

**RETAIL GROUP GUIDANCE DOCUMENT
FOR
SUPER MARKET/GLOCERY**

A. SCOPE:

This guidance document covers the operations of all Super market/Glocery retail outlets..

B. GENERAL RULES

- The Applicant shall have an established retail Super market/Glocery outlet.
- Already registered Super market/glocery products 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 Super market/glocery 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

Retail Super market/glocery products business shall be categorized as follows:

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 Super market/glocery 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.

Bakery, bread and bread products 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. SUPER MARKET/GLOCERY

1. Location and Premises

- a) Location shall be away from rubbish, waste water, toilet facilities, open drains and animals.
- b) Rubbish bin with cover shall be provided.
- c) Working area as well as the outside premises should be free from spilled powders or liquids, trash etc which may attract or harbour pests, rodents or micro-organisms.
- d) Conveyor systems should be free from evidence of insect activity.
- e) Cleaning agents / Insecticides / disinfectants should be labelled properly stored separately, away from food storing / handling areas.
- f) Containers used to hold cleaning chemicals and other dangerous substances shall be identified and stored separately to prevent malicious or accidental contamination of food.

2. Air Quality and Ventilation

- a) Adequate means of natural or mechanical ventilation shall be in place.
- b) Ventilation systems shall ensure that air does not flow from contaminated areas to clean areas and, where necessary, they can be adequately maintained and cleaned.
- c) The exhaust system should be installed with a metal hood properly connected to an air-duct fitted with an extraction fan of sufficient capacity.
- d) Fresh air supply system fitted with propulsion fans with adequate capacity should be installed.

3. Lighting

- a) Adequate natural and / or artificial lighting shall be provided in premises.
- b) Where necessary, lighting should not be such that the resulting colour is misleading. The intensity shall be suitable for the purpose.

- c) All lighting and light fixtures should be designed to avoid accumulation of dirt and be easily cleaned.
- d) Lighting fixtures shall be protected with shatter-proof covers to prevent broken glass from falling onto the food in the event of a breakage.

4. Pest Control

- a) Regular inspection shall be conducted atleast once in a fortnight for early detection of pest and to apprehend pest situations at the premises.
- b) Screens should be put on the open windows and doors.
- c) Insect electrocuting device (IED) should be provided at the premises for elimination of insects.
- d) IED is placed at least 1.5 m away from any food handling area.
- e) Low wall mounted type IED are used in the food establishment.
- f) Air screens (curtains) should be provided between clean and unclean areas.
- g) Threshold clearance of doors should be lowered to not more than 6mm with metal kicking plates or rubber sheets.
- h) In case of pest infestation, only permitted insecticides within permissible limits should be used avoiding food contamination.
- i) Any food that has been contaminated by pest control chemicals should be disposed off safely so that it would not be dispatched by any one accidentally.
- j) All food products should be kept covered while applying rodenticides and insecticides.
- k) Remains of pests/insects should be removed promptly.
- l) Disused articles or equipment shall not be stored in food premises
- m) Regular inspection shall be conducted atleast once in a fortnight for early detection of pest and to apprehend pest situations at the premises.

- q) Storage shall not be done in containers of copper, cadmium, lead, non food grade plastic and other toxic materials.
- r) Adequate number of racks shall be provided for storage of articles of food, with clear identity of each commodity. Proper compartment for each class shall also be provided wherever possible.
- s) Adequate facilities for the storage of food, ingredients and non-food chemicals (e.g. cleaning materials, lubricants, fuels) shall be provided.
- t) Food and related products, and other hazardous materials like cleaning materials, pest chemicals shall be segregated and stored separately.

5. Food Dispatch and Distribution

- a) All packaged food products shall carry a label and requisite so as to ensure that adequate and accessible information is available to the next person in the food chain to enable them to handle, store, process, prepare and display the food products safely and correctly and that the lot or batch can be easily traced and recalled if necessary.
- b) FIFO (First In First Out) and First Expire First Out stock rotation system should be applied to release the food products from the store.
- c) Expired material should be discarded and not enter into the dispatching process.

6. Transportation Facilities

- a) The vehicles used to transport foods must be maintained in good repair and kept clean.
- b) Foods while in transport in packaged form or in containers shall maintain the required temperature. Conveyances and containers for transporting food shall be kept in an appropriate state of cleanliness, repair and condition.
- c) For bulk transport, containers and conveyances shall be designated and marked for food use only and be used only for that purpose.
- d) Conveyances and containers for transporting food shall be kept in an appropriate state of cleanliness, repair and condition.
- e) For bulk transport, containers and conveyances shall be designated and marked for food use only and be used only for that purpose.
- f) The vehicle used for transport shall not carry animals, toxic substances or contaminating materials along with the prepared food.
- g) Food shall be adequately protected during transport.
- h) Conveyances and bulk containers shall be designed and constructed so that they:
 - do not contaminate foods or packaging;
 - can be effectively cleaned and, where necessary, disinfected;
 - provide effective protection from contamination, including dust and fumes;
 - can effectively maintain when needed the temperature, humidity, atmosphere and other conditions necessary to protect food from harmful or undesirable microbial growth and deterioration likely to render it unsuitable for consumption; and;
 - allow any necessary temperature, humidity and other conditions to be checked.

7. Waste Disposal

- a) Proper care shall be taken while disposing plastic /metal / glass materials, bags, containers and others which are not environment friendly.
- b) Containers for waste, by-products and inedible or dangerous substances, shall be specifically identifiable, suitably constructed and, where appropriate, made of impervious material.

- c) Containers used to hold dangerous substances shall be identified and, where appropriate, be kept under lock and key.
- d) Waste storage shall be located such that it does not contaminate the food storage areas, the environment inside and outside the establishment.
- e) Waste shall be kept in covered containers and shall not be allowed to accumulate in food handling, food storage, and other working areas.
- f) Periodic disposal of the refuse / waste be made compulsory. No waste shall be kept open inside the premise and shall not be discharged outside the premise, on the road or drainage system.

8. Maintenance of Records

- a) Every wholesale dealer in butter, ghee, vanaspati, edible oils, Solvent extracted oil, de oiled meal, edible flour and any other fats shall maintain a register showing the quantity of received or sold, as applicable and the destination of each consignment of the substances received at and sent out from his place of business, and shall present such register/record for inspection whenever required to do so by the licensing authority.
- b) Wholesale food store operators should maintain records for control of temperature at receiving, storage and dispatch of material.
- c) Records shall be maintained for the regular checking and calibration of temperature recording devices at appropriate frequency.
- d) Records of pesticides / insecticides used along with dates and frequency shall be maintained.
- e) Appropriate records of receiving, storage, distribution, cleaning and sanitation, pest control and product recall shall be kept and retained for a period of one year or the shelf-life of the product, whichever is more.

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
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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. Super market/glocery 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