



## 優質有機零售商指引 QUALITY ORGANIC RETAILER PRACTICES

「優質有機零售商」計劃以採購、儲存、包裝及標籤說明、展示、銷售及員工培訓六個範疇，對申請的有機零售商進行實地檢查評審，作為評價有機零售商能否達到基本有機零售營運的標準。

The "Quality Organic Retailer" scheme provides onsite inspection of the application retailers to assess their performances in six areas including procurement, storage, packaging and labeling, display, sales, and staff training in order to assess whether they meet the basic standards for organic retail operations.

### 1. 採購 Procurement

- 1.1 必須有完整的有機產品進貨紀錄，包括進貨發票及紀錄、有機產品認證等，並能進行追溯的審核跟蹤，無法追溯和驗證認證的產品不得在商店中貼有"有機"標籤。
- 1.2 購入的有機產品須已獲有機認證，並能提供有效的有機認證證書。
- 1.3 必須設立適當的檢查程序，對所購入的有機產品進行檢查，以確保有機與常規產品沒有混雜。

- 1.1 There must be complete records for the procurement of organic products, including purchase invoices and records, organic product certifications, and traceability. Products that are not traceable and verifiable as certified shall not be labelled as organic in the store.
- 1.2 Purchased organic products must have already obtained organic certification, and the valid organic certification certificate must be provided.
- 1.3 Retailers must establish appropriate inspection procedures to inspect the purchased organic products and ensure there is no commingling with conventional products.

### 2. 銷售 Sales

- 2.1 必須設立銷售機制以防止非有機產品/含有機成份產品/自稱有機產品當作有機產品進行銷售。
- 2.2 不得售賣過期的有機產品。
- 2.3 不得售賣已損壞及損毀之有機產品。
- 2.4 售賣之有機產品包裝必須整潔、乾淨。

- 2.1 Retailers must have a sales mechanism in place to prevent the sale of non-organic products, products containing organic ingredients, or self-proclaimed organic products as organic.
- 2.2 Retailers must not sell expired organic products.
- 2.3 Retailers must not sell damaged or spoiled organic products.
- 2.4 Organic products sold must be in clean and presentable packaging.

### 3. 展示 Display

- 3.1 必須有適當的分隔措施，以避免有機產品及常規產品混雜。
- 3.2 商品陳列應有清晰指示（如指示牌或分區），方便顧客分辨有機及常規產品選購。
- 3.3 產品的價錢牌應清晰地展示或顯示該產品的價格、名稱、來源地及其他相關產品資料。
- 3.4 產品上 / 擺放環境 / 網上的宣傳聲稱等宣傳渠道不可有誤導成份。
- 3.5 店舖內的走廊及展示商品的地方必須清潔整齊，商舖空氣流通，沒有異味。



- 3.1 Retailers must have appropriate segregation measures to prevent the mixing of organic and conventional products.
- 3.2 Product displays should have clear labeling (such as signs or zoning) to help customers distinguish between organic and conventional products.
- 3.3 Price tags should clearly display the price, name, origin, and other relevant product information.
- 3.4 Promotional claims on products, in-store displays, or online must not be misleading.
- 3.5 Store aisles and product display areas must be clean and tidy, with good ventilation and no unpleasant odors.

#### 4. 儲存 Storage

- 4.1 必須設立有效措施以確保有機產品在儲存過程中不受污染，保持有機產品的有機整全性。
- 4.2 存放有機產品的地方，必須有適當的蟲害管理及清潔消毒程序，以保持清潔衛生及防止病蟲滋生。
- 4.3 存放有機及非有機產品的位置上，必須有清晰的標識，以作識別。
- 4.4 儲存有機產品的地方，必須有適當的措施令有機產品免受污染。
- 4.5 存放於同一貨架上的有機產品及常規產品應分類放好，且有清晰標識，以防職員誤將不同類別產品混放起來。

- 4.1 Retailers must have effective measures to ensure organic products are not contaminated during storage, maintaining the organic integrity.
- 4.2 Storage areas for organic products must have proper pest management and cleaning/disinfection procedures to maintain cleanliness and prevent pest infestations.
- 4.3 There must be clear labeling to distinguish the storage locations of organic and non-organic products.
- 4.4 Appropriate measures must be in place to prevent the contamination of organic products in storage.
- 4.5 Organic and conventional products stored on the same shelves must be properly segregated and clearly labeled to prevent staff from accidentally mixing different product categories.

#### 5. 包裝及標籤說明 Packaging and Labeling

- 5.1 所有標示為「有機」的產品必須獲有機認證。「轉型有機」的產品必須獲轉型有機認證，兩者標籤必須明確區分
- 5.2 有機產品的包裝上，必須清楚列明認證該產品的有機認證機構資料（文字，標籤皆可）。
- 5.3 只含有有機認證成份的產品只可標示為「含有機成份」的產品。自稱有機產品不可標示為「有機」。
- 5.4 應使用適當的包裝方法及物料，以減少對有機產品的污染及保持有機產品的有機整全性。

- 5.1 All products labelled as "Organic" must be certified organic. Products that are "In Conversion to Organic" must be certified as in conversion to organic. The labelling for these two must be clearly differentiated.
- 5.2 Organic product packaging must clearly display the information of the organic certification body that certified the product (in text or on a label).
- 5.3 Products containing only certified organic ingredients can be labeled as "contains organic ingredients"; self-proclaimed "organic" products cannot be labeled as such.
- 5.4 Appropriate packaging methods and materials should be used to minimize contamination and maintain the organic integrity of organic products.



## 6. 員工培訓 Training of Staff

- 6.1 必須定期為員工提供培訓或相應的協助，以提升員工有關有機產品的專業知識。
- 6.2 如收到投訴，員工必須記錄並在指定時間內跟進處理。
- 6.3 員工待客態度應誠懇有禮，並穿著清潔整齊的制服或外衣。

- 6.1 Retailers must regularly provide training or appropriate assistance to enhance staff's knowledge of organic products.
- 6.2 If a complaint is received, the staff must record it and follow up to handle it within the specified timeframe.
- 6.3 Staff should have a courteous and sincere attitude when serving customers and wear clean and tidy uniforms or outerwear.

### 獨立店舖:

年度審核需對到參與計劃的零售商之門市進行評審檢查。

### 有機連鎖店:

年度審核需包括對至少 20%參與計劃的連鎖店的零售商進行評審檢查。

### 網上商店:

年度審核需對到參與計劃的網上商店之存貨地點及零售網站進行評審檢查。

### 費用

行政費 (港幣)	附加費 (港幣)	
5,000元 (包括首次實地審核費*、證書及Q別貼紙費)	申請有機連鎖店數量 (間#):	
	第 6 – 10 間 .....	800 元
	第 11 – 15 間 .....	1600 元
	第 16 – 20 間 .....	2400 元
	第 20 – 25 間 .....	3200 元
	第 26 – 49 間 .....	5000 元
	第 50 間以上 .....	8000 元
曾獲選2022年度優質有機零售商可以3,000元優惠價申請		

\* 額外的實地審核：每次收費港幣 600 元。



## 申請詳情

1. 請於本公司網站下載及填妥申請表格，連同申請費用一並交到九龍尖沙咀東科學館道9號 新東海商業中心2樓209室「香港有機資源中心認證有限公司」。繳費方法如下：
  - (一) 轉帳至本公司恒生銀行帳戶並提交轉帳收據  
賬戶號碼：789-238-490-883；
  - (二) 劃線支票 (抬頭請書寫「香港有機資源中心認證有限公司」)
2. 若所提交資料不足，公司將與該申請單位聯絡，該單位須於 30 天內補充有關資料，否則公司有權終止處理其申請。所有已繳交費用將不予發還。
3. 有關申請的資料及檢查員報告會交由認證委員會審閱及作出裁決。
4. 於裁決後，公司便會發信予申請單位確認獲優質有機零售商認可詳情，其有效期為一年。
5. 於有效期內，優質有機零售商可在門市張貼公司Q別有機標誌。
6. 倘有效期屆滿，零售商不再申請續期，零售商將不得再於門市張貼公司Q別有機標誌。
7. 對於未能通過優質有機零售商計劃的申請單位可對認證委員會的裁決於發出裁決通知後的 30 天內作出反駁或上訴。
8. 在有效期內，公司會把優質有機零售商的名稱及資料記錄在「優質有機零售商名冊」內，直至其有效期屆滿。該名冊會於公司網站刊載，以供公眾查閱。申請單位須於每年期滿前三個月遞交申請，以延續優質有機零售商的認可資格。