PACKAGING and LABELLING
STANDARD

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1. INTRODUCTION

The primary roles of packaging are to contain, protect and preserve a product as well as aiding its handling and presentation. It must carry out these functions under reasonably foreseeable conditions of manufacture, distribution, warehousing, retailing and use.

Each year millions of pounds worth of cost is wasted in the industry supply chain because of incorrect packaging and labelling. This leads to problems with goods inwards, receipts, picking, incorrect deliveries, queries, returns, unwanted inventory and credits. As well as the direct effect on margins, these problems impact on efficiency and customer service.

The BOSS Packaging and Labelling Standard has been designed to cover the proper identification of packaging including pallets, transit, outer, inner and retail packs, for product packaging transported within the Office Products supply chain. Compliance to the standard will improve speed and operational efficiency and lower the cost of service for trading partners in the Office Products industry.

2. GUIDANCE FOR IMPLEMENTATION

LABEL READABILITY

(1) **Pallets**
Product description and quantity on pallet labels must be readable from a distance of 3 metres in well-lit or day light conditions. Pallet labels should show product code, description and barcode including unit pack quantity and quantity in agreed format. See pages 3, 4 and 5 for examples.

(2) **Transit/Outer Packs**
All product information describing the contents together with barcode to be shown on two adjacent and vertical sides, so that when the product is stored in its normal position it can easily be read, whether it be horizontally or vertically stacked. The outer label should be readable from a distance of 2 metres.
Full Pallet Label
Recommended size not less than:
148mm x 210mm (A5)

Company Name and/or Brand

No. 000000

HALF STRIP STAPLER
BLACK

20 CARTONS OF 40 x 1 Stapler

Additional information can include:
- Works order Number
- Batch Number
- Total Number of retail units on the pallet
- Pallet Size
- Customer Product Code

Space for barcode details
(Section 2.1 (1))

March 2006 (Version 3)
Mixed Pallet Label

Recommended size not less than: 148mm x 210mm (A5)

Company Name and/or Brand

MIXED PALLETT
No. 1 of 1

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
</table>

March 2006 (Version 3)
Pallet Labelling

1. Two pallet labels are affixed on the outside of the stretch wrap to show the description on the long side and the barcode on the short side.

2. Pallet labels must be readable from a distance of 3 metres in well-lit or daylight conditions.

3. Recommended label position is 400mm from the floor and 800mm from the top of the pallet.

(Section 2.1 (1))

March 2006 (Versie)
(3) **Inner and Retail Packs**

The same applies as for transit/outer packs, although information printed on one side is acceptable where it is not possible to print two sides, e.g. shrink-packs or where there are specific retail requirements, providing it can easily be read in its normal storage or display position. Product code and quantity needs to be visible from a distance of 0.5 metres. For retail packs the product code must be clearly visible and the bar-code preferably sited in a standard position.

(4) **Things to avoid**

See page 10 for examples of label positioning that should be avoided.

**PRODUCT INFORMATION**

(1) **Description**

The description contained on the box labels, for example ‘Window Envelope’ should be clear, legible detailed enough to avoid confusion or misunderstanding on the part of a warehouse person, sales assistant or customer not completely conversant with the product thereby avoiding unnecessary returns and potential damaged goods being "thrown away". The description and any other textual information including colour necessary for successful onwards picking, transportation and delivery must be included in all relevant languages. Where product size, artwork style or multi-language requirements makes written description impractical to read, a visual representation of the product can be substituted for text providing it cannot be misinterpreted. See pages 7, 8 and 9 for examples.

(2) There must be a **unique barcode** for each level of packaging.

(3) **On both transit and inner packs, the following information is necessary:**

   (a) Company Name and/or Brand Name.

   (b) Clear, Easily Legible Product Description.

   (c) Supplier Reference/Product Code in **bold print**, including own brand items.

   (d) Colours should be denoted in both words and ideally by coloured panels. If it is not possible to accommodate colour due to cost words should be very clear.
Multi-Lingual Label

Company Name and/or Brand

MAGAZINE RACK
PORTE REVUES
STEHSAMMLER
PORTARIVISTE
EXPOSITORES DE REVISTAS
TUDSCHRIFTEN-HOUDE

1 x 10 x 1
RED, ROUGE, ROT, ROOD, ROSSO, ROJO

No. 00000

Barcode as per GS1 UK Guidelines (100% inner, 150% outer) (Section 5)

Product Description (Section 2.2 (1))

Quantity (Section 2.1 (5))

Supplier code in BOLD, readable from a distance of 2 metres (Section 2.2 (3))

GENERAL LABEL FORMAT

Single labels can be applied individually to adjacent vertical panels or the labels can be doubled up to wraparound:

Leave a gap of around 15mm to allow the labels to wraparound corners

(Labels can be replaced by directly printing onto the outer packaging)
The above template is an example of an inner pack. Please refer to section 2.3, Bar-Coding, of the standard for further explanations of barcode orientation.
Examples of Transit/Outer Pack Labels

1. 
   - **Product Description**
     - (Section 2.2 (1))
   - **Company Name and/or Brand**
   - **COLOURED STAPLES**
   - **40 X Pk1000**
   - **No. 00000**
   - **Quantity**
     - (Paragraph 2.2 (5))
   - **Barcode as per GS1 UK Guidelines (100% inner, 150% outer)**
     - (Section 5)
   - **Supplier code in BOLD, readable from a distance of 2 metres**
     - (Section 2.2 (3))

2. 
   - **Product Description**
     - (Section 2.2 (1))
   - **Company Name and/or Brand**
   - **STAPLERS**
   - **Qty.**
   - **Col.**
   - **No. 00000**
   - **Colour**
     - (Section 2.2 (3))
   - **Size/Type**
     - (Section 2.2 (1))
   - **Barcode as per GS1 UK Guidelines (100% inner, 150% outer)**
     - (Section 5)
   - **Supplier code in BOLD, readable from a distance of 2 metres**
     - (Section 2.2 (3))

(Labels can be replaced by directly printing onto the outer packaging)
Labelling Formats to avoid

Label size should be in proportion with the outer, so text is readable from 2 metres

One label on either a main panel or end panel is not sufficient

Adjacent side panels only - not top/bottom side panels

Labels must be on adjacent vertical panels

(Labels can be replaced by directly printing onto the outer packaging)
(4) **Abbreviations**

The use of abbreviations or jargon should be avoided except where they are well recognised by the general public such as 'mm' for millimetres. Where they are used they should only be from the approved BOSS Federation recommended list. The full list of **BOSS Standard Abbreviations** is available in the member’s area under Standards on the BOSS federation website at www.bossfederation.co.uk. Non members requiring this list should e mail info@bossfederation.co.uk

(5) **Stating the Pack Quantity**

The label product description of the lowest indivisible unit of sale, i.e. the unit that is unlikely to be broken down any further, (usually the retail selling unit), should contain the pack quantity.

For example: Sheet Protectors pack 100.

Pack quantity, including inner configuration to be shown in **bold print** on all transit pack labels. This should clearly describe the contents of the inner in the correct standard unit of measure e.g. 5 packs of 10 not 50

Labelling for each level of packaging should consider the inner configuration down to the lowest indivisible retail unit of sale.

For example:
- an Inner may contain 10 of the product.
- an Outer may contain 6 inners.
- a Pallet may contain 40 outers.

So the pallet label would state:

**PALLET QTY:**

40 outers x 6 inners x 10 [part no] Sheet Protector pack 100.

**For sample labels and positioning on box see pages 12 and 13.**
Retail

Company Name and/or Brand
No. 26/6
Staples x 1000
Code:00000

Level 1

Company Name and/or Brand
26/6 STAPLES
10 x Pk1000
No. 00000

Level 2

Company Name and/or Brand
26/6 STAPLES
20 x 10 x Pk1000
No. 00000

Pallet

Company Name and/or Brand
No. 00000
26/6 Staples
16 CARTONS OF
20 x 10 x Pk1000

March 2006 (Version 3)
Correctly positioned labels

(Lists can be replaced by directly printing onto the outer packaging)

March 2006 (Version 3)
2.3 BAR-CODING

Barcodes should conform to EAN / UPC and ITF 14 requirements. They should be properly sited for ease of scanning, whether manually or automatically, properly sized and should not be obscured. A copy of the standard is available at GS1 UK (EAN UK) at www.gs1uk.org.

Since Transit or Outer Packs may be handled automatically by good inwards the recommended orientation for the bar code is picket fence, that is horizontal. For Inner Packs, either picket fence or ladder (vertical) is acceptable. See page 8 for example

2.4 DELIVERY IDENTIFICATION

1. Where possible an area should be provided on all packs for use to site a delivery label. Delivery labels should be added at the point of despatch of the goods.

2. Delivery labels should clearly state from where the shipment is from and where it is going to. See page 16 for an example label

3. Consideration should be given to the weight of filled boxes in accordance with Health and Safety Executive guidelines and individual organisations own risk assessment procedures. This includes making the transit pack easy to grasp and handle, and where possible specifying actual weights. If this is not possible then the box should be marked HEAVY if this is the case.

4. The number of items per shipment should be clearly stated on the outer packaging according to the agreed unit of sale for the product.

5. e.g. a shipment of 2400 packs of Sheet Protectors will state: 2,400 x (part number) Sheet protector pk100

6. Where a number of retail/inner mixed or partial packs are grouped together into one carton, it must be clearly labelled as such with a yellow fluorescent label as.

2.5 TOLERANCES AND EXCEPTIONS

Under certain circumstances it will not be possible to comply with the total packaging and labelling requirement. This applies to:
1. Very narrow cartons and large flat items (maximum thickness 2 cm)
2. Very small packages
3. Unboxed items such as furniture, stacking chairs
4. Irregular shaped item such as bubble wrap

When dealing with an exceptional item a barcode and item number is required as minimum information on each pack.

The Packaging and Labelling compliance criteria exclude unbranded and or customer specific ‘special’ items where product is supplied directly to the reseller or end user without passing through the wholesale distribution chain. However in all circumstances it is recommended as a best practice guideline and the legal elements should be taken as mandatory.
Example of a Delivery Label

The above diagram is only an example of the information which should be on a delivery label, although some of the information should be standard on all delivery labels. Full details of what should appear on a delivery label can be found in section 2.4 of the standard – Delivery Identification.
Examples of Transit/Outer Pack labels - **HEAVY**

![Diagram of transit/outer pack labels](image)

- Company Name and/or Brand
- **WEIGHT:** xxkg
- **DELUXE-OAK**
- **COMPUTER DESK**
- **1 Desk**
- **No. 00000**

*Barcode as per GS1 UK Guidelines (100% inner, 150% outer)*

*Supplier code in BOLD, readable from a distance of 2 metres*

*Quantity*

*Product Description*

*(Section 2.6)*

*(Section 2.2 (1))*

*(Section 2.2 (3))*

*(Section 5)*

**or**

![Diagram of alternative transit/outer pack label](image)

**or additional label**

![Diagram of additional label](image)

*(Labels can be replaced by directly printing onto the outer packaging)*

March 2006 (Version 3)
Labelling Exceptions

Very narrow cartons

Large flat items eg. Boards

(Labels can be replaced by directly printing onto the outer packaging)
2.6 PACKAGING WEIGHTS

Product packaging should not be over-specified at any level in order to minimise environmental impact and to alleviate the cost burden of declaring packaging weights information, under The UK Producer Responsibility Obligations (Packaging Waste) Regulations 1997.

The regulations place a legal requirement on certain UK businesses with group turnover exceeding £2 million and handling over 50 tonnes of packaging annually to recovery and recycling of packaging. For more information on the Packaging Waste regulations, how it affects our industry and compliance, visit the BOSS Federation website at www.bossfederation.co.uk.

2.7 PACKING

(1) Both the transit and inner packs to be fit for the purpose intended, and should be of sufficiently high quality to withstand travel between manufacturer, wholesaler, retailer and consumer, so that they remain in good condition throughout the journey along the distribution channel.

(2) When the packing list is enclosed inside a shipping container, this must be clearly indicated on the outside of the container.

(3) The packing list should ideally be attached to the outside of the carton in a self adhesive clear or documents enclosed envelope.

(4) On a pallet shipment, the product identification on each carton and the location of the packing list should be clearly visible, and if placed inside a carton, must be readily accessible.

(5) If goods are of a peculiar shape they should be boxed in stackable outers.

2.8 LEGISLATION

All packaging, labels and information, whether in the form of words or signs, should conform to UK and EC legal requirements in force from time to time. This includes any specific product requirements e.g. labelling for aerosol goods.

The latest situation regarding legislation (current at December 2003) is summarised in section 4.

3. COMPLIANCE
3.1 AWARD CATEGORIES

There are three access levels and two awards: Companies must submit reasonable evidence to BOSS of progress in achieving the chosen level of the standard within three months of registering for the scheme.

**Bronze: Entry Level**
For those companies who do not meet the standards for Silver, Gold or Platinum but who are committed to improving their packaging and labelling to the required standard. This category is available to companies for 18 months only. If after 18 months, if they have not yet reached the standards required for Silver, Gold or Platinum, they will be unable to re-enter at Bronze level but must make the improvements to attain the Silver, Gold or Platinum award.

**Silver: Award**
For those companies who achieve the standards for between 50% - 79% of their product range.

**Gold: Award**
For those companies who achieve the standards for between 80% - 99% of their product range.

**Platinum: Award**
For those companies who achieve the standard for 100% of their product range across all brands.

3.2 MONITORING AND AUDITING

1. Companies proposing themselves for Gold and Platinum accreditation will complete the initial online self assessment questionnaire via the BOSS Federation website and also provide a set of representative examples of their current packaging and labelling to demonstrate compliance with the scheme.

2. All companies must include the Packaging and Labelling standard in their own internal quality processes (ISO 9001:2000 or similar). In particular, it is important to incorporate the Product Realization’ requirements, section 7 of the ISO9001:2000 in quality procedures. A full copy of the relevant section of the ISO standard can be obtained from info@bossfederation.co.uk
Evidence of monitoring, for example inclusion in documented procedures and audit compliance reports should be made available to the Packaging & Labelling Working Party.

3. If no externally audited quality management system exists, companies may be subject to an external on-site audit at their own cost in addition to the self accreditation process.

4. If a company does not possess an internal quality management system a presentation to the Packaging & Labelling working party must be made covering how the company will manage the compliance process.

5. Companies must provide evidence that the standard is being used as an internal specification for generating packaging, for example in artwork and design processes and in new product introduction processes.

6. Gold and Platinum award holders will be monitored by the network of national wholesalers on an ongoing process and by certain of the dealer groups. Any products which contravene the requirements will be reported via the Packaging and Labelling Working Party who will make recommendations on improvements and if necessary invoke their authority to withdraw the award. There will also be a facility for scheme members to report back to the committee on serious breaches of the standard via an online forum.

7. Award holding companies whose packaging is deemed not to be compliant via the monitoring process will be given a period of three months grace from the time that this is reported back to them to show evidence of remedying the relevant packaging problems. There may also be a further agreed period for stock to filter through provided that reasonable effort has been made to re-label / rectify and that a compliant replacement has been approved.

8. Any Gold or Platinum award holders are liable to a random checking in the twelve month period of their award.

9. Where it is necessary, external on-site auditing will be carried out by suitably trained and qualified individuals appointed by the Packaging and Labelling working party. Charges will be on a per day basis at market rates. Where possible auditors will be provided locally to minimise the cost to participating companies. Auditors will be drawn primarily from the list of BOSS approved consultants to be launched in early 2004.
3.3 LENGTH OF AWARD

Awards are annual and run for a twelve month period from the date of presentation.

3.4 COST

Entry to the award scheme is free of charge to BOSS members. Non-members will pay an administrative charge of £500 to cover the cost of extending the scheme outside the BOSS membership. This sum is discounted from membership fees on joining the BOSS Federation as a full member.

3.5 CERTIFICATION

Award holders will receive a certificate and are permitted to use the appropriate level Award logo on company literature, websites and other collateral.

Award holders will be added to the online register of accredited companies on the BOSS website. Awards will be featured as part of the annual BOSS Industry Awards from 2004 onwards. There will be a number of categories to reflect the size / numbers of compliant products per company.

3.6 RENEWAL OF ACCREDITATION

The re-accreditation process will be annual from the original certification date and will require companies to:
- Provide evidence of continuous improvement in their packaging and labelling
- Submit examples of packaging and labelling of new products / products launched since their accreditation was granted.
4. Current Legal Requirements for Packaging

Current legislation (as at December 2003) for packaging is detailed in The Packaging (Essential Requirements) Regulations 2003. These regulations are widely used in the UK and translated for use in other countries.

Essential Requirements include:

- Packaging must be minimal subject to safety, hygiene and acceptance for the packed product and for the consumer.
- Noxious or hazardous substances in packaging must be minimised in emissions, ash or leachate from incineration or landfill.
- Packaging must be recoverable through at least one of – material recycling, incineration with energy recovery, composting or biodegradation.
- Heavy Metal Limits – Aggregate heavy metal limits apply to cadmium, mercury, lead and hexavalent chromium.

The regulations are enforced by Trading Standards Officers who ‘may assess the compliance of any packaging by requesting technical documentation on both the Essential Requirements and Heavy Metal limits.’ ‘These regulations apply to all packaging placed on the market in the United Kingdom as packed or filled packaging.’

A copy of the regulations is available from: http://www.hmso.gov.uk/legislation/about_legislation.htm. Further information is available from Incpen (The Industry Council for Packaging and the Environment) at www.incpen.org

As well as the Packaging Essential Requirements regulations 2003 for physical packaging but there are additional regulations/standards that detail the waste management of packaging and the environment, including:

- UK Producer Responsibility Obligations (Packaging Waste) Regulations 1997
- Environmental Labels and Declarations – BS EN ISO 14024

To support these regulations Incpen publish a number of guidelines, fact sheets and a ‘Responsible Packaging’ code of practice to aid businesses and local trading standards authorities by offering preliminary guidance. The code of practice stipulates certain characteristics:-

- Physical Strength – to protect and secure the contents during handling and storage
- Barrier Properties – to protect the contents and the external environment – products must not leak!
Contamination – packaging materials must be hygienic and not impart odour or other contaminants to the contents.
Closure and re-closure – must operate satisfactorily for at least the number of applications anticipated.
Communication – packaging will provide a vehicle for relevant information to assist handling, **some information is stipulated by law**.
Pack life – packaging must be designed to fulfil its functions through a reasonably anticipated life span.

The Incpen code of practice also conveys additional legal requirements relating to the contents including:

- Weights and measures
- Best before / use by dates
- Country of origin (exporting outside of the EC)
- Contents (e.g. mixed product packs – desktop kits etc)
- Ingredients
- CE
- Electrical standards
- Warnings
- Health & Safety warnings for movement of heavy goods
- Chemical/Hazardous products

This list is not exhaustive and the declarations on the packaging depend on the item being protected / transported.

Please also check the BOSS Federation website www.bossfederation.co.uk for updates on packaging regulations and the information sources listed in this document. A full copy of the code of practice can be downloaded from the incpen website at www.incpen.org.

**Product Marking**
Under the provisions of the soon to be implemented (June 2006) WEEE (Waste of Electrical & Electronic Equipment) Directive all item of EEE covered by the directive (please see the BOSS Federation website for a full list) as of 13 August 2005 in the UK must be marked with a cross-out wheelie bin. Further details on how this should be done are available in:

5. BAR CODING – Summary of Key Requirements

Please also refer to the BOSS Barcode checklist available on the BOSS Website

Rules for Allocation of Article Numbers
Separate unique numbers are required for:
- Each product by type and variant, for example colour and pack size
- Each item containing different numbers of items, both multi-packs intended for retail sale and trade packs (traded units) not intended for retail sale.
- Each item where a price or price difference is specified on the pack
- Each item where it is necessary to distinguish units separately
- Each modification to an item, where the change makes a distinction necessary between old and new stock necessary, especially where the modification has a legal connotation.

Examples include, major name and description changes, change of packaging type, change of contents, declared change of weight or volume, free gift attached and price flash.

Barcodes for Trade Packs
New numbers are required for:
- each unit containing different items
- each unit containing a different quantity of smaller units
- each unit containing a different intermediate level of packaging

For example a case of 48 packed as 8 shrink wrapped units of 6 would have a different code to a case of 12 shrink wrapped units of 4

Every time the article number of any unit within a trade pack is changed the number of the trade pack must also be changed

However there will be occasions when an outer pack barcode changes and the inner unit barcodes do not. For example a promotion limited to a geographical area or over a specific time period might apply here.

Promotional Variants and Minor Product Variants
Unique numbers should be allocated for promotional variants and minor product variants only when it is necessary to distinguish the stock keeping units separately. Examples where a change is unlikely to be needed include: Minor description change, free gift inside, competition offer, money off next purchase, ‘send for’ offer, packaging design change, minor description change. If the identification of change is only relevant to the manufacturer then the trade outer barcode should not be changed. However if the product variant needs to be distinguished for effective ordering, handling and tracking (by either trading partner) a separate article number must be allocated.
Position
For ease of scanning the bar-code for retail packs needs to be in a standard position i.e. on the rear or (towards) the base of the item.

To avoid mistakes in scanning inner pack barcodes instead of outer pack symbols, product should be packed for transit such that only the Barcode on the outer most packaging is readable before the product is broken down further for onwards sale and transportation. This applies particularly to film wrapped product where every effort should be made to obscure the symbols on the items inside the film wrapped unit.

Light Margin
Symbol should be printed with sufficient clear space (light margin) around it for the scanner to recognise them as a barcode and a recommended 8mm and a minimum 5mm away from any packaging seams or folds, on a flat or consistently curved surface. On small cylindrical products, the barcode can be printed vertically to the curve in order to minimise any possible problems.

Colours
Colours that will scan effectively need to be chosen carefully as scanners read barcodes by using red light to recognise the contrast between the bars and spaces of the symbol. Black bars against a white background are the safest choice, but some other combinations of dark bars and contrasting backgrounds are also acceptable.

Warm colours such as yellow, red, orange, and white are not seen by the scanner and are good for background colours.

Bars must always be darker than the spaces. A reversed out bar code will not scan.

Cold colours such as green, blue, violet, and black make a good choice for bars, as they appear black under red scanning light.

Metallic surfaces and inks reflect light away from the scanner, so scanning is extremely difficult. They should not be used for barcode printing.

**GS1 UK at www.gs1uk.org produce comprehensive barcoding standards and guidelines for implementation including colour reference guides and size charts.**
6. ISO 9001:2000 PRODUCT REALIZATION REQUIREMENTS

Product realization covers five elements relating to how product is designed and produced in accordance with customer requirements and appropriate quality processes. The packaging and labelling is the element of the product that needs to be considered in the context of these requirements.

1. Planning

This involves ensuring that an organisation plans and develops the processes needed for product realisation and that they are consistent with other processes in the quality management system. The planning process covers:

- quality objectives and requirements for the product
- processes and resources to support verification, validation, monitoring, inspection and testing specific to the product and its criteria for acceptance
- required records and documentation

2. Customer related processes

This includes product requirements specified by the customer and those which are statutory and regulatory. It covers the stages of determining the product requirements in relation to customers, how they are reviewed, the process for change and the customer communication process.

3. Design and Development

This relates to how the product, (in our case the packaging and labelling), should be designed to meet functional and performance requirements necessary for its safe and proper use.

4. Purchasing

This covers how the purchased product (packaging and labelling in our case), shall conform to specified requirements. It extends from the evaluation and selection of suppliers capable of meeting specified criteria to purchasing information required to ensure requirements and processes for approval are effectively communicated by the organisation.

5. Production and Service Provision

This covers the way in which the organisation shall undertake production and service provision under controlled conditions to ensure the product characteristics are met.
This includes:

- Availability of information, instructions, suitable equipment and monitoring processes
- Validation of production and service provision to demonstrate the ability of processes to achieve planned results
- Identification and traceability including product status and unique identification

Please contact info@bossfederation.co.uk or call 0845 450 1565 for a copy of the ISO 9001:2000 extract on product realization requirements.
7. APPENDIX A - Further Information Sources
Legislation on The Essential Requirements
The UK Packaging (Essential Requirements) Regulations 1998 (SI 1998 no 1165) available from the Stationery Office fax 020 7873 8247

Government Guidance
Packaging (Essential Requirements) Regulations - Government Guidance Notes on United Kingdom Regulations 1998 URN 98/840 DTI publications order line fax 0870 1502 333

Packaging Standards Information
Available from British Standards Institution, fax 020 8996 7001, email info@bsi.org.uk
ENVIROWISE
Helps UK companies gain competitiveness by improving environmental performance and reducing waste, and by offering free independent environmental advice. It provides: on-site waste reviews, FastTrack visits, training, publications, software, videos and CD-ROMs.
Contact Environment & Energy Helpline
Tel: 0800 585794 or visit the website: www.envirowise.gov.uk

The Environment Agency
Enforces the Producer Responsibility (Packaging Waste) Regulations in England and Wales
Contact the NWRU (National Waste Registration Unit),
10 Albert Embankment,
London SE1 7SP Tel: 0845 9333111 or 020 8305 4036 Email: hazel.mallett@environment-agency.gov.uk

Green Claims Code (Product Code 97EP0381)
DEFRA
Publications Despatch Centre,
Blackhorse
Road, London SE99 6TT Tel: 0208 691 9191

British Safety Council
HSE Publication – Getting to Grips with Manual Handling
Available from www.britishsafetycouncil.org
Tel: 0208 600 5579

Bar Coding
GS1 UK at www.gs1uk.org produce comprehensive bar-coding standards and guidelines for implementation.

The BOSS Federation website contains a facts sheet on Barcoding and a checklist for quality of bar-coding. These are available from www.bossfederation.co.uk