



CERTIFIED ENVIRO CRANBERRY

REQUIREMENTS HANDBOOK

CEC-En-3.0

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Quebec Cranberry Growers Association

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Cranberry specifications – specific production requirements						
Exigences	To demonstrate compliance with requirements			Provided by	Degree	
	Actions to be taken by the certificate holder	Documents to keep			Major	Recom
Legend for "Provided by" : X – certificate holder		A – agronomist	D – detection monitor	C - CETAQ		
Production						
P.1 - Integrated pest management						
P.1.1	<p>The crop must be monitored to detect insects, diseases and weeds.</p> <p><i>The phytosanitary recommendations and treatments must be based on intervention thresholds and resistance prevention, as well as on the environmental impact and health characteristics of the products selected.</i></p>	<p>Ensure that the monitoring data and the resulting recommendations are available to the farm manager.</p> <p>Phytosanitary products must be applied only in the event of absolute necessity. When possible, put priority on using alternative methods other than pesticides.</p> <p>If phytosanitary products must be applied:</p> <ul style="list-style-type: none"> -prevent diseases and pests from developing resistance by varying the types of products used (rotation of groups or of action methods to the extent possible); -place priority on using products with a low environmental risk index (ERI) and a low health risk index (HRI); -place priority on using selective (rather than broad-spectrum) phytosanitary products. 	<p>4.10. Register – Monitoring</p> <p>4.11. Register – Phytosanitary treatment recommendations with ERI and HRI</p> <p>4.14 Register – Phytosanitary treatments with ERI and HRI</p>	C D A	✓	

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P.1.2	Phytosanitary products must be managed in compliance with procedures.	<p>Manage phytosanitary products according to proper practices (see 4.1. <i>Procedure – Storage, preparation and application of pesticides</i> and 4.2. <i>Procedure – Pesticide waste management</i>). Draw up a map of the premises and focus particular attention on:</p> <p>Storage:</p> <ul style="list-style-type: none"> - sign placement; - storing dry products above or beside liquid products; - provide retention equipment and absorbent material. <p>Preparation and application:</p> <ul style="list-style-type: none"> - equip the water supply with a check valve; - hold a user's certificate; - have safety equipment available. <p>Waste management:</p> <ul style="list-style-type: none"> - proper disposal of rinsed empty containers; - proper management of rinse water and leftover mush. 	4.8. Class E pesticide user certificate 3.4. Plan of production site indicating the location of the storage area and the refilling site.		X	✓
P.1.3	Phytosanitary products must be applied accurately. <u>The use of air blast sprayers, airplanes, helicopters or irrigation systems is prohibited.</u>	<p>Use a boom sprayer to apply phytosanitary products. Keep the dikes flat (level) so that the boom will keep stable and applications will be uniform. Take the necessary measures to minimize spray drift when applying pesticides.</p>	None			✓

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P.1.4	The products and doses recommended for crop protection must be applied evenly.	Calibrate the boom annually, before beginning application. See 4.4. <i>Procedure – Calibration of sprayer and spreader.</i> Calibration must be done by, or under the supervision of, a properly trained person, or by the operator according to established procedure. In the latter case, the calculations for calibration purposes must be available. Clean and adjust equipment before each treatment to apply the prescribed dose accurately. Record all product applications in 4.14. <i>Register – Phytosanitary treatments.</i>	4.9. Register – Calibration of sprayer 4.13. Labels or directions for phytosanitary products 4.14. Register – Phytosanitary treatments	X	✓		
P.1.5	Re-entry intervals must be clearly posted after applying phytosanitary products.	After every phytosanitary treatment that requires it, clearly post the re-entry interval (REI). Place sign 4.15 at the entrance to the premises and indicate on table 4.16 which fields have been treated. (This table must be available at all times to visitors during periods of phytosanitary treatment.)	4.15. and 4.16. Management of re-entry intervals 4.12. Form – Recommendation of phytosanitary treatments	X A	✓		
P.1.6	The maximum residue limits for pesticides (MRLs) must be observed.	Apply only those products prescribed, at the recommended doses, and record all applications in 4.14. <i>Register – Phytosanitary treatments.</i> Observe the pre-harvest interval (PHI). The prescribed interval between application of the product and harvesting must be strictly adhered to. Record all applications in register 4.14.	4.12. Form - Recommendation of phytosanitary treatments 4.14. Register – Phytosanitary treatments	A X	✓		
P.1.7	The enterprise must use only phytosanitary products that are approved for growing cranberries.	Ensure that all pesticides used are approved for growing cranberries in Québec.	4.17. Invoices for phytosanitary products purchased 4.14. Register – Phytosanitary treatments	X	✓		

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P.1.8	The certificate holder must take the necessary measures to prevent the use of pesticides from causing harm to bees.	Apply proper practices in order to keep the hives in good health (see 4.3. Procedure – Bee protection and pesticides).	None				✓	
P.2 - Fertilization								
P.2.1	The enterprise must hold a valid AEFPP if it cultivates more than 5 ha.	Ensure that the enterprise holds an up-to-date AEFPP before beginning to apply fertilizers.	5.1. An up-to-date AEFPP signed by an agronomist			A	✓	
P.2.2	A three-month interval must be observed between application and harvesting, when using non-composted manure, liquid manure or slurry	Observe a three-month interval between harvesting and application of non-composted manure, liquid manure or slurry.	5.3 Register – Cranberry fertilization			X	✓	
P.2.3	The recommended doses of fertilizer must be applied accurately. <u>Use of an airplane or helicopter for fertilization is prohibited.</u>	Calibrate spray boom annually, before beginning application (see 4.4. Procedure – Calibration of sprayer and of spreader) and adjust equipment for each application, to apply the recommended dose. Record all applications of fertilization products in 5.3 Register – Cranberry Fertilization. It is recommended to keep the dikes flat (level) in order for the boom to remain stable for uniform application.	5.2. Register – Spreader calibration 5.3. Register – Cranberry fertilization			X	✓	

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P.3 - Water and erosion management							
P.3.1	Recommendations must be formulated to enhance water quality before it is returned into the environment.	Establish a water management plan, which must be signed by an agronomist and updated annually. (see 6.3. Procedure – Water management plan). Establish a diagnosis and adopt all possible measures to retain precipitation water on the farm for 14 days following phytosanitary treatments or fertilization. Release harvest water into the environment gradually.	6.4. Form – Water management plan signed by an agronomist			A	✓
P.3.2	Hydrocarbons must be managed so as to avoid risks of contamination.	Use gasoline tanks that are safe and secure, or inspect tanks at least three times per year to assess their general condition and to prevent leaks. (See 6.2 Technical sheet – Storage of petroleum products)	3.4. Plan of the facility indicating location of tanks 6.6. Register - Inspection of gasoline tanks			X	✓
P.3.3	The dikes of water-storage and tailwater reservoirs must be stable.	Inspect the dikes of the water-storage and tailwater reservoirs every time they are emptied, and apply corrective measures if gully erosion occurs. Ensure that non-submerged sections of the dikes are always stable (reinforcement with stones, vegetation, etc.).	6.5. Register – Dike maintenance.			X	✓
P.3.4	Water outflows to the natural environment must be stable.	Stabilize water outflows to prevent soil erosion (see 6.1. Technical sheet – Stone-reinforced outflow)	None			A	✓
P.3.5	Sand reserves located less than 150 m from neighbouring dwellings must be stable in order to cause no harm.	Prepare a plan of the cranberry farm indicating where the sand reserves and neighbouring dwellings are located. Stabilize sand reserves located less than 150 m from neighbouring dwellings (irrigation, artificial windbreak, etc.).	3.4 Plan of premises (indicating location of sand reserves and neighbouring dwellings located less than 150 m away).			X	✓

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P.3.6	The use of tensiometers or soil humidity sensors is recommended.	Use tensiometers (\cong 1 per 5 ha) or a soil humidity sensor to optimize vine growth and minimize risks of leaching. Every enterprise that uses a soil humidity sensor must ensure that it is properly calibrated.	None			✓
P.4 - Harvesting and tending of the vines						
P.4.1	The cranberries must be grown in Québec and, on request, in New Brunswick.	Use bogs located in Québec and, on request, in New Brunswick , to grow the cranberries.	None			✓
P.4.2	Separation of cranberries from vines (beating) must be done in compliance with food safety rules.	<p>Apply proper food safety practices (see 7.1. <i>Procedure – Food safety during harvesting</i>).</p> <p>Wash and inspect equipment used for separating the fruit from the vine (beating) before beginning harvesting.</p> <p>Equip the machines (beaters) used to separate cranberries from the vines with a spill recovery kit.</p> <p>It is recommended to use food-grade lubricants to lubricate parts and to supply the hydraulic system of the equipment.</p> <p>Report any leaks occurring during harvest operations in 7.4 <i>Register – Cranberry harvesting and transportation</i>, and notify the processor immediately.</p>	<p>7.3. Register – Inspection of loading equipment</p> <p>7.4. Register – Cranberry harvesting and transportation</p> <p>7.7. Delivery slips</p> <p>7.8. Invoices from purchases of food-grade oil (optional)</p>	X		✓

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P.4.3	Cranberries must be loaded in a manner compliant with food safety rules.	<p>Apply proper food safety practices (see 7.1. <i>Procedure – Food safety during harvesting</i>).</p> <p>Wash and inspect loading equipment before beginning harvesting</p> <p>It is recommended to use food-grade oil to lubricate pieces of equipment that come into contact or are at risk of coming into contact with cranberries (If the fruit pump is located in the bog and pushes the fruit toward the vehicle, it is strongly advised to use food-grade oil to operate it.)</p> <p>Install floating booms around the wheels of conveyors in order to prevent floating cranberries from going under the motors or pumps of the loading equipment.</p> <p>Adjust the equipment in order to prevent cranberries from falling during the loading operation.</p> <p>Provide a mobile site (trailer, all-terrain vehicle or truck bed) for storage of gasoline containers. ALWAYS fill manual gasoline-driven equipment, such as berry blowers, in these mobile sites.</p> <p>Report any leaks occurring during harvest operations in 7.4 <i>Register – Cranberry harvesting and transportation</i>, and notify the processor immediately</p>	<p>7.3. Register – Inspection of loading equipment</p> <p>7.4. Register – Cranberry harvesting and transportation</p>	X	✓	
P.4.4	Measures must be adopted to limit the risks of soil erosion connected with loading cranberries.	Adopt an effective water channelling system to prevent soil erosion during loading.	None			✓
P.4.5	Vehicles used for cranberry transportation must be clean.	Inspect loading equipment and transportation vehicles for cleanliness every day, before the first loading operation.	7.4. Register – Cranberry harvesting and transportation	X	✓	

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P.4.6	Pets are prohibited at the cranberry bog during harvesting.	Keep pets away from the cranberry bog during harvesting.	None			✓	
P.4.7	Food safety rules must be observed during dry harvesting of cranberries for the fresh market.	Apply proper food safety practices (see <i>7.2 Procedure – Dry harvesting for the fresh market</i>).	7.4. Register – Cranberry harvesting and transportation 7.6. Sign – Handwashing		X	✓	
P.4.8	Equipment and inputs used and work done for tending the vines (snow compacting, blowing, sanding, mowing, scraping, etc.) must be managed so as to avoid contaminating the vines.	Use material for sanding that is free of contaminants (weeds, hydrocarbons, etc.). It is recommended to use food-grade lubricants to lubricate pieces of equipment that come into contact or risk coming into contact with cranberry vines, for example: sand spreader conveyor mechanism, etc. Check equipment every day to detect and block leaks.	7.5. Register – Monitoring of equipment used for tending the vines		X	✓	
P.4.9	Knowledge development must be demonstrated by the producer or by a member of his or her team.	Regularly seek advice, training and collaboration on sustainable production, on technologies and on human resources. Encourage participation in training days, conventions, online training, reading of documents and technical emails, etc.	7.9. Register – Continuing training, or proof of participation: registration form or invoice, etc.		X	✓	
P.4.10	A planting register must be kept.	Keep an up-to-date register of all fields, indicating the surface area, the names of the varieties and the year of planting.	7.10. Register – Planting		X	✓	
P.4.11	Every field must be clearly identified during the growing season.	Identify each field by means of at least one sign installed on the ground, indicating the field number (indication of the variety is optional).	None			✓	
P.4.12	During work in the fields, measures must be taken to avoid contaminating the fields.	Leave the field during breaks (at least go on a dike) and ensure that all potential waste materials are collected and properly managed.	None			✓	

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P.4.13	Measures must be taken to avoid contaminating cranberries during harvesting.	Give annual training to the employees before the beginning of the harvest, and fill out register 7.11. Properly manage the presence of allergens in the field. Equip the work teams with handwashing kits.	7.11 Register – Employee training in harvesting (in French and/or Spanish)			X	✓
P.5 - Ecoresponsibility							
P.5.1	Measures must be taken to reduce waste materials sent to landfill.	Adopt a waste management system that places priority on recycling and recovery (see 8.1 Procedure – On-farm waste management).	8.7. Sign – Recycling			X	✓
P.5.2	Hazardous waste (batteries, used oil, etc.) must be managed according to 8.2 Procedure – hazardous waste management).	Adopt a directive and a user-friendly system to facilitate proper disposal of hazardous products (see 8.2 Procedure – hazardous waste management).	8.8. Sign – Hazardous waste			X	✓
P.5.3	Greenhouse gas sources must be identified, measured and monitored.	Evaluate the quantities of fuel (diesel and gasoline) used in cranberry production.	8.9. Register – Fuels used			X	✓
P.5.4	Motorized farm equipment must be maintained for optimal operation.	Plan a preventive program for motorized equipment maintenance to extend equipment lifetime and reduce its environmental impact (See 8.3. Procedure – Preventive maintenance of motorized equipment).	8.5. Register – Equipment inventory 8.6. Register – Preventive maintenance of motorized equipment			X	✓
P.5.5	The local biodiversity must be assessed, and actions identified to preserve it.	Carry out an assessment of the biodiversity and identify priority actions to preserve on-farm biodiversity: endangered plant and animal species; identify actions to promote biodiversity (may be done at the group level).	8.4. Form – Farm biodiversity 3.5. (Agri-environment support plan – referred to as PAA) (optional) Portrait of wildlife frequenting Québec cranberry bogs			X	✓

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P.6 Gestion						
P.6.1	The producer must be aware of the risks and opportunities involved in agriculture.	<p>Adopt a farm management plan that covers all risks and opportunities involved in agriculture. This documented plan should have concrete objectives to the extent possible. The risks and opportunities involved in agriculture concern:</p> <ul style="list-style-type: none"> - degradation and destruction of the natural habitat; - rare and endangered species (including hunting and gathering of wild species by farm workers and visitors); - spray drift of pesticides; - potential contaminants from off-site (for example, pollutants or invasive species; protection against off-site contaminants may be managed using buffer zones); - well-being of workers as well as health and safety; - pollution and soil erosion (storms or crop-related dust, steep slopes); - air pollution; - water pollution (ground, leakage or seepage due to storage or application of nutrients and pesticides and due to storage / disposal of fuel or waste materials); - availability of water (avoid wastage of water, while respecting the water needs of the surrounding area); - risks related to food safety. 	<p>3.4. Plan of the premises 3.5. (PAA) (optional) 4.1. Procedure - Storage, preparation and application of pesticides 4.2. Procedure – Pesticide waste management 4.3. Procedure – Bee protection and pesticides 4.4. Procedure - Calibration of sprayer and of spreader 6.3. Procedure – Water management plan 7.1. Procedure – Food safety during cranberry harvesting 8.4. Farm biodiversity 9.1. Communiqué – Workers' rights</p>	X	✓	

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P.6.2	The producer must ensure the farm's long-term economic viability.	<p>Plan your activities to support your farm's long-term economic viability, for example:</p> <ul style="list-style-type: none"> ✓ determine the production cost and analyse its year-to-year variation; ✓ calculate yields and their year-to-year trends; ✓ consult the comparative report provided annually by the purchaser, if applicable; ✓ prepare a strategic plan. 	None	X	✓	
P.6.3	Permanent and temporary workers must be informed of their legal rights and obligations.	Inform permanent and temporary workers of their legal rights and obligations. Join FERME or other similar programs and post documents informing workers of their rights, or hand them to the workers.	9.1. Communiqué – Workers' rights (in French and/or Spanish)	X	✓	
P.6.4	The daily working hours of permanent and temporary workers must not exceed the number set by provincial regulations.	Ensure that the daily working hours of permanent and temporary workers do not exceed the number set by provincial regulations.	9.1. Communiqué – Workers' rights (in French and/or Spanish)	X	✓	
P.6.5	Overtime hours must be voluntary and must be paid in accordance with provincial regulations.	Ensure that overtime hours are voluntary and are paid in accordance with provincial regulations.	9.1. Communiqué – Workers' rights (in French and/or Spanish)	X	✓	

Cranberry specifications – specific requirements for packing (washing and initial packaging)					
Requirements		To demonstrate compliance with requirements		Degree	
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C. PACKING (washing and primary packaging)					
C.1	A plan of the premises (buildings, interior and exterior, cranberry receiving reservoirs, water sources if wells are used) must be available.	Draw up a plan of the buildings (interior and exterior) and the cranberry receiving reservoirs, indicate the location of sanitary facilities, dining room and rest area, storage area for cleaning products and packaging materials that come directly into contact with cranberries. If applicable, identify the well(s) used for water supply.	3.4. Plan of the premises (buildings, interior and exterior, with all required details).	✓	
C.2	The packing line and receiving basins must be designed to ensure food safety of cranberries.	Ensure that all parts of the packing line that come into contact with cranberries are made of stainless steel or other materials suitable for this use.	None	✓	
C.3	Storage facilities and conditions for packed cranberries must be such as to ensure maintenance of their food safety.	Store packed cranberries in a sheltered area to protect product integrity.	None	✓	
C.4	Cranberry packaging materials must be suitable for that purpose, so as to protect product integrity.	Ensure that packaging materials that come directly into contact with cranberries are made of food-grade materials and are stored in a way that protects their integrity.	None	✓	
C.5	The water for the final cranberry wash (rinse) must be potable or meet requirements for disinfectant product concentrations and exposure.	Maintain appropriate disinfection rates for final rinse water (see 4.1. Procedure – Water chlorination for hydraulic conveying and washing of cranberries and equipment cleaning). If the water is not supplied by a municipality, conduct at least one water source analysis per year; it must not contain any fecal coliform (E. coli), nor any total coliform.	4.6. Water analysis (at least for fecal coliform (E. coli), and total coliforms) 4.7. Register – Treatment of water used for washing and conveying of cranberries	✓	

Cranberry specifications – specific requirements for packing (washing and initial packaging)					
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C.6	Light fixtures must provide appropriate lighting and be protected to avoid contamination by broken glass.	Protect light fixtures at risk of contaminating cranberries in the event of breakage.	None	✓	
C.7	All persons involved in farm management and operations must be aware of certification requirements in order to be able to ensure compliance with them at all times.	Organize at least one training session per year to train staff on certification requirements and to make them aware of their role in terms of compliance with these requirements. Provide proper training, immediately following hiring, for all new persons involved in farm management or operations.	4.8. Register – Personnel training	✓	
C.8	Personnel must be trained concerning food contamination risks.	Inform personnel about their potential role concerning food contamination. Make a well-stocked first aid kit available to them. Post and ensure enforcement of the following directive: remove work clothes (smock, gloves, etc.) before going to the washroom and during breaks.	4.11. Sign – Remove your work clothes 4.8. Register – Personnel training	✓	
C.9	Personnel who come into contact with washed fruit must wear a hair net or cap to restrain hair or beards. Jewelry must not be worn.	Provide staff with hair nets or caps and require that they be worn.	None	✓	
C.10	Appropriate facilities must be provided for personnel.	Provide personnel with a dining room and a rest area. Provide lockers for personal effects. Designate a place for storage of work clothing (away from smoking area and food preparation surfaces).	3.4. Plan of premises (interior and exterior of buildings with all required details)		✓

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C.11	A pest control program must be operational.	Implement a pest control program (the program may be operated by the enterprise itself or contracted out to a specialized exterminator firm).	3.4. Plan of premises (with location of traps) 4.9. Register – pest control (or invoices from an extermination service)	✓	
C.12	Cleaning and sanitation products must be appropriate (food grade) and stored safely.	Use cleaning products suitable for equipment that comes into contact with cranberries. Store these products in such a way as to prevent them from being contaminated and to ensure that they do not become a source of contamination for cranberries.	Invoices for purchases of sanitary products OR visual observation of labels on the products.	✓	
C.13	Visitor access must be controlled.	Limit access to premises by placing “Authorized personnel only” signs on doors.	4.12. Sign – Authorized personnel only	✓	
C.14	The sanitation facilities must be suitable for handwashing.	Equip facilities with potable water (hot and cold), soap, disposable hand-towels and a trashbin. Post a handwashing sign. Facilities must be kept clean.	4.13. Sign – Handwashing	✓	
C.15	Waste management must avoid risks of contaminating cranberries.	Use containers dedicated to waste management (identified for the type of waste: recycling, hazardous waste, etc.) for the packing room, rest area, washrooms, etc. Provide a cover only if it is operated by a pedal.	None	✓	
C.16	Measures must be taken to reduce the amount of waste sent to landfill.	Adopt a waste management system that places priority on source reduction, re-use, recycling and recovery (see 4.3 <i>Procedure – Waste management</i>).	4.14. Sign – Recycling	✓	

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C.17	Hazardous waste (batteries, used oil, etc.) must be managed according to 4.4 <i>Procedure – hazardous waste management</i> .	Adopt a directive and a user-friendly system to facilitate proper disposal of hazardous products (see 4.4 <i>Procedure – Hazardous waste management</i>).	4.15. Sign – Hazardous waste	✓	
C.18	Traceability must enable the source of the cranberries and all stages of production to be tracked.	Ensure complete cranberry traceability (if a producer has more than one production site, cranberries from these sites must be identified separately).	Reception slips and delivery slips	✓	
C.19	Bulk storage time for cranberries must not exceed 24 hours.	Take the necessary measures to prevent the bulk storage time of cranberries from exceeding 24 hours.	None	✓	

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T. PROCESSING					
T.1.	It is recommended that the certificate holder register for the recycling program <i> Ici on recycle</i> , at least for level 1.	Be registered for the Recyc-Québec program <i> Ici on recycle</i> , at least for level 1.	5.2. Proof of registration		✓
T.2	It is recommended that the certificate holder become a partner of the climate program <i> Défi Climat</i> .	Join the program <i> Défi Climat</i> .	5.3. Proof of membership		✓
T.3	It is recommended that the certificate holder carry out an energy efficiency audit.	Carry out an energy efficiency audit.	5.4. Energy efficiency audit		✓
T.4	The certificate holder must implement a food safety management program (HACCP or other).	Implement a food safety management program.	Food safety management program	✓	
T.5	A traceability system must demonstrate that there is no mixing between certified fruit and fruit of different quality.	Implement a traceability system that tracks the history of the cranberries and allows segregation between certified cranberries and cranberries of different quality.	Traceability documents	✓	
T.6	The certificate holder must be able to trace the origin of the cranberries contained in every batch of finished fruit.	Implement a traceability system that tracks the history of the cranberries and allows segregation between certified cranberries and cranberries of different quality.	Traceability documents	✓	
T.7	The certificate holder must place the certification logo only on products that fulfill the specifications in the requirements handbook.	Place the certification logo only on products exclusively containing certified cranberries.	Traceability documents Labels for products sold	✓	

General requirements for certification management (these apply to all certification holders).					
Requirements		To demonstrate compliance with requirements		Degree	
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G. GENERAL STANDARDS					
G.1	Any risks connected with the production site (previous use of land and adjacent lots) must be assessed.	Assess whether these aspects may be a potential source of cranberry contamination: <ul style="list-style-type: none"> • Previous use, e.g. former landfill site, heavy industry, etc. • Adjacent zones, e.g. excrement outflow, heavy industrial activities, etc. 	3.4. Plan of the enterprise or of the premises	✓	
G.2	The certificate holder must hold an authorization certificate (AC) issued by MDDEP.	Hold an AC.	3.3. Authorization certificate	✓	
G.3	One person is to be designated by the business owners to be responsible for implementation and management of the certification of the enterprise.	Designate a person responsible for implementation and management of the certification program for the enterprise. This commitment is to be renewed annually by the farm management.	2.2. Sign – Commitment by the enterprise and designation of the person responsible.	✓	
G.4	Internal controls (self-assessments) must be carried out annually.	Carry out a least one self-assessment (internal audit) per year.	2.4. Form A – Production audit or 2.4. Form B – Packing audit or 2.4. Form C – Processing audit	✓	
G.5	All documents pertaining to certification (registers, forms, delivery slips, invoices for input purchases, etc.) must be archived for at least 5 years.	Archive documents for at least 5 years.	All the documents	✓	
G.6	All complaints and compliments concerning non-compliance with requirements, and all compliments received concerning product quality, must be documented.	Record all complaints and compliments in 2.5. <i>Register – Complaints and compliments</i> . Manage product quality complaints so as to avoid their recurrence. N.B. This register must be filled out as needed, but at least once per year, with the statement “ <i>no complaints or compliments to be reported,</i> ” if applicable.	2.5. Register – Complaints and compliments	✓	

General requirements for certification management (these apply to all certification holders).						
Requirements		To demonstrate compliance with requirements			Degree	
		Actions to be taken by the certificate holder	Documents to keep	Major	Recom.	
G.7	The logo and certification mark are to be used exclusively on duly certified products and by an enterprise that holds a valid attestation of compliance.	<p>This requirement applies only to processors who market certified cranberries and to producers who sell fresh cranberries.</p> <ul style="list-style-type: none"> An agreement for the use of the APCQ certification mark must be signed. It is prohibited to place the name of the certification mark on a product without also placing the logo. 	<p>2.6. Compliance certificate for products bearing the logo</p> <p>2.1. User agreement for the certification mark and the logo</p>	✓		
G.8	Those persons involved in the management of the enterprise and in carrying out operations must be aware of the requirements in order to be able to ensure that they are observed at all times.	<p>The person responsible for the certification program within the enterprise must ensure that the personnel concerned are trained on the certification requirements and must make them aware of their role in compliance with these requirements.</p> <p>As soon as they are hired, properly train all new persons involved in the management or operations of the enterprise.</p>	None	✓		
G.9	It must be possible to track all stages of production of the product through traceability.	An effective traceability system must enable prompt tracking of all stages in production of the products.	<p>Producer: harvest register and delivery or reception slips issued by the packer.</p> <p>Packer: reception slips and delivery slips</p> <p>Processor: traceability system</p>	✓		
G.10	Non-compliant cranberries must never be mixed in with certified or certifiable cranberries.	An effective traceability system must enable prompt tracking of all stages in production of the products and ensure proper segregation of cranberries.	All registers and forms (monitoring book)	✓		
G.11	A business that applies for certification for the cranberries that it produces must seek certification of all fields at all production sites cultivated under the same legal entity.	A business must apply for certification of all production sites and of all fields that it cultivates under the same legal entity	All registers and forms (monitoring book)	✓		