractor (Agricultural Operations) Scheme. Agricultural Operation contractors and their customers must co-operate to ensure a safe, professional operation can take place. This Scheme offers customers genuine assurance about the activity of contractors. Contractors will only be certified if they can meet the appropriate standards.

In addition to the NAAC's Agricultural Operations Specific Standard, the contractor must also have been assessed against the NAAC Assured Land-Based Contractor (Generic) Standard in the current scheme year. Ideally, both audits will be carried out together. Please note, certification cannot be granted without conformity with the generic and agricultural operation standards.

## 2. Scope

This scheme applies to contractors who carry out agricultural operations on-farm. This scheme aims to promote a co-ordinated, traceable route between farmer and contractor.

## 3. Objectives

The NAAC scheme is designed to help contractors involved in agricultural operations to identify the hazards and critical control points of the process. The scheme aims to help the person carrying out the operation to fully understand, and to be able to show full understanding of, the operation and the critical control points of that process. These critical control points will include:

- Ensuring that personnel involved in the operations are suitably skilled.
- Ensuring that machinery is regularly and appropriately maintained and cleaned;

- Adopting production processes, such as record keeping, which ensures full traceability;
- Identifying and controlling hazards which might occur.

The scheme will establish a framework of good and safe working practices, to be verified by independent external assessors that will enable members of the scheme to provide a safe, traceable and professional agricultural contracting service to meet the requirements of national quality assurance programmes.

#### **4. Requirements**

All clauses of the agricultural operations standard are compulsory, the specific crop spraying and slurry application modules are compulsory if the contractor carries out these operations. Compulsory standards have to be met in full at all times for sites to be granted or to retain their certification.

Contractors must also comply with national law.

#### **5. Multiple Depots**

A depot is defined as a separate satellite base which includes a chemical store/independently operating office.

Where contracting operations have multiple depots, each depot must be audited annually as a part of the Agricultural Operations scheme standards.

#### **6. Operating Procedures**

Certification to this standard is conditional on a successful initial assessment visit and surveillance assessments thereafter. The certification system is an independent third party system for determining conformity with product standards. The certification system requires examination of the production process, the production environment, and assessment of the quality management system. Acceptance after initial assessment is followed by ongoing surveillance. The certification system is linked to a Certificate of Conformity and, where appropriate, approved scheme marks. The mark is the property of NAAC and is issued, under licence, through NSF-CMi Certification.

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## NAAC Assured Land-Based Contractor (Agricultural Operations) Scheme

| Std No.                             | Agricultural Operations Specific Standard  | Guidance for Contractors  |
|-------------------------------------|--|---|
| <b>A 1.0 Personnel</b>              |  |   |
| <b>A 1.1</b>                        | <p>Staff carrying out agricultural operations must have appropriate documented skills and training to match the scale, risks and complexity of the operations. The company is required to keep records of all training.</p> <p><i>(for pesticide application see Appendix 1)</i></p> <p><i>Training can be in-house and should cover areas such as:</i></p> <ul style="list-style-type: none"> <li>• <i>health and safety;</i></li> <li>• <i>an understanding of operations;</i></li> <li>• <i>the need for accuracy in use of equipment;</i></li> <li>• <i>record keeping;</i></li> <li>• <i>Specialist machinery.</i></li> </ul>   | <p>The inspector will ask to see your staff training records*.</p> <p>Training records must include mandatory certificates of competence for all sprayer and forklift operators within the business (where applicable).</p> |
| <b>A 1.2</b>                        | <p>For operations where more than one person is involved, there must be an organisational chart detailing all persons working and the tasks that they are authorised to perform.</p>   | <p>Keep a copy of your up-to-date organizational chart* ready for inspection.</p>   |
| <b>A 2.0 Emergency Action Plans</b> |  |   |
| <b>A 2.1</b>                        | <p>The contractor must have an emergency action plan in place for each site/depot and it must be readily available to all staff.</p> <p><i>(the emergency action plan must include:</i></p> <ul style="list-style-type: none"> <li>• <i>Contractors yard/depot address and telephone numbers;</i></li> <li>• <i>A list of any hazardous substances and their location;</i></li> <li>• <i>Location of fire extinguishers, spillage kits, washing facilities, mains water supply, surface and foul water drains and access points and gas and electricity isolation points;</i></li> <li>• <i>Contact details for the local authority/environmental health, doctor, local police, electrical company, gas company, water company, emergency waste disposal company)</i></li> </ul> | <p>The inspector will ask to see the emergency action plans for the contractors' yard/depot*.</p>   |

| <b>A 3.0 Hazard Analysis and Quality Control</b> |  |   |
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| <b>A 3.1</b>                                     | <p>A designated person with awareness and understanding of HACCP (Hazard Analysis and Critical Control) must take responsibility for quality control and produce, approve, implement and review a written Quality Control plan. This person must be at a managerial level and their duties must be incorporated in his/her job description.</p> <p>The quality control plan must contain:</p> <ul style="list-style-type: none"> <li>• details of the whereabouts of various documentation or record keeping systems;</li> <li>• identification of any hazards that must be prevented, eliminated or reduced to acceptable levels;</li> <li>• information on any critical points in the operation that could give rise to hazard and undue risks, together with controls</li> <li>• details of cleaning operation protocols, to include machinery and equipment;</li> <li>• a summary of the operational procedures in place to ensure the desired quality of service.</li> </ul> <p><i>(Refer essential documents – An introduction to HACCP)</i></p> | <p>The inspector will ask to see your organisational chart (refer A 1.2) and training records (refer A 1.1).</p> <p>The inspector will ask to see your written Quality Control Plan*.</p> |
| <b>A 3.2</b>                                     | <p>The designated person in A 3.1 must record any departure from procedures agreed in the Quality Control plan.</p>  | <p>If you change your procedures keep a record*.</p>  |
| <b>A 4.0 Workshop Safety</b>                     |  |   |
| <b>A 4.1</b>                                     | <p>The workshop floor must be kept tidy to reduce/eliminate the risk of tripping.</p>  | <p>The inspector will make a visual check of the workshop.</p>  |
| <b>A 4.2</b>                                     | <p>Gas bottles must be kept in a secure upright position using a chain or strap. A trolley must be used to transport bottles.</p> <p><i>(Acetylene gas bottles must have flash back arresters)</i></p>   | <p>The inspector will ask to see where the gas bottles are stored.</p>  |
| <b>A 4.5</b>                                     | <p>Air pressure systems (such as compressors) must be inspected annually by an independent certified engineer.</p>   | <p>The inspector will ask to see inspection certificates for air pressure systems.</p>  |
| <b>A 4.6</b>                                     | <p>Workshop electric systems must be Residual Current Device (RCD) protected.</p>  | <p>The inspector will see if the electric systems are RCD protected.</p>  |

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| <b>A 4.7</b>             | Regularly inspect the wiring and condition of all portable tools. Inspections should be carried out in-house every 6 months.   | The inspector will ask to see the inspection records for the portable equipment*.   |
| <b>A 4.8</b>             | There must be sufficient lighting to ensure all workshop tasks can be carried out safely.  | The inspector will check to make sure that there is sufficient lighting in the workshop.                                  |
| <b>A 4.9</b>             | All tools/machinery with moving parts must be guarded.   | The inspector will check all guards on moving machinery.  |
| <b>A 4.10</b>            | Any lifting equipment such as chains and straps must be tested annually to ensure they are fit for purpose. The annual test must be carried out in accordance with the Lifting Operations and Lifting Equipment Regulations (LOLER).   | The inspector will ask to see inspection certificates for equipment.  |
| <b>A 5.0 Road Safety</b> |  |   |
| <b>A 5.1</b>             | When transporting mounted or trailed equipment the rear lights on the tractor must be in full view from the rear or, there must be lights mounted on the trailed/mounted implements that can be clearly seen from the rear.  | The inspector will ask how this is achieved.  |
| <b>A 5.2</b>             | The contractor must inform the police or obtain a vehicle dispensation if transporting vehicles with or without mounted/trailed implements that are greater than 3 metres in width. Over 4.3 metres wide requires the contractor to notify the secretary of state.<br><i>(contractors must ensure that the dispensations cover all the areas that they service, each constabulary has different dispensations)</i> | If applicable the inspector will ask to see up-to-date dispensations covering all the areas that the contractor services. |
| <b>A 5.3</b>             | Escort vehicles are required when transporting vehicles over 3.5 metres wide, a rearward projection greater than 5 metres and/or a front projection greater than 4.5 metres.   | The inspector will ask the contractor how wide equipment is transported by road.  |
| <b>A 5.4</b>             | Any projection of a load/implement more than 305 mm at either side of the vehicle must be marked with marker boards or tape.<br><i>(please see supplementary guidance for information on the use of marker boards and tape)</i>  | The inspector will ask whether marker boards or tape is used.   |
| <b>A 5.5</b>             | All agricultural vehicles must use amber warning beacons for road use.<br><i>(guidance on the positioning and visibility of beacons can be found in the essential documents)</i>   | The inspector will checked available vehicles.  |

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| <b>A 5.6</b>                              | If the contractor is carrying out a roadside operation (such as hedge cutting) and visibility is an issue to other road users then it is recommended that road signs are used to warn other road users that work is being carried out on the roadside.                               | The inspector will ask if road signs are used.  |
| <b>A 5.7</b>                              | It is an offence by Section 148 Highways Act 1980 to leave any deposits on the highway. Contractors must clean any deposits left on the road caused by the operation carried out by them.  | The inspector will ask how this is achieved. This process must be outlined in the quality control plan refer A 3.1.   |
| <b>A 6.0 Fuel and Oil Storage</b>         |  |   |
| <b>A 6.1</b>                              | Where required by legislation fuel tanks must be bunded in case of leaking.<br><i>(for more information on fuel storage requirements see Defra's Protecting our Soil, Water and Air, A Code of Good Agricultural Practice for Farmers and Land Owners refer essential documents)</i> | The inspector will ask to see the contractor's diesel tanks.  |
| <b>A 6.2</b>                              | An absorbent material must be kept by the fuel tanks (including mobile fuel tanks) in case of a spillage/leak.   | The inspector will check to see if there is an absorbent material by the fuel tanks.  |
| <b>A 6.3</b>                              | All pipe work and taps on mobile fuel storage tanks (i.e. bowsers) must be kept locked when not in use.  | The inspector will ask to see mobile fuel storage.  |
| <b>A 6.4</b>                              | Oils must be stored within a bunded area that is lockable, i.e. within a lockable workshop.  | The inspector will ask to see where the oil is stored.  |
| <b>A 6.5</b>                              | Anti-freeze must be stored within a bunded area that is lockable, i.e. within a lockable workshop.   | The inspector will ask to see where the anti-freeze is stored.  |
| <b>A 7.0 Fertilizer Storage and Usage</b> |  |   |
| <b>A 7.1</b>                              | Any persons advising on the usage of fertilisers must be Fertiliser Advisors Certification and Training Scheme (FACTS) registered.   | If advice is given by the contractor or by a third party on behalf of the contractor then the advisors name and FACTS professional register number must be recorded on the training records (refer A 1.1) |

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| <p><b>A 7.2</b></p> | <p>If the contractor is storing fertiliser then the following criteria must be met:<br/>The fertiliser should be:</p> <ul style="list-style-type: none"> <li>• Stored on a hard dry surface away from watercourses;</li> <li>• stored undercover in a lockable secure building;</li> <li>• stored in a location that is not visible from a public.</li> </ul> <p><i>(Contractors must have a copy of the leaflet ‘Security of Fertiliser Storage on Farms’ see Essential Documents)</i></p>   | <p>The inspector will ask to see where the fertiliser is stored.</p>                   |
| <p><b>A 7.3</b></p> | <p>The contractor must adhere to the following guidance when storing fertiliser with &lt;27% nitrogen content;</p> <p>≥ 25 tonnes</p> <ul style="list-style-type: none"> <li>• Inform the local fire authority and the local HSE office under the Dangerous Substances (Notification and Marking of Sites) Regulations 1990.</li> <li>• Display a yellow hazard sign and an oxidising agent sign where the fertiliser is stored (see below).</li> </ul> <p>≥ 150 tonnes</p> <ul style="list-style-type: none"> <li>• Inform the local fire authority and the local HSE office under the Dangerous Substances (Notification and Marking of Sites) Regulations 1990.</li> <li>• Display a yellow hazard sign and an oxidising agent sign where the fertiliser is stored (see below).</li> <li>• Complete a Notification of Installations handling Hazardous Substances Regulation (NIHHS) form and submit it to the HSE.</li> </ul> | <p>The inspector will ask to see the contractor’s fertiliser store.</p>                |
| <p><b>A 7.4</b></p> | <p>Liquid fertiliser must be stored in secure tanks away from water courses.<br/><i>(if the tanks are not bunded then they must have lockable or removable taps and sight glasses must be secured to prevent accidental and malicious spillage)</i></p>   | <p>The inspector will ask to see the liquid fertiliser store.</p>                      |
| <p><b>A 7.5</b></p> | <p>Fertiliser spreaders must be calibrated each time a new product is used. This can be carried out in-house.</p>   | <p>The inspector will ask to see calibration records for the fertiliser spreader.*</p> |
| <p><b>A 7.6</b></p> | <p>Headland kits must be fitted to the fertiliser spreader to prevent spreading fertiliser into ditches, margin and stream etc.</p>   | <p>The inspector will ask to see the fertiliser spreader.</p>                          |

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| <b>A 7.7</b>                                      | Contractors must record the date, type, rate of all fertiliser applied to each field, operators name and machine used.   | The inspector will ask to see records for fertiliser applications.*  |
| <b>A 8.0 Crop Spraying</b>                        |  |  |
| <b>A 8.1</b>                                      | If the contractor carries out crop spraying then they must meet the standards in APPENDIX 1.   |  |
| <b>A 9.0 Pesticide Storage</b>                    |  |  |
| <b>A 9.1</b>                                      | If the contractor stores pesticides then they must meet the standards in APPENDIX 2.   |  |
| <b>A 10.0 Slug Pellet Application and Storage</b> |  |  |
| <b>A 10.1</b>                                     | Contractors applying slug pellets must do so in accordance with the best practice advice (see essential documents).  | The inspector will ask how this is carried out.  |
| <b>A 10.2</b>                                     | Contractors must hold an up-to-date PA 4 Certificate of Competence as issued by the NPTC.<br><i>(holders of a PA1 and PA2 certificate issued before 1 June 1994 are certified to apply slug pellets, holders of a PA1 and PA2 certificate issued after 1 June 1994 need to complete PA4 to be certified to apply slug pellets)</i> | The inspector will ask to see a certificate of competence for all staff carrying out slug pelleting (refer A 1.1). |
| <b>A 10.3</b>                                     | Slug pellet applicators must be calibrated before use according to product and rate to be applied. This can be carried out in-house.   | The inspector will ask to see calibration records for the slug pellet applicator*.                                 |
| <b>A 10.4</b>                                     | All slug pellets used must hold a 'valid' approval and a Ministerially Approved Pesticide Product (MAPP) number.   | The inspector will ask how this is achieved.   |
| <b>A 10.5</b>                                     | Slug pellets must be kept in a dry, pest free lockable area.   | The inspector will ask to see where the slug pellets are stored.   |
| <b>A 11.0 Slurry Application</b>                  |  |  |
| <b>A 11.1</b>                                     | If the contractor carries out slurry application then he must meet the standards in APPENDIX 3.  |  |

| A 12.0 Farmer Supplied Inputs/Responsibility |   |  |
|--|---|--|
| <b>A 12.1</b>                                | <p>The contractor must obtain the following information before any work is carried out:</p> <ul style="list-style-type: none"> <li>• Designated responsibility for waste produced from the operations carried out by the contractor;</li> <li>• Clear and detailed instruction on the operation(s) to be carried out by the contractor (ideally using maps);</li> <li>• Any hazards that may affect the contractor carrying out the operation such as; <ul style="list-style-type: none"> <li>▪ Members of the public/public footpaths</li> <li>▪ Manhole covers</li> <li>▪ Over head power cables</li> <li>▪ Drains</li> </ul> </li> </ul> <p>The contractor can obtain this information verbally from the farmer/customer.<br/> <i>(refer essential guidance - Safety on Farms leaflet)</i></p> <p><b><i>Recommendation: It is recommended that a written customer proforma is used containing the above information and it is signed by the farmer/ customer before any work is carried out.</i></b></p> | <p>The inspector will ask how this is carried out.</p>   |
| A 13.0 Biosecurity                           |   |  |
| <b>A 13.1</b>                                | <p>Persons entering or leaving a premises should ensure their footwear, clothing and machinery are clean when they enter and again when they leave. Contractors should make use of any facilities provided on-farm. Contractors must follow up-to-date Defra guidance on bio-security; the contractor must follow the farms/customers biosecurity policy if it is more stringent than Defra's biosecurity policy.</p>   | <p>The inspector will ask how this is achieved. A copy of the Defra guidance should be kept refer essential documents.</p> |

| <b>A 14.0 Waste</b>               |  |   |
|-----------------------------------|--|---|
| <b>A 14.1</b>                     | <p>Waste must be disposed of in accordance with:</p> <ul style="list-style-type: none"> <li>• Code of Practice for Using Plant Protection Products (Defra)</li> <li>• Environment Agency recommendations</li> <li>• Local waste disposal contractor</li> </ul>   | The inspector will ask how you dispose of the waste and will check waste transfer notes.    |
| <b>A 15.0 Record Keeping</b>      |  |   |
| <b>A 15.1</b>                     | Records must be kept up to date and retained for a minimum of 12 months.   | The inspector will ask to review your records.  |
| <b>A 16.0 Essential Documents</b> |  |   |
| <b>A 16.1</b>                     | <p>The following documents must be available at the main office headquarters:</p> <ul style="list-style-type: none"> <li>• NAAC Assured Land-Based Contractor Generic and Agricultural Operations Sector Specific Standards (latest versions).</li> <li>• Defra: Code of Practice for Using Plant Protection Products. <i>Defra, revised 2006, A4 166pp, PB 11090 (CD-ROM version is also acceptable)</i></li> <li>• Industry Guidance, Safety on Farms – A Shared Responsibility.</li> <li>• Code of Good Agricultural Practice for Farmers, Growers and Land Managers. Protecting our Water, Soil and Air.</li> <li>• Slug Pellets – Metaldehyde Best Practice Advice, <i>The Voluntary Initiative, 2008, A5 8pp.</i></li> </ul> | Ideally keep a ‘document library’* together at the main office. CD versions are acceptable. |

**APPENDIX 1**  
**Assured Land-Based Contractor (Agricultural Operations) Scheme**  
**Crop Spraying Standards**

**Standard Contents**

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## NAAC Assured Land-Based Contractor (Crop Spraying) Standard

| Std No.                       | Crop Spraying Standard   | Guidance for Contractors  |
|-------------------------------|--|---|
| <b>CS 1.0 Personnel</b>       |  |   |
| <b>CS 1.1</b>                 | <p>Staff carrying out agricultural spray operations must have appropriate documented skills and training, including PA certificates.</p> <p><i>All sprayer operators must have PA 1 and additional PA Certificates of Competence as appropriate as issued by the National Proficiency Test Council (NPTC).</i></p>                   | The inspector will check the sprayer operator's certificates refer A 1.1.   |
| <b>CS 1.2</b>                 | All sprayer operators must be members of the National Register of Sprayer Operators (NRoSO).   | The inspector will ask to see their membership card for NRoSO, also the inspector will ask to see proof that continued professional development points are being collected/obtained, a record of CPD points must be kept on file refer A 1.1. |
| <b>CS 1.3</b>                 | A BASIS Certificate in Crop Protection must be held by each person who advises on the pesticides to be used and their rate(s) of application. Any person(s) who advise on the use of pesticides and their rate of application must have a BASIS Certificate in Crop Protection and be part of the BASIS Professional Register.       | If there is a requirement for a BASIS certificate in crop protection then the inspector will ask to see the certificate. The certificate number should be recorded in the training records refer A 1.1.                                       |
| <b>CS 2.0 Sprayer Testing</b> |  |   |
| <b>CS 2.1</b>                 | <p>All agricultural sprayers (excluding knapsack sprayers) must be National Sprayer Testing Scheme (NSTS) certified.</p> <p><i>(If the NSTS certificate runs out within two weeks of the Crop Spraying Audit then the assessor will require a copy of the pass certificate for the sprayer once it has passed the NSTS test)</i></p> | The inspector will ask to see the up-to-date NSTS sprayer certificate.  |
| <b>CS 2.2</b>                 | Regular nozzle calibrations must be carried out to ensure chemicals are applied to their statutory requirements; records of these calibrations must be kept.   | The inspector will ask to see records of when these calibrations are carried out*.  |

| <b>CS 3.0 Pesticide Storage</b>       |   |  |
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| <b>CS 3.1</b>                         | The contractor's chemical store must be BASIS registered if the contractor sells or supplies any pesticides. If the company does not sell or supply then the chemical store must meet the criteria in APPENDIX 2.<br><br><i>( if the contractor provides the chemical as part of the service then a BASIS registered store is not required)</i> | If the contractors chemical store is BASIS registered, then the inspector will ask for a valid up-to-date BASIS certificate for the chemical store.<br><br>If it is not BASIS registered the inspector will assess the contractors' chemical store, this will be carried out using the criteria in APPENDIX 2. |
| <b>CS 3.2</b>                         | The company must have a spillage procedure in place. Copies of the spillage procedure must be present in chemical store, crop spraying equipment and water bowsers.   | The inspector will ask to see a copy of the spillage procedure*.   |
| <b>CS 3.3</b>                         | Companies storing over 200 litres / 200 Kgs of chemical for sale or supply must have a nominated storekeeper who holds a BASIS Certificate of competence in the Storage and Handling of Crop Protection Products (store keepers certificate).   | If relevant the inspector will ask to see the store keepers certificate number, this number must be recorded in the training records refer A 1.1.  |
| <b>CS 4.0 Transporting Pesticides</b> |   |  |
| <b>CS 4.1</b>                         | Transporting and use of pesticides must be carried out in accordance with the "Code of Practice for Using Plant Protection Products (refer essential documents 13.1).   | The inspector will ask how the chemicals are transported.  |
| <b>CS 4.2</b>                         | Chemicals must be transported in a secure leak proof container.   | The inspector will ask to see how the chemical is transported.   |
| <b>CS 4.3</b>                         | The chemical container must be locked if left unattended with chemical inside at any time.  | The inspector will make sure that container can be locked in the event of it being left unattended.  |
| <b>CS 4.4</b>                         | No chemical must be carried in any vehicle cab.   | The inspector will ask to see the protocol within the quality control plan refer A 3.1*.   |
| <b>CS 5.0 Filling Procedure</b>       |   |  |
| <b>CS 5.1</b>                         | A visual risk assessment must be carried out before mixing pesticides and filling the sprayer to ensure there are no risks to watercourses, ditches and drains.   | The inspector will ask how this is carried out refer quality control plan*.  |

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| <b>CS 5.2</b>                             | Never fill the sprayer directly from a watercourse or mains supply. The sprayer must be filled from a bowser or tank using a non-return valve.   | The inspector will ask what procedure is used to fill the sprayer.   |
| <b>CS 5.3</b>                             | When filling the sprayer it must be done according to the statutory conditions stated on the chemical labels.  | The inspector will ask how this is achieved refer quality control plan refer A 3.1.                                |
| <b>CS 5.4</b>                             | Where fitted the sprayer chemical induction hopper or close transfer systems must be used to add chemical to the sprayer tank.   | The inspector will ask to see the facilities that are used for adding chemicals to the sprayer                     |
| <b>CS 6.0 Chemical Container Cleaning</b> |  |  |
| <b>CS 6.1</b>                             | All chemical containers emptied by the contractor as part of the spray operation must be triple rinsed. Where fitted, this must be carried out using the induction bowl facilities on the sprayer and all container washings must be added to the tank of the sprayer when filling.<br><br><i>(guidance on the triple rinsing procedure is available in essential document C.S. 13.1)</i>                                | The inspector will ask to see how this is achieved refer quality control plan refer A 3.1.                         |
| <b>CS 6.2</b>                             | Once cleaned the empty chemical container must be stored upright and in a secure compound ready for collection. Foils must be kept separately in a sealed leak-proof bag.  | The inspector will ask to see how empty containers and foils are stored securely and separately.                   |
| <b>CS 6.3</b>                             | Responsibility for the empty chemical containers, caps, foils and packaging must be designated between contractor and farmer/customer. This must include disposal of the waste refer C S 10.1.<br><br><i>(This can be achieved by asking each customer to sign and complete a written proforma refer C S 10.1 )</i>  | The inspector will ask how the responsibility of the waste is communicated between contractor and farmer/customer. |
| <b>CS 7.0 Spray Operation</b>             |  |  |
| <b>CS 7.1</b>                             | All pesticides must be applied according to their statutory conditions, including LERAPS (Local Environment Risk Assessment for Pesticides)<br><br><i>(the statutory conditions are found on the chemical label)</i><br><br><i>(for further guidance refer essential documents - Horizontal Boom Sprayers and the Crop Spraying Scheme and the LERAP Scheme – Operator Guidance in essential guidance refer CS 13.1)</i> | The inspector will ask how this is achieved.   |

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| <b>CS 7.2</b>                  | <p>Preventative measure must be taken by the contractor to reduce spray drift such as:</p> <ul style="list-style-type: none"> <li>• Boom height;</li> <li>• Forward Speed;</li> <li>• Nozzle selection.</li> </ul> <p><i>(Further guidance on the ways to reduce spray drift can be found at the Pesticide Safety Directive website: <a href="http://www.pesticides.gov.uk">www.pesticides.gov.uk</a> and in essential documents refer CS 13.1)</i></p>  | <p>The inspector will ask what steps are taken to reduce the risk of spray drift prior to starting work.</p>  |
| <b>CS 7.3</b>                  | <p>No spray application should be carried out in temperatures above 30°C, as there is a high risk of spray droplets rising in the warm air.</p>  | <p>The inspector will ask to see records of the temperature for each field at the time of the spray application; this must be recorded on the field records for each field sprayed refer CS 12.1.</p> |
| <b>CS 7.4</b>                  | <p>No pesticide must be applied if the ground is</p> <ul style="list-style-type: none"> <li>• waterlogged;</li> <li>• flooded;</li> <li>• snow covered / frozen;</li> <li>• or when heavy rain is forecast.</li> </ul>   | <p>The inspector will ask what procedure is carried out if any of the conditions listed occur refer quality control plan refer A 3.1.</p>   |
| <b>CS 8.0 Sprayer Cleaning</b> |  |   |
| <b>CS 8.1</b>                  | <p>Between applications of different pesticides spray operators must make sure that the inside of the tank is washed with clean water.</p> <p>A cleaning agent may also be required to clean the sprayer (cleaning agents must also be MAPP approved)</p> <p><i>All washings produced as a result of tank cleaning must be re-applied to the crop sprayed with the same chemicals (as long as it does not exceed the maximum stated dose) or, they can be applied to an un-treated/designated area of the last field treated</i></p> | <p>The inspector will ask about the cleaning procedure that is in place, this should be outlined in the quality control plan refer A 3.1</p>  |
| <b>CS 8.2</b>                  | <p>Where the exterior of the sprayer cannot be cleaned in the field, the washings must be collected and safely disposed of. Sprayer washings can be collected and sprayed back on the crop or, a bio-bed can be used.</p> <p><i>(for more information on bio-beds refer essential guidance)</i></p>  | <p>The inspector will ask what procedure is used to clean the sprayer, this should be outlined in your quality control plan*</p>  |

| <b>CS 9.0 Operator Contamination</b>     |  |   |
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| <b>CS 9.1</b>                            | <p>The company must have a written procedure in place to deal with operator contamination.</p> <p><i>(For further guidance refer Code of Practice for the Use of Plant Protection Products in essential documents)</i></p>   | The inspector will ask to see the written procedure in the quality control plan.  |
| <b>CS 9.2</b>                            | All staff involved in the spray operation must be made aware of and understand the operator contamination procedure.   | The inspector will ask how this is communicated to the staff.   |
| <b>CS 10.0 Designated Responsibility</b> |  |   |
| <b>CS 10.1</b>                           | <p>The contractor must obtain the following information before any work is carried out:</p> <ul style="list-style-type: none"> <li>• Designated responsibility for the empty chemical containers, lids, foils and packaging;</li> <li>• Designated responsibility for the notification of neighbours;</li> <li>• Responsibility of notifying the local bee keepers 48 hours in advance of applications of pesticides;</li> <li>• It is the responsibility of the farmer to notify the contractor of any LERAP's, buffer zones, stewardship strips and set-aside that may affect the spray operation;</li> <li>• It is the responsibility of the farmer/customer to notify the contractor of any special mixing procedures;</li> <li>• It is the farmers responsibility to give clear instructions including: <ul style="list-style-type: none"> <li>• Fields required for treating;</li> <li>• Pesticides to use;</li> <li>• Dosage required;</li> <li>• Application technique (i.e. spray rates/litres per hectare);</li> <li>• Footpath/rights of way;</li> <li>• Special requirements for example spraying near houses or school;</li> <li>• Potential hazards such as overhead power lines.</li> </ul> </li> </ul> | <p>The inspector will ask how this is carried out.</p> <p>This can be achieved by asking each customer to sign and complete a written proforma*.</p> <p>The written proforma's should be retained on file for inspection.</p> |

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|   | The contractor can obtain this information verbally from the farmer/customer.<br><b><i>Recommendation: It is recommended that a written customer proforma is used containing the information below and it is signed by the farmer/ customer before any work is carried out.</i></b>   |   |
| <b>CS 11.0 Disposal of Waste</b>        |   |   |
| <b>CS 11.1</b>                          | If the empty chemical containers, lids, foils and packing are taken away by the contractor as part of the service then they must be disposed of in accordance with: <ul style="list-style-type: none"> <li>• Code of Practice for Using Plant Protection Products (Defra)</li> <li>• Environment Agency recommendations</li> <li>• Any manufacturers' guidelines (e.g. returnable's)</li> <li>• Local waste disposal contractor</li> </ul> <p><i>(More information on cleaning containers is available on the Voluntary Initiative website: <a href="http://www.voluntaryinitiative.org.uk/content?agr">www.voluntaryinitiative.org.uk/content?agr</a>)</i></p> | The inspector will ask how the contractor disposes waste pesticide packaging. |
| <b>CS 12.0 Record Keeping</b>           |   |   |
| <b>CS 12.1</b><br><b><i>Updated</i></b> | Pesticide application records must be kept up to date and retained for at least 3 years, They must include: <ul style="list-style-type: none"> <li>• Date and time of application</li> <li>• Crop and crop variety</li> <li>• Wind speed, wind direction and weather conditions</li> <li>• Operators name/NRoSO number</li> <li>• Sprayer NSTS number</li> <li>• Field Name and Size</li> <li>• Name of chemicals and rates of application</li> <li>• Water volume applied/ha</li> <li>• Nozzle type</li> <li>• Special precautions (like Lerap)</li> <li>• Harvest interval (if applicable)</li> </ul>   | The inspector will ask to review your records*.                               |

## CS 13.0 Essential Documents

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| <p><b>CS 13.1</b></p> | <p>The following documents must be available at the main office headquarters:</p> <ul style="list-style-type: none"> <li>• NAAC Assured Land-Based Contractor Generic and Agricultural Operations Sector Specific Standards (latest versions).</li> <li>• Defra: Code of Practice for Using Plant Protection Products. <i>Defra, revised 2006, A4 166pp, PB 11090</i></li> <li>• Defra; <i>Code of Practice for Suppliers of Pesticides to Agriculture, Horticulture and Forestry (The Yellow Code). A4 67pp, PB3529.</i></li> <li>• Voluntary Initiative, Best Practice Good Neighbour Initiative Sprayer Operator Guide: <a href="http://www.cropprotection.org.uk/Attachments/Resources/389_S4.pdf">http://www.cropprotection.org.uk/ Attachments/Resources/389 S4.pdf</a></li> <li>• DEFRA / PSD, Horizontal Boom Sprayers, <i>LERAP. 2001, A4 8pp.</i></li> </ul> <p><b>RECOMMENDED</b></p> <ul style="list-style-type: none"> <li>• Avoiding Drift, Best Practice Guide, Crop Protection Association (CPA), Nov 2006, A4, 2pp.</li> <li>• Container Cleaning, Best Practice Guide, Crop Protection Association (CPA), Nov 2006, A4, 2pp.</li> <li>• Sprayer Cleaning, Best Practice Guide, Crop Protection Association (CPA), Nov 2003, A4, 2pp.</li> <li>• Protective Equipment, Best Practice Guide, Crop Protection Association (CPA), Oct 2007, A4, 2pp.</li> <li>• The LERAP Scheme – Operators Advice, Crop Protection Association (CPA), November 2004, A4, 4pp.</li> <li>• Guidance on Using a Lined Biobed to Dispose of Agricultural Waste Consisting of Non-Hazardous Pesticides Solutions or Washings, Environment Agency (EA), April 2007, A4, 17pp.</li> <li>• Pesticide Labels, Best Practice Guide, Crop Protection Association (CPA), Nov 2004, A4, 2pp.</li> <li>• Spray Operator Training, Best Practice Guide, Crop Protection Association</li> </ul> | <p>Ideally keep a 'document library'* together at the main office. CD versions are acceptable.</p> |
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|  | <p>(CPA), May 2005, A4, 2pp.</p> <ul style="list-style-type: none"> <li>• Nozzle Selection and Maintenance, Best Practice Guide, Crop Protection Association (CPA), Oct 2007, A4, 2pp.</li> <li>• Emergency Procedures, Best Practice Guide, Crop Protection Association (CPA), Nov 2006, A4, 3pp.</li> <li>• Best Practice Better Water Protection, TOPPS, Leaflet, Crop Protection Association (CPA), 2008.</li> </ul> |  |
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**APPENDIX 2**  
**NAAC Assured Land-Based Contractor (Agricultural Operations) Scheme**  
**Pesticide Storage Criteria**  
**Contents**

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The following chemical storage criteria must be met in order to pass the NAAC Assured Land-Based Contractors (Agricultural Operations) Scheme, unless the company is operating a BASIS registered store (refer CS 5.1).

| <b>PS 1.0 General</b> |  |  |
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| <b>PS 1.1</b>         | The walls and the floor of the pesticide store must be constructed from a material that will withstand fire for 30 minutes.  | The inspector will check and make sure that the walls are made from materials that will withstand fire for 30 minutes  |
| <b>PS 1.2</b>         | The bund must be located around the periphery of the store or must be an integral part of the store (i.e. the walls and the floor form part of the bund).  | The inspector will make sure that the bund is in the correct place.  |
| <b>PS 1.3</b>         | The bund must be able to contain 110% of the total quantity of chemical stored. This figure will increase to 185% in an environmentally sensitive area.  | The inspector will visually make sure the bund in place is sufficient in size.   |
| <b>PS 1.4</b>         | The bund must be manufactured from materials that are resistant to liquids.<br>The bund must be constructed from the following: <ul style="list-style-type: none"> <li>• Metal (with special relevance to cabinet and chest stores)</li> <li>• Concrete<sup>°</sup></li> <li>• Brick<sup>°</sup></li> <li>• Stone Slab<sup>°</sup></li> </ul> <sup>°</sup> Rendering or sealing maybe required especially on the joints. | The inspector will asses the bund to make sure he is satisfied that the bund will retain any pesticide spillages.  |
| <b>PS 1.5</b>         | The floor must have no cracks and its sealant must be in good condition  | The inspector will make sure that there are no cracks in the floor that could lead to further contamination.   |
| <b>PS 1.6</b>         | All windows/doors/lids must be locked when not in use.   | The inspector will check that all windows can be securely locked and all doors have a secure lock in place and both are locked when the store is not in use. |
| <b>PS 1.7</b>         | Sufficient lighting must be provided so that chemical labels can be clearly read.  | The inspector will make sure that there is sufficient light in the pesticide store.  |
| <b>PS 1.8</b>         | Avoid water pipes running through the bunded area.   | The inspector will make sure that there are no water pipes running through the bunded area.  |

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| <p><b>PS 1.9</b></p>       | <p>The store must protect the pesticides from frost, if any heating equipment is required then only use equipment that does not have an exposed element.</p>  | <p>The inspector will make sure that the pesticides are protected from frost and if any heating equipment is being used it does not have any exposed elements.</p>                                      |
| <p><b>PS 2.0 Signs</b></p> |   |   |
| <p><b>PS 2.1</b></p>       | <p>The general danger sign must be appear on the exterior of the chemical store. If the chemical store forms a part of a larger building then a general danger sign must be mounted on the exterior of larger building by the entrance.</p> <div style="text-align: center;">  <p>General Danger (BS 5378)</p> </div>  | <p>The inspector will make sure that the General Danger sign is located on the chemical store or it appears on the outside of the larger building in which the pesticides store forms a small part.</p> |
| <p><b>PS 2.2</b></p>       | <p>The “No Smoking” and “No Naked Flames” signs must be mounted on the exterior of the chemical store door.</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 20px;">  <p>No Smoking</p> </div> <div style="display: flex; align-items: center;">  <p>No Naked Lights</p> </div> </div> | <p>The inspector will check to see these signs are on the door of the pesticide store.</p>  |

| <b>PS 3.0 Fire Fighting Equipment</b>             |  |   |
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| <b>PS 3.1</b>                                     | Fire extinguishers must be present in the chemical store and labelled with the last date of inspection.  | The inspector will make sure that there is a fire extinguisher in the chemical store and it has been regularly checked and maintained according to manufacturer guidelines. |
| <b>PS 3.2</b>                                     | <p>Fire fighting equipment location signs must be in place.</p>  <p>Fire extinguisher location sign</p>   | The inspector will make sure that fire extinguisher location signs are in place.  |
| <b>PS 4.0 Personal Protective Equipment (PPE)</b> |  |   |
| <b>PS 4.1</b>                                     | <p>Appropriate PPE for the products contained in the store must be available on-site. The PPE listed below must be chemically resistant and contaminant free:</p> <ul style="list-style-type: none"> <li>• Face shield</li> <li>• Coverall</li> <li>• Apron</li> <li>• Boots</li> <li>• Protective Gloves</li> </ul> | The inspector will check that all items on the list are available in-store.   |
| <b>PS 4.2</b>                                     | Respiratory Protective Equipment (RPE) must be available on-site if any of the products stored require the use of breathing apparatus.   | If there are products in the chemical store that require the use of RPE then it must be available in the pesticide store and the inspector will check this.                 |
| <b>PS 4.3</b>                                     | The PPE and RPE must be kept in a dry, clean, well ventilated locker or separate container.  | The inspector will make sure that the PPE and RPE are kept clean and dry and away from the pesticides.  |

| <b>PS 5.0 Emergency Spillage Clean Up Equipment</b> |  |  |
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| <b>PS 5.1</b>                                       | The company must have a spillage procedure in the chemical store.  | The inspector will ask to see a copy of the spillage in the chemical store *.                              |
| <b>PS 5.2</b>                                       | An inert absorbent material must be kept in the store in case of a spillage or leakage.<br><i>The following are suitable:</i> <ul style="list-style-type: none"> <li>• Sand</li> <li>• Granules</li> <li>• Cat Litter</li> </ul> | The inspector will check that there is a suitable inert compound available in the pesticide store.         |
| <b>PS 5.3</b>                                       | A brush with soft bristles and a shovel must be kept with the absorbent material to help in the cleaning up process.   | The inspector will make sure they are available in the store.  |
| <b>PS 5.4</b>                                       | Heavy duty impermeable bags with ties must be kept in the pesticide store to contain any spillage waste.   | The inspector will make sure they are available in the store.  |
| <b>PS 6.0 Store and Product Management</b>          |  |  |
| <b>PS 6.1</b>                                       | All labels on the pesticide containers must be legible.  | The inspector will make a visual check to make sure the containers and their labels are in good condition. |
| <b>PS 6.2</b>                                       | All pesticides and adjuvants must carry an MAPP number on the label.   | The inspector will make a visual assessment on the containers to make sure they are approved.              |
| <b>PS 6.3</b>                                       | Any leaking containers must be put into a sealed impervious container and kept within the bunded area.   | The inspector will ask what is done with leaking containers.   |
| <b>PS 6.4</b>                                       | Stock rotation must be practiced in order to keep all pesticides within their storage life.  | The inspector will ask how this is completed.  |
| <b>PS 6.5</b>                                       | Products having exceeded their storage life must be segregated and disposed of safely and in accordance with legislation.  | The inspector will ask how this is achieved.   |

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| <b>PS 6.6</b>                              | The company store must have an up-to-date stock list.  | The inspector will ask to see the stock list for the chemical store*.   |
| <b>PS 6.7</b>                              | All dry formulations must be stored above liquids.   | A visual assessment by the inspector will be carried out to make sure that all dry chemicals are stored above the liquid chemicals. |
| <b>PS 6.8</b>                              | Good store management should be adopted; herbicides, fungicides and insecticides should be kept segregated within the store.                     | A separated area within the store will be sufficient; this will be checked by the inspector.  |
| <b>PS 6.9</b>                              | Flammable products must be segregated from other products in an area with the general danger sign clearly marked.                                | A separated area within the store will be sufficient; this will be checked by the inspector.  |
| <b>PS 6.10</b>                             | Sodium Chlorate must be kept segregated from other products.   | A separated area within the store will be sufficient; this will be checked by the inspector.  |
| <b>PS 6.11</b>                             | All doorways must be kept clear.   | The inspector will make sure that the doorways are clear.   |
| <b>PS 7.0 Loading and Un-loading Areas</b> |  |   |
| <b>PS 7.1</b>                              | The floor of the loading and un-loading areas must be impermeable; to reduce the risk of further contamination and to ease the cleaning process. | The inspector will check for an impermeable floor.  |
| <b>PS 7.2</b>                              | Pollution prevention items must be available such as drain bungs, sand bags and a spillage kit.  | The inspector will ask to see evidence.   |

## APPENDIX 3

### **Assured Land-Based Contractor (Agricultural Operations) Scheme Specific Slurry and Bio-solids Application Standards**

**Slurry and Bio-solids Application standards are currently in development.**

## APPENDIX 4

### Operating Procedures

Certification to these standards is conditional on a successful initial assessment visit and surveillance assessments thereafter. The certification system is an independent third party system for determining conformity with product standards. The certification system requires examination of product, the production process, the production environment, and assessment of the quality management system. Acceptance after initial assessment is followed by ongoing surveillance. The certification system is linked to a Certificate of Conformity, documentation/ stickers and where appropriate approved scheme marks. The mark is the property of NAAC and is issued, under licence, through NSF International.

#### APPLICATION

1. NAAC/NSF International will send contractors wishing to be certified to the Standards an application pack and supporting literature.
2. Contractors should normally make an application in respect of all their enterprises which they run as a single business. However, this is not compulsory.
3. Contractors should complete the relevant form in full and submit it to NSF International together with the appropriate fee. The owner of the business or a duly authorised employee must sign the form(s).
4. By signing and returning an application form contractors agree to be bound by the Scheme standards and operating procedures. The scheme owners reserve the right to alter the standards and operating procedures for schemes where, at their absolute discretion, they consider it necessary to do so and changes will be notified.

#### MEMBERSHIP

5. New Applicants - Applications will be renewed every October and assessments will be carried out against the standards in force at that time. Fees payable will be notified and may reflect a payment for a past year.
6. Renewal for Existing members– Renewal of Certification will be conditional upon the receipt of the appropriate fee on or before 1 October in the year prior to the season to be assured, and a signed declaration that the contractors will continue to follow the Standards and operating procedures.

#### INDEPENDENT ASSESSMENT

7. Routine surveillance assessment will be carried out annually
8. Once the application or renewal form has been accepted, arrangements will be made for an assessment visit.
9. Assessment visits will normally be by appointment with the contractor. However, NSF International reserves the right to make short notice or unannounced visits.
10. All participants agree to give employees and agents of NSF International reasonable access to their business and relevant sites to carry out the assessment visits required. Failure to do so will result in the suspension of membership. Reasonable notice will be given of any routine assessment visit.

11. Once the assessment visit has been completed, NSF International will either issue the applicant with a 'notice to remedy' for non conformances or forward the assessment report for certification.
12. Certificates may be granted to participants who have had an assessment against the appropriate NAAC Standard and have closed any non-conformances identified at the assessment  
***Non conformances may be closed by submission of documentary evidence or by revisit. Non-conformances must be closed within 3 months of an initial assessment or 28 days for any subsequent annual assessment.***
13. The contractor should inform NSF International once any non-conformance(s) has been remedied and submit documentary evidence. NSF International may then arrange for a site revisit in circumstances where product integrity may be compromised. The costs associated with these procedures, including any additional visits will be borne by the contractor, but will be kept as low as reasonably possible.
14. Assessors may refuse to carry out an assessment in the presence of a third party who they believe will, intentionally or otherwise, influence its outcome in an inappropriate manner.
15. Certificates will be issued when the contractor meets the certification requirements. Certificates are not transferable and remain the property of NSF International. Once a Certificate has been issued, a contractor may promote themselves as 'assured'.

#### **SUSPENSION/TERMINATION OF MEMBERSHIP**

16. Failure to supply satisfactory documentary evidence within 3 months of the initial assessment or 28 days of a surveillance assessment or pass a revisit where necessary will result in the contractor being suspended, and the database altered accordingly, until accepted back into the scheme by a revisit or the end of the scheme year at which time they will be deemed to have lapsed. All revisit costs will be borne by the contractor.
17. NSF International reserves the right to suspend or withdraw certification when it considers that it is necessary to do so, such as in the event of a serious food safety issue or the Scheme being brought into disrepute. The suspension will remain in force until either the contractor is accepted back into full membership (by revisit or submission of documentary evidence) or until the end of the scheme year when membership will lapse.

#### **APPEALS**

18. In the event that a contractor feels he/she has been incorrectly assessed during an assessment visit, he/she has the option to ask, within 14 days, for a re-assessment by another assessor appointed by NSF International. If the contractor's complaint is upheld, there may be no cost for this and any suspension of membership that may have been imposed will immediately be lifted. If the findings of the original assessment are corroborated, or if it is clear that the company has taken action in the interim that will materially affect the outcome of the re-assessment, the cost of the visit will be borne by the contractor. Any requests for re-assessment visits will be undertaken as soon as possible by NSF International.
19. If a contractor still feels that he/she has been incorrectly assessed following the procedure outlined in the above clause, he will have the option of having their appeal heard by a panel convened for this purpose by NSF International. A contractor may either put their own appeal to the panel or nominate someone to do so on their behalf. In the latter case the contractor will still be expected to attend the panel session. Both parties will endeavour to keep costs to a minimum. In the event that an appeal to the panel is upheld, all costs reasonably incurred by the appellant will be met by NSF International. If an appeal is turned down, any costs reasonably incurred through the operation of the panel will be borne by the contractor.

## USE OF TRADE MARK AND/OR LOGO

20. Contractors certified to the standards shall be permitted to indicate that they hold a certificate and, for that purpose only, shall be permitted to use on stationery, publicity materials, exhibition stands and signage, the Verified Seed 'Trade Mark' and/or the Assured Land-Base Contractor 'Logo' in accordance with any directions given from time to time by the Company with regard to the use of the Trade Mark and/or the Logo. Certified participants agree to observe all such directions.
21. The above consent, in so far as it applies to use of the Trade Mark, is limited to using the entire designation "Assured Contractor" and, in so far as it applies to using the Logo, is limited to using the Logo in an identical form to that used by the Company. The consent is personal to the certified participant and may not be transferred or licensed to any other person.
22. Certified participants shall not use (or authorise or license others to use) the Trade Mark and/or the Logo in any way outside the scope of the above consent and they shall not use or authorise or license others to use any name, mark, sign or device confusingly similar to the Trade Mark and/or the Logo nor file or cause to be filed any trade mark or company name registration applications containing or confusingly similar to the Trade Mark and/or the Logo. The certified participant will not oppose or cause any opposition to be filed to any trade mark applications filed by the NAAC, register the Trade Mark and/or the Logo anywhere in the world nor otherwise cause any question to be raised concerning the company's ownership of the Trade Mark and the Logo.
23. NAAC reserves the right to withdraw from any certified participant the permission granted hereunder, after giving one months' notice or upon immediate notice if the certified participant fails to observe the directions of the Company with regard to the use of the Trade Mark or the Logo or if certification is suspended or terminated for whatever reason.

## CONFIDENTIALITY

24. For the purposes of paragraphs 24, 25, 26 and 27 all references to agents of NAAC refer only to those persons appointed, employed or contracted by NAAC to provide computing and/or database services or in connection with such services as are required to maintain the database referred to in paragraph 24.  

Details of registered participants are held on a database. Where an enquirer is able to quote the name and address or name and registration number of a certified participant NAAC or its agents will confirm the member's status as follows: 'Full Member' or 'Suspended Member'. The date of the last assessment visit may also be given. Subject to paragraph 24 no other specific information will be given without the permission of the certified participant.
25. NAAC and its agents reserve the right to also release information from its database about the certification status of a member to a person (for example such as Assured Food Standards) with a legitimate interest in knowing that information if proof of certification might be in the member's interest. The member accepts that information about his lack of certification status may be revealed under the provisions of this paragraph.
26. NAAC may produce and publish statistical reports drawing upon aggregated Scheme data so that individual data cannot be traced back to individual applicants or members.
27. Membership data may be retained on the above mentioned databases and will be treated as specified above for a reasonable time after a person has ceased to be a member of NAAC or one of its land based contractors schemes.

## DISCLAIMER

28. Under no circumstances will NAAC or its employees or agents (e.g. NSF International) be liable for any losses, damage, charges, costs or expenses of whatever nature (including consequential loss) which any contractors may suffer or incur by reason of or arising directly or indirectly out of the administration by NAAC or its employees or agents or the performance of their respective obligations in connection with the standards save to the extent that such, loss, damage, charges, costs and, or, expenses arise as a result of the finally and judicially determined gross negligence or willful default of such person.
29. If any competent authority considers that any of the operating procedures are unreasonable, then the operating procedures shall be taken to be varied in such a way as shall make them reasonable but no other part of the operating procedures shall be affected.
30. These operating procedures represent the entire understanding between the contractors and NAAC and each contractor acknowledges that they have not relied upon any other statement (written or oral) in applying to be certified to the standards.