Freshcare

Transition Guide

Supply Chain

July 2021

Contents

Introduction

The Freshcare Supply Chain Standard (SC2) has been updated to gain recognition against Global Food Safety Initiative (GFSI) Version 2020.1 benchmark requirements.

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.

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 1st February 2022 will be to the SC2 version.

Certification Bodies are not required to offer audits to SC2 prior to 1 February 2022. 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 SC2 ahead of February 2022, please first check with your Certification Body and where necessary, contact Freshcare for assistance in scheduling.

Transitioning to SC1 to SC2

The updated SC Standard is available from July 2021.

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.

For those businesses that have previously completed SC1 or FSQ4 training and are undertaking re-certification audits, this training remains recognised under SC2. The details of recognised training are in the Appendix A-M3.1 to the Standard. Training is available for those wishing to upgrade their knowledge.

What has changed?

The Freshcare Supply Chain Standard, incorporating the Freshcare Rules, Factsheets, and Forms (including examples) have been fully 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 SC2 Standard.

The inclusion of unannounced audits has been mandated by GFSI, and therefore SC2 includes specific requirements in the Rules section for all businesses to meet the criteria of 1 unannounced audit every 3 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 SC2 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 Supply Chain program. One of the first steps involves familiarising yourself with the changes in the Freshcare Standard and Freshcare Rules. We have structured the transition guide to cover the changes from SC1 through to SC2 providing an overview of changes regardless of where implementation stage.

Download the Standard and Resource to support your transition.

The Freshcare SC2 Standard and Resources (Forms and Factsheets) can be downloaded from Freshcare OnLine: www.online.freshcare.com.au

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 SC Form templates. Go through your manual and replace the forms with the revised forms indicated. If you require a new copy of your manual, these are available for purchase from our website. Businesses are not required to use Freshcare Forms for record keeping, therefore use of the SC2 Forms is not mandatory. Businesses may continue to use SC1 forms where there is no difference in record keeping requirements. As long as forms have been updated to capture the correct SC2 requirement, they would not be considered 'out-of-date'. In the case where multiple Freshcare standards are being addressed, the business may choose to use the one form, and capture all requirements. Example: Training record-other; CAR; Management review etc.

Example forms are also available to show how to complete the records. Refer to the SC 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 SC2 Standard. The Form – M8 Internal Audit, has been revised to capture the updates against SC2.

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 SC2 and incorporates the changes between SC1 and SC2.

Changes made to elements, resources or compliance criteria from SC1 to SC2 are found in this document.

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

SC1 Content Standard.	SC2 Content *'Standard'.*	Explanation of change/expectation.	Steps for the Business.
This is the content in the current SC1 Standard.	This is the content of the new text/new element in SC2	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 requirement.</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>.	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 this is marked accordingly.

New Numbering applicable

The review of the Supply Chain Standard has also resulted in a structure change, to group all related activities together (eg training criteria) and to ensure all management system related activities are grouped. The elements related to product and processing and related activities (re-named SC) has then been addressed in a logical process flow where possible.

The new structure, numbering and naming convention is outlined in the following table:

	SC1 Management		SC2 Management		SC1 Food safety and Quality		SC2 Supply Chain
M1	Scope and Commitment	M1	Scope and Commitment	F1	Hazard analysis	SC1	Hazard analysis
M2	Documentation	M2	Documentation	F2	Chemicals	SC2	People
M3	Training	M3	Training and Development	F3	Water	SC3	Allergen Management
M4	Inspections, internal audit and corrective action	M4	Customer and Regulatory requirements	F4	Foreign objects	SC4	Incoming goods and process inputs
M5	Customer requirements	M5	Food Defence and Food Fraud	F5	Allergens	SC5	Facilities
M6	Business continuity and incident management	M6	Supplier Management	F6	Premises, facilities and vehicles	SC6	Product handling, processing and packing
		M7	Incident management, withdrawal and recall	F7	Maintenance, cleaning and waste management	SC7	Product identification and traceability
		M8	Internal audit, corrective & preventative action	F8	Equipment, containers, packaging and labels	SC8	Control of Foreign objects
				F9	Pest management	SC9	Equipment and tools
				F10	People	SC10	Maintenance and cleaning
				F11	Suppliers	SC11	Waste Management
				F12	Food defence and food fraud	SC12	Pest Management
				F13	Product identification and traceability	SC13	Transport
				F14	Product withdrawal and recall		

Standard changes and updates

Standard Section: Freshcare Rules			
SC1 Content Standard.	**SC2 Content**	**Explanation of change/expectation.**	**Steps for the Business.**
Rules version 4.3 July 2019 Separate Document	Rules have now been included in the first section of the Standard document; these are numbered R1 to R9.	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: Freshcare Standard			
SC1 Content Standard.	**SC2 Content**	**Explanation of change/expectation.**	**Steps for the Business.**
M1 Scope and commitment	**M1 Scope and commitment**		
M1.1 Define the business scope and the scope of Freshcare certification. 1. The scope of Freshcare certification is defined by the owner or appropriate senior manager. 2. All business enterprises and activities undertaken are recorded. 3. Flowcharts are completed to document the produce and activities for which Freshcare certification is required.	M1.1 Define the business scope and the scope of certification. 1. The scope of Freshcare certification is defined by the owner and/or appropriate senior manager. 2. All business enterprises and activities undertaken are recorded. 3. Any exclusions to the scope of certification are clearly identified.	Flowcharts moved to a new element (M1.3) New requirement to address in system documentation any exclusions to scope of certification.	Factsheet - M1 Scope and Commitment. NEW Factsheet – M1 Food Safety Culture Updated Form M1 – Scope Ensure your scope is clearly documented. If there are any activities on your site that are not to be covered under the scope of certification, then document these as exclusions. Have the appropriate evidence ready for your audit.
M1.2 Document premises, infrastructure and local activities on site map(s). 1. A site map is documented and maintained. The site map identifies: • location(s) of all business infrastructure and activities • property boundaries, adjacent infrastructure and activities that may impact food safety • buildings, sheds, shared facilities and worker accommodation • on-site roads and access points • toilet facilities, septic tanks and seepage pads • bulk fuel storage and underground tanks • utility infrastructure and delivery mechanisms • chemical storage areas and disposal trenches/evaporation ponds	M1.2 Identify property areas, infrastructure and surrounds on a property map. 1. A property map is documented and maintained. A record is kept. 2. The property map identifies all activities relevant to the site including: • property boundaries and adjacent infrastructure such as public roads and public places (schools, sports fields) • local activities that may impact food safety • service lines and infrastructure (such as power etc) • buildings, sheds, and access points • location(s) of all business infrastructure and activities • septic tanks and seepage pads and wastewater infrastructure/ wastewater storage and treatment areas (where applicable)	Broken down into subpoints. The points previously included in F6.1.2 (Facility plan/map), now partially included here. There is a new Form - M1 Property map checklist to support implementation and updates of property/ site map. This is optional.	Factsheet - M1 Scope and Commitment. NEW Factsheet – M1 Food Safety Culture 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. Existing F6.1.2 Facility map can continue to be utilised in conjunction with M1.2, if required. Have the appropriate evidence ready for your audit.

• storage sites for waste, including controlled wastes awaiting collection or disposal.	• bulk fuel storage, including underground tanks. 3. The property map identifies all production areas and infrastructure including: • production areas and storage sites • workers accommodation and facilities • toilet facilities • handwashing facilities • chemicals and/or dangerous goods storage areas, mixing areas, equipment clean-down areas • storage sites for waste, including controlled wastes (empty chemical containers awaiting collection) • water sources, extraction points and delivery infrastructure.		
M1.1 3. Flowcharts are completed to document the produce and activities for which Freshcare certification is required.	M1.3 Define the process flows and movement of product. 1. Flowcharts are completed to document the processes/ activities for which Freshcare certification is required. It must consider produce/produce groups and products handled. 2. Flowcharts shall outline all steps in the process and document individual processes to ensure all risks are identified. 3. The flowchart(s) are reviewed at least annually, and when changes occur. A record is kept.	Relocate Flowchart from M1.1 to its own element, to demonstrate importance of this clause in food safety plan and ensure the assessment of any hazards (refer element SC1 Hazard anaylsis) are captured. Added requirement to review flowcharts at least annually or when changes occur.	Factsheet - M1 Scope and Commitment. NEW Factsheet – M1 Food Safety Culture Form M1 – Flowchart remains unchanged. Review existing flowcharts to ensure all activities and process steps identified. 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.
M1.3 Define the business organisational structure.	M1.4 Define the roles, responsibilities, and reporting relationships of workers	NEW Requirement to provide suitably qualified worker(s) for the food safety program in the business. This person is an integral part of the business and is	Factsheet - M1 Scope and Commitment. NEW Factsheet – M1 Food Safety Culture Form - M1 Position descriptions.

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. 2. Position descriptions are documented for workers responsible for the management of food safety and quality. 3. The organisational structure, roles and responsibilities are communicated to all workers.	responsible for the management of food safety and quality. 1. The owner and/or appropriate senior manager provides suitably qualified worker(s) to implement, maintain, review and improve the food safety and quality program of the business. 2. The organisational structure of the business is documented and must include: • workers responsible for the management of this Standard • workers responsible for the management food safety and quality, • reporting relationships of all workers whose roles may affect compliance with the requirements of this Standard. 3. Position descriptions are documented for workers responsible for the management of food safety and quality. 4. The organisational structure, roles and responsibilities are reviewed at least annually, or when changes occur. A record is kept. 5. The organisational structure, roles and responsibilities are communicated to all workers.	appropriately skilled and able to make decisions regarding the operation of the food safety program. The entire business is responsible for food safety culture and providing a positive food safety culture is demonstrated from management down through the businesses. Further detail/ information required to define the business organisation structure. New Requirement for the roles, responsibilities and reporting relationships for workers responsible for food safety and Freshcare Standard is highlighted. New requirement to review annually (at least) and when changes occur (i.e. changes in staff). New Form template has been provided to document the Organisational chart. Corrected the Missing Form reference for Form - M1 - Position descriptions.	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 food safety and quality System. Complete your Organisational chart. Complete position descriptions for workers whose role(s) manage food safety and quality, and for other key positions within the business. Make a date in the future to conduct review, unless something changes in the meantime, which would trigger an update. Communicate the organisational chart to workers 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 this Freshcare Standard. 1. The owner or appropriate senior manager signs a commitment statement to support and comply with: • Freshcare Food Safety & Quality – Supply Chain Standard Edition 1 • Freshcare Rules • legislative requirements.	M1.5 Document the business commitment to food safety and quality and the Freshcare Program. 1. A Food Safety and Quality Policy is documented and implemented by the business and must include: • measurable objectives for performance to food safety & quality • actions to address continuous improvement.	Commitment statement replaced by Food Safety & Quality Policy New requirement to implement measurable objectives and link to food safety culture. 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.	Factsheet - M1 Scope and Commitment NEW Factsheet – M1 Food Safety Culture Form- M1 Food Safety and Quality Policy Document the food safety and quality policy and set measurable objectives for the business. Examples of measurable objectives are in the M1 Factsheet and Form - M1 Food safety and quality policy also provide a template for you to use.

2. The commitment statement is communicated to all workers.	• actions to demonstrate a positive food safety culture • commitment to comply with the Standard and Freshcare Rules •commitment to comply with all legislative requirements. 2. The Food Safety and Quality Policy will be signed and will detail the business's commitment to its food safety system with understanding demonstrated by management and workers. 3. 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.	Acknowledgement that the business is committed to food safety and quality as well was the Freshcare Program, Freshcare Rules and legislative requirements. Measurable objectives need to be set by the business and documented in the food safety and quality policy. The new document needs to be communicated to workers. 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.	Have the owner/ senior manager print and sign the food safety and quality policy once documented. 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. NEW Factsheet M1 Food Safety Culture - 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.
M2 Documentation	**M2 Documentation**		
Not applicable	M2.1 Procedures and/or work instructions are maintained for activities that impact food safety and quality. 1. Procedures and/or work instructions are documented and effectively implemented for activities that impact food safety and to ensure compliance to legislation. 2. Procedures and/or work instructions are documented and effectively implemented for activities where a quality outcome is required by the business or customer.	New Requirement There are many processes within the business 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. We have included the criteria to document procedures for quality to demonstrate the importance that quality plays in the success of your business.	Factsheet – M2 Documentation Form – M2 Procedures/ Work Instructions Freshcare has provided a template for the development of key procedures, and the worked example for handwashing is one that every business should have documented. Make a date in the future to conduct review, unless something changes in the meantime, which would trigger another review.

	3. Procedures and/or work instructions are reviewed at least annually or when changes to processes occur.	Requirement for these procedures to be reviewed at least annually, or if there is a change in process, new equipment, changes to layout or other factors.	Have the appropriate evidence ready for your audit.
M2.1 Verify compliance with this Freshcare Standard through relevant documents and records. 1. Current editions of the Freshcare Food Safety & Quality – Supply Chain Standard Edition 1 and the Freshcare Rules are kept. 2. All records and documents required to verify compliance to this 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. 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 this Freshcare Standard through relevant documents and records. 1. Current editions of the Freshcare Standard and the Freshcare Rules are maintained. 2. All records and documents required to verify compliance to this Standard are maintained, 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 securely stored for a minimum of two years (or longer if required by product shelf life, legislation or customers).	Simplified wording Records now need to be securely stored. Requirement to consider product shelf life in record retention period if products handled have a shelf life of greater than two years.	Factsheet - M2 Documentation Ensure there is a secure place to store paper records. Ensure electronic records are secure and backed up. Ensure records are stored for the appropriate length of time. Have the appropriate evidence ready for your audit.
M3 Training	**M3 Training and development**		
M3.1 Complete Freshcare training. 1. A business representative with day-to-day operational responsibility for the implementation and management of this Standard completes approved Freshcare Food Safety & Quality training. Evidence is kept. (See Appendix A-M3).	M3.1 Complete approved training as required by this Standard. 1. A management representative completes approved Freshcare training. Evidence is kept. (See Appendix A-M3).	M3 renamed to "Training and development". Simplified wording Appendix A-M3 has been revised to include acceptable training for new and existing certified businesses.	Refer to Appendix A-M3 to check the Freshcare training held by the approved business representative is valid. If it is not valid, re-training will need to be conducted. Have the appropriate evidence ready for your audit.
M3.2 Train all workers who complete tasks	M3.2 Train all workers in basic food safety.	Split out previous M3.2 for clarity on intent.	Factsheet – M3 Training and development. Review training of workers on food safety.

relevant to this Freshcare Standard to ensure food safety awareness. 3. All workers must receive basic food safety training before starting work. 4. Training is provided in the relevant language for workers, or pictorially.	1. All workers must receive food safety training before starting work. This training must be delivered in the relevant language for workers and/or pictorially and address: • instructions on health and hygiene; • food safety and quality policy; • general behaviour • identification and reporting of food safety and quality issues.	New requirements: Defined the minimum requirements on what is to be addressed with workers before starting work. (Sometimes known as Induction training). This is applicable to all workers, regardless of roles responsibility, seniority etc. Removed- Form M3 Training – internal record.	If the training provided does not address all the points indicated, then arrange to update workers training. Record training on Form – M3 Training record. Have the appropriate evidence ready for your audit.
M3.2 (part) 1. Training is provided for all workers who complete tasks relevant to the Standard. 2. Job specific skills/competencies are defined and documented. Foreign Object: F4.2 1. Workers are trained to recognise the potential for foreign object contamination and to report foreign object findings. Allergens: F5.2 (Part) 3. Workers are trained: • to identify, remove and avoid introducing allergens • in allergen control measures (where required). People: F10.2 2. Workers are trained in site security requirements and to report unidentified access or unknown visitors. 3. Information regarding site access, movement and emergency procedures is communicated to all workers, visitors and contractors.	M3.3 Provide specific training to workers in food safety and quality and to ensure food safety and quality awareness. 1. Training is provided for workers who complete tasks relevant to this Standard and this training must be delivered in the relevant language for workers and/or pictorially. 2. Workers have detailed training, over and above basic food safety training: • on the processes of their work and product(s) handled • to identify, remove and avoid introducing allergens and in allergen control measures (where required). • cleaning, sanitation and housekeeping • to identify, remove and avoid introducing foreign object and in foreign object control measures • site access, movement and emergency processes • in site security requirements and to report unidentified access or unknown visitors.	Re-located all training criteria together. Removed- Form M3 Training – internal record. New requirements: The inclusion of ensuring appropriate training and development of workers, and that detailed training is considered based on job function and role(s) within the business. Bring foreign objects, allergens and site security (access) training together under the one section. This has extended to include the requirement that workers clearly know their job role and responsibilities and the processes being undertaken and the products being handled in terms of risk to food safety and quality. More detailed training would need to be conducted for workers handling product	Factsheet M3 – Training and development Review training needs of workers against the Standard. Make a record of the review. Where updated training is required, provide this training. Record training on Form – M3 Training record. Have the appropriate evidence ready for your audit.

		directly, as opposed to workers who are handling fully enclosed product.	
M4.3 (part) 2. Workers responsible for completing the internal audit must be trained in the relevant requirements of this Standard, and where possible are independent of the practices being assessed.	M3.4 Train workers who complete internal audit activities relevant to this Standard 1. Workers responsible for completing any of the internal audit activities must be trained in the relevant requirements of this Standard, and where possible are independent of the practices being assessed.	Re-located all training criteria together. Intent of internal audit being conducted by a person knowledgeable in the Standard and activities of the business and (where possible) independent of the business practices remains unchanged.	Factsheet M3 – Training and development This section remains unchanged, apart from its new numbering. Previous training conducted is acceptable.
F2.3 Train and authorise workers who store, handle, apply and dispose of chemicals. 1. Workers involved in the storage, handling, usage and disposal of chemicals are trained and competent in assigned tasks. 2. Workers involved in the storage, handling, usage and disposal of Agricultural chemicals: • have successfully completed a recognised chemical users course, or equivalent (See Appendix A-F2) • are competent in chemical storage, handling, usage and disposal as specified by this Standard. 3. A register of workers authorised to store, handle, use and/or dispose of chemicals is maintained and displayed in the chemical storage area.	M3.5 Train workers who store, handle, apply and dispose of chemicals and/or dangerous goods. 1. Workers involved in the storage, handling, usage and disposal of chemicals and/or dangerous goods are trained and can demonstrate a practical application and knowledge in assigned tasks. 2. Workers involved in the storage, handling, usage and disposal of agricultural chemicals: • have successfully completed a recognised chemical users course, or equivalent (See Appendix A-M3) • can demonstrate a practical application and knowledge of chemical storage, handling, usage and disposal as specified by this Standard. * 3rd point deleted regarding chemical users course.	Re-located all training criteria together. Re-located to F2.3.1 and F2.3.2 for chemical training to M3 Training and development. Included dangerous goods. Included general training for all workers handling chemicals and/or dangerous goods. Clarified intent that chemical users course is only required where agricultural chemicals are handled within the business. Requirement to keep a register is deleted, as training records review (M3.2.4) should ensure all licences and permits for workers are maintained up to date.	Factsheet M3 – Training and development Review training needs of workers against the Standard. Make a record of the review. Where updated training is required, provide this training. Record training on Form – M3 Training record. Clarification that formal chemical users training is only required for businesses that use agricultural chemicals (fungicides, pest control, insecticides etc). Have the appropriate evidence ready for your audit.
M3.2.(part) 5. A record of internal and external training is kept and must include: • name and signature of trainee • name of trainer or training provider	M3.6 Maintain training records as required by this Standard and review training needs. 1. Records of internal and external training is kept and must include:	Re-located all training criteria together. Removed- Form M3 Training – internal record. New requirement:	Factsheet - M3 Training and development. Form – M3 Training record. Read the updated factsheet and conduct a review to ensure appropriate development

• topic of training • date of training and expiry date (when applicable) • supervisors' verification that training was completed and that the trainee is competent to complete the required tasks. 6. A review of training is conducted at least annually or when tasks and/or workers change.	• name of trainee • name of trainer or training provider • topic of the training • date of training and expiry date (when applicable). • for internal training, verification that training was completed, and that the trainee is competent to complete the required tasks. 2. The business has a process to demonstrate an ongoing review of training is conducted to: • ensure food safety and other training is up to date, • identify opportunities for additional training and development, and • ensure appropriate qualifications and licenses are maintained. 3. A review of training is conducted by the owner and/or appropriate senior manager at least annually or when processes, tasks and/or workers change.	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. These inclusions are key criteria in ensuring food safety culture within the business and the importance that training plays in achieving food safety and quality outcomes.	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 – for any training moving forward. Make a date in the future to conduct review, unless there are changes in the meantime, which would trigger another review. Have the appropriate evidence ready for your audit.
M5 Customer requirements	**M4 Customer and regulatory requirements**		
Not applicable	M4.1 Comply with and manage specific customer, or legislative requirements. 1. Where a customer, regulatory body or legislation requires compliance with specific food safety, quality, specification, or processes, not covered in this Standard, a copy of these requirements are kept. 2. Practices and requirements outlined above are complied with, managed, and included in the business' Internal audits. A record is kept.	New requirement: This addresses any additional controls that are required for food safety and quality as mandated under legislation or implemented by a regulatory body; OR by a customer, where compliance is required for supply. The business needs to identify these criteria over and above the Standard, maintain a copy of the requirements and implement them.	Factsheet - M4 Customer and regulatory requirements Read the updated factsheet. Identify any additional requirements that have not already been addressed through this Standard. Examples could include: • State government/ local council business registration. • Permits/ licenses for water use • Specific labelling of product for export markets or a customer

		Including these additional requirements in the internal audit will ensure they are appropriately captured and actioned.	• Undertaking of a process or task more frequently than stipulated by the Standard. Keep a copy of these requirements and document them in your internal audit. Implement the additional requirements in your business. Monitor and manage as appropriate. Have the appropriate evidence ready for your audit.
M5.1 Comply with customer specifications and requirements for produce assessment. 1. Where a written produce specification has been provided by, or agreed with a customer, a current copy of the specification is kept. 2. Produce assessments are conducted in accordance with customer specifications and requirements. When required by the customer, a record is kept. 3. If produce does not meet the agreed specification, the customer is informed of the variation prior to dispatch and the agreed course of action is implemented and recorded.	M4.2 Manage product specifications. 1. Where a written product specification has been provided by, or agreed with a customer, a copy of the specification is kept. 2. Product assessments are conducted to confirm compliance with customer specifications and requirements before dispatch. A record is kept. 3. If product does not meet the agreed specification a record is maintained demonstrating either: • the customer is informed of the variation and the agreed course of action is implemented (formal variation/ conditional acceptance) • product is appropriately redirected/ reworked. 4. Where required by the specification, legislation or customer, the required product testing (chemical, microbiological, allergen, MRL etc) is conducted as per M6.2.4.	Added requirement and re-worded for clarity in relation to product assessments process, and courses of action. New requirement to complete product testing when required on the specification or by a customer. Competent laboratory is used for the testing (links to M6 Supplier management).	Factsheet - M4 Customer and regulatory requirements The new requirement for product testing should also link to the previous criteria for implementing requirements not defined specifically in the standard. Ensure product assessments are conducted before dispatching product, and appropriate records are kept. Where the assessments determine product does not meet specification, agreement in the form of formal variation, conditional acceptance or re-directing or reworking product are acceptable. Appropriate records are kept. Have the appropriate evidence ready for your audit.

F12 Food defence and food fraud	M5 Food defence and food fraud		
F12.1 Identify potential food defence threats that may impact food safety and implement control measures where required. 1. A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: • raw materials (business inputs or produce) • end product. 2. Where a food defence threat is identified, a control plan is documented and must include mechanisms for control. 3. The vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.	**M5.1** Identify potential food defence threats that may impact food safety and implement control measures where required. 1. A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: • raw materials (business inputs or product) • end product. 2. Where a food defence threat is identified, a plan is documented and must include measures for controlling the identified risks, to mitigate risk to public health. 3. The food defence vulnerability assessment and plan is reviewed at least annually and updated when changes occur.	<u>Re-located</u> from F12 Inserted "controlling identified risks and to mitigate risk to public health".	<u>Factsheet -</u> M5 Food defence and food fraud <u>Updated</u> Form - M5 Food defence vulnerability assessment and control plan to include the assessment of risk (likihood, severity). Document the plan on the new Form M5 Food defence vulnerability assessment and control plan that now includes a risk assessment. This is completed by using the Factsheet M5 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 Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required. 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.	**M5.2** Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required. 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 product) • end product.	<u>Re-located</u> from F12 Inserted "controlling identified risks and to mitigate risk to public health".	<u>Factsheet -</u> M5 Food defence and food fraud <u>Updated</u> Form - M5 Food fraud vulnerability assessment and control plan to include the assessment of risk (likihood, severity). Document the plan on the new Form M5 Food fraud vulnerability assessment and control plan that now includes a risk assessment.

2. Where a food fraud vulnerability is identified, a control plan is documented and must include mechanisms for control. 3. The vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.	2. Where a food fraud vulnerability is identified, a plan is documented and must include measures for controlling the identified risks, to mitigate risk to public health. 3. The food fraud vulnerability assessment and plan is reviewed at least annually and updated when changes occur.		This is completed by using the Factsheet M5 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.
F11 Suppliers	**M6 Supplier Management**		
F11.1 Manage approved suppliers of produce. 1. A record of all suppliers of produce is kept, reviewed annually, and must include: • name of supplier • produce supplied • evidence of food safety certification. 2. All produce represented for sale as Freshcare certified must be grown, packed and/or supplied by a business currently certified to a food safety program recognised by Freshcare. Evidence is kept.	M6.1 Manage approved suppliers of product. 1. A record of all suppliers of product is kept, reviewed annually, and must include: • name of supplier • product supplied • evidence of food safety certification. 2. All produce represented for sale as Freshcare certified must be grown, packed or sourced from • a business currently certified to a Freshcare Food Safety & Quality Standard or • an alternate, approved GFSI benchmarked standard (See Appendix A-M6).	<u>Relocated</u> from F11 <u>Reworded</u> that all suppliers of product are recorded. Requirement for annual review remains unchanged. <u>Reworded</u> regarding approved suppliers of produce to include the reference to other GFSI programs accepted as equivalent to Freshcare for certified produce. <u>Added</u> reference to Appendix A-M6 where this information is located.	<u>Factsheet -</u> M6 Supplier Management <u>Form –</u> M6 Supplier Traceability. Check to ensure all products supplied are recorded and have appropriate food safety certification. 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-M6. Have the appropriate evidence ready for your audit.
F11.2 Identify and manage materials and services that may introduce a food safety risk. 1. Suppliers of materials and services that may introduce a food safety risk are identified. A record is kept and reviewed at least annually.	M6.2 Approved suppliers are established for all materials and services that have an impact on food safety and quality. 1. Suppliers of materials and services (including outsourced and emergency backup) are reviewed and approved	<u>Relocated</u> from F11 <u>Added</u> requirement for materials and suppliers and impact to quality. <u>Added</u> requirement that emergency and outsourced suppliers are also assessed.	<u>Factsheet -</u> M6 Supplier Management <u>Form –</u> M6 Supplier table. Ensure all suppliers of materials and services relevant to food safety and quality are captured.

2. Suppliers of materials and services identified in F11.2.1 must comply with the applicable requirements of this Standard. 3. Evidence of compliance for suppliers of materials and services is kept and must include: • documented formal agreements/contracts, or • independent evidence of compliance, or • a written declaration to comply with requirements, or • a record of inspection/assessment against requirements. 4. Receival records are kept for materials and services identified in F11.2.1 and must include: • name of supplier • date received • description and/or quantity of material or service supplied.	annually to demonstrate they comply with the applicable requirements of this Standard. A record of is kept. 2. Evidence of compliance for suppliers of materials and services is kept and must include: • documented formal agreements/contracts, or • independent evidence of compliance, or • a written declaration to comply with requirements, or • a record of inspection/assessment against the requirements. 3. Purchase and receival records (and specifications where applicable) are kept for materials and services and must include: • name of supplier • material or service supplied. • date of purchase/ service • description and/or quantity of material supplied • traceability details • any other requirements to manage food safety. 4. A Competent laboratory is used when any external testing is undertaken to verify compliance with requirements of this Standard.	Evidence of compliance for suppliers remains unchanged. Added requirement for purchase and receival and specifications records are kept and additional requirements to be recorded. New requirement for testing to be conducted by 'competent laboratories' - refer to new definition in glossary.	Review your current list of suppliers against criteria in M6 Supplier requirements table. Update as necessary. Ensure laboratory used meets the new definition (Glossary). Have the appropriate evidence ready for your audit. Make a date in the future to conduct the next review.
M6 Business continuity and incident management	**M7 Incident management, Withdrawal and Recall**		
M6.1 Prepare an incident management plan to support business continuity. 1. An incident management plan is established to support business continuity and identify ways to:	M7.1 Maintain an incident management plan to ensure product that does not meet food safety requirements is effectively managed. 1. An incident management plan is established to support business continuity and identify ways to:	Re-located from M6 Rewording for clarity on intent and inclusion of assessment of risks to product and management of product in and post an incident.	Factsheet -M7 Incident management, withdrawal and recall Form – M7 incident management plan Review incident management plan to ensure new criteria is addressed.

• reduce the likelihood of an incident occurring	• reduce the likelihood of an incident occurring		Ensure a test of the incident management system utilising the new criteria is conducted.
• ensure produce food safety and quality is not compromised	• ensure product food safety and quality is not compromised		
• respond to, and recover from, an incident.	• respond to, and recover from, an incident.		Have the appropriate evidence ready for your audit.
2. The incident management plan is documented and must include:	2. The incident management plan is documented and must include:		Make a date in the future to conduct the next review.
• potential risks to business continuity	• workers responsible for incident management		
• strategies and practices to manage identified risks	• incident reporting		
• workers responsible for incident management	• potential risks to product		
• details of internal and external stakeholders	• potential risks to business continuity		
• name of person documenting the plan	• strategies and practices to manage identified risks including product quarantine, withdrawal and recall		
• date plan is developed.	• details of internal and external stakeholders		
3. When an incident occurs, the incident management plan is followed to ensure:	• name of person documenting the plan		
• produce safety and quality is not compromised	• date plan developed.		
• affected produce is identified and isolated	3. When an incident occurs, the incident management plan is followed, and records maintained to ensure:		
• compliance with food safety and quality requirements is verified, prior to produce release.	• product safety and quality is not compromised		
A record is kept.	• affected product is identified and isolated and a decision made on release, rework, or disposal		
4. A test of the incident management plan is conducted annually. A record is kept.	• compliance with food safety and quality requirements is verified, prior to product release.		
5. The incident management plan is reviewed at least annually, and after any event requiring the incident management plan to be actioned. A record is kept.	4. A test of the incident management plan is conducted annually. A record is kept.		
	5. The incident management plan is reviewed at least annually, and following any event requiring the incident management plan to be actioned. A record is kept.		

F14.1 Maintain a system enabling the effective withdrawal or recall of product. 1. In the event of a potential issue regarding product safety, quality or regulatory compliance, the matter is investigated to determine the extent of the problem. Where required, further action is taken. 2. Determine whether a trade or consumer level withdrawal or recall is required for the product supplied to customers. 3. If a withdrawal or recall is required, the relevant withdrawal/recall is implemented. A record is kept. 4. A mock product withdrawal or recall is completed annually in compliance with F14.1.2.	M7.2 Maintain a recall plan enabling the effective withdrawal or recall of product. 1. In the event of a potential issue regarding product safety, quality or regulatory compliance, the matter is investigated to determine the extent of the problem. Where required, further action is taken. 2. Determine whether product is to be withdrawn or a trade or consumer level recall is required. 3. If a withdrawal or trade or consumer level recall is required, the relevant withdrawal or recall is enacted as required and considers timeframes stipulated by customer or regulator. A record is kept. 4. A mock recall is completed at least annually using the A&NZ Product Recall/Withdrawal form (or equivalent system). A record is kept.	Relocated from F14 and linked to Incident management Rewording to indicate differences between withdrawal, trade and consumer level recalls. Notes that customer or regulator timeframes must be considered in the recall process.	Factsheet -M7 Incident management, withdrawal and recall Review recall plan to ensure new criteria is addressed. Note that GS1 recallnet and customer systems are alternate methods for demonstrating compliance. Have the appropriate evidence ready for your audit.
M4.3 Conduct internal audits to verify ongoing compliance with this Freshcare Standard. 1. An internal audit of all activities and records relevant to this Standard is conducted at least annually. A record is kept. 2. Workers responsible for completing the internal audit must be trained in the relevant requirements of this Standard, and where possible are independent of the practices being assessed.	M8.1 Conduct internal audits to verify ongoing compliance with this Freshcare Standard. 1. An internal audit of all activities and records relevant to this Standard is conducted at least annually and when changes occur that may impact food safety. A record is kept.	Relocated from M4. Worker training (M4.3.2) re-located to M3 (Training and development) Added requirement that an internal audit also needs to be completed when changes occur that may impact food safety. Updated internal audit document in line with the Standard changes, as well as provided a worked example with more detail.	Factsheet – M8 Internal audit, corrective action and preventative action has been updated to reflect the change in naming. Form – M8 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.

M4.2 Conduct monthly facility audits. 1. Monthly facility audits are conducted to ensure ongoing compliance of the site's infrastructure and operations to the applicable elements of this Standard. A record is kept. 2. Workers responsible for completing the facility audit must be trained in the relevant requirements of this Standard.	M8.2 Conduct facility audits. 1. Facility audits (GMP audits) are conducted monthly (depending on risk) to ensure ongoing compliance of the site's infrastructure and operations to the applicable elements of this Standard. A record is kept. 2. Where reoccurrences of non-compliance are identified, appropriate action is taken, including a review of the frequency of facility audits. A record is kept.	Relocated from M4. Moved Worker training (M4.3.2) to M3 (Training and development) Additional requirement to review repeated "issues" in facility/GMP audits and address (preventative action).	Factsheet – M8 Internal audit, corrective action and preventative action has been updated to reflect the change in naming. Form – M8 Facility audit checklist. Review the amended requirements, and ensure action is taken on non-compliant findings. Put in a process to review frequency of facility audits where repeated non-compliance is identified. Have the appropriate evidence ready for your audit.
M4.4 Complete corrective actions for any non-compliance. 1. A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Food Safety & Quality – Supply Chain Standard Edition 1, Freshcare Rules or legislation are not met, as identified by: • routine activities • internal audits • external audits • a valid complaint received from a neighbour, customer or regulatory authority • produce identified as being contaminated, or potentially contaminated. 2. A Corrective Action Record must include: • description of the problem • cause of the problem • whether or not the problem has occurred before	M8.3 Complete corrective actions for any non-compliance. 1. A Corrective Action Record (CAR) must be completed when the requirements of this Standard, Freshcare Rules or legislation are not met, as identified by: • routine activities • internal and facility audits • external audits • complaints • product identified as being contaminated, or potentially contaminated • incidents and near misses. 2. A Corrective Action Record must include: • description of the problem • the identified root cause of the problem • whether or not the problem has occurred before • short term fix (action taken to fix the problem)	Relocated from M4. Re-named Internal audit, corrective and preventative action. Rewording to address preventative action and demonstrate continuous improvement. Preventative action has been included in title to encompass the outcomes actually achieved by the process. Added complaints (more generic) and incidents as additional reasons for corrective action to be raised. This is also key criteria to ensure 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.	Factsheet – M8 Internal audit, corrective action and preventative action - updated to reflect the change in naming. Form – M8 Corrective action record (CAR). Where you have an incident or a source of a complaint, or any other one of the listed issues, a corrective action is raised and actioned. Have the appropriate evidence ready for your audit.

• short term fix (action taken to fix the problem) • long term fix (action taken to prevent the problem reoccurring) • confirmation that short term and long term actions are completed and effective • name and signature of person completing the review • date of the review. 3. Reoccurrences of non-compliance are reviewed by an appropriate senior manager. A record is kept.	• long term fix (action taken to prevent the problem reoccurring) • confirmation that short term and long term actions are completed and effective • name of person completing the review • date of the review. 3. Reoccurrences of non-compliance are reviewed by an appropriate senior manager to address preventative action and demonstrate continuous improvement. A record is kept.		
M4.5 Conduct a management review of system compliance and documentation. 1. A management review of system compliance is conducted at least quarterly and a record kept. The review must include: • inspection records • facility audits • internal and external audits • corrective actions • customer feedback.	M8.4 Conduct a management review of compliance and documentation to ensure the continuing effectiveness of the food safety & quality program. 1. A management review of compliance is conducted at least annually to review the continuing suitability and effectiveness of the food safety and quality program. 2. A record of the review is kept and must include as a minimum: • the food safety and quality policy and measurable objectives. • assessment of the business' food safety culture • outcomes of internal and external audits, • changes in food safety risk • corrective actions, including reoccurrence of non-compliance • customer feedback and/or complaints • training conducted • incident preparedness • withdrawal and recall.	Relocated from M4. Frequency - Quarterly changed to at least annually. Expanded points for consideration in conducting the management review. Record of management review required.	Factsheet – M8 Internal audit, corrective action and preventative action - updated to reflect the change in naming. Form – M8 Management review record 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. 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. Have the appropriate evidence ready for your audit.

SC1 Content Standard.	SC2 Content	Explanation of change/expectation.	Steps for the Business.
F1 Hazard analysis	**SC1 Hazard analysis**		
F1.1 A risk assessment is conducted and additional actions implemented for any food safety hazard not managed through the elements of this Freshcare Standard. 1. A risk assessment must be conducted for any food safety hazard not managed within the elements of this Standard. A record is kept. 2. If the risk assessment conducted in F1.1.1 determines the risk of the hazard identified is high, relevant control measures, monitoring and verification activities are implemented.	SC1.1 A risk assessment is conducted and additional actions implemented for any food safety hazard not managed through the elements of this Freshcare Standard. 1. A risk assessment must be conducted for any food safety hazard not managed within the elements of this Standard. A record is kept. 2. If the risk assessment conducted in SC1.1.1 determines the risk of the hazard identified is **high**, relevant control measures, monitoring and verification activities are implemented.	F1.2 – Exclusions – deleted. No other changes.	<u>Factsheet</u> – SC1 Hazard Analysis Updated to remove exclusions.
F1.3 Review risk assessments at least annually. 1. All risk assessments are reviewed at least annually, or when changes occur that may impact the significance of the hazard.	SC1.3 Review risk assessments at least annually. 1. All risk assessments are reviewed at least annually, or when changes occur that may impact the significance of the hazards.	No change	<u>Factsheet</u> – SC1 Hazard Analysis No changes.
	SC1.4 Design and development 1. Where applicable to the business, any product design and development process must be documented, and records kept. 2. This includes changes to product, packaging or equipment and must include a complete review of the impacts of changes on the businesses food safety system.	NEW Element The element is intended to address product design and development, ensuring new products, new packaging and new equipment within the business triggers the review of the complete food safety system.	<u>Factsheet</u> – SC1 Hazard Analysis <u>Updated</u> to include design and development process. <u>Form</u> – SC1 Design and Development checklist has been developed to capture key activities needing to be addressed under design and development. Review the new criteria, and if it applies to your business, the process must be documented. This must include a complete review of risks, processes and procedures relating to the outcome of the product development.

			Have the appropriate evidence ready for your audit.
F10 People	**SC2 People**		
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 all workers and visitors and must include requirements for: • health status • illness and injury • return to work • personal hygiene • allergens • management of clothing and personal items • general behaviour. 2. Food safety instructions are reinforced with prominent signs and/or written or pictorial training guides. 3. Worker and visitor behaviour is monitored for compliance with food safety and hygiene requirements.	SC2.1 Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of product. 1. Written food safety instructions are provided to all workers and visitors and must include requirements for: • health status, including illness and injury and return to work • personal hygiene • allergens • handwashing • management of clothing and personal items • use of protective clothing *(where necessary, based on risk)* • general behaviours. 2. Food safety instructions are reinforced with prominent signs and/or written or pictorial training guides. 3. Compliance with food safety and hygiene requirements is monitored. 4. For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser (after completing handwashing) before handling product or materials that may come into contact with product.	Relocated to SC2 SC2.1.4 – relocated from toilets (F6.2.3) Additional wording on requirement to have instructions to workers on use of protective clothing where business deems it necessary to prevent contamination of product.	Factsheet – SC2 People Form – SC2 Food safety instructions. Workers (including contractors) and visitors are provided instructions on health status, handwashing and hygiene 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 SC2 Food safety instructions for all visitors coming on site. Have the appropriate evidence ready for your audit.
F10.2 Manage access to site(s).	SC2.2 Manage access to the site and product handling areas to minimise the risk of contamination of product.	Relocated to SC2 Added requirement to restrict entry to authorised persons to all areas. Where this	Factsheet – SC2 People

1. Entry to the site(s) is restricted to authorised persons and vehicles including workers, visitors and contractors. 2. Workers are trained in site security requirements and to report unidentified access or unknown visitors. 3. Information regarding site access, movement and emergency procedures is communicated to all workers, visitors and contractors.	1. Entry to the site(s) is restricted to authorised persons and vehicles including workers, visitors and contractors. Where this is not possible appropriate controls are in place to ensure product safety is not compromised. 2. Workers or visitors known, or suspected to be suffering from, or to be a carrier of a disease or illness able to be transmitted through product: • must report to management • are not permitted to handle product • are not permitted to enter food handling areas.	may not be possible (eg open market stand), then controls must be in place to manage risks of contamination to product. New requirement to manage site access and the knowledge 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.	Undertake retraining of all workers and contractors using revised Form F10 Food safety instructions. Ensure all workers, contractors and visitors are aware of what areas they are allowed in, and where restrictions are in place, limit access. 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 SC2 Food safety instructions for all visitors coming on site. Have the appropriate evidence ready for your audit.
F5 Allergens	**SC3 Allergen management**		
F5.1 Identify and manage potential sources of allergens. 1. Produce and raw material inputs are reviewed for allergens. 2. An allergen management plan is documented and must include: • a list of all raw materials and/or products containing allergens • how these products are used, handled and stored • control measures to prevent cross-contamination. 3. Workers are trained:	SC3.1 Identify and manage potential sources of allergens. 1. Incoming goods, process inputs and all products handled by the business are reviewed for allergens. 2. An allergen management plan is documented and must include: • a list of all raw materials and/or products containing allergens • how these products are used, handled and stored • control measures to prevent cross-contamination.	Relocated to SC3 Relocated F5.1.3 – worker training in allergens to M3.3.2 Training and development. Reworded to ensure clarity on what is to be assessed for inclusion in allergen management plan. Updated listing of allergens on form and factsheet for clarity.	Factsheet – SC3 Allergens. Form – SC3 Allergen management plan Review the allergen management plan to ensure it is up to date. Have the appropriate evidence ready for your audit.

• to identify, remove and avoid introducing allergens • in allergen control measures (where required).			
F5.2 Manage allergen labelling. 1. Allergen labelling is managed in accordance with F8.4.	SC3.2 Manage allergen labelling. 1. Labelling of packed product that contains, or may contain, allergens is compliant with allergen labelling regulations in the country of production and/or the country of destination. 2. Where allergens are identified, records are kept.	<u>Relocated</u> from F5.2 to SC3.2 <u>Updated</u> wording on labelling of allergens and must be compliant with allergen labelling regulations in the country of production and/or the country of destination. <u>Added</u> requirement that where allergens are identified, records must be kept.	<u>Factsheet</u> – SC3 Allergens. Check that the labelling of product containing allergens 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 records for the review of allergen labelling and the records for labelling of product containing allergens. Have the appropriate evidence ready for your audit.
F13 Product Identification and traceability	**SC4 Incoming goods and process inputs.**		
F13.1 2. A record of all produce received from suppliers is kept and must include: • supplier business name • produce received • date received • quantity • packing date • batch identification code. F2.1 Obtain chemicals from approved suppliers and ensure labels are legible and complete.	SC4.1 Manage inputs to the process, including externally purchased materials and services, to ensure conformance to specified requirements. 1. All materials/ product inputs/ incoming goods are purchased from suppliers that are managed in accordance with M6 – Supplier Management 2. Records are kept of incoming goods inspection and receipt, including packaging, and labels. 3. A record of all product received from suppliers is kept and must include:	<u>Relocation</u> of F13.1.2 to SC4.1 <u>Relocation</u> of F2.1 (Partial) to SC4.1 <u>Relocation</u> of F8.3 and F8.4 to SC4.1 <u>Deleted</u> requirement for chemical inventory from F2.1.4 <u>Updated</u> criteria to reflect the importance of purchasing and receival of product, materials and services into the business. <u>Added</u> requirement for record for checks of incoming goods to be kept.	<u>Factsheet</u> - SC4 Incoming goods and process inputs. <u>Form</u> – SC4 Incoming goods record Review operations and processes to ensure incoming goods, services and materials adequately addressed as per the criteria stipulated. Ensure records are maintained as per the requirements. Review processes and practices to ensure effective control and management of stock

1. Chemicals are purchased from suppliers that are managed in accordance with the supplier requirements specified in F11.2.	• supplier business name	Added requirement for stock rotation of all materials (and product) held on site.	and rotation of stock using First In First Out (FIFO) principles.
2. Chemical containers are adequately labelled and in acceptable condition on receival.	• product received		
	• date received		Have the appropriate evidence ready for your audit.
4. All chemicals purchased are recorded in a chemical inventory. A record is kept and must include:	• quantity (units)	Added requirement to address compressed air and gasses as a process input.	
• date received	• packing date, expiry date or date of manufacture as relevant		
• name of supplier	• batch identification code (where applicable).	Combined requirements for packaging and labels together.	
• name of chemical	4. All materials held are subject to effective stock rotation practices.		
• batch number (where available)	5. Chemical containers are adequately labelled and in acceptable condition on receival.		
• expiry date or date of manufacture	6. Compressed air or other gases (e.g., nitrogen, carbon dioxide, ethylene) that contact food or food contact surfaces are managed to:		
• quantity.	• present no risk to food safety		
	• shall be of known purity		
F8.3 Manage product packaging	• used in accordance with label directions or manufacturer's instructions (where applicable).		
1. Packaging materials are:	7. Packaging and labelling materials are:		
• appropriate for intended use	• appropriate for intended use		
• food grade when in direct contact with produce	• food grade when in direct contact with product		
• used according to customer requirements	• compliant with legislative requirements		
• stored and used in a manner that minimises the risk of contamination	• stored and used in a manner that minimises the risk of contamination.		
• checked prior to use for cleanliness, foreign objects and pest infestation			
2. Records of packaging material receival and use are maintained.			
F8.4 Manage product labels.			
1. Product labels are:			
• appropriate for intended use			
• food grade when in direct contact with produce			
• compliant with legislative requirements			

• compliant with allergen labelling requirements • used according to customer requirements • stored and used in a manner that minimises the risk of contamination • checked prior to use for cleanliness, foreign objects and pest infestation. 2. Records of product label receival and use are maintained.			
F3.1 Manage water sources and infrastructure. 1. All water sources used 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 equipment, is checked and maintained. A record is kept. 4. Water storage tanks, water dumps, flumes and treatment tanks are: • constructed of materials that will not contaminate the water • clean and maintained F3.2 Manage water use to minimise the risk of contaminating produce. 1. Water sources contaminated by toxic algae are not used. 2. All water used on produce, produce contact surfaces or for handwashing must meet, or be treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. (See Appendix A-F3).	SC4.2 Manage water sources, infrastructure and use to minimise the risk of contaminating product. 1. All water sources used are identified. Water sources contaminated by toxic algae are not used. 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, treatment and delivery infrastructure equipment, is monitored and maintained. A record is kept. 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. 5. All water used on product, product contact surfaces, for cleaning and handwashing: •is suitable for the intended purpose, •not a source of food safety risk,	Relocation of F3.1 and F3.2 to SC4.2 Rewording to clarify intent and ensure water and equipment is suitable for use. Added requirement for water (postharvest) used, as well as all equipment related to water storage and transfer to be suitable for intended purpose and not a source of food safety risk. Added requirement for water sources to be monitored to minimise potential for contamination. Updated wording to support clarity of critical limits for water quality (postharvest use), specifying E. coli <1cfu/100ml.	Factsheet - SC4 Incoming goods and process inputs Form – SC4 Water source record Form – SC4 Water treatment monitoring record Revise your use of water postharvest against the compliance criteria to ensure you are meeting the water quality limits and the requirements. 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 and equipment that are used for water storage and washing or other such activities are suitable for that purpose. Have the appropriate evidence ready for your audit.

4. Any variations to water quality must be supported by a risk assessment, associated documentation and be verified at audit.	•meets, or be treated to achieve a constant, E. coli <1 cfu/100mL. Evidence is kept. (Refer Appendix 1 A-SC4).		
F6.1.8 Ice making rooms and containers shall be designed and constructed of materials to minimise contamination of the ice during production and storage.	SC4.3 Manage Ice for product safety. 1. Ice making rooms, equipment and containers must be: • designed/ constructed of materials to minimise contamination of the ice (microbial, chemical, physical) during production and storage; • connected to water that meets or has been treated to meet E. coli <1 cfu /100ml • cleaned and sanitised at an appropriate frequency, with records kept. 2. Tools in contact with ice, are stored off the ground. 3. Environmental monitoring is undertaken on a schedule based on volume and risk. Where an issue is identified, a CAR is raised in accordance with M8. Records are kept. 4. External providers of ice are managed in accordance with M6 Supplier management.	Relocated F6.1.8 to SC4.3 Added requirement for water quality Added requirement for sanitising (as well as cleaning) tools, containers and equipment. Added requirement that tools are not stored on the ground, to prevent product contamination. Added requirement to conduct environmental monitoring due to the increased microbiological risk of this process. Added requirement for external providers of ice to be managed as approved suppliers, in accordance with M6.	Factsheet - SC4 Incoming goods and process inputs Review ice making criteria against your processes to ensure updated compliance criteria are met. Conduct environmental monitoring/ testing of all icemaking equipment based on risk to ensure microbiological controls are adequate. Have the appropriate evidence ready for your audit.
F2.2 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 directly, or indirectly, contaminating produce • 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	SC4.4 Store, manage and dispose of chemicals and dangerous goods. 1. All Chemical and dangerous goods storage areas are: • located and constructed to minimise the risk of directly, or indirectly, contaminating product • structurally sound, adequately lit, well ventilated and constructed to protect chemicals from direct sunlight and weather exposure	Relocation of F2.1 (Partial) to SC4.4 Added requirement to address dangerous goods as well as chemicals, refer to Glossary for definitions. Added requirement for chemical and dangerous goods storage areas to be well-ventilated and to be maintained to be compliant with legislation.	Factsheet - SC4 Incoming goods and process inputs Ensure your storage areas for chemicals are well ventilated. Review your storage areas to ensure they are complaint with the compliance criteria and legislation. Review your SDS to ensure they are up to date.

• secure, with access restricted to authorised workers.	• equipped with a spill kit to contain and manage chemical spills		Ensure decanted containers are labelled and controlled.
2. Chemicals are stored in designated separate areas for each category of chemical, and for chemicals awaiting disposal.	• equipped to allow for separated storage of chemical types, where required		Complete the annual check to ensure chemicals meet compliance criteria.
3. A current Safety Data Sheet (SDS) is kept for all chemicals stored in the chemical storage area.	• secure, with access restricted to authorised workers.		
	• maintained in compliance with any additional legislative requirements.		Have the appropriate evidence ready for your audit.
4. Chemicals are stored in original containers according to directions on the container label. If a chemical is transferred to another container for storage purposes, the new container is a clean chemical container and a copy of the chemical label is applied to the new container.	2. A current Safety Data Sheet (SDS) is kept for all chemicals and dangerous goods stored in the storage area(s).		
5. Stored chemicals are checked at least annually to identify and segregate chemicals for disposal that have:	3. Chemicals are stored in original containers according to directions on the container label (or SDS). If a chemical is transferred or decanted to another container, the new container must be clearly labelled and controlled.		
• exceeded the label expiry date	4. Deteriorating chemical labels are replaced immediately with a legible copy.		
• exceeded the permit expiry date	5. All stored chemicals are checked at least annually to identify and segregate chemicals for disposal that have:		
• had their registration withdrawn	• exceeded the label expiry		
• containers that are leaking, corroded or have illegible labels.	• date exceeded the permit expiry date (as applicable)		
6. A record of the check is kept and must include:	• had their registration withdrawn (as applicable)		
• date of the check	• containers that are leaking, corroded or have illegible labels.		
• name and quantity of chemicals awaiting disposal	6. A record of the check is kept and must include		
• name of authorised person conducting the check.	• date of the check		
7. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies. A record of disposal is kept.	• name and quantity of chemicals awaiting disposal		
F7.2	• name of worker conducting the check.		
4. Chemicals used for cleaning must be:			

• approved for use in produce handling, packing and storage areas • used according to label instructions • appropriately stored, with access to Safety Data Sheets (SDS) • recorded on a purchase inventory.			
F6 Premises, facilities and vehicles	**SC5 Facilities**		
F6.1 Locate, design, construct and maintain facilities to minimise the risk of contaminating produce. 1. Premises are located to minimise the potential for produce contamination from adjacent and adjoining buildings, business operations and land uses. 2. A facility plan is documented and accessible to all workers. The facility plan includes: • access points for workers and travel/movement routes • worker facilities and amenities • utilities and infrastructure • emergency exits and assembly areas • baits and traps used for pest management • produce flow. 3. Produce handling, packing, inspection and storage facilities are located, constructed and maintained to minimise the risk of contaminating produce and must have: • impervious walls, floors and ceilings • lights fitted with shatter proof covers and/or shatter proof bulbs • adequate septic, waste disposal and drainage systems • adequate handwashing facilities	SC5.1 Construct and maintain handling, packing and storage facilities to ensure they are suitable for the production and preparation of food. 1. Product handling, packing, inspection and storage facilities are located, designed, constructed and maintained (interior and exterior) to minimise the risk of contaminating product and have: • walls, floors and ceilings that are able to be cleaned and maintained. • provision for the hygienic and efficient storage of product, packaging, containers, tools and equipment • adequate benches/ workspaces to enable tasks to be performed hygienically and facilitate cleaning. 2. All product contact surfaces are constructed of materials that do not present a food safety risk. 3. Product, materials, tools and equipment are managed to prevent cross contamination and are stored off the floor 4. Mezzanine floors, walkways and stairs are designed and constructed to minimise the risk of contaminating product. 5. All doors are kept closed (where possible). Doors are not left open for extended periods when access is required	Relocation of F6.1.2 to M1.2 (property map) Relocation of F6.1.3 (part) and F6.1.4 to SC5.3 Relocation of F6.1.6 to SC5.5 Relocation of F6.1.8 to SC4.3 Rewording to clarify intent and ensure facilities are suitable for use. Added requirement for benches/ workspaces. Added requirement that doors are kept closed (where possible) and are not left open for extended periods.	Factsheet – SC5 Facilities Review the compliance criteria to ensure your facilities comply. Where required take appropriate action. Have the appropriate evidence ready for your audit.

• provision for the hygienic and efficient storage of produce, containers and equipment. ~~4. Drains and waste trap systems must:~~ ~~• direct water away from produce handling areas~~ ~~• prevent pooling in areas where produce is handled and stored~~ ~~• prevent pests entering~~ ~~• minimise odour~~ ~~• enable regular cleaning.~~ 5. Lighting in produce handling, packing, storage and inspection areas is adequate for the tasks performed. ~~6. Hand washing facilities are easily accessed by all workers before entry into produce handling and packing areas, and at other appropriate locations.~~ 7. All produce contact surfaces are constructed of materials that do not present a food safety risk. ~~8. Ice making rooms and containers shall be designed and constructed of materials to minimise contamination of the ice during production and storage.~~	for waste removal, or receiving and/or shipping of products, materials, or packaging.		
F6.3 Construct and maintain storage, ripening and cooling facilities to minimise the risk of contaminating produce. 1. Storage, ripening and cooling facilities are constructed and maintained to minimise the risk of contaminating produce and must be: • of adequate capacity for the purpose required • checked and monitored to ensure they are operating at specified temperatures	SC5.2 Construct and maintain storage, ripening, fumigation and cooling facilities to minimise the risk of contaminating product. 1. Storage, ripening, fumigation and cooling facilities are constructed and maintained to minimise the risk of contaminating product and must be: • of adequate capacity for the purpose required • checked and monitored to ensure they are operating at specified	F6.3.3 - training – deleted. Updated criteria to include fumigation. Added requirement to have back-up systems in place in case of failure of systems. No other changes.	Factsheet – SC5 Facilities If operating fumigation activities, ensure they also comply with the compliance criteria. Check facilities being operated have back-up systems in case of failure. Have the appropriate evidence ready for your audit.

• easily accessible for cleaning and inspection • calibrated at least annually in accordance with manufacturer's specification or recognised method. 2. Measures are taken to prevent condensate and defrost water from cooling systems contacting produce. 3. Workers are trained to operate and manage storage, ripening and cooling facilities. A record is kept.	temperatures/conditions, with backup systems in place in case of failure. • easily accessible for cleaning and inspection • calibrated at least annually in accordance with manufacturer's specification or recognised method. 2. Measures are taken to prevent condensate and defrost water from cooling systems contacting product.		
F6.1 4. Drains and waste trap systems must: • direct water away from produce handling areas • prevent pooling in areas where produce is handled and stored • prevent pests entering • minimise odour • enable regular cleaning.	SC5.3 Manage drainage and liquid waste within the facility. 1. Drains and waste trap systems must: • be connected to adequate septic, waste disposal and drainage systems • direct water away from product handling areas • prevent pooling in areas where product is handled and stored • prevent pests entering • minimise odour • enable regular cleaning.	<u>Relocated</u> F6.1.4 and F6.1.3 (part) to SC5.3. Criteria remains unchanged.	<u>Factsheet</u> – SC5 Facilities Remains unchanged.
F9.1 Measures are taken to minimise animal and pest presence. 1. Where produce is handled, packed or stored, measures are taken to: • minimise animal and pest presence • exclude domestic animals • discourage roosting of birds. 2. Buildings shall be effectively proofed against the entry of all pests and include: • the screening of windows that are designed to be open for ventilation	SC5.5 Measures are taken to minimise animal and pest presence. 1. Buildings shall be effectively proofed against the entry of all pests and include : • the screening of windows that are designed to be open for ventilation • external doors that are close-fitting or adequately proofed to prevent pest ingress when closed • the fitting of screens and traps to drains to prevent pest entry.	<u>Relocated</u> F9.1 to SC5.5 <u>Added</u> requirement for addressing premises, facilities and storage areas to prevent harbourage of pests and vermin. <u>Added</u> requirement to allow for inspection and pest proofing of false ceilings, where fitted.	<u>Factsheet</u> – SC5 Facilities Ensure facilities and surrounds are clean and maintained to prevent pest and vermin harbourage. Check areas with false ceilings are able to be accessed for pest inspection and prevention. Have the appropriate evidence ready for your audit.

• external doors that are close-fitting or adequately proofed to prevent pest ingress when closed • the fitting of screens and traps to drains to prevent pest entry. <s>3. Effective pest prevention methods must be in place for:</s> <s>• areas where produce is handled, packed or stored</s> <s>• areas where vehicles, equipment, containers and materials that come into contact with produce are stored</s> <s>• waste and recycling handling and storage areas</s> <s>• maintenance workshops and engineering stores.</s>	2. The premises, surroundings, storage facilities, machinery and equipment managed to avoid creating harbourage sites for pest and vermin infestation with the accumulation of waste or debris. 3. Where fitted, false ceilings should enable regular inspection and pest proofing measures to prevent contamination.		
F6.2 Provide and maintain workers facilities to minimise the risk of contaminating produce. 1. Facilities provided for workers must be: • sufficient to accommodate the number of workers • designed and operated to minimise the risk of contaminating produce • clean and maintained. 2. Toilets and hand washing facilities must be: • located to minimise the risk of contaminating produce and maximise accessibility • equipped with running water (as specified in F3.2.2) and liquid soap • equipped with mechanisms for effective hand drying (See Appendix A-F6) • equipped with adequate waste disposal, bins with lids must not be hand operated	SC5. Provide and maintain workers facilities to minimise the risk of contaminating product. 1. Toilets and amenities must be: • located to minimise the risk of contaminating product and maximise accessibility • provided to accommodate the number of employed workers • equipped with appropriate handwashing facilities (refer 5.5.2) • equipped with adequate waste disposal • have instructions for handwashing and sanitation clearly displayed • kept clean, regularly maintained, and serviced. 2. Handwashing facilities are located to minimise the risk of contaminating product and maximise accessibility, and must be:	<u>Re-located</u> F6.2 to SC5.5 <u>Rewording</u> to clarify intent and ensure facilities are available and suitable for use and specifically address handwashing. <u>Added</u> requirement for alcohol-based hand sanitiser and instructions for use.	<u>Factsheet</u> – SC5 Facilities <u>Form -</u> SC2 Food safety instructions Review the compliance criteria to ensure your facilities comply. Where required take appropriate action. Have the appropriate evidence ready for your audit.

• identified and have instructions for handwashing clearly displayed • kept clean, regularly maintained and serviced. ~~3. For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser before handling produce or materials that may contact produce.~~ ~~4. Designated smoking areas are provided for workers and must be:~~ ~~• located away from produce handling and storage areas~~ ~~• controlled to prevent the risk of contaminating produce~~ ~~• equipped for waste management~~ ~~• accessible to hand washing facilities after smoking.~~ F6.1 6. Hand washing facilities are easily accessed by all workers before entry into produce handling and packing areas, and at other appropriate locations.	• sufficient to accommodate the number of workers • equipped with running water (as specified in SC4.2) and liquid soap • equipped with mechanisms for effective hand drying (Refer Appendix 1 A-SC5) • equipped with hand sanitiser • equipped with adequate waste disposal • have instructions for handwashing and sanitation clearly displayed. 3. Other facilities provided for workers must be: • located and operated to minimise the risk of contaminating product • sufficient to accommodate the number of workers • equipped for waste management • accessible to hand washing facilities • kept clean and maintained.		
M4.1. Conduct daily start-up checks. 1. Daily start-up checks are conducted for all areas and activities covered under the scope of certification. A record is kept. 2. Workers responsible for completing the daily start-up checks must be trained in the relevant requirements of this Standard.	SC5.6 Conduct daily start-up checks. 1. Daily start-up checks are conducted for all operational activities, handling areas and equipment covered under the scope of certification. A record is kept. 2. Where reoccurrences of non-compliance are identified, appropriate action is taken. A record is kept.	<u>Relocated</u> M4.1 to SC5.6 <u>Rewording</u> to clarify intent of completing daily start-up checks (as opposed to facilities and internal audits).	<u>Factsheet</u> – SC5 Facilities <u>Form</u> – SC5 Daily start-up checklist Revised checklist to remove duplication between facilities checklist and internal audit. Utilise the new form to conduct your daily start-up checks.

			Have the appropriate evidence ready for your audit.
F2, F3, F8, F13	**SC6 Product handling, processing, and packing.**		
F2.4 Chemicals are used appropriately and according to label, regulatory and market requirements. 1. Chemicals applied to produce are managed and used: • according to label directions, or • under 'off-label permits' issued by the Australian Pesticides and Veterinary Medicines Authority (APVMA), with a current copy of the permit kept, or • according to relevant state legislation for 'off-label use', and • according to specific customer and/or destination market requirements. 2. Chemicals are checked for their withholding period before use. 3. Chemical treatments are recorded and must include: • treatment date and time • produce treated • chemical used (including batch number if available) • rate of application and/or quantity applied • equipment and/or method used to apply the chemical • withholding period (WHP) (where applicable) • name and signature of person who carried out the chemical treatment.	SC6.1 Product contact chemicals are used appropriately and according to label, regulatory and market requirements. 1. Chemicals applied in treatments to product are managed and used by trained worker(s): •according to label directions, or •under 'off-label permits' issued by the Australian Pesticides and Veterinary Medicines Authority (APVMA), with a current copy of the permit kept, or •according to relevant state legislation for 'off-label use', and •according to specific customer and/or destination market requirements. 2. Chemicals are checked for their withholding period and/or any other label requirements before use. 3. A multi-screen chemical residue test is conducted at least annually on a random sample of produce that has had all postharvest chemical treatments completed and is ready for sale and/or consumption. The testing is conducted in accordance with M6.2.4. 4. Chemical residue levels do not exceed: • Maximum Residue Limits (MRLs) as specified by Food Standards Australia New Zealand (FSANZ); and /or • Maximum Residue Limits (MRLs) as specified by a customer and/or the importing country (where applicable).	Relocated F2.4 to SC6.1 Reworded to clarify intent on chemical use in relation to product contact. Added requirement for product residue testing to be completed, where product has had a treatment applied.	Factsheet – SC6 Product handling, processing, and packing. Form – SC6 Chemical treatment record. Ensure training for workers using chemical on products for treatments (fungicides etc) is up to date. Ensure multi-screen residue test results are available for the products where treatment has been applied. Review test results to ensure they are compliant to legislation. Have the appropriate evidence ready for your audit.

F3.2 3. Water in recirculation systems, water dumps, flumes and treatment tanks, is changed at an appropriate frequency to maintain water quality E. coli <1 cfu/100mL. A record is kept.	SC6.2 Manage incoming water used in contact with product to minimise the risk of contamination. 1. 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. 2. *Water used in or to supply* recirculation systems, water dumps, flumes, and treatment tanks: • is treated and/or changed at an appropriate frequency to maintain E. coli <1 cfu/100mL (*Refer Appendix 1 A-SC4*), records are kept; and • the process is validated for the frequency of changing and/or the water treatment method selected; and • monitoring is undertaken by trained worker(s) (as per M3.3.2), at a frequency based on risk, to ensure continuing suitability for use.	<u>Relocated</u> F3.4 (part) to SC6.2 <u>Added</u> requirement that the water treatment process and/or frequency of changing water in these processes has been validated. <u>Added</u> requirement that the treatment process as well as the monitoring of water in these systems is monitored by trained workers.	<u>Factsheet</u> – SC6 Product handling, processing, and packing. <u>Form</u> – SC4 water treatment monitoring record. Ensure water used in any product contact applications meets the limit *E.coli <1cfu/100ml*. Review water treatment processes (where applicable) to ensure they have been appropriately verified and are being monitored. Conduct training if necessary. Review other processes where water contacts product and ensure water quality limits are being maintained, the process is validated, and workers are trained in monitoring. Have the appropriate evidence ready for your audit.
Not applicable	SC6.3 Product is handled to minimise the risk of contamination. 1. For all product handling activities, based on risk, appropriate processes and procedures are documented, implemented, and maintained (as per M2.1), to ensure: • handling environment is controlled to prevent contamination • workers follow personal hygiene requirements • product is controlled and handled to prevent contamination • waste is not allowed to build up	<u>New</u> requirement to document, implement and maintain procedures for your business to control product and the environment for product handling to prevent contamination. <u>New</u> requirement to train workers in these processes/ procedures.	<u>Factsheet</u> – SC6 Product handling, processing, and packing. Review the processes undertaken within your business and ensure procedures are documented as pr the compliance criteria. The <u>Form</u> M2 – Procedure/ Work Instruction can be used as a template to document procedures. Once documented, the procedures need to be implemented and workers trained in the processes and practices required to do their job.

	• worker(s) are trained (as per M3.3.2).		Have the appropriate evidence ready for your audit.
	SC6.4 Process steps for products are controlled and validated. 1. Processes and procedures for product washing, sanitation and/or treatments are validated for worst case scenario. A record is kept. 2. Product washing, sanitation and/or treatment processes are implemented as per validation conducted in SC6.4.1. 3. Worker(s) are trained (as per M3.3.2), in the effective operation, maintenance and use of the equipment. 4. Records are maintained for all washing, sanitation and/or treatment processes. Records must include: • treatment date and time • product(s) treated • chemical used (including batch number if available) • rate of application and quantity used • contact time • adjustments made to the process • equipment and/or method used to apply the chemical • any required monitoring and verification results (pH, concentration, turbidity etc) • withholding period (WHP) (where applicable • name of worker completing the activity. 5. Where auto-dosing systems are installed to control and monitor the processes above, they are:	New requirement to document, validate and implement all washing, treatment and sanitation processes for products handled by the business. New requirement to train workers in these processes. New requirement to keep records for these processes. New requirement for corrective action to be undertaken, if these processes fail, including segregation and re-working of product.	Factsheet – SC6 Product handling, processing, and packing. Businesses need to review their processes to ensure that controls are adequate to prevent a food safety issue relating to the handling of products under their control. Where products are washed, sanitised and/or treated as part of the product handling operations, these processes must be validated. Consideration of worst-case scenario (eg high ingoing micro load or high ingoing dirt load) must be assessed as part of the validation. The processes then need to be implemented and monitored as part of ongoing product handling. This will include any automatic dosing or other systems that support the processes. Workers need to be trained in the processes (what to monitor, how to monitor, frequency, when to take corrective action etc). Records need to be maintained as per the compliance criteria. If the process fails, appropriate corrective action needs to be taken, including isolation and rework of product.

	• checked for operational effectiveness prior to use, and at other times according to manufacturers' specification • calibrated in accordance with manufacturers' specification or a recognised method at least annually (as per SC9.2). A record is kept. 6. Corrective action and reporting processes are in place in the event of a failure of the equipment. This must include processes to isolate and re-work all impacted product back to the last acceptable check conducted. A record is kept.		Have the appropriate evidence ready for your audit.
F8.3 Manage product packaging. 1. Packaging materials are: • appropriate for intended use • food grade when in direct contact with produce • used according to customer requirements • stored and used in a manner that minimises the risk of contamination • checked prior to use for cleanliness, foreign objects and pest infestation. 2. Records of packaging material receival and use are maintained. 3. Packaging material reviews are conducted at least annually or in accordance with customer requirements. A record is kept. 4. Packaging material disposal is managed as per the criteria in F7.3.4. F8.4 Manage product labels. 1. Product labels are: • appropriate for intended use	SC6.5 Manage product packaging and labels. 1. Packaging and labelling materials in production are: • managed and used by trained worker(s) • checked prior to use for cleanliness, foreign objects and pest infestation • controlled to prevent misuse • controlled to minimise the risk of error at any changeover. 2. A record is kept of all labels and packaging used in each production run and where changeovers are conducted. 3. Packaging material and product labels are reviewed at least annually or in accordance with customer requirements. A record is kept. 4. Disposal of packaging material and labels is managed as per the criteria in waste (refer SC11.1).	<u>Combined</u> F8.3 and F8.4 and <u>relocated</u> to SC6.5 <u>Combined</u> the requirements for control of packaging and labels together. <u>Added</u> requirement that packaging, and labels are managed and used by trained workers. <u>Reworded</u> requirement that packaging and labels are controlled to prevent misuse and errors. <u>Added</u> requirement that records are maintained for all packaging and labels used, including changeovers.	<u>Factsheet</u> – SC6 Product handling, processing, and packing. Review packaging and labelling processes used by the business. Adequate controls need to be in place to ensure packaging and labels cannot be misused and to prevent errors at changeover (between products, between brands, changeover of rolls). Records need to be maintained of all packaging and labels used in each production run, and where a changeover has occurred. Ensure workers managing and using packaging and labels are appropriately trained. Ensure annual reviews of packaging and labels have been scheduled, completed and a record is available for the review. Where your customer requires a more frequent review, then this needs to be considered.

~~• food grade when in direct contact with produce~~ ~~• compliant with legislative requirements~~ ~~• compliant with allergen labelling requirements~~ ~~• used according to customer requirements~~ ~~• stored and used in a manner that minimises the risk of contamination~~ • checked prior to use for cleanliness, foreign objects and pest infestation. 2. Records of product label receival and use are maintained. 3. Product labels are managed in accordance with customer specifications and requirements. When required by the customer, a record is kept. 4. Product label reviews are conducted at least annually or in accordance with customer requirements. A record is kept. 5. Product label disposal is managed as per the criteria in F7.3.4.			Have the appropriate evidence ready for your audit.
Not applicable	SC6.5 Manage rework activities. 1. For product being handled, any product rework shall be identified and controlled to prevent contamination and maintain traceability. 2. Where product is deemed unsuitable for rework, it must be segregated, labelled, and re-directed or disposed of appropriately. A record is kept.	New requirement to address rework activities conducted, and to ensure appropriate controls of product during rework to prevent contamination and to maintain traceability of product.	Factsheet – SC6 Product handling, processing, and packing. Review rework processes used by the business. Products being reworked need to be handed to prevent contamination and to maintain its traceability. Where product is not able to be reworked, then it is segregated, labelled and either re-directed to another approved source or disposed of. Records are kept of decisions regarding re-direction or disposal.

			Have the appropriate evidence ready for your audit.
F13 Product identification and traceability.	**SC7 Product identification and traceability.**		
F13.1 Maintain a product identification and traceability system, to enable produce to be traced from production to its destination. 1. Traceability must be maintained for all produce. 2. A record of all produce received from suppliers is kept and must include: • supplier business name • produce received • date received • quantity • packing date • batch identification code. 3. Packing records are kept and must include: • packing date • pack type • packaging used • batch identification code • quantity • destination. 4. All produce dispatched to a customer is marked with: • business name and physical address • packing date and/or batch identification code	SC7.1 Maintain a product identification and traceability system, to enable product to be traced from its source to its destination. 1. Traceability must be maintained for all product. 2. Packing and handling records are kept and must include: • Receival date • packing date • pack type • packaging used • batch identification code (where applicable). • quantity • customer and/or destination. 3. All product dispatched to a customer is marked legibly with: • business name and physical address • packing date and/or batch identification code • other trade descriptions required by legislation and/or customer. 4. Dispatch records are kept and must include: • Customer and/or destination • dispatch date • batch identification code/date	Re-located from F13. Added requirement for trace exercise to be conducted within a specific time limit.	Factsheet – SC7 Product identification and traceability. Form – SC7 Packing Record Form – SC7 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.

• other trade descriptions required by legislation and/or customer. 5. Dispatch records are kept and must include: • customer • dispatch date • batch identification code • quantity • destination. 6. The product traceability system is tested at least annually to verify full traceability of produce from production to its destination, or vice versa. A record is kept.	• quantity 5. The product traceability system, incorporating mass balance, is tested at least annually: • to verify full traceability of product from its source to its destination (intended customer), or vice versa. • Time taken shall not exceed 4 hours or as otherwise specified by customer. • A record is kept.		
	SC7.2 Product release procedures are maintained for the final check of produce to prevent unintended use or delivery of produce found non-compliant. 1. A product release procedure is documented and must include: • assessment and final check of product prior to dispatch • controls for product found non-compliant • any required corrective action.	NEW	Factsheet – SC7 Product identification and traceability. 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. 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.
F4 Foreign objects	**SC8 Control of foreign objects**		
F4.1 Manage foreign objects to prevent contamination of produce.	SC8.1 Manage foreign objects to prevent contamination of product.	Relocated F4 to SC8	Factsheet - SC8 Control of foreign objects

1. All produce must be free of foreign objects. 2. Practices must be in place to identify and control the risk of foreign object contamination. 3. Glass, hard or brittle plastic, ceramic or similar materials are removed from produce handling and storage areas. If this is not possible, precautions are taken to ensure these materials do not contaminate produce. A register of these objects is kept and includes: • object type/material • quantity • location. 4. Where glass windows pose a risk to produce, breakage protection must be in place. 5. When glass or similar material breakage occurs: • the area and any affected workers must be isolated • potentially affected produce must be identified and isolated for inspection/disposal • the area must be thoroughly cleaned using a glass breakage kit • the area and any affected workers must be inspected and approved by a supervisor prior to recommencement of work. 6. Objects not needed for production are removed from produce handling and storage areas. 7. The use of temporary fasteners to fix or hold equipment is not permitted. 8. Objects needed for production are managed to minimise the risk of contaminating produce.	1. Product handling areas are routinely inspected to remove foreign object/physical risks from foreign material, such as debris, wood, stones, metal, detached/deteriorated equipment, and other physical hazards. 2. Items that are not needed for production are removed from product handling and storage areas. Items needed for production are managed to minimise the risk of contaminating product. 3. The use of temporary fasteners to fix or hold equipment is not permitted. 4. All product contact surfaces are clean and maintained to prevent foreign object contamination of product. 5. Product is not stored with or near materials that may present an unmanaged risk of foreign object contamination 6. All product contact containers and tools are checked for cleanliness, pest infestation and foreign objects. Where required, items are cleaned, repaired, or removed from use. 7. Wooden bins and pallets are checked for cleanliness, foreign objects, pest infestation and protruding nails or splinters. Where required, bins and pallets are cleaned, repaired, rejected or covered with a suitable protective material. 8. Disposable protective clothing used when handling product must be of a contrasting colour and managed to minimise the risk of contaminating product. 9. Packaging materials and labels are controlled to prevent foreign object contamination.	<u>Added</u> requirement to manage wooden bins and pallets for prevention of foreign objects. Remaining criteria remains unchanged.	Review the compliance criteria to ensure your facilities comply. Where required take appropriate action. Have the appropriate evidence ready for your audit.

9. Knives and cutting instruments must be appropriate for use, controlled, kept clean and well maintained.			
10. Disposable protective clothing used when handling produce must be of a contrasting colour and managed to minimise the risk of contaminating produce.			
11. All produce contact surfaces are clean and maintained to prevent foreign object contamination of produce.			
12. All produce containers and pallets are checked for cleanliness, pest infestation and foreign objects. Where required containers and pallets are cleaned, repaired, rejected or covered with a protective material.			
13. Produce is not stored with or near materials that may present a risk of foreign object contamination.			
F4.1 3. Glass, hard or brittle plastic, ceramic or similar materials are removed from produce handling and storage areas. If this is not possible, precautions are taken to ensure these materials do not contaminate produce. A register of these objects is kept and includes: • object type/material • quantity • location. 4. Where glass windows pose a risk to produce, breakage protection must be in place. 5. When glass or similar material breakage occurs: • the area and any affected workers must be isolated	SC8.2 Glass and brittle objects control 1. Glass, hard or brittle plastic, ceramic or similar materials are removed from product handling and storage areas. Where this is not possible, precautions are taken to ensure these materials do not contaminate product. 2. Where glass windows pose a risk to product, breakage protection must be in place. 3. Lights above product handling and storage areas are fitted with shatter proof covers and/or shatter proof bulbs. 4. A register of items that cannot be removed or controlled is maintained and monitored (as per SC8.2). The register includes: • object type/material	Relocated F4 to SC8 Added requirement that where glass and brittle objects cannot be removed from product handling and storage areas, then precautions are taken to minimise contamination, Amended requirement regarding a register of materials that cannot be removed or controlled is kept, and new equipment is added if bought into the facility. Reworded requirement regarding glass breakage kit being available.	Factsheet – SC8 Control of foreign objects. Form - SC8 Glass and Brittle Object Register. Review the requirements of compliance criteria, to ensure glass and brittle objects within the product handling and storage areas are controlled. Register is now only required where materials cannot be removed or otherwise controlled., and these items must be monitored to prevent contamination. Breakage kit is available in the event of a glass or brittle objects breakage. Have the appropriate evidence ready for your audit.

• potentially affected produce must be identified and isolated for inspection/disposal • the area must be thoroughly cleaned using a glass breakage kit • the area and any affected workers must be inspected and approved by a supervisor prior to recommencement of work.	• quantity • location. 5. The register is updated when new equipment is introduced to the facility. 6. Where there is a risk of glass or brittle object breakage, a breakage kit must be available. 7. When glass or similar material breakage occurs: • the area and any affected workers must be isolated • potentially affected product and packaging must be identified and isolated for inspection/disposal • the area must be thoroughly cleaned using a glass breakage kit • the area and any affected workers must be inspected and approved by a supervisor prior to recommencement of work.		
Not applicable	SC8.3 Manage sorting and grading equipment. 1. Where sorting and grading equipment is installed: • it is located at the appropriate process point to control (the sorting and grading) process • it is checked for operational effectiveness prior to use, and at other times as required by a customer and/or according to manufacturers' specification or a recognised method. 2. Where foreign objects are detected by the equipment or people during this process, the objects must be handled as per SC8.5.	New requirement to specifically address controls of product in relation to sorting and grading activities undertaken, either physically or via the use of machinery, including ensure non conforming product is not released if equipment fails.	Factsheet – SC8 Control of foreign objects. Review the compliance criteria to ensure your set up and processes comply. Where required take appropriate action. Ensure foreign objects identified through this process are appropriately controlled and managed. Undertake training of workers, where required. Ensure if the processes fail, that corrective action is undertaken to ensure non conforming product is not released, Form – M8 Corrective action record (CAR), can be utilised.

	3. Workers are trained (as per M3.3.2) in the effective operation and use of the equipment. 4. There must be corrective action and reporting processes in place in the event of a failure of the equipment to ensure product is suitable for release (as per SC7.2).		Have the appropriate evidence ready for your audit.
F4.3 Manage foreign object detection equipment. 1. Where installed foreign object detection equipment must be: • located at the appropriate process point to effectively remove target foreign objects • designed to reject defective produce • checked for operational effectiveness prior to use and a record is kept • calibrated at least annually in accordance with manufacturers' specification or a recognised method.	SC8.4 Manage foreign object detection equipment. 1. Where installed foreign object detection equipment must: • be located at the appropriate process point to effectively remove target foreign objects • be designed to reject defective product (stop belt or rejection arm) • have established limits for detection based on product and packaging • be checked for operational effectiveness prior to use, and at other times where required by a customer, according to manufacturers' specification or a recognised method • be calibrated in accordance with manufacturers' specification or a recognised method at least annually. A record is kept. 2. Workers are trained (as per M3.3.2) in the effective operation and use of the equipment. 3. There must be corrective action and reporting processes in place in the event of a failure of the equipment. This must include processes to isolate and re-inspect all impacted product back to the last acceptable check conducted.	Re-located F4.3 to SC8.4 Re-worded requirement to specifically address controls of product in relation to use of foreign object detection equipment. Added requirement to understand detection limits based of product and package types Added requirement to check equipment for operational effectiveness more frequently, where defined by customer, manufacturer or standardised method. Added requirement to undertake corrective action to ensure non-conforming product is not released if equipment fails.	Factsheet – SC8 Control of foreign objects. Form – SC9 Calibration record. Form – M8 Corrective action record (CAR). Review the compliance criteria to ensure your set up and processes comply. Where required take appropriate action. Ensure foreign objects identified through this process are appropriately controlled and managed. Calibrate equipment. Undertake training of workers, where required. Ensure if the processes fail, that corrective action is undertaken to ensure non-conforming product is not released, Form – M8 Corrective action record (CAR), can be utilised. Have the appropriate evidence ready for your audit.

F4.2	SC8.5	Re-located from F4.2 to SC8.5	Factsheet – SC8 Control of foreign objects.
Manage foreign object findings.	Manage foreign object findings.		
1. Workers are trained to recognise the potential for foreign object contamination and to report foreign object findings.	1. Foreign objects are identified, investigated, and documented so product safety and quality are not compromised.	Re-worded requirement to effectively manage, investigate and document foreign object findings, including being conducted by a senior manager.	Ensure foreign objects identified through this process are appropriately controlled and managed, through being traced back to source, and being analysed for trends and preventative action is undertaken.
2. Foreign object contamination, or the potential for foreign object contamination, is investigated and documented. The investigation must ensure:	2. The investigation is conducted by an appropriate senior manager and must ensure:	Added requirement to assess foreign object findings for trends and take corrective action.	Have the appropriate evidence ready for your audit.
• the source and/or cause of contamination is identified	• the source and/or cause of contamination is identified		
• affected produce is identified and isolated	• affected product is identified and isolated for inspection		
• produce safety and quality is not compromised	• corrective actions are implemented.		
• compliance with food safety and quality requirements is verified prior to release	3.Records are kept of foreign objects found and where trends are identified, actions are taken to prevent reoccurrence in accordance with M8.3.		
• corrective actions are implemented.			
F8, F4	**SC9 Equipment and tools**		
F8.1	SC9.1	Re-located F8.1 and F4.1 to SC9.1	Factsheet – SC9 Equipment and tools.
Manage tools, equipment and containers that contact produce.	Manage work surfaces, tools, equipment and containers that contact product.	Added requirement to address work surfaces and containers bought in that may be contaminated.	Review the compliance criteria to ensure you comply with intent of equipment and tools.
1. Tools, equipment and containers are:	1. Tools, equipment (including work surfaces) and containers are:		
• made of substances that are non-toxic and of materials that do not present a risk to produce	• made of materials and substances that are food grade, smooth and impervious, and do not present a risk to product	Reworded section to clarify intent.	Where required take appropriate action.
• designed and constructed to enable regular cleaning and maintenance	• designed and constructed to enable regular cleaning and maintenance		
• stored in a manner to minimise the risk of contaminating produce.	• stored in a manner to minimise the risk of contaminating product.		Have the appropriate evidence ready for your audit.
2. Hand-held tools are accounted for at the end of each day.	2. Hand held tools are cleaned each day after use (or when contaminated) and accounted for at the end of each day.		
3. Containers used for storing waste, chemicals or dangerous substances are clearly identified and are not used for produce.	3. Containers bought into the product handling area(s) are inspected for debris, soil, pests and foreign objects etc prior to		

F4.1 9. Knives and cutting instruments must be appropriate for use, controlled, kept clean and well maintained.	entry. Where found, appropriate action is taken to prevent contamination. 4. Knives and cutting instruments used in product handling and packaging operations must be controlled, kept clean, and well maintained. Snap-off blades must not be used in product handling and storage areas. 5. Containers used for storing waste, chemicals or dangerous substances are clearly identified and are not used for product.		
F8.2 Maintain monitoring and measuring equipment. 1. A list identifying all monitoring and measuring equipment is maintained and includes: • identification and location • method and frequency of checking for operational efficiency and accuracy • the acceptable degree of accuracy. 2. Records of calibration shall be maintained for all monitoring and measuring equipment and include: • equipment ID • date of calibration • method of calibration • calibration result • corrective actions taken when equipment is found to be out of calibration • name and signature of person responsible.	SC9.2 Control of monitoring and measuring equipment. 1. A list identifying all monitoring and measuring equipment and devices (including cool rooms and ripening rooms etc) is maintained and includes: • identification and location • method and frequency of checking for operational efficiency and accuracy • the acceptable degree of accuracy. 2. Records of calibration shall be maintained for all monitoring and measuring equipment and include: • equipment ID • date of calibration • method of calibration, including verification to national standard (where applicable) and accuracy required • calibration result • corrective actions taken when equipment is found to be out of calibration • name of worker(s) responsible. 3. Where conducted by external provider, they shall be managed in accordance with supplier requirements specified in M6 Supplier management	<u>Re-located</u> F8.2 to SC9.2 <u>Re-worded</u> to clarify intent. <u>Added</u> requirement to address calibration to national or standard methods.	<u>Factsheet</u> – SC9 Equipment and tools. <u>Form</u> – SC9 Monitoring and measuring equipment register. <u>Form</u> – SC9 Calibration record. Review the compliance criteria to ensure control of equipment in terms of calibration. Where required take appropriate action. Have the appropriate evidence ready for your audit.

	SC10 Maintenance and cleaning		
F7.1 Maintenance is effective to minimise the risk of contaminating produce. 1. A documented plan of preventive maintenance is followed for all equipment. The plan describes: • equipment • details of maintenance • frequency of maintenance • name of person responsible for ensuring maintenance is completed. 2. Records of maintenance and repairs are kept for all equipment and must include: • equipment • details of maintenance • date • name of person conducting the maintenance. 3. Reviews of maintenance and repair records are conducted regularly to ensure the preventive maintenance plan is current and appropriate. ~~4. Maintenance activities are conducted in a manner that prevents contamination of produce, cleaning is carried out post-maintenance.~~ ~~5. Maintenance workers must:~~ ~~• comply with the sites' hygiene, clothing and movement requirements~~ ~~• ensure all tools and maintenance equipment are managed during use to prevent contamination of produce~~ ~~• ensure all tools and maintenance equipment are accounted for and appropriately stored after each use.~~	SC10.1 Maintenance activities are implemented 1. A documented plan of preventive maintenance is followed for all equipment to minimise food safety risks. The plan describes: • equipment, including individual identifier where multiple pieces of same • details of maintenance • frequency of maintenance • name of worker responsible for ensuring maintenance is completed. 2. Where there is equipment and tools with components made of materials that can wear or deteriorate over time, these must be inspected on a regular frequency and replaced where necessary. 3. Records of maintenance and repairs are kept for all equipment and must include: • equipment • details of maintenance • date • name of worker conducting the maintenance. 4. Reviews of maintenance and repair records are conducted regularly to ensure the preventive maintenance plan is current and appropriate.	Re-located F7.1 to SC10 and split across two elements SC10.1 and 10.2. Re-worded to clarify intent. Added requirement to specifically address materials that wear (to prevent foreign objects) No other changes.	Factsheet – SC10 Maintenance and cleaning. Form – SC10 Preventive maintenance plan. Review the compliance criteria to ensure control of equipment and maintenance on site. Where required take appropriate action. Have the appropriate evidence ready for your audit.

~~6.Chemicals, lubricants or other materials used for maintenance are:~~ ~~•approved for use in food handling areas~~ ~~•used and stored according to label directions.~~ ~~7. External maintenance service providers and/or contractors are managed in accordance with F11.2.~~ ~~8. Contractors involved in one-off maintenance or repair must be supervised by an authorised worker.~~ ~~9. Maintenance workshops and engineering stores are:~~ ~~• controlled, clean and managed to prevent pest activity~~ ~~• subject to monthly facilities audits~~.			
F7.1 Maintenance is effective to minimise the risk of contaminating produce. 5. Maintenance workers must: • comply with the sites' hygiene, clothing and movement requirements • ensure all tools and maintenance equipment are managed during use to prevent contamination of produce • ensure all tools and maintenance equipment are accounted for and appropriately stored after each use. 6. Chemicals, lubricants or other materials used for maintenance are: • approved for use in food handling areas • used and stored according to label directions. 7. External maintenance service providers and/or contractors are managed in accordance with F11.2.	SC10.2 Maintenance is effective to minimise the risk of contaminating product. 1. Maintenance activities are conducted in a manner that prevents contamination of product 2. Maintenance workers must: • comply with the sites' hygiene, clothing and movement requirements • ensure all tools and maintenance equipment are managed during use to prevent contamination of product • ensure all tools and maintenance equipment are accounted for and appropriately stored after each use. • ensure all areas and equipment are cleaned and sanitised (product contact surfaces) post maintenance. 3. Chemicals, lubricants or other materials used for maintenance are: • approved for use in food handling areas	Re-located F7.1 to SC10 and split across two elements SC10.1 and 10.2. Added requirement to ensure cleaning and sanitation conducted post maintenance. Added requirement that maintenance areas are include in facilities audit checklist to prevent contamination. New requirement to assess equipment stored before entry back into facility.	Factsheet – SC10 Maintenance and cleaning. Form – M8 Facilities audit checklist. Review the compliance criteria to ensure control of equipment and maintenance on site. Where required take appropriate action. Have the appropriate evidence ready for your audit.

8. Contractors involved in one-off maintenance or repair must be supervised by an authorised worker. 9. Maintenance workshops and engineering stores are: • controlled, clean and managed to prevent pest activity • subject to monthly facilities audits.	• used and stored according to label directions. 4. External maintenance service providers and/or contractors are managed in accordance with M6 supplier management 5. Contractors involved in one-off maintenance or repair must be inducted and supervised by an authorised worker(s). 6. On-site Maintenance workshops and engineering stores are: • controlled, clean and managed to prevent pest activity and contamination of product areas • included in the facilities audit checklist. 7. Where equipment is stored for long periods, it must be inspected and subject to thorough cleaning (and sanitation if required) prior to being returned to service/use. Records are kept.		
	SC10.3 Cleaning, sanitation, and housekeeping is effective to minimise the risk of contaminating product. 1. Facilities are kept clean and are subject to regular cleaning. 2. Surfaces that contact product in the receival, handling and packing area are cleaned and maintained to ensure they do not contaminate product. 3. Cleaning activities, including deep cleaning, are managed, and conducted in a manner that prevents contamination of product	Re-located F7.2 to SC10, split criteria over elements SC10.3 to 10.6. Updated requirements to address cleaning, sanitation and housekeeping and to re-iterate its importance in food safety.	Factsheet – SC10 Maintenance and cleaning. Review cleaning program to ensure cleaning is effective and covers all required areas. Have the appropriate evidence ready for your audit.
F7.2 Cleaning is effective to minimise the risk of contaminating produce.	SC10.4 Cleaning, sanitation and housekeeping activities are implemented.	Re-located F7.2 to SC10, split criteria over elements SC10.3 to 10.6.	Factsheet – SC10 Maintenance and cleaning.

1. A documented plan is followed for the cleaning of all produce handling and storage areas, equipment, containers, materials, vehicles and amenities. The plan describes: • areas and items to be cleaned • cleaning agents and the methods used • frequency of cleaning • name of person responsible for ensuring cleaning is completed and effective. 2. Workers responsible for cleaning are trained. 3. ~~Start-up checks are conducted by trained workers prior to production commencing or recommencing.~~ 4. ~~Chemicals used for cleaning must be:~~ • ~~approved for use in produce handling, packing and storage areas~~ • ~~used according to label instructions~~ • ~~appropriately stored, with access to Safety Data Sheets (SDS)~~ • ~~recorded on a purchase inventory.~~ 5. ~~Equipment used for cleaning is appropriate for use, stored and managed to minimise the risk of contaminating produce.~~ 6. ~~Records of cleaning are maintained and include:~~ • ~~date and time~~ • ~~area and equipment~~ • ~~details of cleaning including equipment and chemicals~~ • ~~name of person conducting the cleaning.~~ 7. ~~Post-cleaning checks are conducted to confirm cleaning is effective. A record is kept.~~ 8. External cleaning service providers are managed in accordance with F11.2.	1. A documented plan is followed for the cleaning of all product receiving, handling and storage areas, equipment, containers, materials, vehicles and amenities. The plan describes: • areas and items to be cleaned • cleaning agents and the methods used • frequency of cleaning • name of worker responsible for ensuring cleaning is completed and effective 2. The cleaning plan must also address external areas of the site, hard to reach areas, staff rest areas, grounds and waste storage areas to ensure prevention of product contamination and pest activity. 3. Contracted cleaning service providers are managed in accordance with requirements specified in M6 supplier management 4. Workers that are responsible for cleaning shall be: • trained (as per M3.3.2) in effective cleaning and sanitation practices • provided with appropriate PPE for activities being conducted	<u>Reworded</u> requirement to specify that cleaning plan addresses all external areas and grounds, hard to reach, amenities and waste areas to prevent contamination and pest activity. <u>Added</u> link to M6 supplier management where cleaning is contracted/ outsourced	<u>Form</u> – SC10 Cleaning plan is reviewed to ensure it adequately addresses all areas of the site and facility. Ensure any contracted services for cleaning are being managed as per M6 supplier management. Ensure workers are trained in cleaning, sanitation and hygiene requirements. Have the appropriate evidence ready for your audit.

F7.2	SC10.5	Re-located F7.2 to SC10, split criteria over elements SC10.3 to 10.6.	Factsheet – SC10 Maintenance and cleaning.
3. Start-up checks are conducted by trained workers prior to production commencing or recommencing.	Chemical and Equipment used for cleaning is appropriate for use, stored and managed to minimise the risk of contaminating product.		
4. Chemicals used for cleaning must be:		Reworded requirement to clarify intent that cleaning is undertaken in a manner that does not cause contamination.	Form – SC10 Cleaning plan is reviewed to ensure it adequately addresses all areas of the site and facility, is using approved chemical and materials.
• approved for use in produce handling, packing and storage areas	1. All facilities must be cleaned using appropriate methods, chemicals and materials suitable for the task.		
• used according to label instructions	2. Chemicals used for cleaning must be:	Added requirement for separate cleaning equipment to be used for product contact/ handling areas and other areas to prevent contamination.	
• appropriately stored, with access to Safety Data Sheets (SDS)	• appropriate and approved for use in food handling facilities		
• recorded on a purchase inventory.	• used according to label (or SDS) instructions		Review all cleaning materials and equipment to ensure they are adequate for use and are segregated for product contact, non-product contact and amenities (toilets) areas.
5. Equipment used for cleaning is appropriate for use, stored and managed to minimise the risk of contaminating produce.	• appropriately stored, and managed as per SC4.4		
6. Records of cleaning are maintained and include:	3. Cleaning equipment must be		
• date and time	• managed to ensure it is not a risk to product and to prevent cross contamination		Where necessary implement additional process controls and conduct training.
• area and equipment	• either disinfected and allowed to dry after use or are single use (mops, scourers, cloths etc)		
• details of cleaning including equipment and chemicals	• segregated for the intended area of use, that is product contact, non-product contact and amenities areas. Where possible colour coding should be utilised to aid identification.		Have the appropriate evidence ready for your audit.
• name of person conducting the cleaning.	4. Records of cleaning and sanitation are maintained and include:		
	• date and time		
	• area(s) and equipment		
	• details of what was cleaned and sanitised		
	• chemicals used and rates of application (where applicable)		
	• name of worker(s) conducting the cleaning.		

	5. Start-up checks (daily pre-op) are conducted by trained workers prior to production commencing or recommencing.		
F7.2 7. Post-cleaning checks are conducted to confirm cleaning is effective. A record is kept.	SC10.6 Environmental monitoring is undertaken to ensure cleaning and sanitation processes are effective. 1. For product handling areas, based on risk, effectiveness of cleaning must be verified through an environmental monitoring program. 2. The program must be documented and include : • Areas to be monitored, based on risk • tools and Equipment to be monitored, based on risk • Frequency and reference to rotation for sampling • tests to be used, microbe to be tested (if applicable) and action (failure) limits. 3. Worker(s) undertaking environmental monitoring must be trained (as per M3.3.2) 4. Testing must be conducted using competent laboratory or rapid test kits (in house) and: • Results are reviewed to ensure appropriate corrective and preventive action is undertaken • Records are kept and analysed for trends. 5. The Environmental monitoring program is reviewed at least annually, or whenever changes occur based on risk and failures in the program or products.	New requirement to address environmental monitoring to ensure cleaning and sanitation processes are verified.	Factsheet – SC10 Maintenance and cleaning. Conduct an assessment of entire facility for environmental monitoring, assess facility in terms of zones, as outlined in SC10 factsheet. Document the program, based on risk and undertake monitoring activities. Set action limits and corrective action to be undertaken should results indicate a potential contamination Train workers in the program and procedures. Adjust the program, should it be required. where results indicate repeated failures or a change in risk is identified. Have the appropriate evidence ready for your audit.
F7 Waste	**SC11 Waste**		
F7.3	SC11.1	Re-located F7.3 to SC11	Factsheet – SC11 Waste

Waste is managed and disposed of to minimise the risk of contaminating produce. 1. Waste disposal is appropriate for the type of waste generated, and managed: • in accordance with legal requirements • to prevent accumulation • to prevent pest activity • to minimise the risk of contaminating produce. 2. Waste containers are provided, appropriate for use, clearly identified and emptied on a regular basis. 3. Workers involved in the disposal of waste are trained. 4. Records of waste disposal are maintained for: • customer-branded packaging • discontinued or obsolete packaging and labels • ~~quality system documentation~~ • controlled waste. 5. External waste disposal service providers are managed in accordance with F11.2. 6. Waste management is monitored to ensure it is appropriate and effective, based on the type and quantity of waste.	Waste is managed and disposed of to minimise the risk of contaminating product. 1. Waste disposal is appropriate for the type of waste generated, and managed: • in accordance with legal requirements • to prevent accumulation • to prevent pest activity • to minimise the risk of contaminating produce. 2. Waste containers (both internal and external) are provided, appropriate for use, clearly identified and emptied on a regular basis. 3. Workers involved in the disposal of waste are trained (as per M3.3.2) to prevent contamination and to ensure hygiene requirements are adhered to 4. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies. A record of disposal is kept. 5. Records of waste disposal are maintained for: • discontinued or obsolete customer branded packaging and labels • waste from product incidents or subject to recall or withdrawal • controlled waste 6. External waste disposal service providers are managed in accordance with requirements specified in M6 supplier management 7. Waste management is monitored to ensure it is appropriate and effective, based on the type and quantity of waste.	<u>Reworded</u> SC11.1.2 to ensure clarity around waste containers. <u>Added</u> requirement to clarify the disposal of waste is undertaken in a manner that does not cause contamination. <u>Added</u> further clarity on records that need to be maintained for waste disposal. <u>Reworded</u> to link sub elements back to M3.3.2 and M6.	Read the updated Factsheet. Implement the additional requirements in your business. Monitor and manage as appropriate. Have the appropriate evidence ready for your audit.
F9 Pest Management	**SC12 Pest management**		
F9.2	SC12.1	<u>Relocated</u> F9 to SC12.	<u>Factsheet</u> – SC12 Pest management

Document a plan for managing pests. 1. A documented plan is followed to manage pests in and around produce handling, packing and storage areas. The plan must include: • identification of the target pests relevant for the geographical area and location of the site • method and/or chemical used • location of baits and traps • frequency of checking baits and traps • name of person and/or business responsible for placing, checking and restocking baits and traps. 2. The pest management plan is dated. When changes occur, the plan is updated and the date of amendment is recorded. F9.1 1. Where produce is handled, packed or stored, measures are taken to: • minimise animal and pest presence • exclude domestic animals • discourage roosting of birds. F9.4 4. Results of pest control monitoring and sightings must be reviewed on a regular basis, and analysed for trends.	Document and implement a plan for managing pests. 1. Where product is handled, packed or stored, measures are taken to: • minimise animal and pest presence • exclude domestic animals • discourage roosting of birds. 2. Effective pest prevention methods must be in place for: • areas where product is handled, packed or stored • areas where vehicles, equipment, containers and materials that come into contact with product are stored • workers facilities and amenities areas • waste and recycling handling and storage areas • maintenance workshops and engineering stores. 3. A documented plan is followed to manage pests in and around product receival, handling, packing and storage areas. The plan must include: • identification of the target pests relevant for the geographical area and location of the site • method and/or chemicals used • location of baits and traps (collection devices) • frequency of checking baits and traps • name of person and/or business responsible for placing, checking and restocking baits and traps. 4. The pest management plan is reviewed at least annually and whenever changes occur based on risk and/or failures in the program. A record is kept.	<u>Added</u> requirement for pest measures to apply to workers amenities and facilities areas. <u>Added</u> requirement to review plan based on risk and/or failures in the program.	Form – SC12 Pest management plan Read the updated Factsheet. Implement the additional requirements in your business. Monitor and manage as appropriate. Make a date in the future to conduct review, unless there are changes in the meantime, which would trigger another review. Have the appropriate evidence ready for your audit.
F9.3	SC12.2	<u>Relocated</u> F9 to SC12.	<u>Factsheet</u> – SC12 Pest management

Pest control activities are managed to minimise the risk of contaminating produce. 1. Workers responsible for pest management are trained. A record is kept. 2. Methods used for pest management are appropriate for use in produce handling, packing and storage areas. 3. Chemicals used for pest management must be: • suitable for use in produce handling, packing and storage areas • used according to label instructions • appropriately stored with access to Safety Data Sheets (SDS) • ~~recorded on a purchase inventory.~~ 4. Baits and traps used for pest management are located, contained and managed to prevent the contamination of produce, packaging, materials and equipment. 5. Each physical bait or monitoring station is numbered, or otherwise identified, ~~to enable it to be referenced on a site or facility plan.~~ 6. External pest management service providers are managed in accordance with F11.2. 7. If a contractor is used for pest management, a worker is responsible for the management of the contractor and the overall pest prevention program.	Pest control activities are managed to minimise the risk of contaminating product 1. Workers responsible for pest management are trained as per M3.3.2. 2. If a contractor is used for pest management, a worker is responsible for the management of the contractor and the overall pest prevention program. 3. External pest management service providers are managed in accordance with M6 Supplier management. 4. Methods used for pest management are appropriate for use in product handling, packing and storage areas. 5. Baits and traps used for pest management are • located, contained and managed to prevent the contamination of product, packaging, materials and equipment • numbered or identified • documented in the pest management plan (as per SC12.1.3) 6.Chemicals used for pest management meet the criteria as per SC4.4 and be: • suitable for use in product handling, packing and storage areas • used according to label instructions • appropriately stored with access to Safety Data Sheets (SDS)	Reworded to link sub elements back to M3.3.2, M6 and SC4.	Form – SC12 Pest management plan Read the updated Factsheet. Implement the additional requirements in your business. Monitor and manage as appropriate. Have the appropriate evidence ready for your audit.
F9.4 Pest control measures are monitored. 1. Pest control measures are monitored by trained workers to ensure they are effective.	SC12.3 Pest control measures are monitored. 1. Pest control measures are monitored by trained workers to ensure they are effective.	Relocated F9 to SC12. Reworded requirement on records and trend analysis.	Factsheet – SC12 Pest management Form – SC12 Pest monitoring and sighting record Read the updated Factsheet.

2. Workers understand the signs of pest activity and the method of reporting pest sightings. 3. Records of pest sightings are kept and include: • date • area • type of activity • action taken • name of person reporting the sighting. 4. Results of pest control monitoring and sightings must be reviewed on a regular basis, and analysed for trends.	2. Workers understand the signs of pest activity and the method of reporting pest sightings. 3. Records of pest sightings are kept and include: • Date of sighting • area • type of activity • action taken • name of worker(s) reporting the sighting. 4. Records and trend analysis of all pest control monitoring and treatments must be maintained.		Implement the additional requirements in your business. Monitor and manage as appropriate. Make a date in the future to conduct review, unless there are changes in the meantime, which would trigger another review. Have the appropriate evidence ready for your audit.
F6 Premises, facilities and vehicles	**SC13 Transport**		
F6.4 Manage produce transport vehicles to minimise the risk of contaminating produce. 1. Produce is not transported under conditions or with other goods that present a potential source of contamination. 2. Transport vehicles are checked before use for cleanliness, pest infestation and foreign objects. Where necessary, vehicles are cleaned to prevent the contamination of produce. 3. Transport refrigeration systems are: • checked prior to loading to ensure they are operating at specified temperatures • monitored during transit for effective temperature control • calibrated at least annually in accordance with manufacturer's specification or recognised method. 4. Loading and unloading is conducted in areas that are designed to protect and prevent the contamination of produce.	SC13.1 Manage product transport vehicles to minimise the risk of contaminating product. 1. Product is not transported under conditions or with other goods that present a potential source of contamination. 2. Transport vehicles are checked before use for cleanliness, pest infestation and foreign objects. Where necessary, vehicles are cleaned to prevent the contamination of product. 3. Transport refrigeration systems are: • checked prior to loading to ensure they are operating at specified temperatures • monitored to maintain regulatory and customer temperature specifications during transit • calibrated at least annually in accordance with manufacturer's specification or recognised method.	Relocated F6.4 to its own element, to demonstrate the importance of this clause in food safety plan. Added requirement for regulatory and customer temperature specifications during transit. M3.3.2 Training and development	Factsheet – SC13 Transport Form – SC9 Calibration record. Read the updated Factsheet. Implement the additional requirements in your business. Monitor and manage as appropriate. Have the appropriate evidence ready for your audit.

5. Workers are appropriately trained and/or licensed to operate produce transport vehicles. A record is kept.	4. Measures are taken when loading and unloading to prevent contaminating product.		
6. External transport service providers are managed in accordance with F11.2.	5. Workers are appropriately trained and/or licensed to operate product transport vehicles as per M3.3.2 and in accordance with legislative requirements. A record is kept.		
	6. External transport service providers are managed in accordance with suppliers requirements specified in M6 and in accordance with legislative requirements.		

Appendices

Standard Section:	Appendix A-M3.1			
SC1 Supply Chain *'Standard'.*		**SC2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**
Approved Freshcare training includes: • Freshcare Food Safety & Quality – Supply Chain Edition 1 Training • Freshcare Food Safety & Quality Edition 4 Training.		**Businesses undertaking their Initial audit to the SC2 Standard** Approved Freshcare training includes: • Freshcare Supply Chain Edition 2 • Freshcare Supply Chain Edition 1 **Businesses undertaking their re-certification audit to the SC2 Standard** Approved Freshcare training includes: • Freshcare Supply Chain Edition 2 • Freshcare Supply Chain Edition 1 • Freshcare Food Safety and Quality Edition 4/4.1/4.2 Training. (Case by case basis)	<u>Addition</u> of SC2 as a recognised Freshcare training course. **SC2** 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 SC2 as defined in Appendix A-M3 to meet M3.1.1.

Standard Section:	Appendix-M3.5			
SC1 Supply Chain *'Standard'.*		**SC2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**
Freshcare requires the following national competencies to be included in all agricultural chemical user training qualifications: • AHCCHM303 – Prepare and apply chemicals • AHCCHM304 – Transport and store chemicals.		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-M6		
SC1 Supply Chain *'Standard'.*	**SC2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**
Not applicable.	<u>New</u> GFSI standard names to reflect changes to their schemes and added BRCGS storage and distribution Food Safety Programs Recognised by Freshcare. • Freshcare (Growers, Packers & Supply chain) • Global G.A.P. (Growers & Packers) • SQF (Growers, Packers & Supply chain) • **BRCGS (Packers & Supply Chain)**	<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 M6.1. Information Only.

Standard Section:	Appendix-A-SC4		
SC1 Supply Chain *'Standard'.*	**SC2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**
Evidence of compliance for water quality: • **External supplier e.g. town water** – certificate of compliance, water test results. • **Water treated on-site** – water treatment process is documented and water tested to verify treatment process is effective. Treatment and monitoring records are kept to verify water quality is maintained. If water source or treatment method changes, process is reviewed, documented and water tested to verify treatment process is effective. • **Untreated water** – each water source is tested: o monthly, during period of use, or • annually before use once it is historically proven to achieve specified limits (at least 4 consecutive tests below specified limits).	Evidence of compliance for water quality (including ice): • **External supplier e.g. town water** – certificate of compliance, water test results. • **Water treated on-site** – water treatment process is documented and water tested to verify treatment process is effective. Treatment and monitoring records are kept to verify water quality is maintained. If water source or treatment method changes, process is reviewed, documented and water tested to verify treatment process is effective. *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,*	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.

	• *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.*	

Standard Section:	Appendix-A-SC4		
SC1 Supply Chain *'Standard'.*	**SC2 Content** *'Standard'*	**Explanation of change/expectation.**	**Steps for the Business.**
Approved mechanisms for effective hand drying include: • disposable paper towels • hand dryers.	**Handwashing/ hand drying alternatives.** Toilets and hand washing facilities must be equipped with mechanism/s for effective hand drying. Hand drying facilities must be used effectively and properly maintained to minimise the risk of contamination to product. Approved mechanisms for effective hand drying include: • disposable paper towel • hand dryers.	Reworded requirement to clarify intent that hand washing facilities are maintained in a manner that does not cause contamination.	Read and understand the criteria.

Glossary

SC2 new and reworded terms			
Agricultural Chemical	*Refer Chemical (agricultural) below*		
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 allergens required to be declared in Australia are listed:*	*Added Sulphites of 10mg/kg or more.* *Wheat and its hybrids* *These cereals and their hybrids (when gluten is present) – Barley, Oats and Rye* *Milk* *Egg*	*Fish* *Crustacea* *Mollusc* *Sesame seed* *Lupin* *Soybean* *Peanut*	*Almond* *Brazil nut* *Cashew* *Hazlenut* *Macadamia* *Pecan* *Pine nut* *Pistachio* *Walnut*
Chemical *(Agricultural)*	Products such as insecticides, acaricides, herbicides, fungicides, growth regulators, pheromones and other organic treatments used to control pest, disease, weeds and growth, applied on or around premises, facilities *or in direct contact with product*.		
Conditional acceptance	*Customer acceptance of a consignment (purchase order) when a quality parameter does not meet the customer's specification. A conditional acceptance will only be granted if food safety and customer satisfaction is not compromised.*		
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.*		
Dangerous Good(s)	*Dangerous goods are substances that are corrosive, flammable, combustible, explosive, oxidising or water-reactive or have other hazardous properties. Dangerous goods can cause explosions or fires, serious injury, death and large-scale damage to property or the environment.* *Some substances are both hazardous chemicals/substances and dangerous goods.*		
Deep Cleaning	*A cleaning activity done on a scheduled basis (monthly, quarterly, annually) that can be conducted outside of normal operational cleaning. It should include equipment dismantling, ceilings, walls and other hard to reach areas, air-conditioning vents, drains, cool rooms as examples. It may need speciality equipment to be used to conduct the cleaning.*		
Emergency	*Situation in which the business deviates from standard practices or processes in operating under defined conditions.*		
Environmental monitoring	*A documented activity where actions are taken to evaluate the effectiveness of controls on preventing contamination from the site environment. It is the verification of the effectiveness of the pathogen controls that a facility has in place.* *Includes pathogen or indicator swabbing (as appropriate) to detect risk in the sanitary conditions in the processing or food handing environment.* *Can be via traditional microbiological testing (swabbing) or using rapid technologies such as ATP Bioluminescence techniques.*		

Facility	A structure, amenity or piece of equipment provided within the business premises for a specific purpose. Examples of facilities include but are not limited to, packing lines, ripening rooms, storage areas and cool rooms. *See also Worker facilities.*
Food safety culture	*The attitudes, values, beliefs and norms that affect mindset and behaviour toward food safety in, across and throughout the business. Related to the importance of product safety and confidence of the systems, processes and procedures used by the business.*
Fumigation (Fumigator)	*Includes businesses involved in fumigation of produce to address a specific hazard.*
Incident	*An event that has, or could, occur that may result in the production or supply of unsafe, illegal or non-conforming product.*
Initial Audit	*This is a business' first external audit to the Freshcare Standard.*
Incoming goods	*Also: Process inputs or Input materials* *Products, materials and services used by the business, that are purchased and/or received from an external source.*
Labels	*Identification of produce through the addition of a readable code, information or description. Product labels could also refer to finished product packaging used for retail sale.* *Includes on site printing and pre-printed film, flow-wrap, stickers, tags etc*
Other facilities	*See: Worker facilities.*
Outsourcing/ Outsourced	*A business and/or individual carrying out a process or set of activities on behalf of the certified business. Usually conducted at another premises or location.*
Process inputs	*See Incoming goods.*
Property map	*Also: Site map* *Any combination of aerial photographs and topographical, cadastral or self-drawn maps or map overlays that document the relevant boundaries, infrastructure and features on and within, or adjacent to, the property.* *Will also include detailed overview of building infrastructure/ premises, and location of critical infrastructure (coolrooms, segregated storage, packing rooms, equipment/ production line layout, worker amenities) etc.*
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.*
Rework	*Activity undertaken on product that has left the normal operational flow and requires action to be taken on it before it is acceptable for release or re-use within the process.*
Root Cause	*The identification of underlying cause(s) of a problem (hazard, identified issue etc), which if adequately addressed, will prevent the re-occurrence of that problem.*
Sanitation	*A step used after cleaning, that results in a reduction, by means of chemical agents and/or physical methods, of the number of microorganisms in the environment (or on a person), to a level that does not compromise food safety or suitability.*
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.*

Traceability	The ability to trace *raw materials and* product within and through the supply chain, from raw material inputs to finished product. *Commonly a 'one step back, one step forward' approach is required to be demonstrated.*
Trend	*A review of data to identify patterns of results*

Additional questions and responses

Why have you changed the Standard?	The Freshcare Supply Chain Standard (SC1) has been updated to SC2 to ensure Freshcare certification is 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 2022 will be conducted to the revised SC2 Standard, as well as HARPS. For more information on HARPS please refer to their website (https://harpsonline.com.au/).
My audit is due in February 2022, can I postpone it to get more time to transition?	You will be required to transition to SC2, 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 SC2 from February 2022. 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 operation**

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.
I have more than one 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?*	There are some processes within your business 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 SC2, 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?	Form – M1 Organisational chart (new)	Form – M8 Internal audit report (updated)
	Form – M1 Position descriptions (new)	Form – SC2 Food safety instructions (updated)
SC1 to SC2 Changes	Form – M1 Food Safety and Quality Policy (new)	Form – SC5 Daily start-up checklist (updated)
	Form – M2 Procedure-Work Instruction (new)	Form - SC8 Glass and brittle object Register (updated)
	Form – M8 Facilities audit checklist (new)	Form – SC12 Pest sighting record (updated)
	Form – SC1 Design and Development checklist (new)	
	Form – SC6 Process Monitoring Records (new)	
What Forms have been renamed?	Form – M5 Food defence vulnerability assessment and control plan	Form – SC4 Incoming goods record
		Form – SC4 Water source record
SC1 to SC2 Renamed	Form – M5 Food fraud vulnerability assessment and control plan	Form – SC4 Water treatment monitoring record
	Form – M6 Supplier Traceability	Form – SC7 Packing record
	Form – M6 Supplier table	Form – SC9 Calibration record
	Form – M7 Incident management plan	Form – SC9 Monitoring and measuring equipment register
	Form – M8 Corrective action record	Form – SC9 Calibration record
	Form – SC1 Risk assessment – other practices	Form – SC10 Preventive maintenance plan
	Form – SC3 Allergen management plan	Form – SC10 Cleaning plan
		Form – SC12 Pest management plan
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**	