

General

Only members of the cooperative may buy or sell through our cooperative marketplace. Only residents of the Northern Rivers Region of NSW are eligible for membership.

Acting as the agent of producer members, the Co-op posts on the internet, provides a printed list, and publicises the products its producer members have for sale within its marketplace of members. We receive orders, provide a way for products to be delivered between members of the cooperative, collect payment from the customers and forward the payments to the producers.

Acting as the agent for customer members, we provide them a catalog of available local food products that includes information about how and where the product was grown or processed. We receive their orders and notify the appropriate producers, arrange for the food to be delivered, receive and process their payments. For both producer and customer members, we provide a basic screening of products and producers based on our published parameters.

The essential business of the cooperative is to provide a marketplace where willing Northern Rivers Region buyers and sellers who are members of the cooperative can meet. At no time does the cooperative ever have title to any of the products. We have no inventory. The products that go through our distribution system are owned either by the producer, or by the customer who purchases "title" to the product from the producer.

Application for Producer Member Status

Requirements for submitting an application for Producer Member Status are set out in clause 4.02 of the EcoMart Policy and Procedure Manual.

The online Producer Application form is located at http://nrr.ecomart.net.au/shop/members/producer_form.php (See appendix 'A' for copy)

Producer members are responsible for reading and complying with the operating policies and procedures of the cooperative. Producer members are welcome to make suggestions to make these procedures more efficient and understandable.

Producer Rights

Producer-rights in the coop are based on your membership of the Co-op. You cannot sell your Producer rights to someone else.

You can sell your business, but because you can't sell your membership, you can't sell your producer-rights in the Co-op to a third party. The new owner of your business can apply to join the Co-op, apply to become a new producer, and go through the orientation and approval process and then -- and only then -- can they sell through the Co-op. They will conduct their Co-op business at a new producer page that will be activated when they are approved by the Board. They can have the same products that you did, but they have to re-enter them so that they have new product codes. In the meantime, if you notify us that you have sold your business to someone else as of a certain date, on that date we will unlist your producer page and products from our website. The new producer cannot continue to operate your existing web page and products while they go through the approval process.

Products that may be sold through the Cooperative.

Producers may only sell Northern Rivers grown or made products they themselves have grown, made or processed. Nobody can buy wholesale from someone else and then retail through our service, unless they are buying ingredients for processed foods. If ingredients are bought, value must be added to the product by the producer, simply repackaging the ingredients is not adding value. For example, you can sell tomatoes that you grow, but not tomatoes that you buy from somebody else to sell. You can, however, buy tomatoes from someone and make salsa and sell that through our cooperative. You can't buy an animal from someone else, and then have it butchered and sold through the coop as though it was your own product. You can buy flour or cornmeal and make bread or tortillas to sell, but you can't buy bread from someone else and sell it through the cooperative.

An exception may be for products, food or non-food, that are not grown or manufactured in the region and are procured by the co-op for distribution in the region. Some examples are, toilet paper, detergents, cooking oils etc and also staple food items not grown in or adjacent to the region. The aim here is to provide a full

range of grocery items normally found in supermarkets.

No Concentrated Animal Feeding Operations (CAFO's) GMO foods or products may be sold through the cooperative. No meat, poultry or egg products from Confined Animal Feeding Operations may be sold through the cooperative, nor may they be used as ingredients in processed foods. Animals may not be treated with bovine growth hormone nor may routine antibiotics be used in feeds. Our assumption is that some supermarket meats originate in CAFO's so meat, poultry, or egg products used as ingredients in processed or prepared foods should be bought directly from Northern Rivers farmers or Northern Rivers aggregators. They do not have to be bought from Co-op members, although some members may find this as an added benefit of your product.

Meats to be sold through the cooperative and delivered via our transportation system must be processed in a state licensed and inspected plant.

Standards for processed or prepared foods.

Processed and prepared foods that are offered for sale shall be submitted with a complete list of ingredients. Ingredients that originate in Northern Rivers shall be noted. The producer should estimate the Northern Rivers content of the product. The list of ingredients must be included in the product description displayed at the coop's website.

Producers shall not include CAFO meats, poultry, or eggs or derivatives from them as ingredients in their processed products..

Genetically modified animals, plants, seeds, grains, or fruits shall not knowingly be used as ingredients.

Customer members of the Northern Rivers Food Co-op are interested in local foods produced with sustainable practices that show good stewardship of the environment. Consequently, they have a preference for organically or naturally produced foods that originate in the Northern Rivers and will be much more likely to buy these foods, which they regard as superior to the foods offered by supermarkets

All products from new producer members must be reviewed by the Compliance and Standards Committee to ensure that they are eligible for sale through the cooperative. To review your product(s), this information is required:

A statement regarding the geographic location in the Northern Rivers of the origin of your products and that you are the grower or producer. In the statement, the producer must give the exact location(s) where the crop(s) was or were grown, animals were raised, or processed product was prepared.

A statement regarding your production practices, which explains whether you use herbicides, pesticides, or chemical fertilizers in producing the product. No animal products or byproducts may be used in animal feeds of meats sold through the cooperative. If your product is certified organic, include a copy of the organic certification.

For processed products, a list of ingredients, note any of Northern Rivers origin and estimate the Northern Rivers content of the product, and a statement regarding the processing practices. Also include the location of the kitchen or processing facility for each product. A current copy of the license for that kitchen must be on file with the cooperative.

Producer members must comply with any relevant health codes or agricultural laws regarding direct sales of farm and food products to the public. A copy of any licenses or certificates required for your business must be on file with the cooperative.

The information regarding new products from new producers must be sent by email to standards@nrr.ecomart.net.au If you do not have email, they should be mailed to the Standards committee at 292 Gordon Road, Koonorigan, 2480.

Standards for sale of non-food items.

Producers may sell only non-food products that they have made within the Northern Rivers region.

Producers cannot purchase finished products (wholesale or retail) and sell those products through our service.

PRODUCER - POLICY AND PROCEDURE MANUAL

A producer may purchase a variety of raw materials and components, however significant value must be added. Repackaging purchased materials and components does not constitute adding value.

Producers are encouraged to avoid animal products from Confined Animal Feeding Operations (CAFO's) whenever possible and to include in the description of an item whether it is CAFO-free.

Non-food items that can be sold through the co-op include useful and aesthetic items for the home, garden, or business, such as clothing, health and body care items, written materials, scented products, decorations, pet products, art, jewellery, photography, music and media. Business or personal services may not be offered through the coop except for classes/seminars.

We encourage non-food producers to use materials originating in Northern Rivers wherever possible.

For non-food items weighing more than 10 kg, or that are larger than 1 cubic metre, the producer must arrange delivery with buyer, and the product description must include the method of delivery.

Producers are responsible for their own packaging. Any fragile items sold must be packaged in a manner that protects the item. All non-food items must be packaged so that they do not damage, scent, or affect other products, and are protected from damage, including but not limited to moisture. The Co-op may reject any improperly packaged items at check-in. The limit of the liability of the Co-op for items damaged during delivery is \$100.

- Producers may not sell items that are illegal or that advocate illegal activity, nor may they mention illegal or advocate illegal activity in their listings.
- Non-food producers must guarantee the quality and workmanship of their products for a period of at least 30 days.
- All work must adhere to content that can be viewed and is acceptable for all age levels.
- All applicable copyrights remain with producer. Since the Coop never holds title to any product sold through our system, the Northern Rivers Food Cooperative is not responsible for any copyright infringement issues with concern to your work.
- All materials used in the production and finish of your work that could cause an allergic reaction or other harm must be disclosed.
- Here are some examples:
- All metals used in jewellery design.
- All solder types used in stained glass.
- Any potentially harmful chemical used in the processing of your work that has the potential to leave a residual effect behind.
- All botanicals and fragrances used in products.

Please adhere to the following:

- Anything that is washable should come delivered with washing instructions.
- For any item that is stuffed, disclose material used.
- Recycled items incorporated in designs must be disclosed.
- Specify the appropriate age range for children's items.
- Non-food producers warrant that their products meet all legal and regulatory standards. All bath, body and health products must adhere to legislated standards. Products must adhere to the Federal and State Acts.
- Classes must be facilitated and organised by the Co-op producer but may involve presentations by others selected by the producer. Classes must be taught in the state of Northern Rivers. The class syllabus must be described in listing. Any supplies that the student needs to purchase must be clearly written in listing. Time and dates must be listed. The class listing should mention any age-appropriate conditions. The co-op is not responsible for missed or cancelled classes. If class is cancelled all fees must be returned to buyer.

This standards list may be revised at any time and notice will be emailed to producers.

A producer is required to keep contact information updated. This includes, telephone number, email address and physical address.

All coop products are subject to regular review by the Standards Committee, and the Standards Committee may remove a product from the coop's public listing if it does not comply with these standards. Decisions of the Standards Committee may be appealed via the Coop's arbitration system.

The Northern Rivers Food Co-op Ltd's general producer procedures also apply to non-food producers.

Submitting an application to be a non-food producer indicates acceptance of the Coop's Terms of Service.

Authorised coop producers who are presently selling non-food items do not have to go through the application process again, but their products must comply immediately with these standards.

Any proposed items derived from the wild must be approved on a case by case basis by the standards committee.

Procedure for listing products on the price/product list.

Please note: *Products can be sold as individual items, or packaged into lots of a convenient weight or number, so as to allow consumers to buy the desired quantity by ordering a certain number of packages.*

A system where goods are sold by the kg (random weights) presents difficulties in the consumer not knowing what quantity they are buying, and payment only being calculated when the producer enters weights into the system just prior to delivery. Initially to simplify the operation of the Co-op, random weights will not be an option, but may be introduced at a later date. Procedures for random weights are included as additional points below

To offer your product for sale through the Co-op, you need to tell the customer everything he or she needs to know in order to make an informed decision about your product.

When you enter products on-line, you will be prompted for the relevant information.

Name of the product: Basic description of the product. If the approximate size, weight or contents are not clear from the name of the product, list those details here. If it is a processed item, include a list of the ingredients and estimate the Northern Rivers content of the ingredients.

Category or subcategory that it should be listed under. If we do not have an existing category and/or subcategory, please give us some guidance on how the product would be categorised.

Several items in package: If it is a package of several items, the approximate (or exact, whichever the case may be) number of items in the package should be listed.

The price: The pricing unit (e.g. whatever comes after the "per" in \$ per ____), and the ordering unit (when the customer orders, they will order number of ____). Kg is not an option – the units could be: per 5kg bag, per 250g bunch, per pumpkin, per dozen, per 500g pack etc. So in these examples the customer orders a certain number of bags, bunches, whole pumpkins, dozens, or packs. If they want 2kg chicken breasts they order 4 x "500g packs". Goods fall into four categories:

Exact weight: Goods that can be weighed accurately, and you are selling a defined weight.

Example 1: You are selling a 5 kilo bag of wheat for \$10.00. The price is \$10.00. The pricing unit is "5 kilo bag" (because you are selling at \$10.00 per 5 kilo bag). The ordering unit is also "5 kilo bag" because the customer orders by the number of 5 kilo bags that they wish to buy. Notice in this example that even though the flour ends up costing \$2 per kilo, you would not list as \$2 per kilo because you are only selling 5 kilo bags that cost \$10. You need to find out the smallest bag size customers want, and sell multiples of this.

Example 2: if you were selling nuts in 250 g bags and a customer wanted 1kg, they would order 4 bags. Once you have the invoice you could supply this customer with a 1kg bag if it suited you.

Minimum weight: Items not having a defined weight or where it is more convenient for you to supply a minimum weight. If you are selling 1kg bags of potatoes, it may be quicker to fill a bag until it weighs over 1kg than to find the right sized potato to make it exactly 1kg. If you are selling meat, the weight of each piece

varies.

Example 3: You are selling tomatoes at \$3.00 per (minimum) "1kg bag". If the customer orders 3 kilos, you have decided that you will always provide a minimum of 3 kilos but will not charge for exact weight but instead charge for the weight ordered. So if the customer orders 3 x 1kg bags and you end up giving them 3.2 kilos, you still only charge \$9.00. In this case, the price is \$3.00. The pricing unit is "1kg bag" and the ordering unit is "1kg bag". Indicate the weight is "minimum" in the product description. You may have to take the extra weight of some bags into account when you decide on the price.

Example 4: You are selling packs of 2 chicken breasts, the pack varies in weight from 500g to 700g. However, you always charge the same price per pack (eg. \$6.00). In this case, price is \$6.00, the pricing unit is "500g pack", and the ordering unit is "500g pack". Indicate the weight is "minimum" in the product description, and you may have to charge extra to cover the customers that get 700g. Alternatively your unit could be "pack of 2", see multiples below.

Individual items: Goods that would normally not be packaged, and are sold individually. Whole pumpkins, melons cabbages and cauliflower, bunches of celery.

Example 5: pumpkins. The unit is a "pumpkin". You should give an estimate of the minimum weight or weight range in your product description. If your crop has a wide range of sizes, customers may prefer to buy large (2.1 to 4 kg) medium (1.6 to 2.0kg) or small (0.7 to 1.0kg) pumpkins – split them up into three different listings.

Example 6: Celery comes in bunches of different weights, so you need to specify a minimum weight eg 500g in your description. Some customers may get a 600g bunch for the specified price, so you need to take this into account when you decide on the price. The unit would be a "bunch"; "minimum weight 500g" would be in the product description.

Multiples: Eggs and goods normally sold in multiples can be sold per "dozen" or "half dozen". Other goods can be sold per "bag of 10" or per "package of 50". Meat eg chicken breasts, or steak can be sold in a "pack of 2" etc. With a minimum weight specified in the product description.

If the product is certified organic, rural natural, urban natural or conventional.

The storage of the producer (frozen, refrigerated, non-refrigerated, or eggs).

In general, you should use descriptive terms (though not too long) for the ordering and pricing units. Some standard terms are in the examples above, but in many cases it will be worthwhile to be even more descriptive. For instance, if you are selling T-bone steaks 1 to a package at \$5 each, then instead of package you could put "steak" as the ordering unit. In this case the pricing unit would be "pack".

Any product that the customer orders by the item can also get descriptive pricing and ordering units. For instance, if you are selling by the individual tomato, ear of corn, squash, jar or jelly, etc. then you could list "tomato", "ear", "squash", or "jar" as the ordering unit. The pricing units could also be listed as "tomato", "ear", "squash" or "jar", or you could just use the generic "each" in the pricing unit.

It may be helpful when you choose these units to think of the way this information will appear on your product listing and on invoices. Your ordering unit will be displayed on your product/price list as follows "Order number of _____s." So if you choose "steak" as your pricing unit, your listing will say "Order number of steaks". On the customer invoice, the ordering unit will show up under the quantity heading with the number ordered and the ordering unit (e.g., 1 steak, or 2 steaks). For pricing unit, the unit you choose will show up on the product list and on the invoice as price/pricing unit. So for the T-bone above this would be \$5/steak because "steak" was the pricing unit.

If the product is one that is being sold in advance but will not actually be delivered until a future order cycle, let us know the date that it will be delivered. This must be the date of an existing co-op delivery. If you are not sure about the future delivery date, please contact us to discuss this. If this is an item where you will be setting up more than one payment, you will need to contact us to discuss this. Also, contact us if the item will be delivered directly to the customer by you and not through the co-op so that we can help you work out the details of listing the item. Contact us at producer@nrr.ecomart.net.au

The sales description of the product, and the production practices and location for the product.

Producers are responsible for entering this information for their products.

When this information is entered into our database, the product is assigned a unique ID number. Please keep track of the product ID numbers for your products. Any time you need to change that product, you need the specific product ID number for that product. You can access any of your listed or unlisted products from

the price lists at www.nrr.ecomart.net.au/members/. If you are logging in to our system and updating/adding new products, you will be able to see product numbers for products that were on older price lists.

If you are no longer selling a product, please do not delete it from the database. Instead, simply mark the product so it will not be displayed.

Our system has an inventory feature. If you will only have 10 units for sale, you can set the inventory control at 10. Once 10 items have been sold, no more orders will be taken for that product. If a customer changes their mind, and deletes their order for that product, the system will reset to allow the unsold product to be sold.

Also, we need to know if the item has a random weight - the customer will not know the price until you provide a weight for it after the item is ordered.

Example 7: You are selling a bag of ground beef. The bag weights range between .75 and 1.25 kilos and you sell the meat at \$4 per kilo. The price depends on the weight but you want the customer orders the number of bags, not the number of kilos because you do not package it in exactly 1 kilo bags. In this case, your price would be \$4, your pricing unit would be "kilo", and your ordering unit would be "bag". This is a random weight product because the price cannot be pre-determined by the customer. It can only be determined after you (the producer) enter the weight.

Example 8: You are selling tomatoes at \$3.00 per kilo. The customer can order by the kilo. If the customer orders 3 kilos, you have decided that you will always provide a minimum of 3 kilos but will not charge for exact weight but instead charge for the weight ordered. So if the customer orders 3 kilos and you end up giving them 3.1 kilos, you still only charge \$9.00. In this case, the price is \$3.00. The pricing unit is "kilo" and the ordering unit is "kilo". This is not a random weight product because the customer can determine what the price will be in advance.

Modifying this example slightly, if you did decide that you want to charge for exact weight (e.g. charge \$9.30 for the 3.1 kilo bag) then all of the other information would be the same, but now this would be a random weight product because when the customer orders 3 kilos, he/she has no way of determining the final price which depends upon your weighing the item).

If it is a random weight product (the price depends on the weight), we need to know the approximate range of weights. Example: roast, sold by a package of one roast, price is \$8/kg, the roasts weigh between 2 and 4 kilos. If it is a variable weight product which is sold for a single standard price rather than a price based on a random weight, you should have listed the range of weights in the basic description so the customers know what they are getting. The customer needs this information to know how much to order.

If you want to change an item from having a standard price to being a random weight item, create a new product for the random weight version of the product. If you want to change an item from being a random weight to being a standard weight/price, create a new product and select "do not display" for the original product. This is very important. If you change a standard weight item to a random weight, it will make that change on every invoice in the database history.

The Fortnightly Delivery Day.

Delivery Day is always be on the first Tuesday of every Fortnightly cycle. Any exceptions to this will be published in advance to the Co-op's membership.

The order window always opens on two days after delivery day at 8 am, and closes on the Sunday before delivery day at midnight.

You can view the on-going progress of your orders by logging into the Co-op's membership site (www.nrr.nrr.ecomart.net.au/members) but customers may change their orders (add or delete items, change quantities, etc.) until the close of the order desk. Do not consider your orders as "final" until you receive an email, fax, or phone call from us that the orders are final. If you print your orders early, you may lose business. (This has already happened to some producers, so don't leave money on the table and disappoint your potential customers by jumping the gun on printing your orders.) At the close of order week, the Co-op will notify you that your orders are ready for downloading or printing. Generally this is early the next morning.

When you check your orders at the close of a fortnightly order cycle, there will be links for your orders sorted by PRODUCT, CUSTOMER, and by STORAGE/CUSTOMER. You will only see your orders.

If you run out of inventory on a particular product, notify the customer immediately (email is fine) so that the customer can choose a substitution from another producer if you don't have a substitute to suggest. If

customers have ordered products that are out of stock, there are several ways to handle the situation. (A) "first come, first serve", in which case, look at the SORT BY PRODUCT list because the orders are listed there in the order in which we received them. (B) You could contact the customer and offer a substitution, the customer contact info will be on your list of orders. If you have a limited quantity of an item, use the INVENTORY feature to limit sales to your actual inventory.

If your customer accepts a substitution, send an email to producer@nrr.ecomart.net.au with the details of the substitution. We need to know the customer's name, the product originally ordered (its product ID number), and the product you are substituting (its product ID number). Please state that the customer has accepted the substitution.

Please be prompt in completing these invoices, especially if you have an out of stock situation. If you do not have the product, other producers may have it available. Customers expect to be notified if you are out of a product or can't deliver it, and you will preserve your customer relationship with them if you are prompt in telling them that you are out of an item so that they can order a substitute from either you or somebody else. Some customers are ordering most of their family's food from the Co-op, and if an item is not delivered, and they are not able to order a substitute, then that creates a problem for them. Don't alienate customers by waiting until the last minute to discover that you are out of a product.

Once you have and marked any items out of stock, and updated each item (you can only update one item at a time), review the overall invoice. All your changes should be saved and all item prices should now be correct. If all the information is there, you should have a total dollar amount at the bottom of your invoice that reflects the amount that you will receive from the Co-op for this order, less the Co-op's 10% commission. If this total (or any of the individual prices of items) is incorrect, please contact us right way at producer@nrr.ecomart.net.au . In the subject line of your e-mail, put "Invoice Error" and your producer name. This needs to be resolved prior to delivery day because prices listed on this invoice also feed into the individual customer invoices. Therefore, if the prices we have for your products are wrong, we will not collect the correct amount from customers. Our ability to pay you the right amount is dependent upon our ability to collect the right amounts from the customer members.

While the order is open, you can lower prices on products, but you cannot raise prices. You can also add new products during the order period.

If you make a change to any product, it will not appear in the public list until the Co-op refreshes the product list. Email producer@nrr.ecomart.net.au to have this done promptly.

All questions about customer orders should go directly to the customer. Customer contact information is on your order page that is sorted by CUSTOMER.

CHECK YOUR EMAIL several times during Order and Delivery weeks, in case there are any Delivery Day issues that need to be addressed.

Additional points for random weights:

If customers have ordered products from you that have random weights necessary for determining product prices, you will see that information on your invoice. When you have that customer's information, enter it in the appropriate box and press the UPDATE button next to that entry. You can update either at the PRODUCT sort page or the CUSTOMER sort page. Both pages update the master database. This information is due no later than 12 NOON on the MONDAY before Delivery Day.

Each time you add info for a random weight item, you must press update, so you do them one at a time.

After the 12 Noon deadline on the MONDAY before delivery day, you will not be able to enter your own random weight information. To enter such info after this deadline, contact the Producer Assistance Technician at producer@nrr.ecomart.net.au . There will be a per item charge for each random weight item entered by the technician.

How to prepare products for delivery.

Each order has a customer delivery code that tells us the information we need to know to get the products the customers ordered delivered to them. This code must be on each product or bag of products to be delivered to a customer, as explained in more detail in the rest of this section. The three parts of the member delivery code are:

- a. Pickup site

- b. Delivery route code.
- c. Customer member number, these are assigned as the members join the Co-op

The steps to preparing your product for delivery are:

Package individual orders, label the product(s) properly. Orders are delivered packaged for individual customers. Do not deliver 10 kilos of bulk lettuce and expect us to divide it up between your customers for you. The order should be packaged securely. Products are transported from your location to the operations center, where they are handled, sorted, and transported again to customers or other regional sorting hubs. The packaging of your product must be able to protect your product during transportation, sorting, and delivery. As many as 8 people may handle your product before it reaches the final customer.

If a customer has ordered several products from you, you can put all of those products in one bag, box, or container, or you can deliver them as separate items.

Each bag, box, container, or other product for a customer member must be labeled with the first and last name of the member receiving the product and their customer delivery code, the name of the producer, what the product is, and the storage (e.g. refrigerated, frozen, produce, eggs, non-refrigerated.. You can use your own label or you can write this information on a box or container (but not on a plastic bag), or you can use the label documents we provide you at the membership page of our website. If you are making your own labels, all of the information on our labels must be on your label.

If you are sending products as separately packed items, use the individual product label provided in your member area. If you are sending all of the customer's products in one container, use the "one label per customer" label set.

If you are sending a member's products in several containers with more than one product for that member inside, attach each of the relevant individual product labels to the outside of that box.

Customer labels should not be on the outside of any box or container that contains orders for more than one customer. Those containers, bags, or boxes should be labeled with your producer name and the regional sorting hub or hubs with customer products inside.

You can put another label on your product, such as weight and price labels for frozen meats, your own unique producer label or tag, etc.

If you are sending your product in plastic grocery bags, make the label a tag and tie it to the plastic bag, or print the label on label stock and stick it to the bag. Staples don't work well with plastic bags and paper labels, so we require a tag. Do not write information on a plastic grocery bag and expect us to be able to decipher it. Marker inks do not adhere well to plastic grocery bags, and we have had a problem with smudged and missing info that was rubbed off in transit.

Make sure the ink you print your labels with is WATERPROOF. If you don't use waterproof ink, if the label gets wet, we may not be able to deliver the product to your customer. You may be able to prevent this by covering the label with clear adhesive tape.

If you have some products which are frozen or refrigerated, and some products for a customer that are dry goods or otherwise non-refrigerated, they should be delivered in separate containers, and frozen and refrigerated items should arrive in ice chests. Frozen items must be hard frozen, and refrigerated items must be cold to the touch.

Delivery day procedures.

Delivery Day is always the second Tuesday each fortnight.

The producers are responsible for getting their properly prepared, packaged, and labeled products to the Lismore sorting location between ----- and ----- on Delivery Day.

There are two ways of delivering products to us:

- a) You can deliver your product yourself to the Delivery Day Sorting Site in Lismore.
- b) Producers outside of the area may be able to have their products picked up. Contact us for the current status of our pickup and delivery network. At this time we don't have any delivery routes, but we will make

every effort to set them up if there is enough demand. Producers are responsible for getting their items to the route driver. Producers should help driver load their products. Producers are responsible for helping the driver carrying their products with the in-bound transportation costs.

If for any reason as you package your orders you find you are unable to make delivery to the Lismore sorting location, please contact us immediately by telephone at ??????. E.g., in the event of a truck breakdown or family emergency that would prevent you from make it to delivery day.

When your products arrive at Delivery Day sorting site, a volunteer checks them in to make sure everything is there that is supposed to be there.

If an item that a customer has ordered is missing, we create a Missing Item Ticket. You will be charged \$1 for each missing item ticket, plus the co-op will still charge you the amount of commission the Co-op would have received on the missing items. You will not be able to get paid on delivery day. It will be transferred to you account within 2 days of Delivery Day.

Alternative delivery procedure.

We will accept alternative delivery arrangements, but to do this you must:

Contact the customer and get the customer's consent to alternative delivery arrangements, and

You must provide an A4 sheet of paper, properly labelled for a product delivery (for which alternative delivery arrangements have been made), that can be sent out with the order, and a note stating "The customer has consented to an alternative delivery method." Please do not ask co-op site or route managers to undertake alternative delivery arrangements unless you are willing to compensate them at the standard Co-op rates of \$7/hour plus the standards rate for mileage.

Please do not use the Co-op's delivery system for delivery of non-Co-op items. You can meet people in the parking lot, but do not hand something to a volunteer and say "Give this to so and so at the Ballina pickup site".

Presorting products.

Producers must pre-sort their products.

The sort order is specified in the STORAGE/CUSTOMER sort of the labels and producer invoices. Within each storage category (dry/non refrigerated, refrigerated, frozen, and eggs), each order is number 1, 2, 3, etc. We will check your product in at delivery day IN THAT ORDER. The first item out of your bag, box, or tote should be #1, the second #2, etc.

We will not check in producer orders that are not in this order. You can re-arrange your products in the parking area of the Operations Centre and bring them in for check-in.

Product categories.

At present, the Co-op has three categories of products.

Certified Organic: Certified by an Australian certifying organisation.

Rural Natural: Grown in a rural environment and artificial fertilisers, non-organic insecticides and fungicides are not used.

Urban Natural: All produce grown in an urban environment are not allowed to use artificial fertilisers, non-organic insecticides and fungicides.

Conventional: Chemical fertilisers, insecticides and fungicides are used and must be reported in the producer declaration.

Contacting the Co-op.

The Co-op has a series of email addresses. Information or questions should be directed to the appropriate email address. The emails go to different members of the Co-op administrative team. For the Co-op to operate efficiently, it is important for you to send your email to the correct email address.

Returns Policy

Each producer will at the time of applying for registration as a producer, provide a written statement of their policies for returns. The approved policy must be listed on the producer's information pages at the coop's website.

Any customer complaints regarding product quality, requests for refunds or return of merchandise will be referred directly to orders@nrr.ecomart.net.au In the event of a dispute between a customer and a producer, the matter shall be referred to an arbitration committee.

Payments

Producers will only be paid for products ordered by customers. The Co-op reserves the right to refuse to accept delivery for products that are not what customers ordered, or which are spoiled or contaminated or otherwise not acceptable. The Co-op does not maintain any inventory of goods to be sold.

The cooperative will initiate transfer payment to the Producers bank account within 24 hr of Delivery Day, unless there are missing item tickets or an unresolved discrepancy exists in the amount you should be paid, and the cooperative has sufficient working capital to do this. If the cooperative does not have sufficient working capital to advance payment, then payment to producers will be made on receipt of payment from the customer members. The transfer of payment will depend on the bank transfer time. It usually takes three working days

Complaints

All complaints should first be brought to the attention of the producer, unless it is a situation where the cooperative itself is at fault (such as broken eggs due to poor packing or products delivered incorrectly). If a successful resolution cannot be found by the affected producer and customer members, the cooperative's arbitration procedure can be invoked.

Arbitration Committee

The Arbitration Committee shall consist of one member appointed by the customer, one by the producer, and one by the Co-op. In the event the dispute is between the producer or the customer and the Co-op, a similar procedure shall be used. The producer or customer will appoint a member, the Cooperative will appoint a member, and the two chosen arbitrators will then together choose a third person.

Appendix A - Producer Registration

EcoMart Northern Rivers Co-op Ltd producer Registration

Section 1: Credentials and Privacy* Member ID:

Producer ID:

Choose a unique 5-character Producer ID to represent your operation. May contain letters or numbers but it must be exactly five characters long.

Business Name:

Website:

The following privacy settings affect which of your membership information will be displayed publicly on your producer page.

Publish Home Address

Publish Email Address

Publish Email Address 2

Publish Home Phone No.

Publish Work Phone No.

Publish Mobile Phone No.

Publish Toll-free Phone No.

Publish FAX No.

Publish Web Page

Section 2: General Producer Information and Product Types:

List keywords like lettuce, berries, preserves, soap, etc.

About Us:

Use this space to describe your business, you, how you got started, etc.

Ingredients:

Use this space to outline ingredients if relevant.

Practices:

Use this space to describe your standards and practices. For example, if you use all natural products, etc.

Additional Information:

Use this space for anything that is not covered in these other sections.

Highlights This Month:

Use this section for notes that are relevant to the current month.

Section 3: Production Specifics (Producer Questionnaire)Products:

List the types of products you intend to sell through EcoMart Northern Rivers Co-op Ltd (e.g. meats, grains, jellies, crafts; also note if you have any heritage breeds).

Practices:

Describe your farming, processing and/or crafting practices.

Pest Management:

Describe your pest and disease management system.

Productivity Management:

Describe your herd health and productivity management (i.e. do you use any hormones, antibiotics, and/or steroids).

Feeding Practices:

Describe your feeding practices – grass-fed only, free-range, feed-lot, etc.

Soil Management:

Describe your soil and nutrient management. Do you compost, use fertilisers, green manures or animal manures?

Water Management:

Describe your water usage practices. If you irrigate, describe how (e.g. dam, creek, spring, natural rainfall, etc.), and explain how you conserve water or use best management practices. Describe how you are protecting your water source from contamination/erosion.

Land Practices:

Describe your conservation/land stewardship practices. E.g. do you plant windbreaks, maintain grass waterways, riparian buffers, use green manures for wind erosion, plant habitats for birds, improve soil quality, etc.

Additional Information:

Describe any additional information and/or sustainable practices about your operation that would be helpful to a potential customer in understanding your farm or operation better (e.g. if you are raising any heritage animals you might list breeds or list varieties of heirloom seeds. List the percentage of local ingredients in your processed items).

Section 4: Certifications Insurance, Licenses, and Tests:

List your food liability insurance coverage, both general and product-related, as well as any licenses and tests that you have available. (if applicable). As this is required to market products through the Co-op, you will be required to provide copies of the above when you receive confirmation of approval by EcoMart Northern Rivers Co-op Ltd.

Organic Products:

List which products you are selling as organic.

Organic Certifying Agency:

List organic certifying agency's name and address.

Certifying Agency's Phone:

Certifying Agency's FAX:

Do you have available for inspection a copy of your current organic certificate?

Yes No

Section 5: Terms and Agreement I affirm that all statements made about my farm and products in this application are true, correct and complete and I have given a truthful representation of my operation, practices, and origin of products. I understand that if questions arise about my operation I may be inspected (unannounced) by EcoMart Northern Rivers Co-op Ltd. If I stated my operation is organic, then I am complying with the National Organic Program and will provide upon request a copy of my certification. I have read all of EcoMart Northern Rivers Co-op Ltd's [terms of service](#) and fully understand and am willing to comply with them.

I agree

Signed:

Date: