

18 April 2005

Green Tick Certification Ltd
Level 4, Gilmore Brown Building, 30-34 Rathbone Street
Whangarei

Our ref: 51/22132//Peer Review of
Ecostore Certification Report.doc

Attn: Susan Harris

Dear Susan

Ecostore Certification Report Peer Review

Green Tick Certification Limited has undertaken an assessment of Ecostore operations for certification purposes. GHD has reviewed the Ecostore Certification Report (April 2005) for:

- » Ecostore Corporate;
- » Ecostore Retail;
- » Ecostore Manufacturing; and
- » C&R Packers.

The GHD review has also involved review of the completed Certifier's Checklists.

The aim of this report was to confirm that the assessment undertaken by Green Tick Certification Limited was objective and verifiable, and that assessment methods used were transparent and sufficiently complete to confirm that Ecostore complies with Green Tick's Certification Criteria.

In carrying out this peer review, GHD has not visited Ecostore operations and has not performed a direct auditing role. GHD's role has been limited to peer review of the audit report. GHD has not reviewed primary data or supporting evidence. The following peer review report therefore does not comment on the extent or quality of Ecostore operations, record-keeping or management systems.

1 Review of Certifier's Checklists

The Green Tick reviewer, Susan Harris, has completed documented assessment findings in the form of a series of checklists (Certifier's Checklists). The checklists were generally completed in a logical and easily understood manner. The following comments are made in relation to the checklists:

- » The checklist for C&R Packers was not witnessed, and no date or witness name was included for the checklists that included a witness signature – GHD understands that this will be dealt with as a minor corrective action;
- » The requirements for achievement of KPI 2.5 – Chemical Use appears to be less stringent than other requirements – GHD understands that this KPI will be reviewed;

The following tables provide an assessment (peer review) of whether the checklists and responses recorded are sufficient to verify the Green Tick key performance indicator. Where the method used to check conformance with the KPI is seen as being acceptable, and the type of information collected by the auditor appears to be appropriate, conformance with the KPI has been accepted by the peer reviewer.



Table 1 Review of Checklists: Safety Standards

KEY PERFORMANCE INDICATOR	PURPOSE	GREEN TICK CRITERIA	Verified by checklist?			
			Ecostore Corporate	Ecostore Retail	Ecostore Manufacturing (Ecotech)	C&R Packers
1.1 Safety Accident Record	Minimise on-site incidents	No major harm accidents, incidents, injuries recorded in past 12 months.	Yes	Yes	Yes	Yes
1.2 Safety Staff Health and Safety	Protect staff health and safety	No substantiated staff complaints about working conditions in past 12 months.	Yes	Yes	Yes ¹	Yes
1.3 Safety Supplier Health and Safety	Protect supplier health and safety	No substantiated supplier issues with on-site working conditions in past 12 months.	Yes	Yes	Yes	Yes
1.4 Safety Customer Health and Safety	Protect customer health and safety	No substantiated customer complaints about health or safety issues (including product quality) in past 12 months.	Yes	Yes	Yes	Yes
1.5 Safety Management System	Health and Safety Management System (H&S)	OSH-compliant health and safety management system in place.	Yes	Yes	Yes	Yes
1.6 Safety Minimising Risk	Monitoring risk areas and minimising risk	Annual reviews of potential risk areas and mitigation taken.	Yes	Yes	Yes	Yes
1.7 Safety Performance Records	Performance monitoring	Less than five minor non-conformances per 100 workers to H&S management system reported in past 12 months.	Yes	Yes	Yes	Yes
1.8 Safety Legal Compliance	Legal compliance and enforcement	i) 100% compliance with all legal requirements;	i) Yes	i) Yes	i) Yes	i) Yes
		ii) No successful enforcement actions by government health and safety agencies in past 12 months.	ii) Yes	ii) Yes	ii) Yes (Nil return)	ii) Yes

Note 1 The checklist stated only that records were available to the verifier; however the verification explains that there were no complaints.



Table 2 Review of Checklists: Sustainability Standards

KEY PERFORMANCE INDICATOR	PURPOSE	GREEN TICK CRITERIA	Verified by checklist?			
			Ecostore Corporate	Ecostore Retail	Ecostore Manufacturing (Ecotech)	C&R Packers
2.1 Environmental Product Origin	Identify product origin	All product content identified by country of origin.	N/A	N/A	Yes	Yes
2.2 Environmental Product Quality	High product quality	Product meets all quality standards of industry or government food authority.	N/A	Yes	Yes	Yes
2.3 Environmental Product Labeling	Accurate product labeling	Labeling meets required legal standards.	N/A	Yes ³	Yes ³	Yes ³
2.4 Environmental Resource Use	Maximise resource use efficiency	i) Programme in place to maximise resource use efficiency with defined performance targets;	i) Yes	Checklist stated that this was Not Applicable	i) Yes	i) Yes
		ii) Resources used at lowest practical for site/s with current technology per sales unit;	ii) See Note 2		ii) See Note 2	ii) See Note 2
		iii) Programme in place to identify and use recycled materials where appropriate;	iii) Yes		iii) Yes	iii) Yes
		iv) Where resource use is extractive, relevant industry or government sustainability standards met.	iv) Not applicable		iv) Not applicable	iv) Not applicable
2.5 Environmental Chemical Use	Minimise chemical use	Chemical residues comply with industry or government standard.	N/A	N/A	Yes	Yes
2.6 Environmental Energy Use	Minimise energy use	i) Programme in place to minimise energy use with defined performance targets;	i) Yes	i) Yes	i) Yes	i) Yes
		ii) Energy resources used at lowest practical for site/s with current technology per sales unit.	ii) See Note 2	ii) See Note 2	ii) See Note 2	ii) See Note 2
2.7 Environmental Nuisance Effects	Minimise adverse effects on neighbours, eg. noise, dust, spray drift	No substantiated complaints from neighbours about nuisances in past 12 months.	Yes	Yes	Yes	Yes



KEY PERFORMANCE INDICATOR	PURPOSE	GREEN TICK CRITERIA	Verified by checklist?			
			Ecostore Corporate	Ecostore Retail	Ecostore Manufacturing (Ecotech)	C&R Packers
2.8 Environmental Contaminant Discharges	Minimise contaminant discharges to air, land, freshwaters and sea	i) Programme in place to minimise contaminant discharges with defined performance targets;	i) N/A	i) N/A	i) Yes	i) Yes
		ii) Contaminant discharges at lowest practical for site/s with current technology per sales unit.	ii) N/A	ii) N/A	ii) See Note 2	ii) See Note 2
2.9 Environmental Waste Management	Waste minimisation, dispose of wastes correctly	i) Waste minimization and recycling programme in place with defined performance targets;	i) Yes	i) Yes	i) Yes	i) Yes
		ii) Wastes reduced, re-used, recycled, or properly disposed of to authorised facilities.	ii) Yes	ii) Yes	ii) Yes	ii) Yes
2.10 Environmental Management System	Environmental Management System (EMS)	Environmental management programme in place with defined performance targets consistent with industry or government standards.	Yes	Yes	Yes	Yes
2.11 Environmental Management Performance	Performance monitoring	Less than five minor non-conformances per 100 workers with EMS reported in past 12 months.	Yes	Yes	Yes	Yes
2.12 Environmental Legal Compliance	Legal compliance and enforcement	i) 100% legal compliance with any environmental consents and applicable plan rules;	i) N/A	i) N/A	i) Yes	i) Yes
		ii) No successful enforcement actions by government environmental agencies in past 12 months.	ii) N/A	ii) N/A	ii) Yes	ii) Yes

Notes:

- Checklists involved an assessment of resource, energy or chemical use. The assessment did not however provide detailed benchmarking to verify that best practice is currently being achieved. This is not an indication that the company is not reaching this KPI. Site inspections and knowledge of best practice in the relevant areas have been used to assess compliance with this KPI. The nature of the assessment for this KPI does not make independent peer review possible.



3. There were some potential discrepancies between product labels and the results of product testing, but the product testing laboratory did not indicate that the discrepancies were likely to affect efficacy of the product. Outstanding comments from product testing not previously dealt with by issuing of corrective actions include:
- Spray Cleaner: Limonene appears to be higher than indicated on the product label;
 - Wool Wash: Citric Acid appears to be lower than specified, the levels of alpha olefin sulphonate, alkyl glycoside and Laureth-2 have not been verified, although testing results were consistent with their presence
 - Auto Dishwash: the presence of sodium percarbonate and TAED were not confirmed but are likely to be present, the presence of a fatty acid non-ionic surfactant was not confirmed (and it appeared that the only non-ionic surfactant was based on an alcohol, not an acid), some tridecane appears to be present as an impurity, and results indicated that bleaches (in the form of percarbonates) and EDTA may be present.

2 Conclusion

Peer review of the audit process and checklists did not indicate any significant deficiencies in the audit plan or protocol used. There are opportunities for further improvements in certification processes, for example in benchmarking best practice for resource and energy usage, and verifying that chemical use is minimised.

The assessment report and supporting information (checklists) generally cite objective and verifiable evidence that Green Tick's Certification Criteria have been met.

Yours faithfully
GHD Limited

A handwritten signature in blue ink, appearing to read 'Chris Salmon', written over a light blue horizontal line.

Chris Salmon

Environment Group Manager, NZ