Freshcare

Transition Guide

Food Safety & Quality Standard

FSQ4.1 and FSQ4.2

November 2020

Contents

Introduction

The Freshcare Food Safety & Quality Standard (FSQ4.1) has been updated to FSQ4.2 to ensure Freshcare certification remains compliant with the benchmarks set under GFSI (Global Food Safety Initiative). GFSI released new v2020 Benchmark criteria in February 2020 and sets a maximum period of time that a Certification Program Owner has to update its Standard and supporting scheme documents.

Without GFSI benchmarking, Freshcare would cease to be recognised and the Australian fresh produce industry would lose its most relevant, practical and cost-effective food safety certification option. Benchmarking to GFSI means Freshcare food safety systems are aligned with world's best practice and continue to meet the needs of all produce businesses locally and globally. Customers can confidently accept fresh produce from suppliers certified with any food safety system that meets the GFSI benchmark requirements.

In July 2019, Freshcare released Freshcare Food Safety & Quality Edition 4.1 (FSQ4.1), with businesses given a 6 month transition period, in line with our requirements under GFSI Benchmarking process. This latest edition FSQ4.2, is released 9th November 2020 and includes correction of minor errors from FSQ4.1, as well as inclusion of new criteria.

Freshcare has also taken the step to bring together the Freshcare Rules and the Standard into a single document, for ease of use by participating business.

All audits from 3rd May 2021 will be to the FSQ4.2 version.

Certification Bodies are not required to offer audits to FSQ4.2 prior to 3rd May 2021. Certification Bodies will be using this transition time to upskill their audit teams and get their documentation updated for the new requirements. If you would like to go to audit to FSQ4.2 ahead of May 2021, please first check with your Certification Body and where necessary, contact Freshcare for assistance in scheduling.

Transitioning to FSQ4.1 and FSQ4.2

The updated FSQ4.2 Standard is available from 9th November 2020.

Due to the impact of the Global pandemic in 2020, or natural disasters in 2019/2020, businesses may not have yet made the transition from FSQ4 to FSQ4.1, therefore this document includes the transition requirements for both versions of the Food Safety & Quality Standard to FSQ4.2.

Businesses should take this time to familiarise themselves with the revised requirements, update their documents and provide any additional training to staff in readiness for their re-certification audit.

Freshcare trainers can be contacted to provide businesses with assistance in the new requirements and in preparation for audits. A list of recognised trainers is available on the Freshcare website www.freshcare.com.au.

For those businesses that have previously completed COP3 or FSQ4 training and are undertaking re-certification audits, this training remains recognised under FSQ4.1 and FSQ4.2. The details of recognised training are in the Appendix A-M3 to the Standard. Training is available for those wishing to upgrade their knowledge. This can either be completed via Freshcare eLearning or by contacting our network of trainers.

What has changed?

The Freshcare Food Safety & Quality Standard, Freshcare Rules, Factsheets, and some of the Forms (including examples) have been revised. These resources are available on the Freshcare website and FreshcareOnline for download.

Freshcare has also taken the step to bring together the Freshcare Rules and the Standard into a single document, for ease of use by Freshcare participating business. The Freshcare Rules are now found in section 1 of the FSQ4.2 Standard.

With the release of FSQ4.1, there was an option for unannounced audits to take place. This has now been mandated by GFSI, and therefore FSQ4.2 includes specific requirements in the Rules section for all businesses to meet the criteria of 1 unannounced audit every 4 years is defined in the Freshcare Rules. Participating businesses are encouraged to utilise the benefits that unannounced audits can provide them as a tool for business improvement and to support their daily operations by being "audit ready" at all times. We encourage businesses to contact their nominated Certification Body for further details on this process.

In addition to the documents for Participating Businesses, the release of FSQ4.2 has included updates to the Freshcare Certification Body Criteria and Auditors guidance documents. Some of the changes impacting Certification Bodies and Auditors, includes defined skills and knowledge criteria and guidance on minimum audit expectations.

What do I need to do?

This transition guide has been provided to guide you through the changes made and the steps you need to take to update your Freshcare Food Safety & Quality program. One of the first steps involves familiarising yourself with the changes in the Freshcare Standard and Freshcare Rules. We have structed the transition guide to cover the changes from FSQ4 through to FSQ4.2 providing an overview of changes regardless of where implementation stage.

Download the Standard and Resource to support your transition

The Freshcare FSQ4.2 Standard and Resources (Forms and Factsheets) can be downloaded from the Freshcare website: www.freshcare.com.au/standards/fsq4-2

The changes in found in the FSQ4.2 Standard are marked in *italics*.

It is important you read the Standard and this Transition Guide to identify and act on changes that are applicable to your business.

To update your manual, download copies of FSQ Form templates. Go through your manual and replace the FSQ forms with the revised forms indicated.

Example forms are also available to show how to complete the records.

Refer to the FSQ Factsheets when further information or guidance on new compliance criteria is required.

Conduct an internal audit to check your transition is complete

One of the most important steps when transitioning to the updated Standard is to conduct an internal audit of your current processes to the FSQ4.2 Standard. The Form – M4 Internal Audit, has been revised to capture the updates to FSQ4.2.

Where you have identified missing documents, additional training that may be required for your workers, or changed practices you need to implement, make a record of these and then work through them until all are marked as complete.

How to use this transition guide

This transition guide has been developed to assist participating businesses to transition to FSQ4.2, and incorporates the changes from FSQ4 to FSQ4.1 and FSQ4.2.

The FSQ4.2 Standard document itself has the changes from FSQ4.1 marked in *Italics*.

Changes made to elements, resources or compliance criteria from FSQ4 to FSQ4.1 to FSQ4.2 are found in this document.

The table below explains how the changes are presented in this document.

Standard Section: This identifies the Section of the Standard or Standard Element.				
FSQ4 Content **'Code of Practice'.**	**FSQ4.1 Content** **'Standard'.**	**FSQ4.2 Content** **'Standard'**	**Explanation of change/expectation.**	**Steps for the Business.**
This is the content in the current FSQ4 Code of Practice.	This is the content of the new text/new element in FSQ4.1.	This is the content of the new text/new element in FSQ4.2.	This is what has been changed and where applicable the why it has been changed. If it is completely new element, then this is noted as <u>NEW Element.</u> <u>Additional wording</u> - used to document changes in wording made, that can change the meaning of the Element/ compliance criteria or added <u>additional requirements</u>. Where applicable for FSQ4.2 this is marked accordingly.	Factsheet (as per Standard). Form (as per Standard). This a summary of the steps you may have to undertake to update your system. Where applicable for FSQ4.2 this is marked accordingly.

Standard changes and updates

Standard Section:	Purpose and Scope and Using the Standard.				
FSQ4 Content **'Code of Practice'.**	**FSQ4.1 Content** *'Standard'.*	**FSQ4.2 Content** *'Standard'.*	**Explanation of** **change/expectation.**	**Steps for the Business.**	
The Freshcare Code of Practice Food Safety & Quality is an industry owned standard, describing the good agricultural practices required on farm to provide assurance that fresh produce is safe to eat and has been prepared to meet customer requirements.	The Freshcare Food Safety & Quality Standard is an industry owned standard. Based on the principles of Hazard Analysis Critical Control Point (HACCP), the Freshcare Food Safety & Quality Standard describes the good agricultural practices required on farm to provide assurance that fresh produce is safe to eat and has been prepared to meet customer requirements. The standard criteria developed is a HACCP based system, underpinned by the Freshcare master HACCP plan.	None.	Acknowledgement that Freshcare is based on principles of HACCP. Throughout document there has been a change to wording: 'Code of Practice' to 'Standard'.	Information only.	
Not Applicable.	The Glossary defines terms used within this document. **NOTE:** This revision has changed the terminology used from 'Code of Practice' to 'Standard'. Where 'Standard' is used in this edition (and related resources), it equally refers to 'Code of Practice' used in previous editions and other Codes (such as Environmental). The two terms can be used interchangeably through the resources and materials.	None.	<u>FSQ4.1 Additional Wording</u>: around the role the glossary plays in supporting the Standard. And that definitions in the Glossary impact the Standard. Change in wording: 'Code of Practice' to 'Standard'.	Information only.	

Standard Section:	Freshcare Rules.			
FSQ4 Content 'Code of Practice'.	FSQ4.1 Content *'Standard'*.	FSQ4.2 Content *'Standard'*.	Explanation of change/expectation.	Steps for the Business.
Rules version 4.2 June 2018 Separate Document	Rules version 4.3 July 2019 Separate Document	Rules have now been included in the first section of the Standard document Numbered R1 to R10.	Changes in *italics* represent changes made from Rules v4.3 Change made to reiterate that the Freshcare Rules forms a fundamental part of the implementation of the Freshcare Program and are therefore auditable.	As the rules have changed, all businesses are encouraged to read all details carefully and ensure compliance is maintained.

Standard Section:	Management.			
FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
M1.2	None.	None.	**FSQ4.2:** There is a new Form - M1 Property map checklist to support implementation and updates of property map. This is optional.	Form - M1 Property map checklist If your property map currently complies – no action required. If you are unsure – use the checklist to ensure all requirements are documented.
M1.3 Define the business organisational structure. 1. The organisational structure of the business is documented and must include: • workers responsible for the management of food safety and quality • reporting relationships of all workers whose roles may affect food safety and quality.	M1.3 Define the roles, responsibilities and reporting relationships of workers responsible for the management of food safety and quality. 1.3.1 The owner and/or appropriate senior manager provides suitably qualified workers to implement, maintain, review and improve the food safety program of the business. 1.3.2 The organisational structure of the business is documented and must include: • workers responsible for the management of food safety and quality • reporting relationships of all workers whose roles may	None. *(Continues over page)*	Further detail/ information required to define the business organisation structure. Requirement for the roles, responsibilities and reporting relationships for workers responsible for food safety is highlighted. Added requirement for position descriptions for workers whose role(s) manage food safety and quality. Added requirement to review annually (at least) and when changes occur (i.e. changes in staff). Added requirement for the organisation structure, roles and responsibilities to be communicated to all workers. **FSQ4.2**	Factsheet - M1 Scope and Commitment. Form - M1 Position descriptions. **FSQ4.2** Form - M1 Organisational chart Assign a person to be responsible for food safety and quality, they must have the education and/or experience to be able to implement and maintain the FSQ System. Complete your Organisational chart. Complete position descriptions for workers whose role(s) manage food safety and quality. Make a date in the future to conduct next review. Communicate the organisational chart to workers

	affect food safety and quality. 1.3.3. Position descriptions are documented for workers responsible for the management of food safety and quality. 1.3.4 The organisational structure, roles and responsibilities are reviewed at least annually or when changes occur. A record is kept. 1.3.5 The organisational structure, roles and responsibilities are communicated to all workers.		A form template has been provided to document the Organisational chart. Corrected the Missing Form reference for Form - M1 - Position descriptions	and make workers aware of who is responsible for food safety and quality in the business. Have the appropriate evidence ready for your audit.
M1.4 Document the business commitment to the Freshcare Code of Practice. 1. The owner or appropriate senior manager signs a commitment statement to support and comply with the Freshcare Code of Practice Food Safety & Quality, Freshcare Rules and all legislative requirements. 2. The commitment statement is communicated to all workers.	M1.4 Document the business commitment to food safety and quality and the Freshcare Program 1.4.1 A Food Safety and Quality Policy is documented and must include measurable objectives 1.4.2 The owner or appropriate senior manager signs the Food Safety and Quality Policy committing to support and comply with the Freshcare Food Safety & Quality Standard, Freshcare Rules and all legislative requirements.	None. *(Continues over page)*	Changed requirement: Commitment statement will now be a food safety and quality policy. The owner or appropriate senior manager to commit to policy and measurable objectives and review it at least annually, with a record kept. Acknowledgement that the business is committed to food safety and quality as well was the Freshcare Program, Freshcare Rules and legislative requirements. The new document needs to be communicated to workers.	Factsheet - M1 Scope and Commitment **FSQ4.2** *Factsheet* – *M1 Food Safety Culture* Form- M1 Food Safety and Quality Policy Measurable objectives need to be set by the business and documented in the food safety and quality policy. Examples of measurable objectives are in the M1 Factsheet. The Form - M1 Food safety and quality policy also provides a template for you to use. Have the owner/ senior manager print and sign the

			FSQ4.2	food safety and quality policy once documented.
	1.4.3 The Food Safety and Quality Policy is communicated to all workers. 1.4.4 The Food Safety and Quality Policy is reviewed at least annually, and when changes occur that may impact food safety or quality. A record is kept.		**FSQ4.2** introduces the concept of Food Safety Culture into the Standard. Businesses are already maintaining food safety culture through the implantation of the Freshcare Program, and this is demonstrated by the completion of Freshcare Approved Training, commitment to meet the requirements of the Standard and Rules and legislation, provision of resources for food safety and quality and implantation of good work practices through all aspects of your business.	Communicate the food safety and quality policy and make workers aware of how this applies for food safety and quality in the business. Make a date in the future to conduct review, unless something changes in the meantime, which would trigger another review. Have the appropriate evidence ready for your audit. **FSQ4.2** Read and understand the content of the factsheet. Implement additional measures into your business to show workers your commitment to food safety and quality in your business practices.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
M2.2 Verify compliance with the Freshcare Code of Practice through relevant documents and records. 1. Current editions of the Freshcare Code of Practice Food Safety & Quality and the Freshcare Rules are kept. 2. All records and documents required to verify compliance to this Code of Practice are legible and must include: • title • date of issue or version number • business name • name of person completing the record and date of completion. 3. As documents and records change, out-of-date versions are replaced. 4. All records are kept for a minimum of two years (or longer if required by legislation or customers).	M2.2 Verify compliance with the Freshcare Standard through relevant documents and records. 2.2.1 Current editions of the Freshcare Food Safety & Quality Standard and the Freshcare Rules are kept. 2.2.2 All records and documents required to verify compliance to the Freshcare Food Safety & Quality Standard are legible and must include: • title • date of issue or version number • business name • name of person completing the record and date of completion. 2.2.3 As documents and records change, out-of-date versions are replaced. 2.2.4 All records are *securely stored* and kept for a minimum of two years (or longer if required by legislation or customers).	None.	Records now need to be securely stored.	Factsheet - M2 Documentation Ensure there is a secure place to store paper records. Ensure electronic records are secure and backed up. Have the appropriate evidence ready for your audit.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
M3.2 Train all workers who complete tasks relevant to this Code of Practice to ensure a base level of food safety awareness. 1. Training is provided for workers who complete tasks relevant to this Code of Practice. 2. All workers must receive basic food safety training before starting work. 3. Training is provided in the relevant language for workers, or pictorially. 4. A record of internal and external training is kept and must include: • name and signature of trainee • name of trainer or training provider • topic of the training • date of training and expiry date (when applicable). 5. A review of training is conducted at least annually or when tasks and/or workers change.	M3.2 Train all workers who complete tasks relevant to this Standard to ensure a base level of food safety awareness. 3.2.1 Training is provided for workers who complete tasks relevant to the Freshcare Food Safety & Quality Standard. 3.2.2 All workers must receive basic food safety training before starting work. 3.2.3 Training is provided in the relevant language for workers and/or pictorially. 3.2.4 A record of internal and external training is kept and must include: • name and signature of trainee • name of trainer or training provider • topic of the training • date of training and expiry date (when applicable). 3.2.5 A review of training is conducted at least annually or when processes and/or workers change.	M3 Now named "Training and development" M3.2 Train all workers who complete tasks relevant to this Standard to ensure a base level of food safety awareness. 3.2.1 to 3.2.4 remains unchanged *3.2.5 The owner or appropriate senior manager completes a review of training to support food safety and quality and:* *• identify worker needs for re-training* *• identify opportunities for professional development* *• ensure appropriate qualifications and licenses are maintained.* 3.2.5 now becomes 3.2.6	Acknowledgement training can be provided in the relevant language and/or pictorially. Change of wording: "tasks" have been changed to "processes" in point 5. Form M3 Training record – internal FSQ has been updated to reflect changes to element naming. **FSQ4.2** New requirement: the inclusion of conducting a review to ensure appropriate development of workers, any required updates to training are completed and to ensure licences and qualifications of people working in the business are maintained and up to date. This is also key criteria in ensuring food safety culture within the business and the importance that training plays in achieving food safety and quality outcomes.	Factsheet - M3 Training **and development.** Form - M3 Training record – internal FSQ **(Updated Form)** **FSQ4.2 -** Read the updated factsheet and conduct a review to ensure appropriate development of workers, any required updates to training are completed and to ensure licences and qualifications of people working in the business are maintained and up to date. You will need to print/ complete an update of the Form M3 Training record – internal FSQ for any training moving forward.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
M4.1 Conduct internal audits to verify ongoing compliance with this Code of Practice. 1. An internal audit of all activities and records relevant to the Freshcare Code of Practice Food Safety & Quality is conducted at least annually. A record is kept. 2. Workers responsible for completing sections of the internal audit are identified and, where possible, are independent of the practices being assessed.	M4.1 Conduct internal audits to verify ongoing compliance with this Standard. 4.1.1 An internal audit of all activities and records relevant to the Freshcare Food Safety & Quality Standard is conducted at least annually, or when changes occur that may impact food safety. A record is kept. 4.1.2 Workers responsible for completing sections of the internal audit are identified and, where possible, are independent of the practices being assessed.	None.	<u>Added requirement</u> that an internal audit also needs to be completed when changes occur that may impact food safety. <u>Updated</u> internal audit document in line with the Standard changes, as well as provided a worked example with more detail. **FSQ4.2** update to internal audit form to include the changes made within the Standard.	**FSQ4.2** <u>Factsheet</u> - M4 Internal audit, corrective action and preventative action has been updated to reflect the change in naming. <u>Form</u> - M4 Internal audit. Use the revised Internal audit form to track the changes that you are required to make to your system to get yourself ready for your external audit. Complete the internal audit document in full. Make a date in the future to conduct next annual review. Have the appropriate evidence ready for your audit. **FSQ4.2 -** most recent Form - M4 Internal audit to be used for all internal audits moving forward.
M4.2 Complete corrective actions for any non-compliance. 1. A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Code of Practice Food Safety &	M4.2 Complete corrective actions for any non-compliance. 4.2.1 A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Food Safety & Quality	M4 Now named "*Internal audit, corrective and preventative action*" Correct the oversight from FSQ4.1. *(Continues over page)*	<u>Added</u> complaints (more generic) and incidents as additional reasons for corrective action to be raised. **FSQ4.2** Preventative action has been included in title to encompass	**FSQ4.2** <u>Factsheet</u> - M4 Internal audit, corrective action and preventative action has been updated to reflect the change in naming. Where you have an incident or a source of a complaint, or any

Quality, Freshcare Rules or legislation are not being met, as identified by: • routine activities • annual internal audits • annual external audits • a valid complaint received from a neighbour, customer or regulatory authority • produce identified as being contaminated, or potentially contaminated.	Standard, Freshcare Rules or legislation are not being met, as identified by: • routine activities • annual internal audits • annual external audits • complaints • produce identified as being contaminated, or potentially contaminated • incidents.		the outcomes actually achieved by the process. This is also a key criteria in ensuring food safety culture within the business, and the importance that taking action to prevent re-occurrence of issues plays in achieving food safety and quality outcomes.	other one of the listed issues in M4.2, a corrective action is raised and actioned. Have the appropriate evidence ready for your audit.
Not Applicable	M4.3 Conduct a management review of compliance and documentation. 4.3.1 A management review of compliance is conducted at least annually. A record of the review is kept and must include: • internal and external audits • corrective actions • customer feedback • complaints • training • the food safety and quality policy and measurable objectives.	None.	NEW Element: Requirement for a management review of compliance and documentation be completed. The review must encompass the list in the Standard, as well as any other activities the business may wish to capture. Record of management review required. **FSQ4.2** - Feedback from industry supported the development of a form template to capture this record. *(Continues over page)*	**FSQ4.2** Factsheet - M4 Internal audit, corrective action and preventative action has been updated to reflect the change in naming. **FSQ4.2** Form – M4 Management review minutes Conduct a management review meeting with the Owner/senior manager(s) of the business. The review must encompass the list in the Standard, as well as any other activities the business may wish to capture. Record the items discussed, actions and resolutions, where applicable.

				Make a date in the future to conduct further management review(s).
				Have the appropriate evidence ready for your audit.
				FSQ4.2 – New form template developed to capture management review process. This is optional and other recording methods currently used by businesses can continue to be used.

Standard Section:	Food Safety and Quality.				
FSQ4 Content 'Code of Practice'.	FSQ4.1 Content '*Standard*'.	FSQ4.2 Content '*Standard*'.	Explanation of change/expectation.	Steps for the Business.
F4.2

Store, manage and dispose of chemicals to minimise the risk of contaminating produce.

1. Chemical storage areas are:
    - located and constructed to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing sites or water sources
    - structurally sound, adequately lit and constructed to protect chemicals from direct sunlight and weather exposure
    - equipped with a spill kit to contain and manage chemical spills
    - secure, with access restricted to authorised workers. | F4.2

Store, manage and dispose of chemicals to minimise the risk of contaminating produce.

4.2.1 Chemical storage areas are:

- located and constructed to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing sites or water sources
- structurally sound, adequately lit, well ventilated and constructed to protect chemicals from direct sunlight and weather exposure
- equipped with a spill kit to contain and manage chemical spills
- secure, with access restricted to authorised workers. | None. | Added requirement for chemical storage areas to be well-ventilated. | Factsheet - F4 Chemicals.

Ensure your storage areas for chemicals are well ventilated. |

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F4.9 Test produce for chemical residues to verify that chemicals are applied correctly, withholding periods are observed and produce complies with MRLs. 2: A chemical residue test is: - a multi-screen test that includes chemicals used in the spray program - conducted on a random sample of produce that has had all preharvest and postharvest chemical treatments completed and is ready for sale and/or consumption - conducted by a laboratory with NATA accreditation to ISO/IEC 17025 for the analysis of chemical residues.	F4.9 Test produce for chemical residues to verify that chemicals are applied correctly, withholding periods are observed and produce complies with MRLs. 4.9.2 A chemical residue test is: - a multi-screen test that includes chemicals used in the spray program - conducted on a random sample of produce that has had all pre-harvest and postharvest chemical treatments completed and is ready for sale and/or consumption - conducted by a laboratory with NATA accreditation (or accredited to ISO/IEC 17025) for the analysis of chemical residues.	F4.9 Test produce for chemical residues to verify that chemicals are applied correctly, withholding periods are observed and produce complies with MRLs. 4.9.2 A chemical residue test is: - a multi-screen test that includes chemicals used in the spray program - conducted on a random sample of produce that has had all pre-harvest and postharvest chemical treatments completed and is ready for sale and/or consumption - conducted by a *competent* laboratory with NATA accreditation (or accredited to ISO/IEC 17025) for the analysis of chemical residues.	**FSQ4.2** <u>Updated wording</u> as the link to F11.1.5 for use of competent laboratories was missed in FSQ4.1	Information Only.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.

F6.1
 	
Manage water sources and infrastructure.
 	
1. All water sources used preharvest and postharvest are identified. A record is kept.
2. Water sources are managed to minimise potential contamination from:
   • human activities
   • livestock and domestic animals
   • wildlife (where possible)
   • adjacent activities.
3. Water extraction points, water storage and delivery infrastructure and irrigation equipment is checked and maintained.
4. Water storage tanks, water dumps, flumes and treatment tanks are:
   • constructed of materials that will not contaminate the water
clean and maintained.
	F6.1
	
	Manage and maintain water sources and infrastructure.
	
	6.1.1 All water sources used preharvest and postharvest are identified. A record is kept.
	6.1.2 Water sources are monitored and managed to minimise potential contamination from:
	
	   • human activities
	   • livestock and domestic animals
	   • wildlife (where possible)
	   • adjacent activities.
	6.1.3 Water extraction points, water storage and delivery infrastructure and irrigation equipment is monitored and maintained.
	6.1.4 Water storage tanks, water dumps, flumes and treatment tanks are:
	
	   • suitable for intended purpose
	   • constructed of materials that will not contaminate the water
	   • clean and maintained.
		None.
		
		(Continues over page)
			Added requirement for water sources and infrastructure to be maintained.
			Added requirement for water sources to be monitored to minimise potential for contamination.
			Updated wording from 'checked' to 'monitored'.
			Added requirement for tanks to be suitable for the intended purpose.
				Factsheet - F6 - Water.
				You need to monitor and maintain your water sources and equipment for delivery of water and other related water infrastructure to ensure it is not a source of contamination.
				Ensure any tanks that are used for water storage and washing are suitable for that purpose.

F6.3 Manage postharvest water to minimise the risk of contaminating produce. 1. Water sources contaminated by toxic algae are not used postharvest. 2. Water used postharvest for pre-washing (removing soil and debris) where there is a subsequent wash step, must meet specified microbial limits for preharvest water. 3. All other water used postharvest must meet, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. (See Appendix A-F6). 4. Water in recirculation systems, water dumps, flumes and treatment tanks is changed at an appropriate frequency to maintain water quality. 5. Any variations to postharvest water quality must be supported by a risk assessment and associated	F6.3 Manage postharvest water to minimise the risk of contaminating produce. 6.3.1 Water sources contaminated by toxic algae are not used postharvest. 6.3.2 Water used postharvest for pre-washing (removing soil and debris) where there is a subsequent wash step, must meet E. coli <100 cfu/100mL. Evidence is kept. (See Appendix A-F6). 6.3.3 All other water used postharvest is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. (See Appendix A-F6). 6.3.4 Water in recirculation systems, water dumps, flumes and treatment tanks, is treated and/or changed at an appropriate frequency to maintain water quality, E. coli <1 cfu/100mL. A record is kept. 6.3.5 Any variations to postharvest water quality must be supported by a risk assessment and associated documentation and be verified at audit.	None. *(Continues over page)*	<u>Updated wording</u> limits to support clarity of critical limits for pre harvest water quality, specifying *E. coli* <100cfu/100ml. <u>Added requirement</u> for postharvest water used to be suitable for intended purpose and not a source of food safety risk. <u>Clarified</u> intent of requirement "Treated and/or changed at an appropriate frequency" in terms of water in recirculation systems, water dumps, flumes and treatment tanks. <u>Wording changed</u> to support clarity of critical limits for postharvest water quality, specifying *E. coli* <1cfu/100ml.	<u>Factsheet</u> - F6 Water. Revise your use of water postharvest against the compliance criteria to ensure you are meeting the water quality limits and the requirements. Have the appropriate evidence ready for your audit.

documentation and be verified at audit.				
F6.4 Manage all other water usage. 1. Water used for hand washing meets E. coli <1 cfu/100mL. Evidence is kept. Where water is not proven to meet E. coli <1 cfu/100mL an alcohol-based hand sanitiser must be used after washing hands with soap and water. (See Appendix A-F6). 2. Water used for cleaning equipment, containers or other produce contact surfaces must meet E. coli <1 cfu/100mL. Evidence is kept. (See Appendix A-F6). 3. Any variations to water quality must be supported by a risk assessment and associated documentation and be verified at audit.	F6.4 Manage all other water usage. 6.4.1 Water used for hand washing is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. Where water is not proven to meet E. coli <1 cfu/100mL an alcohol-based hand sanitiser must be used after washing hands with soap and water. (See Appendix A-F6). 6.4.2 Water used for cleaning equipment, containers or other produce contact surfaces is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. (See Appendix A-F6). 6.4.3 Any variations to water quality must be supported by a risk assessment and associated documentation and be verified at audit.	None.	Added requirement for water used to be suitable for intended purpose and not a source of food safety risk. Wording changed to support clarity of critical limits for postharvest water quality, specifying *E. coli* <1cfu/100ml.	Factsheet - F6 Water. Revise your use of water for all other uses (handwashing, equipment cleaning etc) against the compliance criteria to ensure you are meeting the limits and the requirements. Have the appropriate evidence ready for your audit.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F7.1 Identify and manage potential sources of allergens. 1. Raw material inputs are reviewed for known allergens. 2. If allergens are identified, an allergen management plan is documented and must include: • a list of all raw materials and/or produce containing allergens • how these products are used, stored and handled • control measures to prevent cross-contamination. • Workers are trained to identify, remove and avoid introducing allergens.	F7.1 Identify and manage potential sources of allergens. 7.1.1 Raw material inputs are reviewed for known allergens. 7.1.2 If allergens are identified, an allergen management plan is documented and must include: • a list of all raw materials and/or produce containing allergens • how these products are used, stored and handled • control measures to prevent cross-contamination. 7.1.3 Workers are trained: • to identify, avoid introducing and remove allergens • in allergen control measures (where required).	None.	Added requirement for workers to be trained in allergen control measures (when required). Updated listing of allergens on form and factsheet for clarity.	Factsheet - F7 Allergens. Form - F7 Allergens. Where applicable to your business, review the allergen management plan to ensure it is up to date. If there are allergens present, workers have been appropriately trained, and this is recorded (use Form M3 Training record - other). Have the appropriate evidence ready for your audit.
Not Applicable.	F7.2 Manage allergen labelling. Labelling of packed product that contains, or may contain, allergens is compliant with	None. *(Continues over page)*	NEW Element: Labelling for allergens must be compliant with allergen labelling regulations in the	Factsheet - F7 Allergens. Form - F7 Allergens. Check that the labelling of product containing allergens

	allergen labelling regulations in the country of production and/or the country of destination.		country of product and/or the country of destination.	meets the labelling requirements domestically. If you export product that requires allergen labelling, know the requirements for the labelling of product in the country to be receiving the goods and label the product accordingly. Have the appropriate evidence ready for your audit.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F8.1 Construct and maintain growing, packing and storage facilities to ensure they are suitable for the production and preparation of produce. 1. Growing, packing (including in-field packing) and storage facilities are constructed and maintained to minimise the risk of contaminating produce.	F8.1 Construct and maintain growing, handling, packing and storage facilities to ensure they are suitable for the production and preparation of produce. 8.1.1 Produce growing, handling, packing (including in-field packing) and storage facilities are located, designed, constructed and maintained (interior and exterior) to minimise the risk of contaminating produce.	None.	Added requirement for compliance criteria to extend to handling facilities. Added requirement for facilities to be located, designed and maintained (interior and exterior).	Factsheet - F8 Premises, facilities, equipment, tools, packaging and vehicles. Form - F8 Facilities audit checklist. Review growing areas, handling, packing and storage facilities and all grounds to ensure continuing suitability and no risks to food safety are identified. We have extended the use of the Form - F8 Facilities audit checklist to capture compliance against the criteria of F8.1.1. This is only one of the methods a business can use to demonstrate compliance, therefore the use of this form is not mandatory. Have the appropriate evidence ready for your audit.
F8.3 Provide and maintain toilets and hand washing facilities. 1. Toilets and hand washing facilities must be: • located to minimise the risk of contaminating produce and maximise accessibility	F8.3 Provide and maintain toilets and hand washing facilities to minimise the risk of contaminating produce. 1. Toilets and hand washing facilities must be: • located to minimise the risk of contaminating	F8.3 Provide and maintain toilets and hand washing facilities to minimise the risk of contaminating produce. 8.3.1 remains unchanged. 8.3.2 For produce that has an edible skin and may be eaten uncooked, all workers must	Added wording related to minimise the risk of contaminating produce. Added requirement for toilets and hand washing facilities to be in sufficient numbers for the number of workers on site at any one time.	Factsheet - F8 Premises, facilities, equipment, tools, packaging and vehicles. Form- F8 Facilities audit checklist. Ensure there is an adequate number of toilet facilities to the number of workers on site at any one time.

(Continues over page)

• kept clean, and regularly maintained and serviced • designed to ensure hygienic removal of waste and to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources • equipped with running water (as specified in F6.4.1), liquid soap, mechanism/s for effective hand drying, and waste disposal facilities (See Appendix A-F8) • hand washing instructions are displayed.	produce and maximise accessibility • provided to accommodate the number of workers • kept clean, and regularly maintained and serviced • designed to ensure hygienic removal of waste and to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources • equipped with running water (as specified in F6.4.1), liquid soap, mechanism/s for effective hand drying, and waste disposal facilities (See Appendix A-F8) • hand washing instructions are displayed.	apply hand sanitiser **(after completing handwashing)** before handling produce or materials that may come into contact with produce.	**FSQ4.2** Added requirement of wording "after completing handwashing", when referring to use of hand sanitiser. Form – F10 Food safety instructions as a cross refence to link its importance in demonstrating compliance to this clause.	Have the appropriate evidence ready for your audit. **FSQ4.2** Ensure that handwashing by workers is undertaken frequently regardless of the application of hand sanitiser. Form F10 – Food safety instructions provides re-enforcement of workers responsibilities in handling product.
F8.10 Preventative maintenance, and cleaning is effective to minimise the risk of contaminating produce. 5. Cleaning is effective.	F8.10 Preventative maintenance, and cleaning is effective to minimise the risk of contaminating produce. 8.10.5 Monitoring activities are undertaken to ensure cleaning is effective.	None.	Added requirement for monitoring activities to be undertaken. This includes environmental monitoring. Refer to the Factsheet for further information.	Factsheet - F8 Premises, facilities, equipment, tools, packaging and vehicles. Monitor the outcome of cleaning activities to provide evidence that cleaning has been effectively carried out. Have the appropriate evidence ready for your audit.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F10.1 Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce. 1. Written food safety instructions are provided to workers and visitors and must include requirements for: • health status • personal hygiene • management of clothing and personal items • general behaviour.	F10.1 Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce. 10.1.1 Written food safety instructions are provided to workers and visitors and must include requirements for: • health status • personal hygiene • hand washing • management of clothing and personal items • use of protective clothing (where necessary) • general behaviour.	None.	<u>Added requirement</u> for food safety instructions to include hand washing and use of protective clothing (where necessary).	<u>Factsheet</u> - F10 People. <u>Form</u> - F10 Food safety instructions. Workers (including contractors) and visitors are provided instructions on handwashing and other listed requirements, and any other procedures that may be necessary to support food safety. If protective clothing is required to be worn, then there are instructions on its use and its control to prevent contamination. Undertake retraining of all workers and contractors using revised Form F10 Food safety instructions. Use the Form F10 Food safety instructions for all visitors coming on site. Have the appropriate evidence ready for your audit.
F10.2 Manage access to the property and growing sites. 1. Entry to the property and growing sites is restricted to authorised persons.	F10.2 Manage access to the property, growing sites and product handling areas to minimise the risk of contamination of produce.	None. <i>(Continues over page)</i>	<u>Added requirement</u> to restrict entry to authorised persons to all areas (by removing 'property and growing sites'). <u>New requirement</u> to manage site access and the knowledge	<u>Factsheet</u> - F10 People. <u>Form</u> - F10 Food safety instructions. Undertake retraining of all workers and contractors using revised Form F10 Food safety instructions.

	10.2.1 Entry is restricted to authorised persons. 10.2.2 Workers or visitors known, or suspected to be suffering from or to be a carrier of a disease or illness likely to be transmitted through fresh produce: - must report to management - are not permitted to handle produce - are not permitted to enter food handling areas.		of the health status of workers and visitors. Movement of those known or suspected to be suffering from or to be a carrier of a disease or illness likely to be transmitted through fresh produce must be managed.	Ensure all workers, contractors and visitors are aware of what areas they are allowed in, and where restrictions are in place (i.e. chemical storage areas, growing sites/plastic houses etc). Ensure adequate signage (if applicable). Ensure workers are aware they cannot enter handling areas or touch produce if they are ill and must tell management if they are ill. Use the Form F10 Food safety instructions for all visitors coming on site. Have the appropriate evidence ready for your audit.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F11.1 Identify and manage materials and services that may introduce a food safety risk. 1. Evidence of compliance for suppliers of materials and services is kept and must include: • identification as a Freshcare Recognised Supplier, or • independent evidence of compliance, or • a written declaration to comply with requirements, or • a record of inspection/assessment against requirements.	F11.1 Identify and manage materials and services that may introduce a food safety risk. 11.1.3 Evidence of compliance for suppliers of materials and services is kept and must include: • *independent evidence of compliance, or* • *a written declaration to comply with requirements, or* • *a record of inspection/assessment against requirements.* 11.1.5 Competent laboratories are used when testing to verify compliance with requirements of the Freshcare Food Safety & Quality Standard.	None.	Removed reference to Freshcare Recognised Suppliers. New requirement (point 5) for testing to be conducted by 'competent laboratories' - refer to new definition in glossary.	Factsheet - F11 Suppliers. Review your current list of suppliers against criteria in F11 Supplier requirements table. Note the criteria for testing laboratory and packaging have changed. Have the appropriate evidence ready for your audit. Make a date in the future to conduct the next review.
F11.2 All produce represented for sale as Freshcare certified must be: • grown by a business currently certified to Freshcare Code of Practice Food Safety & Quality or a food safety program recognised by Freshcare	F11.2 All produce represented for sale as Freshcare certified must be: *(Continues over page)* • grown by a business currently certified to Freshcare Food Safety & Quality Standard or alternate, approved GFSI	None. *(Continues over page)*	Updated wording from a 'food safety program recognised by Freshcare' to an 'alternate, approved GFSI benchmarked standard'. Added cross reference (See Appendix A-F11) which details the accepted programs.	Factsheet - F11 Suppliers. Check to ensure any suppliers of produce that is represented for sale as Freshcare Certified have certification to either the Freshcare Standard, or another GFSI Standard, as per the Appendix A-F11. Have the appropriate evidence ready for your audit.

• packed by a business currently certified to Freshcare Code of Practice Food Safety & Quality or a food safety program recognised by Freshcare.	benchmarked standard (See Appendix A-F11) • packed by a business currently certified to Freshcare Food Safety & Quality Standard or alternate, approved GFSI benchmarked standard (See Appendix A-F11).		**FSQ4.2** Appendix A-F11 has been updated.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F12.1 Where a food defence threat is identified, a control plan is documented.	F12.1 Identify potential food defence threats that may impact food safety and implement control measures where required. 12.1.1. A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: • raw materials (business inputs or produce) • end product. 12.1.2 Where a food defence threat is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health. 12.1.3. The food defence vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.	None.	Added requirement for the control plan to include mechanisms for control to mitigate risk to public health. New requirement to review food defence vulnerability assessment at least annually and when changes occur.	Factsheet - F12 Food defence and food fraud. Form - F12 Food defence vulnerability assessment and control plan. Document the plan on the new Form F12 Food defence vulnerability assessment and control plan that now includes a risk assessment. This is completed by using the Factsheet F12 to: a. determine the food defence issue(s), b. determine likelihood of occurrence, c. assign a severity d. assign risk rating and the controls to be in place to mitigate risk to public health. Have the appropriate evidence ready for your audit. Make a date in the future to conduct next review.
F12.2 Where a food fraud vulnerability is identified, a control plan is documented.	F12.2 Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required.	None. *(Continues over page)*	Added requirement for the control plan to include mechanisms for control to mitigate risk to public health. New requirement to review food fraud vulnerability	Factsheet - F12 Food defence and food fraud. Form - F12 Food fraud vulnerability assessment and control plan.

	12.2.1 A food fraud vulnerability assessment is completed to assess the potential risk of intentional adulteration, substitution or misrepresentation of: • raw materials (business inputs or produce) • end product. 12.2.2 Where a food fraud vulnerability is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health. 12.2.3 The food fraud vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.		assessment at least annually and when changes occur.	Document the plan on the new Form F12 Food fraud vulnerability assessment and control plan that now includes a risk assessment. This is completed by using the Factsheet F12 to: a. determine the food fraud issue(s), b. determine likelihood of occurrence, c. assign a severity d. assign risk rating and the controls to be in place to mitigate risk to public health. Have the appropriate evidence ready for your audit. Make a date in the future to conduct next review.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
F13.1 Maintain a product identification and traceability system to enable produce to be traced from production to its destination. 1. A record of all produce harvested is kept and must include: • crop/variety • growing site • earliest harvest date in consideration of exclusion periods • harvest date • packing date • batch identification code (where applicable) • quantity • destination. 2. Where harvested produce is sent to another business for packing or further processing, each delivery is clearly identified with supplier name and harvest or delivery date. 3. A record of all produce received from suppliers is kept and must include: • supplier business name	None. *(Continues over page)*	F13.1 Maintain a product identification and traceability system to enable produce to be traced from production to its destination. F13.1.1. to F13.1.4 remains unchanged 13.1.5. Dispatch records are kept and must include: • customer and/or destination • dispatch date • batch identification code • quantity. 13.1.6 Product traceability is tested at least annually to verify full traceability of produce from production to its destination/immediate customer, or vice versa. A record is kept.	**FSQ4.2** <u>Added requirement</u> to maintain dispatch records. This has always been intended as it was a required record, however never formally stated as compliance criteria. <u>New requirement</u> to conduct a traceability test at least annually. Update of forms to match changes and the inclusion of a new form to support the recording of the traceability test.	<u>Factsheet</u> – F13 Product Identification and traceability <u>Form</u> – F13 Harvest, packing and dispatch record <u>Form</u> – F13 Traceability test Review your current traceability of produce through your operations and ensure all required records are now maintained. Conduct a traceability exercise on product that has been dispatched. Ideally this would have left your control in last 3 months, the aim is to also check retrieval of required records as part of this test. Have the appropriate evidence ready for your audit. Make a date in the future to conduct the next review.

• crop/variety • date received • packing date • batch identification code (where applicable). 4. All packed produce sent to a customer is marked with: • business name and physical address • packing date and/or batch identification code • other trade descriptions required by customer or legislation.				
Not Applicable.	F13.2 Maintain product release procedures to enable produce that does not meet food safety requirements to be clearly identified and controlled to prevent unintended use or delivery. 1. Documented release procedures are maintained and implemented. 2. Product release procedures are reviewed at least annually. A record is kept.	F13.2. Product release procedures are maintained for the final check of produce to prevent unintended use or delivery of produce found non-compliant. F13.2.1 A product release procedure is documented and must include: • assessment and final check of produce prior to dispatch • controls for produce found non-compliant • any required corrective action. *(Continues over page)*	NEW Element: Requirement to have measures in place to prevent produce that does not meet food safety requirements, from being used or delivered. Requirement to develop, maintain and implement product release procedures. **FSQ4.2** F13.2 re-worded to clarify intent of element in FSQ4.1 that was poorly worded. Updated Factsheet to include references to new and changed requirements in F13.	<u>Factsheet</u> - F13 Product identification and traceability. <u>Form</u> - F13 Harvest and packing record. **FSQ4.2** <u>Form</u> - F13 Harvest, packing and dispatch record. Document the procedure you use (refer Form M2 Procedure/Work instruction template) to check and release product prior to leaving site. Examples of items to be checked included in Factsheet F13 Product identification and traceability.

				Form F13 Harvest, packing and dispatch record has been amended to include a column to check product prior to release from site and a date.
				If there is an issue the product is to be segregated (placed on hold) and the Form M4 Corrective action (CAR) record completed.
				Have the appropriate evidence ready for your audit.
				Make a date in the future to conduct next review.

FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	FSQ4.2 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
Not Applicable.	F14.1 Maintain an incident management procedure to ensure produce that does not meet food safety requirements is effectively managed. 14.1.1 An incident management procedure must include the requirements for: • incident reporting • product hold and release • product withdrawal and product recall. 14.1.2 The incident management procedure is documented and must include: • workers responsible for incident management • name of person documenting the plan • date plan is developed. 14.1.3 A test of the incident management procedure is conducted at least annually. A record is kept. 14.1.4 The incident management procedure is reviewed at least annually, and following any event requiring the incident management	F14.1 Maintain an incident management **plan** to ensure produce that does not meet food safety requirements is effectively managed. 14.1.1 An incident management **plan** must include the requirements for: • incident reporting • product hold and release • product withdrawal and product recall. 14.1.2. The incident management **plan** is documented and must include: • workers responsible for incident management • name of person documenting the plan *(Continues over page)* • date plan is developed. 14.1.3. A test of the incident management **plan** is conducted at least annually. A record is kept. 14.1.4. The incident management **plan** is reviewed at least annually, and following any event requiring the	This Element renamed from 'Recall' to 'Incident management, recall and withdrawal'. <u>NEW Element:</u> <u>Requirement</u> for incident management **plan** to manage produce that does not meet food safety requirements. Includes requirements for incident reporting, product hold and release, product withdrawal and product recall. <u>Requirement</u> for incident management **plan** to include workers responsible for incident management, name of person documenting the plan, date plan is developed. <u>Requirement</u> for a test of the incident management **plan** to be conducted at least annually, with a record kept. <u>Requirement</u> for incident management **plan** to be reviewed at least annually and if an event has occurred (and the procedure is used) and a record is kept. *(Continues over page)*	<u>Factsheet</u> - F13 Incident management, recall and withdrawal. <u>Form</u> - F14 Incident management plan. Assign a person within the business to manage incidents and the incident management plan. Determine the types of incidents that may be a risk to your business. Use the Factsheet F14 as a guide. Document these incident types using the Form F14 Incident management plan and determine the controls to be put in place. Conduct a test exercise (mock) of the incident management plan and keep a record if it. If the plan does not work how it should, revise it. Have the appropriate evidence ready for your audit. Make a date in the future to conduct next review.

	procedure to be actioned. A record is kept.	incident management plan to be actioned. A record is kept.	**FSQ4.2** clarify intent of clause in FSQ4.1 that was poorly worded throughout. Re-worded "Incident management procedure" to "incident management *plan*".	
F14.1 Maintain a product recall system enabling unsafe produce to be effectively recalled. 1. In the event of a potentially serious food safety issue, the matter is investigated to determine the extent of the problem. Where required, further action is taken.	F14.2 Manage product recall and withdrawal. F14.2.1 In the event of a potentially serious food safety incident, the matter is investigated to determine the extent of the problem. Where required, further action is taken.	F14.2 Manage product recall and withdrawal. 14.2.1 In the event of a potentially serious food safety incident, the matter is investigated to determine the extent of the problem. Where required, further action is taken. 14.2.2. Establish the level of recall relevant for the produce supplied to customers as a: • trade level recall, or • consumer level recall. 14.2.3. If a recall is required, the relevant recall is *(Continues over page)* implemented. 14.2.4. Where produce is supplied direct to consumers, **or if required by a customer,** a mock recall is completed annually using the A&NZ Product Recall/Withdrawal form **(or equivalent***).* A record is kept.	Updated wording. Extended requirement to manage product recall and withdrawal. Change in wording from 'issue' to 'incident'. **FSQ4.2** Updated criteria to include the requirement for mock recall to be completed where required by a customer and added an alternative method of record keeping. A&NZ Product Recall/Withdrawal form or equivalent (GS1 Recallnet or Customer).	Note that recall now includes withdrawal. Where it applies, conduct a mock recall exercise and record it. Where it applies, make a date in the future to conduct next mock recall exercise. Have the appropriate evidence ready for your audit. **FSQ4.2** Note that GS1 recallnet and customer systems are alternate methods for demonstrating compliance.

Standard Section:	Appendix A-M3.			
FSQ4 Content 'Code of Practice'.	**FSQ4.1 Content** *'Standard'.*	**FSQ4.2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**
Approved Freshcare training includes: *Freshcare Food Safety & Quality* - Freshcare Food Safety & Quality Edition 4 Training - Freshcare Food Safety & Quality 3rd Edition Training.	Approved Freshcare training includes: *Freshcare Food Safety & Quality Edition 4.1 Training* - Freshcare Food Safety & Quality Edition 4 Training - Freshcare Food Safety & Quality 3rd Edition Training.	***Businesses undertaking their Initial audit to the FSQ4.2 Standard*** Approved Freshcare training includes: *Freshcare Food Safety & Quality Edition 4.2 Training* - Freshcare Food Safety & Quality Edition 4.1 Training - Freshcare Food Safety & Quality Edition 4 Training ***Businesses undertaking their re-certification audit to the FSQ4.2 Standard*** Approved Freshcare training includes: - FSQ4.1 or FSQ4.2 eLearning Transition. *Freshcare Food Safety & Quality Edition 4.2 Training* - Freshcare Food Safety & Quality Edition 4.1 Training - Freshcare Food Safety & Quality Edition 4 Training - Freshcare Food Safety & Quality 3rd Edition Training.	<u>Addition</u> of FSQ4.1 as a recognised Freshcare training course. **FSQ4.2** Restructured the appendix element to provide clarity on the differential training required by the business depending on whether it is at the stage of initial or re-certification audit.	Review your level of training undertaken and ensure it meets the criteria in FSQ4.2 as defined in Appendix A-M3 to meet M3.1.1.

Standard Section:	Appendix A-F4.				
FSQ4 Content **'Code of Practice'.**	**FSQ4.1 Content** *'Standard'.*	**FSQ4.2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**	
The following national competencies must be included in all farm chemical user training qualifications: • AHCCHM303 – Prepare and apply chemicals • AHCCHM304 – Transport and store chemicals.	None.	The following national competencies **(or validated equivalent)** must be included in all farm chemical user training qualifications: • **AHCCHM306** - Prepare and apply chemicals to control pest, weeds and diseases OR **AHCCHM307** Prepare and apply chemicals for handheld application equipment • AHCCHM304 Transport and store chemicals *Note: this is the most recent qualification at time of publication. Confirm superseded units of competency via https://training.gov.au/Home/Tga*	Updated to the latest competency references.	Information only.	

Standard Section:	Appendix A-F6.			
FSQ4 Content **'Code of Practice'.**	**FSQ4.1 Content** *'Standard'.*	**FSQ4.2 Content** *'Standard'.*	**Explanation of change/expectation.**	**Steps for the Business.**
Not applicable.	Not applicable.	*Australian approved methods for E. coli in water:* ***Membrane filtration method:*** ○ *based on AS/NZS 4276.7, results are reported in colony forming units CFU/100mL,* ○ *the limit of detection of this method is 1 CFU/100mL.* ***Most probable number (MPN):*** ○ *based on AS/NZS 4276.6, results are reported in MPN/100mL,* ○ *the limit of detection is 1 MPN/100mL.* ***Defined substrate technology (DST):*** ○ *based on AS/NZS 4276.21, results are reported in MPN/100mL,* ○ *the limit of detection is 1 MPN/100mL.* *For all intents and purposes* *1 CFU = 1 MPN.* ***NOTE**: Limitation of MPN/DST methods is that reporting results are limited to outcomes from a predefined table i.e. a sample with 100 CFU via membrane filtration will give a result of 126 MPN. Hence why often limits are set at 126 MPN/100mL rather than 100 CFU/100mL.*	Added technical information for recognised test methods for water testing for pre- and post-harvest water. Acceptance of MPN and DST methods as equivalent to membrane filtration for outcome criteria.	Read and understand the criteria. Businesses can use the criteria in interpreting laboratory water test results.

Standard Section:	Appendix A-F11.			
FSQ4 Content 'Code of Practice'.	**FSQ4.1 Content** *'Standard'.*	**FSQ4.2 Content** *'Standard'.*	**Explanation of change/expectation.**	**Steps for the Business.**
Not Applicable.	*Food Safety Programs Recognised by Freshcare.* • *Freshcare* • *Global G.A.P.* • *SQF* • *BRC.*	Updated Other GFSI standard names to reflect changes to their schemes and added BRCGS storage and distribution Food Safety Programs Recognised by Freshcare. • Freshcare • Global G.A.P. • SQF • **BRCGS**	<u>Added</u> list of programs recognised by Freshcare. (Recognition of approved GFSI benchmarked standards). This information is also available on the Freshcare website. Note from 1 January 2019, HACCP is no longer accepted (see website for further information).	Use to determine compliance to F11.2. Information Only.

Glossary

FSQ4.1 new terms	
Allergen	*Any substance that can induce an abnormally vigorous immune response in certain individuals in the population. Allergens can cause symptoms such as skin rashes, swelling, breathing difficulties or, in severe cases, potentially fatal anaphylaxis. The most common allergens are peanuts, tree nuts, milk, eggs, sesame seeds, fish, shellfish, soy, lupin, wheat and sulphites (>10mg/kg).*
Competent laboratory	*A laboratory with NATA accreditation, or accredited to ISO/IEC 17025, for the required scope of testing. Or a laboratory run by a local, state or federal government authority or university, that follows Australian Standard methods for the required scope of testing.*
Organisational chart	*A diagram that clearly depicts the current organisational structure of a business and reporting relationships of workers whose roles may impact food safety and quality.*
Standard	*Refers to "Code of Practice" as presented in previous editions of this Standard and other published Freshcare Standards. The two terms can be used interchangeably through Freshcare resources and materials.*
FSQ4.2 new terms	
Initial Audit	*This is a business' first external audit to the Freshcare Standard.*
Retail Sale	*Produce that is packed and intended for supply through retailers to sell to consumers. Describes product intended for direct retail display includes but is not limited to, retail crates, pre-packs.*

Additional questions and responses

Why have you changed the Standard?	The Freshcare Food Safety & Quality Standard (FSQ4.1) has been updated to FSQ4.2 to ensure Freshcare certification continues to be compliant with the benchmarks set under GFSI.
	Without GFSI benchmarking, Freshcare would cease to be recognised and the Australian fresh produce industry would lose its most relevant, practical and cost-effective food safety certification option. Benchmarking to GFSI means Freshcare food safety systems are aligned with world's best practice.
I have HARPS, how does this impact HARPS?	Your Freshcare audit in 2021 will be conducted to the revised FSQ4.1 or FSQ4.2 Standard, as well as HARPS.
	For more information on HARPS please refer to their website (https://harpsonline.com.au/).
My audit is due in May 2021, can I postpone it to get more time to transition?	You will be required to transition to FSQ4.2, unless your audit is more than 60 days ahead of your "re-certification audit due month". This is one of the reasons we give business 6 months' notice of the new Standard.
	If you need help, please contact Freshcare and we will direct you to the available support options.
Changes to the Freshcare Rules impact my business, do I have to comply to these Rules immediately?	Compliance to the Freshcare Rules must be achieved in line with your certification to FSQ4.2 from 3rd May 2021. If you do not comply with the Rules at the time of this audit, a CAR may be raised.
Who is JAS-ANZ and how does this impact Freshcare?	JASANZ (Joint Accreditation System Australia New Zealand) is an accreditation body.
	JAS-ANZ accreditation sends a clear message. It says your Certification Body can be counted on to perform its duties—in an authoritative and impartial way. It flags that you have been approved by an independent third-party as a professional body that acts with integrity when certifying or inspecting for conformity assessment.
	JAS-ANZ accredited certification underpins food exports and the domestic market– many customers purchasing these products require accredited certification as a declaration of the safety of the products produced, and as proof that regulatory requirements have been fulfilled.
	The Freshcare Food Safety & Quality Standard is one of the food schemes accredited by JAS-ANZ.
Minor CARs now must be closed to get my certificate, why?	In line with other GFSI standards, to be allowed to be certified, a business must have no outstanding corrective actions. We have aligned the CAR closure to make Major and Minor CAR closure timeframes the same (28 days).
	We have also made a change that any CAR's not closed within 6 months deems the audit invalid and a new audit will need to be completed.
	** All corrective actions raised at an audit MUST be closed for your business to be Freshcare Certified**

Does the actual process of my audit change?	The audit process should not dramatically change. The Freshcare Rules – R4 outlines what you should expect to have occur during your audit. It will be a combination of document reviews, observations of your practices, processes and infrastructure, and interviewing staff.
	Remember the audit MUST occur during your harvest period.
What is an unannounced audit?	An unannounced audit is the same as your standard re-certification audit, with the exception that you will not know when the auditor will arrive to your site.
	The Freshcare Rules R1 includes information regarding unannounced audits.
	They are required to give you a date range in which the audit will occur, in line with the Freshcare Rules, that is must be within harvest period and no more than 60 days ahead of your "re-certification audit due date".
	If you have days that you are not active on site, you can tell your Certification Body of up to **10** days of non-operational periods within this timeframe to allow for days that you know you don't have activity in the business (i.e. every Monday is a non-harvest day). For businesses with smaller harvest windows this is **5** days.
	Contact your Certification Body or Freshcare if you would like to know more.
My audit currently occurs in my quiet time, outside peak harvest, why did the rules change?	The Freshcare Rules around audits occurring during harvest period have not changed. It has always been a requirement that audits occur during (or as close) to harvest as possible.
	If you audit does not cover your harvest period, then you are in breach of the Freshcare Rules, and you will need to contact your Certification Body to get your audit due date reset and aligned to harvest.
I have more than one growing site, and the rules tell me these all must be registered, why did the rules change?	The Freshcare Rules around the application of a business to be certified to a Freshcare Standard and the requirement for all sites to be listed has not changed.
	What we have given is a clarification around the maximum allowable distance between sites that can be visited during the audit and that all sites with infrastructure attached must be visited every Audit. Sampling by the auditor can then occur on other sites, based on risk.
	This intent has always been in place, but Freshcare has responded to concerns from Participating Businesses, that not everyone is treated equally in the application of these rules, so we have sought to add further wording to be clear.
M2.1 says I need to *document procedures or work instructions for activities that impact food safety.* What does this mean as I only pick fruit into bulk bins?	There are some processes on your farm that require a task to be done, or a series of steps to be completed to make sure the task is completed properly. The documented procedures will help to demonstrate a consistent and correct approach to food safety management. Freshcare has provided a template for the development of key procedures.
	We have also documented a key work instruction as an example, that is necessary for every produce business to have in place, regardless of their activities, that is handwashing.
	In the review of FSQ4.2, we have extended the criteria to document procedures and/or work instructions for quality as well, to demonstrate the importance that quality plays in the success of your business.

What is an incident management plan?	Incident management planning will help detail the steps to be taken before, during and after an incident or event to maintain the financial viability of the business.	
	Proper planning and preparation by your business is key to avoid and reduce the risks associated with events or incidents that could result in major disruptions to operations; and preparing a plan to ensure services to customers can continue.	
What is a management review?	A management review is a formal, structured meeting which involves owners and/or senior managers of the business and takes place at regular intervals throughout the year but must occur at least annually.	
	The objective of the management review is to ensure the food safety and quality system implemented remains suitable, adequate, and effective.	
What Forms have changed? **FSQ4 to FSQ4.1 Changes**	Form – M1 Food Safety and Quality Policy (new) Form – M1 Position descriptions (new) Form – M2 Procedure-Work Instruction (new) Form – M3 Training record – internal FSQ (updated) Form – M4 Internal audit report (updated)	Form – F7 Allergen management plan (updated) Form – F8 Facilities audit checklist (updated) Form – F10 Food safety instructions (updated) Form – F12 Food defence vulnerability assessment and control plan (updated) Form – F12 Food fraud vulnerability assessment and control plan (updated) Form – F13 Harvest and packing record (updated) Form – F14 Incident management plan (new)
What Forms have changed? **FSQ4.1 to FSQ 4.2 Changes**	Form – M1 Property map checklist (new) Form – M1 Organisational chart (new) Form – M3 Training record – internal FSQ (updated) Form – M4 Internal audit report (updated)	Form – F13 Harvest, packing and dispatch record (updated) Form – F13 Traceability test record (new)
I have my own forms; can I continue to use them?	You can certainly continue to use your own forms, but you will need to review the new and revised criteria to ensure you capture any new information into your existing systems.	
	Don't forget to remove all old versions from use once you transition	