

**RETAIL GROUP GUIDANCE DOCUMENT
FOR
FROZEN/SEA FOODS RETAIL OPERATORS**

A. SCOPE:

This guidance document covers the operations of all Frozen/sea food retail outlets.

B. GENERAL RULES

- The Applicant shall have an established retail Frozen/Sea food outlet
- Already registered frozen/Sea food outlet shall not be entertained under the retail group scheme but shall be sourced from the local agent or a '**letter of no objection**' shall be obtained from the license holder of these brands.
- The Retail Operator shall sell the imported items only on retail basis and can only distribute to their own retail chain.
- The importation of products on the Federal Government of Nigeria Import prohibition list shall not be allowed.
- Grant of Approval under the Retail Group Scheme **does not** confer the right of exclusivity on importation of any of the products.
- The Global Listing of Supermarket Items Scheme, which has catered to frozen/sea food products hitherto, shall be subsumed under the Retail Group scheme.

- In the event that a product approved under this scheme gets registered by another Agent, such product shall be de-listed from the retail group scheme.

C. CATEGORIZATION OF RETAIL OPERATORS

S/N	CATEGORY	NO OF OUTLETS
1	Small	1 – 5 Outlets
2.	Medium	6 – 10 Outlets
3.	Large	>10 outlets, franchaised outlets.

D. DOCUMENTATION

An application for retail products for Frozen/Sea food products items shall be submitted to the office of the Director (R & R), National Agency for Food and Drug Administration and Control (NAFDAC) along with the following documents:

- i. Three (3) copies of the list of products (in minimum front size of 14) to be imported for the year stating the following: (see Annex 1)
 - a.Name/Description of product
 - b.Brand of product (where applicable)
 - c.Origin of product
 - d.Units/Pack size

- e. Pack type e.g. can, sachet, bottle
- f. Number of cartons (per item, per shipment)
- ii. An electronic copy of the the list of products to be imported for the year. (See Annex 1)
- iii. Completed Retail Form, “NAFDAC/RGS/Product Class/xxxx.”
- iv. Certificate of Business Incorporation in Nigeria.
- v. Introduction letter / Confirmation of membership from Retail Council of Nigeria shall be encouraged.

E. INSPECTION OF RETAIL OUTLETS.

Frozen/ Seafood food retail outlets wishing to have items to be listed shall be inspected by the NAFDAC after submission of an Application Form and evidence of payment of inspection fee.

F. Frozen Foods

1. Freezing for food preservation utilized low temperatures to prevent the multiplication of micro-organisms. For this reason, the quality of the raw materials and sanitary condition of the equipment are critical.
 2. The material should be handled and prepared as quickly as possible under the best sanitary conditions to minimize the number of bacteria present at the time of freezing.
 3. Frozen conditions must be adequately maintained during transportation of the frozen foods.
 4. Depending on the nature of the food adequate facilities shall be available for storing refrigerated or frozen foods, monitoring food temperatures, and controlling ambient temperatures and humidity to ensure the safety and suitability of food.
 5. Temperature recording devices shall be checked at regular intervals and shall be calibrated at appropriate frequency.
 6. Wholesale food store operators shall control temperature of the processes as indicated below:
 - Receiving temperature
 - Temperature of raw chill products on receiving shall be 4°C or below.
 - Temperature of frozen raw material on receiving shall be -18 °C or below
 - Storage temperature – Potentially hazardous food shall be stored:
 - at or below 4°C or at or above 60°C; and
 - frozen if they are intended to be stored frozen (at -18°C or below).
 - Refrigerators for storing perishable food should be kept at a temperature not exceeding 10°C, preferably at or below 4°C.
- d) A thermometer should be provided to each refrigerator indicating the temperature at which the food is being stored.
- e) Temperature recording devices shall be checked at regular intervals and shall be calibrated at appropriate frequency.

G. TARIFF

The appropriate payment shall be made in favour of the National Agency for Food and Drug Administration and Control (NAFDAC) as follows:

- i. A bank draft of N2,000 for collection of Retail Form
- ii. A bank draft of N10,000.00 (Plus 5% VAT) as inspection fee shall be paid per outlet.
- iii. A bank draft for the number items as Retail Group Annual Tariff after a satisfactory evaluation of the application shall be as stipulated below:

QUANTITY PER ITEM PER ANNUM	RETAIL GROUP ANNUAL TARIFF
Up to 100 units packs per item	N100,000
Up to 250 unit packs per items	N200,000
Up to 500 unit packs per items and above	N375,000

The fees (plus 5% VAT) are to be paid annually. Normal port handling charges for inspection, analysis, radiation, etc for consignments imported into the country shall be paid as prescribed by NAFDAC.

N/B: All fees are subject to review as the need arises.

H. LABELLING

LABELLING

- (1) Labelling shall be informative and legible.
- (2) Minimum requirements on the package label shall be;
 - a. Name of product-brand name or common name must appear in bold letters.
 - b. Name and Full location address of the manufacturer.
 - c. Batch number, Manufacturing Date and Best Before Date.
 - d. Average net content of frozen food item shall be declared in metric weight units.

I. TRAINING

Training of personnel shall be mandatory in the following areas.

- i. Good Hygiene Practices (GHP)
{please refer to NAFDAC Guidelines for Food Hygienic Practices}
- ii. Good Distribution Practices (GDP)
- iii. Hazard Analysis and Critical Control Points (HACCP)

- iv. Appropriate dressing/apparel as applicable
- v. First expired First out (FEFO)
- vi. Adequate training on appropriate handling of products.

J. CUSTOMER SATISFACTION AND AFTER SALES ASSISTANCE

- i. A quality management system plan that ensures continuous quality service improvement shall be in place.
- ii. Consumer complaints shall be appropriately handled and properly documented.
- iii. Bakery, bread and bread retail outlet shall provide after sales assistance to their customers through feedbacks, phone calls, e-mails.
- iv. Consumer Affairs Division, NAFDAC shall conduct regular surveys on customer satisfaction /Complaints.

K. GOOD RECORD KEEPING

The following record shall be maintained

- i. Annual training plan.
- ii. Record of staff training.
- iii. Inventory of stocks (electronic or manual)
- iv. List of about to expire products.
- v. Temperature monitoring charts of all storage areas/facilities where temperature sensitive products are stored.
- vi. Pest management program.
- vii. Cleaning records for all equipment
- viii. Records of consumer complaints.

L. COLLABORATION AMONGST RETAIL OPERATORS

- i. Sectoral membership shall be encouraged for self regulation/self auditing.
- ii. The Retail Council shall encourage pairing up of smaller entities so as to fully utilize the advantages of the synergy of their individual strength.
- iii. Retail Council of Nigeria shall put in place incentives to encourage smaller retailers that are not in the organized retail market to join the Council.

M. VIOLATIONS AND SANCTIONS

A retail operator/ person who contravene any provision of this requirement is guilty of an offence and liable to but not limited to the following:-

- i. Suspension of the operators status
- ii. Investigative charges
- iii. Revocation of license/ permit
- iv. Prosecution

