

**Freshcare**

**Food Safety & Quality Standard  
Edition 4.2  
November 2020**

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## Introduction

### Purpose and scope

The Freshcare Food Safety & Quality Standard is an industry owned standard. Based on the principles of Hazard Analysis Critical Control Point (HACCP), the Freshcare Food Safety & Quality Standard describes the good agricultural practices required on farm to provide assurance that fresh produce is safe to eat and has been prepared to meet customer requirements. The standard criteria developed is a HACCP based system, underpinned by the Freshcare master HACCP plan.

The Standard identifies good agricultural practices required to:

- identify and assess the risk of food safety hazards that may occur during land preparation, growing, harvesting and packing of fresh produce
- prevent or minimise the risk of food safety hazards occurring
- prepare produce to customer specifications
- identify, trace and withdraw/recall produce
- manage staff and documentation
- review compliance.

The Freshcare Program offers benefits to both suppliers and customers. It verifies that an industry recognised food safety and quality program is followed. Certification to the Freshcare Program is achieved through independent third-party auditing to the Standard by auditors working for approved Certification Bodies.

The Freshcare Program meets the requirements of a wide range of customer groups and forms the basis of many approved supplier programs.

Freshcare continues to work closely with key customer groups, maintaining a level of awareness of program developments and ensuring continued compliance with market requirements.

### Standard Review Process

The Freshcare Technical Steering Committee is responsible for the review and amendment of this Standard. Participating businesses are advised of all Standard updates and should ensure that they are always operating with the current edition of the Standard.

The Freshcare Technical Steering Committee encourages suggestions for improving this Standard from all users. Suggestions should be submitted in writing to Freshcare Ltd.

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Sydney Markets	Email	info@freshcare.com.au
NSW 2129	Website	www.freshcare.com.au

## Using the Standard

This Standard is presented in the following sections:

- 1 – Freshcare Rules (R)
- 2 – Management (M elements)
- 3 – Food Safety & Quality (F elements)
- 4 – Appendix and Glossary.

Each section forms part of the auditable criteria for compliance with this Standard. The Management and Food Safety & Quality elements describe the specific outcomes required and the practices needed to demonstrate compliance. Training to the Standard is delivered with supporting forms and resources, to establish the foundations for effectively implementing the Freshcare Food Safety & Quality Standard. The Glossary defines terms used within this document.

**NOTE:** Where “Standard” is used in this edition (and related resources), it equally refers to “Code of Practice” used in previous editions and other Codes (such as Environmental). The two terms can be used interchangeably through the Freshcare resources and materials.

Freshcare resources are available to participating businesses electronically via FreshcareOnline for Members. To have your FreshcareOnline logon reissued, please email [info@freshcare.com.au](mailto:info@freshcare.com.au) or contact the Freshcare Office.

For more information, visit the Freshcare website [www.freshcare.com.au](http://www.freshcare.com.au).

**NOTE:** The changes to this version of the standard are marked in *italics*.

## Freshcare Rules

These Freshcare Rules are the terms on which, upon registration, a business agrees to participate in the Freshcare Program. Businesses participating in the Freshcare Program must comply with the Freshcare Rules and the Freshcare Standard(s) nominated by the business at all times.

Failure to comply with the Freshcare Rules or the requirements of the nominated Freshcare Standard(s), may result in a business's Freshcare certification being suspended or withdrawn.

Updates to the Freshcare Rules and Freshcare Standard(s) will occur from time to time. Businesses will be given at least 28 days' notice of the changes via FreshcareOnline, the Freshcare website and email, and must ensure full compliance with the changes within the timeframe stated in the notice.

A business's obligations to comply with the Freshcare Rules and Freshcare Standard(s) are in addition to its obligations to comply with the law, including any regulatory requirements. It is important for businesses to be aware that compliance with the Freshcare Rules and Freshcare Standard(s) does not ensure compliance with the law and does not exempt a business from doing so.

### R1 Scope.

Freshcare Certification against this Standard covers business operations involved in primary production activities as outlined in the following table:

<b>Standards</b>	<b>Code</b>	<b>Applicable to</b>	<b>Audit Cycle</b>	<b>Audit Duration</b>	<b>Unannounced</b>
Freshcare Food Safety & Quality.	FSQ 4.2.	<p><b>Grower</b> Grower Includes businesses involved in production and harvest of a crop, pre-farm gate.</p> <p><b>Packer</b> Includes businesses involved in receiving, handling, packing and re-packing of fresh produce (does not include further processing of whole products).</p>	<p><b>Annual</b> will take place in consideration of witnessing the businesses' operations and shall occur during harvest/ operational months.</p> <p>The Certification Body will conduct recertification audits to take place up to 60 days prior to the <i>re-certification audit due month</i>, which is a fixed month based on historical audit reporting.</p>	<p><b>Min 4 hrs</b> The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body.</p> <p>A justified variation to duration can be applied by the Certification Body of not more than 20% under the minimum stated duration and this justification shall be recorded within FreshcareOnline and the audit report.</p>	<p><i>As a minimum:</i> <i>One (1) audit every four (4) years shall be conducted as unannounced.</i> <i>This does not include the initial audit to the standard.</i> <i>Your CB will determine the cycle for unannounced audit to occur (refer below).</i></p>

1. Businesses are required to contact their nominated Certification Body to schedule Freshcare audits, *allowing sufficient time for the audit to be conducted PRIOR to certificate expiry.*
2. Businesses not requiring Freshcare certification due to crop loss or similar adverse circumstances, can request 'Audit Deferred' status until such time as they recommence production.
3. The duration of a Freshcare audit will vary in consideration of business size and scope. The Certification Body utilises a risk-based approach when determining the audit durations.
4. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body (*in accordance with R1*) and auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business.
5. *All unannounced audits shall meet the following criteria:*
  - a. *the Certification Body shall provide the business the expected audit window (re-certification audit due month date minus 60 days) as part of the contract or audit plan for audit service;*
  - b. *the Certification Body shall allow the client to submit request for approval for blackout dates for up to ten (10) days of non-operation per audit activity:*
    - i. *where harvest window/period is under 40 days, there shall only be up to five (5) days approved;*
    - ii. *blackout dates shall be requested and approved prior to the commencement of the audit window.*
6. The business shall provide unimpeded access to the site and premises, to full documentation and records, and to product, for the purpose of conducting the audit and provide all reasonable assistance required by the auditor in the conduct of the audit.
7. The Certification Body shall at each audit, reconfirm a business's scope of operations including categories, crops/produce groups and sites as registered with Freshcare, *and any exclusions to certification.*
8. Where a business is seeking certification for more than one crop, and the crops do not all have the same seasonal timing, the Certification Body will use a risk-based approach to determine if multiple visits are required to complete the audit process. This will be documented and retained as part of the client records by the Certification Body.
9. Between recertification audits, changes to the scope of Freshcare certification including categories, crops/produce groups and sites will be reviewed by the Certification Body using a risk-based approach to determine if there is a need for a scope extension audit. *This can be conducted either on site or remote (as per R3) at the discretion of the CB.*

10. The business acknowledges and agrees that an auditor (or a Certification Body) may refuse to *conduct or complete* a Freshcare audit:
  - a. In the presence of a third party who they believe may intentionally or otherwise influence the outcome of the audit in an inappropriate manner, *including consultants*.
  - b. If they feel threatened or have been subject to abusive behaviour during the visit.
  - c. If the site is empty or non-operational.
  - d. If they deem that the business has not implemented the Freshcare Program, or no records are available.
  - e. If the business fails to provide complete and accurate information as required by the auditor.

## **R2 Freshcare Registration Process.**

1. A business is considered a legal operating entity -eg: a sole trader, partnership, limited or unlimited company, limited liability partnership.
2. Businesses shall apply to be registered for the Freshcare Program either through participation in approved Freshcare training or via application to Freshcare. A minimum of three (3) months should be allowed between training and audit to allow for implementation of the standard on site prior to audit.
3. A business shall complete a Freshcare registration form as part of the registration process and to provide a detailed business profile, including management and key contact information. The key contact shall be responsible for the management of the business's compliance with the Freshcare Program.
4. All sites to be included under the scope of certification shall be disclosed on the Freshcare registration form and on application for audit.
  - a. A site is considered anywhere that fresh produce is produced, handled or stored (including, but not limited to, fields, paddocks, orchards, greenhouses, shade houses and growth rooms/chambers, packing facilities, ripening facilities, warehouses, off site storage etc).
  - b. Multiple sites may be registered under a single Freshcare registration only if they operate under a single management system and geographically allow (*approx.100km/ 1.5-2-hour travel*) for all sites to be visited as part of a single reported audit.
  - c. When multiple sites are included under a single Freshcare registration:
    - i. All sites must be visited at the initial Freshcare audit;
    - ii. For the recertification audits all sites with input storage and handling and/or product storage and packing activities shall be visited.
5. Businesses with multiple sites that operate under different Management Systems or are in geographically distant locations, are required to register each site with Freshcare separately.



6. Additional sites to be added to the list of a business's registered sites must be audited prior to inclusion on a Freshcare certificate and subsequently meet R2 (4).
7. Multiple businesses that operate from one site (address) shall be registered with Freshcare separately. A Freshcare audit shall be scheduled for each individual business, but the audits may be conducted consecutively.
8. Each business participating in the program shall have least one (1) representative of the management complete approved training, as required by the Freshcare Standard(s):
  - a. This training shall be conducted prior to an audit being undertaken at time of initial registration to the program.
  - b. Where this person leaves, the business shall require a new trained representative *to commence training within three (3) months*.
9. These Rules are the terms on which, upon registration, a business agrees to participate in the Freshcare Program:
  - a. Businesses participating in the Freshcare Program shall comply with these Rules and the Freshcare Standard(s) nominated by the business at all times.
  - b. Failure to comply with the Rules or the requirements of the nominated Freshcare Standard(s), may result in a business's Freshcare certification being suspended or withdrawn.
  - c. The Business shall notify *both* the Certification Body and Freshcare (in writing) of a serious food safety incident resulting in a product recall or customer applying a stop supply within 48 hours of the incident.
  - d. Each business acknowledges and agrees that Freshcare may disclose information concerning the business to any government authority for any lawful purpose and otherwise as required by law.
  - e. Acknowledges and agrees that the certification status of the business will be available through FreshcareOnline (authorised users only) and publicly available through the business search function on the Freshcare website and the JAS-ANZ register (where applicable).
10. Certain information handled by Freshcare may be personal information, as defined in the Privacy Act 1988 (Cth). Personal information obtained by Freshcare is handled in accordance with Freshcare's Privacy Policy, as available on Freshcare website and amended from time to time.
11. A business shall notify Freshcare and its nominated Certification Body of any prosecutions brought, or likely to be brought against the business, in relation to any business activities within the scope of their Freshcare certification.
12. The business acknowledges and agrees that Freshcare is not party to the contract a business must enter with its nominated Certification Body for the conduct and reporting of a Freshcare audit.
13. Any change to a business's profile or key contact information or other details provided on registration shall be notified to Freshcare in writing within 28 days of the change.

14. *Certificates are not transferable between separate business entities. If a business requires a change to Legal name/ABN details, then they must contact their certification body to enact this change.*

### **R3 Two-part Audit process.**

*This section outlines the processes to be followed regarding an option of a two-part audit process (remote auditing). This process is VOLUNTARY and must be mutually agreed with the participating Business and the CB in writing (refer R4-3).*

*A Factsheet for Freshcare two-part audit procedure has been developed to support the implementation.*

<b>Audit</b>	<b>Component</b>	<b>Rule</b>	<b>Implementation/ Notes</b>
Part A	<i>Remote component. Shall be conducted in accordance with Two-part audit process procedure.</i>	<i>Must be conducted first. Rules under R4 still apply.</i>	<i>Can be started prior to harvest or operational months.</i>
Part B	<i>On -site component.</i>	<i>No greater than 30 days after Part A, unless exception has been approved by CB, in accordance with Two-part audit process procedure.</i>	<i>Any items that have not been provided during Part A shall be followed through during the Part B to ensure complete audit outcome.  Non conformance raised as part of Part A still are reportable as part of the audit outcome and shall be addressed separately by the business as per R5.</i>

### **R4 Freshcare Certification Process.**

1. Only Freshcare approved Certification Bodies can conduct Freshcare audits. A list of approved Certification Bodies, with their scopes is available on the Freshcare website.
2. Upon application for audit, a business shall enter a written contract with a Freshcare approved Certification Body for the provision of Freshcare certification services prior to the commencement of audit activity. The contract may include information pertaining to Standard(s) to be assessed, scopes of the operations of the business, Company Details (name, address, contacts), type of audit, *estimated* audit duration and other details required to be captured by the Certification Body.
3. Only auditors complying with competency requirements set by Freshcare, and who are employed by or contracted to a Freshcare approved Certification Body, may conduct Freshcare audits.

4. The business acknowledges and agrees that where consulting or training services related to the Freshcare Standard(s) have been provided to the business by an individual contracted to, or employed by a Certification Body, that individual is excluded from conducting any Freshcare audit for that same business within two (2) years of completion of the consulting/training activity.
5. An auditor may be accompanied on the audit for training or accreditation purposes, e.g. auditor training, auditor calibration, witness audits (Freshcare, Certification Body or Accreditation Body, *GFSI*).
6. The Freshcare audit will comprise of:
  - a. an opening meeting with the nominated business representative (key contact) and shall involve the trained representative
  - b. review all compliance criteria of the relevant Freshcare Standard(s);
  - c. full evaluation of all aspects of the Freshcare Standard(s), including physical operations (including, but not limited to, water sources and infrastructure; chemical and fertiliser storage and handling facilities; produce harvesting, packing and storage facilities) and all supporting documentation.
  - d. interview personnel and evaluate records; and
  - e. *a closing meeting to review findings and advise the business of next steps.*
7. At the completion of the audit, the result will be communicated to the business by the Certification Body, and documented by the Certification Body using FreshcareOnline, creating an electronic record.
8. Where corrective actions have been raised (refer R5), the information will be communicated to the business, *a copy left at the conclusion of the audit*, documented on FreshcareOnline and the timeframes and process for correction provided.
9. The full audit report, including any subsequent evidence provided by the business for closure of corrective actions, will be reviewed by the Certification Body prior to a certification decision.
10. The certification anniversary month can only be altered on request from a participating business, in consideration of changes to business scope. The certification anniversary month is displayed on Freshcare certificates as 'Re-certification Audit Due' month.
11. On completion of a Freshcare audit, the auditor submits the audit report to the Certification Body for review. On completion of the audit review, a certification decision is made by the Certification Body:
  - a. If successful, the Certification Body will provide the business with an electronic and/or hard copy certificate in the format approved by Freshcare from FreshcareOnline, based on the following criteria being met:
    - i. payment of all fees; and
    - ii. closure of all CAR's by the business.

12. The business acknowledges and agrees that:

- a. A copy of the audit report, supporting documentation and Freshcare certificate will be made available to Freshcare, and the audit result will be communicated to Freshcare.
- b. This information may be used by Freshcare, the Accreditation Body *and GFSI* for the purpose of reviewing and assessing the integrity of the program (at both the auditor and CB level), in the investigation of complaints made by parties, or in response to known incidents.
- c. The certification status of all Freshcare certified businesses is accessible via:
  - i. the business search function on the Freshcare website (the information displayed includes business name, location (state), Freshcare Standard, Certification status and Freshcare certification number);
  - ii. the JAS-ANZ register (*if applicable*); and
  - iii. FreshcareOnline (authorised users only).

#### R5 Corrective Action Report (CAR) Rating and Closure.

Rating		Actions	
<b>Critical</b>	an issue presenting an immediate risk to food safety, or when the integrity of the Program has been compromised.	Critical CAR action plan shall be addressed by the business and provided to the Certification Body within <b>48 hours</b> of audit.  A re-audit may be required.	The business is immediately suspended ( <i>refer R8</i> ) whilst a resolve is determined between the business and the Certification Body to close the Critical CAR.  When CAR Plan is agreed by the Certification Body, the CAR's must be fully closed within 28 days for the certification to be issued.
<b>Major</b>	raised when there is the potential to compromise food safety, or the integrity of the Program, <i>including breaches of logo use</i> .  Compliance with the majority of Standard elements is considered essential to certification.	Major CARs must be addressed within 28 days of audit.	CAR's remaining outstanding after six (6) months deems the audit invalid, <i>resulting in the business having to undergo a new audit</i> .

<b>Minor</b>	raised where the issue is not likely to likely to directly impact on food safety or the integrity of the Program, but still is of a nature that requires the business to act.	Minor CARs must be addressed within 28 days of the audit.	CAR's remaining outstanding after six (6) months deems the audit invalid <i>resulting in the business having to undergo a new audit.</i>
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1. All corrective actions raised at audit must closed out within the time frames indicated for certification to be issued.
2. Wherever practical, outstanding issues will be 'closed out' remotely through written or photographic evidence. However, in the event where evidence of 'close out' for outstanding issues cannot be provided remotely, a follow-up audit may need to be scheduled, at the expense of the business.

#### **R7 Fees.**

1. Payment of all fees by participating businesses is a requirement for the business's continued Freshcare certification.
  - a. Fees for certification services (e.g. auditing services) are payable to the Certification Body by the business, under the terms of the individual contract.
  - b. The cancellation of a scheduled audit may result in a penalty fee in accordance with the terms of the contract between the Certification Body and the business.
  - c. A Freshcare certification fee is collected from a business by the Certification Body and remitted to Freshcare. Freshcare fees are reviewed annually and advised via the Freshcare website.

#### **R8 Suspensions and Withdrawal.**

1. Suspension and Withdrawal from program may occur where:
  - a. false or misleading information is provided on application for audit, or in subsequent business updates.
  - b. a Critical CAR is raised.
  - c. the business unreasonably delays or continually defers a Freshcare audit.
  - d. the auditor cannot complete an audit in full, including because the business fails to provide access to a site or records, or otherwise fails to cooperate in the audit process.
  - e. the business fails to pay any fees in connection with the Freshcare Program in accordance *with the contractual terms of the Certification Body.*
  - f. the business supplies false or misleading information.
  - g. the Certification Body is of the opinion, reasonably held, that the business has breached a material provision of these rules or is not maintaining compliance with the stated requirements of the relevant Freshcare Standard(s) or these rules or is unable or unwilling to do so.

2. If a business's certification is suspended and the ground for suspension is not capable of rectification or, if capable of rectification, the business does not take the necessary action(s) to rectify within a timeframe specified by the nominated Certification Body, the business's registration(s) may be withdrawn by written notice from the Certification Body. Notification will occur to Freshcare and the businesses details will be removed from public registers.

#### **R9 Complaints and Appeals.**

1. Freshcare may contact the business directly for confidential feedback on auditor and/or Certification Body performance.
2. Freshcare reserves the right to conduct its own audit on a business in response to complaints or as part of routine compliance activities. These audits may be announced or unannounced.
3. A complaint or appeal in relation to Certification Body services is to be directed to the Certification Body. The Certification Body must have a process to handle complaints and appeals.
4. The Business can contact Freshcare for assistance in resolving a complaint between them and the Certification Body should an initial outcome not be satisfactorily managed. There is an enquiry form available on our website [www.freshcare.com.au/contact-us/enquiry-form/](http://www.freshcare.com.au/contact-us/enquiry-form/)
5. Complaints in relation to activities undertaken by Freshcare will be managed in accordance with Freshcare's complaints procedure.

#### **R10 Use of the Freshcare Logo.**


1. The Freshcare name, corporate logo, or certification logo, shall not be used on a product, consumer level packaging, or at point of sale in direct connection to a single product.
2. The Freshcare name and corporate logo may be used by a certified business upon written permission from Freshcare in accordance with the Freshcare logo style guide specifications (available via FreshcareOnline). Businesses must apply in writing, to use the Freshcare name and corporate logo and, upon approval, Freshcare will provide the Freshcare corporate logo artwork for use.
3. The Freshcare name, corporate logo, or certification logo must not be misrepresented or used in any manner that could be misconstrued or may be defamatory to Freshcare.
4. The Freshcare certification logo may be used by a certified business subject to the following requirements. The business must:
  - a. make a request in writing for the Freshcare certification logo artwork;
  - b. only use the Freshcare certification logo artwork precisely as provided by Freshcare, incorporating their unique Freshcare certification number;
  - c. use the Freshcare certification logo in accordance with the Freshcare logo style guide specifications;


- d. only use the Freshcare certification logo in connection with products grown and/or packed in compliance with the requirements of Freshcare certification;  
and
  - e. only use the Freshcare certification logo on trade level packaging and pallets that are not intended for display at point of sale (consumer facing packaging).
5. Permission to use the Freshcare logo in any way other than as specified in these rules must be requested in writing and approved by Freshcare.
  6. A business must immediately cease using the Freshcare name, corporate logo and certification logo if its certification has been in certification pending for more than 28 days, has lapsed (certificate expired), or has been suspended or withdrawn.
  7. A business with permission to use the Freshcare name or logo(s) acknowledges and agrees that Certification Bodies are requested to advise Freshcare of any misuse of the Freshcare name or logo(s).


**Management**

Element		Compliance Criteria	Records
<b>M1 Scope and commitment</b>			
M1.1	Define the business scope and the scope of Freshcare certification.	<ol style="list-style-type: none"> <li>1. The scope of Freshcare certification is defined by the owner or appropriate senior manager.</li> <li>2. All business enterprises and activities undertaken are recorded.</li> <li>3. Flowcharts are completed to document the crops and activities for which Freshcare certification is required.</li> </ol>	Form – M1 Scope Form – M1 Flowchart <i>Freshcare Crop List</i>
M1.2	Identify property areas, infrastructure and local activities on a property map.	<ol style="list-style-type: none"> <li>1. A property map is documented and maintained. The map identifies:                             <ul style="list-style-type: none"> <li>• property boundaries and adjacent infrastructure such as public roads and public places (schools, sports fields)</li> <li>• local activities that may impact food safety (other agricultural enterprises, waste treatment plants)</li> <li>• production areas and growing sites</li> <li>• farm houses, buildings, sheds, on-farm roads and access points</li> <li>• toilet facilities, septic tanks and seepage pads</li> <li>• workers accommodation and facilities</li> <li>• bulk fuel storage, including underground tanks</li> <li>• chemical storage areas, mixing areas, equipment clean-down areas, dip sites (postharvest, livestock) and disposal trenches/evaporation ponds</li> <li>• storage sites for waste, including controlled wastes (empty chemical containers awaiting collection)</li> <li>• fertiliser and soil additive storage, composting/ageing and mixing/loading areas</li> <li>• areas that are contaminated (persistent chemicals, heavy metals, fertilisers, waste, physical contaminants)</li> <li>• water sources, extraction points and delivery infrastructure.</li> </ul> </li> </ol>	Property map  <i>Form - M1 Property Map Checklist</i>





Element		Compliance Criteria	Records
M1.3	Define the roles, responsibilities and reporting relationships of workers responsible for the management of food safety and quality.	<ol style="list-style-type: none"> <li>1. The owner and/or appropriate senior manager provides suitably qualified workers to implement, maintain, review and improve the food safety program of the business.</li> <li>2. The organisational structure of the business is documented and must include: <ul style="list-style-type: none"> <li>• workers responsible for the management of food safety and quality</li> <li>• reporting relationships of all workers whose roles may affect food safety and quality.</li> </ul> </li> <li>3. Position descriptions are documented for workers responsible for the management of food safety and quality.</li> <li>4. The organisational structure, roles and responsibilities are reviewed at least annually or when changes occur. A record is kept.</li> <li>5. The organisational structure, roles and responsibilities are communicated to all workers.</li> </ol>	<p><i>Form - M1 - Organisational chart</i></p> <p><i>Form - M1 - Position descriptions</i></p>
M1.4	Document the business commitment to food safety and quality and the Freshcare Program.	<ol style="list-style-type: none"> <li>1. A Food Safety and Quality Policy is documented and must include measurable objectives.</li> <li>2. The owner or appropriate senior manager signs the Food Safety and Quality Policy committing to support and comply with: <ul style="list-style-type: none"> <li>• the Freshcare Food Safety &amp; Quality Standard,</li> <li>• Freshcare Rules and</li> <li>• all legislative requirements.</li> </ul> </li> <li>3. The Food Safety and Quality Policy is communicated to all workers.</li> <li>4. The Food Safety and Quality Policy is reviewed at least annually, and when changes occur that may impact food safety or quality. A record is kept.</li> </ol>	Form – M1 Food Safety and Quality Policy
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• Factsheet – M1 Scope and commitment</li> <li>• <i>Factsheet – M1 Food safety culture</i></li> <li>• Freshcare Crop List</li> </ul>		<ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 4 Where can contamination occur in the supply chain, page 11.</li> </ul>

Element		Compliance Criteria	Records
<b>M2 Documentation</b>			
M2.1	Procedures and/or work instructions are maintained for activities that impact food safety <i>or quality</i> .	<ol style="list-style-type: none"> <li>1. Procedures and/or work instructions are documented and implemented for activities that impact food safety <i>or quality</i>.</li> <li>2. Procedures and/or work instructions are reviewed at least annually or when changes to processes or tasks occur.</li> </ol>	Procedures Form – M2 Work instructions
M2.2	Verify compliance with the Freshcare Standard through relevant documents and records.	<ol style="list-style-type: none"> <li>1. Current editions of the Freshcare Food Safety &amp; Quality Standard and the Freshcare Rules are kept.</li> <li>2. All records and documents required to verify compliance to the Freshcare Food Safety &amp; Quality Standard are legible and must include: <ul style="list-style-type: none"> <li>• title</li> <li>• date of issue or version number</li> <li>• business name</li> <li>• name of person completing the record and date of completion.</li> </ul> </li> <li>3. As documents and records change, out-of-date versions are replaced.</li> <li>4. All records are securely stored and kept for a minimum of two (2) years (or longer if required by legislation or customers).</li> </ol>	Freshcare Food Safety & Quality Standard Freshcare Rules (R)
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – M2 Documentation</li> </ul>		<b>External Resources</b>	

Element	Compliance Criteria		Records
<b>M3 Training and development</b>			
M3.1	Complete Freshcare training.	1. A management representative completes approved Freshcare Food Safety & Quality training. Evidence is kept. <i>(See Appendix A-M3).</i>	Training certificate
M3.2	Train all workers who complete tasks relevant to this Standard to ensure a base level of food safety awareness.	<ol style="list-style-type: none"> <li>1. Training is provided for workers who complete tasks relevant to the Freshcare Food Safety &amp; Quality Standard.</li> <li>2. All workers must receive basic food safety training before starting work.</li> <li>3. Training is provided in the relevant language for workers and/or pictorially.</li> <li>4. A record of internal and external training is kept and must include: <ul style="list-style-type: none"> <li>• name and signature of trainee</li> <li>• name of trainer or training provider</li> <li>• topic of the training</li> <li>• date of training and expiry date (when applicable).</li> </ul> </li> <li>5. <i>The owner or appropriate senior manager completes a review of training to support food safety and quality and:</i> <ul style="list-style-type: none"> <li>• <i>identify worker needs for re-training</i></li> <li>• <i>identify opportunities for professional development</i></li> <li>• <i>ensure appropriate qualifications and licenses are maintained.</i></li> </ul> </li> <li>6. A review of training is conducted at least annually or when processes and/or workers change.</li> </ol>	<p><i>Form – M3 Training record – internal FSQ</i></p> <p>Form – M3 Training record – other</p> <p>Training certificates</p>
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Appendix – A-M3 Approved Freshcare training</li> <li>• <i>Factsheet – M3 Training and development</i></li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 14 Managing People, page 72.</li> </ul>


Element	Compliance Criteria	Records	
<b>M4 Internal audit, corrective and preventative action</b>			
M4.1	Conduct internal audits to verify ongoing compliance with this Standard.	<ol style="list-style-type: none"> <li>1. An internal audit of all activities and records relevant to the Freshcare Food Safety &amp; Quality Standard is conducted at least annually, or when changes occur that may impact food safety. A record is kept.</li> <li>2. Workers responsible for completing sections of the internal audit are identified and, where possible, are independent of the practices being assessed.</li> </ol>	Form – M4 Internal audit report
M4.2	Complete corrective actions for any non-compliance.	<ol style="list-style-type: none"> <li>1. A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Food Safety &amp; Quality Standard, Freshcare Rules or legislation are not being met, as identified by: <ul style="list-style-type: none"> <li>• routine activities</li> <li>• internal audits</li> <li>• annual external audits</li> <li>• complaints</li> <li>• produce identified as being contaminated, or potentially contaminated</li> <li>• incidents.</li> </ul> </li> <li>2. A Corrective Action Record must include: <ul style="list-style-type: none"> <li>• description of the problem</li> <li>• cause of the problem</li> <li>• whether or not the problem has occurred before</li> <li>• short term fix (action taken to fix the problem)</li> <li>• long term fix (action taken to prevent the problem recurring)</li> <li>• confirmation that short term and long term actions are completed and effective</li> <li>• name and signature of person completing the review</li> <li>• date of the review.</li> </ul> </li> <li>3. Reoccurrences of non-compliance are reviewed by the owner or appropriate senior manager.</li> </ol>	Form – M4 Corrective action record (CAR)

Element	Compliance Criteria		Records
M4.3	Conduct a management review of compliance and documentation.	1. A management review of compliance is conducted at least annually. A record of the review is kept and must include as a minimum: <ul style="list-style-type: none"> <li>• internal and external audits</li> <li>• corrective <i>and preventative</i> actions</li> <li>• customer feedback</li> <li>• complaints</li> <li>• training</li> <li>• the food safety and quality policy and measurable objectives.</li> </ul>	<i>Form - M4</i> Management review minutes
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• <i>Factsheet – M4 Internal audit, corrective and preventative action</i></li> </ul>		<b>External Resources</b>


Element	Compliance Criteria		Records
<b>M5 Customer requirements</b>			
M5.1	Comply with customer specifications.	<ol style="list-style-type: none"> <li>1. Where a written product specification has been provided by, or agreed with a customer, a copy of the specification is kept.</li> <li>2. Product is checked to ensure it meets the agreed specification before dispatch. When required by the customer, a record is kept.</li> <li>3. If product does not meet the agreed specification, the customer is informed of the variation and the agreed course of action is implemented and recorded.</li> </ol>	Product specifications Product inspection records
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – M5 Customer requirements</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Freshspecs: Industry produce specifications  <a href="http://www.freshmarkets.com.au/fresh-specs">www.freshmarkets.com.au/fresh-specs</a> </li> </ul>


## Food Safety &amp; Quality

Element		Compliance Criteria	Records
<b>F1 Hazard analysis</b>			
F1.1	Conduct risk assessments for persistent chemicals.	<ol style="list-style-type: none"> <li>1. Risk assessments are conducted for each growing site to determine the risk of persistent chemical contamination of produce from the soil/growing medium. A record is kept. (See Appendix RA-F1.1).</li> <li>2. If the risk assessments conducted in F1.1.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.1).</li> </ol>	Form – F1 Risk assessment – persistent chemicals
F1.2	Conduct risk assessments for heavy metals.	<ol style="list-style-type: none"> <li>1. Risk assessments are conducted for each growing site to determine the risk of heavy metal contamination of produce from the soil/growing medium. A record is kept. (See Appendix RA-F1.2).</li> <li>2. If the risk assessments conducted in F1.2.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.2).</li> </ol>	Form – F1 Risk assessment – heavy metals
F1.3	Conduct risk assessments for fertilisers and soil additives.	<ol style="list-style-type: none"> <li>1. Risk assessments are conducted for all growing sites to determine the risk of microbial contamination of produce from fertilisers and/or soil additives. A record is kept. (See Appendix RA-F1.3).</li> <li>2. If the risk assessments conducted in F1.3.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.3).</li> </ol>	Form – F1 Risk assessment – fertilisers and soil additives
F1.4	Conduct risk assessments for pre-harvest water.	<ol style="list-style-type: none"> <li>1. Risk assessments are conducted for all pre-harvest water used to determine the risk of microbial contamination of produce from pre-harvest water. A record is kept. (See Appendix RA-F1.4).</li> <li>2. If the risk assessments conducted in F1.4.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.4).</li> </ol>	Form – F1 Risk assessment – pre-harvest water

Element		Compliance Criteria	Records
F1.5	Where an additional food safety hazard is identified within the scope of this Standard, a risk assessment is conducted, and additional actions implemented if required by the hazard analysis.	<ol style="list-style-type: none"> <li>1. A risk assessment must be conducted for any additional food safety hazard identified within the scope of the Freshcare Food Safety &amp; Quality Standard. A record is kept.</li> <li>2. If the risk assessment conducted in F1.5.1 determines the risk of the hazard identified is high, relevant control measures, monitoring and verification activities are implemented.</li> </ol>	Form – F1 Risk assessment – other practices
F1.6	Where an aspect of this Standard is not implemented, it is supported by a risk assessment detailing reasons for exclusion.	<ol style="list-style-type: none"> <li>1. A risk assessment must be conducted to support any aspect of the Freshcare Food Safety &amp; Quality Standard that is not implemented and must clearly detail the reason for any exclusion. A record is kept.</li> </ol>	Form – F1 Risk assessment – other practices
F1.7	Review risk assessments at least annually.	<ol style="list-style-type: none"> <li>1. All risk assessments are reviewed at least annually, or when changes occur that may impact the significance of the hazards.</li> </ol>	
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Appendix – RA-F1.1 Risk assessment – persistent chemicals</li> <li>• Appendix – RA-F1.2 Risk assessment – heavy metals</li> <li>• Appendix – RA-F1.3 Risk assessment – fertilisers and soil additives</li> <li>• Appendix – RA-F1.4 Risk assessment – pre-harvest water</li> <li>• Factsheet – F1 Hazard analysis</li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>• Codex Alimentarius Recommended International Codes of Practice – General Principles of Food Hygiene CAC / RCP 1-1969, Rev 4-2003.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 3 Fresh produce food safety hazards, page 5.</li> </ul>	




Element	Compliance Criteria	Records	
<b>F2 Growing site</b>			
F2.1	<p>Manage growing sites to minimise the risk of contaminating produce.</p>	<ol style="list-style-type: none"> <li>1. If the risk assessment conducted in F1.1 identified the risk of persistent chemical contamination of produce from the soil/growing medium is high, the additional control measures specified in the risk assessment are implemented. <i>(See Appendix RA-F1.1).</i></li> <li>2. If the risk assessment conducted in F1.2 identified the risk of heavy metal contamination of produce from the soil/growing medium is high, the additional control measures specified in the risk assessment are implemented. <i>(See Appendix A-F5 and RA-F1.2).</i></li> <li>3. Growing sites are assessed for potential of spray drift.</li> <li>4. Where spray drift is likely, plantings are planned to minimise the risk of contaminating non-target produce.</li> <li>5. For growing sites affected by a flood event, planting must be scheduled to ensure the period between flood water subsiding and harvest exceeds 90 days for produce where the harvestable part is grown in, or has direct contact with the soil, and may be eaten uncooked.</li> <li>6. Livestock is not permitted on growing sites within: <ul style="list-style-type: none"> <li>• 90 days of intended harvest date for produce where the harvestable part is grown in, or has direct contact with the soil, and may be eaten uncooked, or</li> <li>• 45 days of intended harvest date for all other produce.</li> </ul> </li> <li>7. Growing sites are assessed for potential of physical contamination.</li> <li>8. Where physical contamination is likely, sites are inspected before ground preparation and physical contaminants are removed or managed to minimise the risk of contaminating produce.</li> <li>9. Sites/areas contaminated with physical contaminants are identified on the property map.</li> </ol>	<p>Form – F1 Risk assessment – persistent chemicals</p> <p>Soil/growing medium test for persistent chemicals</p> <p>Produce residue test result for persistent chemicals</p> <p>Form – F1 Risk assessment – heavy metals</p> <p>Produce residue test result for heavy metals</p> <p>Form – F2 Livestock movement record</p> <p>Property map</p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Appendix – A-F5 Limits for heavy metal contaminants in growing medium and fertilisers and soil additives</li> <li>• Appendix – RA-F1.1 Risk assessment – persistent chemicals</li> <li>• Appendix – RA-F1.2 Risk assessment – heavy metals</li> <li>• Factsheet – F2 Growing site</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 5 Managing the growing site and planting material, page 17.</li> <li>• Food Standards Australia New Zealand (FSANZ): Food Standards Code – Section 1.4.1 Contaminants and natural toxicants, Section 1.4.2 Agvet chemicals and associated Schedules – Schedule 19, 20 and 21 <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a>.</li> <li>• Australian Standard AS4454:2012 Composts soil conditioners and mulches.</li> </ul>	

Element	Compliance Criteria		Records
<b>F3 Planting materials</b>			
F3.1	Manage planting materials to minimise the risk of contaminating produce.	1. Planting materials are purchased from suppliers that are managed in accordance with the supplier requirements specified in F11.1.	
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>Factsheet – F3 Planting materials</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019) Chapter 5 Managing the growing site and planting material, page 17.</li> <li>Plant Health Australia <a href="http://www.planthealthaustralia.com.au">www.planthealthaustralia.com.au</a></li> </ul>


Element	Compliance Criteria	Records	
<b>F4 Chemicals</b>			
F4.1	Obtain properly labelled chemicals from approved suppliers and ensure labels remain legible.	<ol style="list-style-type: none"> <li>1. Chemicals are purchased from suppliers that are managed in accordance with the supplier requirements specified in F11.1.</li> <li>2. Chemical containers are adequately labelled and in acceptable condition on receipt.</li> <li>3. Deteriorating chemical labels are replaced immediately with a legible copy.</li> <li>4. All chemicals purchased are recorded in a chemical inventory. A record is kept and must include: <ul style="list-style-type: none"> <li>• date received</li> <li>• place of purchase</li> <li>• name of chemical</li> <li>• batch number (where available)</li> <li>• expiry date or date of manufacture</li> <li>• quantity.</li> </ul> </li> </ol>	Form – F4 Chemical inventory
F4.2	Store, manage and dispose of chemicals to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Chemical storage areas are: <ul style="list-style-type: none"> <li>• located and constructed to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing sites or water sources</li> <li>• structurally sound, adequately lit, well ventilated and constructed to protect chemicals from direct sunlight and weather exposure</li> <li>• equipped with a spill kit to contain and manage chemical spills</li> <li>• secure, with access restricted to authorised workers.</li> </ul> </li> <li>2. Chemicals are stored in designated separate areas for each category of chemical, and for chemicals awaiting disposal.</li> <li>3. 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.</li> <li>4. Stored chemicals are checked at least annually to identify and segregate chemicals for disposal that have: <ul style="list-style-type: none"> <li>• exceeded the label expiry date</li> <li>• exceeded the permit expiry date</li> <li>• had their registration withdrawn</li> </ul> </li> </ol> <p style="text-align: right;"><i>(Continues over page)</i></p>	Property map Form – F4 Chemical inventory Chemical disposal receipts. Chemical drum disposal receipts.

Element		Compliance Criteria	Records
F4.2 <i>cont.</i>		<ul style="list-style-type: none"> <li>• containers that are leaking, corroded or have illegible labels.</li> </ul> 5. A record of the check is kept and must include: <ul style="list-style-type: none"> <li>• date of the check</li> <li>• name and quantity of chemicals awaiting disposal</li> <li>• name of authorised person conducting the check.</li> </ul> 6. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies or approved off-farm disposal areas. A record of disposal is kept.	
F4.3	Train and authorise workers who store, handle, apply and dispose of chemicals.	1. Workers involved in the supervision of the storage, handling, application and disposal of chemicals: <ul style="list-style-type: none"> <li>• have successfully completed a recognised chemical users' course, or equivalent (<i>See Appendix A-F4</i>)</li> <li>• are competent in chemical storage, handling, application and disposal as specified by the Freshcare Food Safety &amp; Quality Standard.</li> </ul> 2. Workers authorised to store, handle, apply and dispose of chemicals have been trained. 3. A register of workers authorised to store, handle, apply and/or dispose of chemicals is maintained and displayed in the chemical storage area.	Record of completion of farm chemical users course  Form – F4 Chemical authorisation record
F4.4	Use chemicals according to regulatory, label and market requirements.	1. Chemicals are used and applied: <ul style="list-style-type: none"> <li>• according to label directions, or</li> <li>• under 'off-label permits' issued by the Australian Pesticides and Veterinary Medicines Authority (APVMA), with a current copy of the permit kept, or</li> <li>• according to relevant state legislation for 'off-label use', and</li> <li>• according to specific customer and/or destination market requirements.</li> </ul> 2. Chemicals are checked for their withholding period before use.	Copies of applicable off-label permits
F4.5	Avoid potential for spray drift.	1. Chemicals are not applied when the risk of contaminating adjacent crops or off-target areas with spray drift is high. 2. Potential and actual spray drift incidents are identified. A record is kept.	

Element	Compliance Criteria	Records	
F4.6	Maintain and calibrate chemical application equipment.	<ol style="list-style-type: none"> <li>1. Chemical application equipment is maintained and checked for effective operation before and during each use.</li> <li>2. Equipment is calibrated at least annually or as per manufacturer's instructions and immediately after spray nozzles are replaced.</li> <li>3. Equipment is calibrated using a recognised method. A record of calibration is kept and must include: <ul style="list-style-type: none"> <li>• date of calibration</li> <li>• method of calibration and results</li> <li>• name of person calibrating the equipment.</li> </ul> </li> </ol>	<p>Calibration records</p> <p>Form – F8 Calibration record</p>
F4.7	Manage mixing and disposal of chemical solutions to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Chemical mixing areas are located to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources.</li> <li>2. Leftover chemical solutions are disposed of according to label directions where specified, or in a manner that minimises the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources.</li> </ol>	Property map
F4.8	Record all chemical applications.	<ol style="list-style-type: none"> <li>1. Records of all pre-harvest chemical applications are kept and must include: <ul style="list-style-type: none"> <li>• application date</li> <li>• start and finish times</li> <li>• location and crop</li> <li>• chemical used (including batch number if available)</li> <li>• rate of application and quantity applied</li> <li>• equipment and/or method used to apply the chemical</li> <li>• withholding period (WHP) or earliest harvest date (EHD)</li> <li>• wind speed and direction</li> <li>• name and signature of person who applied the chemical.</li> </ul> </li> <li>2. Records of all postharvest chemical treatments are kept and must include: <ul style="list-style-type: none"> <li>• treatment date and time</li> <li>• produce treated</li> <li>• chemical used (including batch number if available)</li> <li>• rate of application and/or quantity applied</li> </ul> </li> </ol> <p style="text-align: right;"><i>(Continues over page)</i></p>	<p>Form – F4 Pre-harvest chemical application record</p> <p>Form – F4 Postharvest chemical application record</p>


Element	Compliance Criteria	Records
F4.8 <i>cont.</i>	<ul style="list-style-type: none"> <li>• equipment and/or method used to apply the chemical</li> <li>• withholding period (WHP) (where applicable)</li> <li>• name and signature of person who carried out the chemical treatment.</li> </ul>	
F4.9	<p>Test produce for chemical residues to verify that chemicals are applied correctly, withholding periods are observed and produce complies with MRLs.</p> <ol style="list-style-type: none"> <li>1. A chemical residue test is conducted before initial Freshcare certification and then annually, or more frequently, if required by a customer specification.</li> <li>2. A chemical residue test is: <ul style="list-style-type: none"> <li>• a multi-screen test that includes chemicals used in the spray program</li> <li>• conducted on a random sample of produce that has had all pre-harvest and postharvest chemical treatments completed and is ready for sale and/or consumption</li> <li>• conducted by a <i>competent</i> laboratory with NATA accreditation (or accredited to ISO/IEC 17025) for the analysis of chemical residues.</li> </ul> </li> <li>3. Chemical residue levels do not exceed: <ul style="list-style-type: none"> <li>• Maximum Residue Limits (MRLs) as specified by Food Standards Australia New Zealand (FSANZ)</li> <li>• Maximum Residue Limits (MRLs) as specified by a customer and/or the importing country (where applicable).</li> </ul> </li> </ol>	Produce residue test result
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Appendix – A-F4 Freshcare requirements for chemical user training.</li> <li>• Factsheet – F4 Chemicals.</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 8 Managing chemicals, page 49.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 18 Testing, page 90.</li> <li>• Australian Pesticides and Veterinary Medicines Authority (APVMA): Database of registrations and permits for Agvet chemicals <a href="http://www.apvma.gov.au">www.apvma.gov.au</a>.</li> <li>• Food Standards Australia New Zealand (FSANZ): Food Standards Code – Section 1.4.2 Agvet chemicals and associated Schedules – Schedule 20 and 21 <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a>.</li> <li>• Infopest: Comprehensive Agvet chemical database <a href="http://www.infopest.com.au">www.infopest.com.au</a>.</li> <li>• ChemClear: Disposal of Agvet chemicals <a href="http://www.chemclear.com.au">www.chemclear.com.au</a>.</li> <li>• DrumMUSTER: Disposal of Agvet chemical containers <a href="http://www.drummuster.com.au">www.drummuster.com.au</a>.</li> </ul>


Element	Compliance Criteria	Records	
<b>F5 Fertilisers and soil additives</b>			
F5.1	<p>Manage fertilisers and soil additives to minimise the risk of contaminating produce.</p>	<ol style="list-style-type: none"> <li>1. Human effluent or biosolids are not used.</li> <li>2. Fertilisers and soil additives comply with heavy metal limits specified in AS4454-2012 Composts soil conditioners and mulches. <i>(See Appendix A-F5).</i></li> <li>3. Storage sites for fertilisers and soil additives are located, constructed and maintained to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources.</li> <li>4. Specified exclusion periods between application of fertilisers and soil additives and crop harvest (identified in the risk assessment conducted in F1.3) must be observed. <i>(See Appendix A-F5 and RA-F1.3).</i></li> <li>5. Fertilisers and soil additives containing manures and/or food waste used within the specified exclusion periods must be treated using an approved treatment process. Evidence is kept. <i>(See Appendix A-F5).</i></li> <li>6. Liquid or foliar sprays, derived from untreated manures, that may contact the harvestable part of the crop must not be used within: <ul style="list-style-type: none"> <li>• 90 days of intended harvest date for produce that may be eaten uncooked, or</li> <li>• 45 days of intended harvest date for all other produce.</li> </ul> </li> <li>7. All other liquid or foliar sprays that may contact the harvestable part of the crop must meet pre-harvest water requirements.</li> <li>8. Fertilisers and soil additives are not applied when the risk of contaminating off-target areas due to wind drift and/or runoff is high.</li> <li>9. Records of all fertiliser and soil additive applications are kept and must include: <ul style="list-style-type: none"> <li>• application date</li> <li>• location and crop</li> <li>• product used</li> <li>• rate of application</li> <li>• wind speed and direction</li> <li>• method of application/incorporation</li> <li>• name of person applying the fertilisers and soil additives.</li> </ul> </li> </ol>	<p>Property map</p> <p>Form – F1 Risk assessment – fertilisers and soil additives</p> <p>Copies of certification for suppliers of treated fertilisers and soil additives</p> <p>Certificate of analysis for treated fertilisers and soil additives</p> <p>Form – F5 Fertilisers and soil additives treatment record</p> <p>Form – F5 Fertilisers and soil additives application record</p>

Element	Compliance Criteria	Records
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>Appendix – A-F5 Limits for heavy metal contaminants in growing medium and fertilisers and soil additives</li> <li>Appendix – A-F5 Evidence of compliance for treated fertilisers and soil additives</li> <li>Appendix – RA-F1.3 Risk assessment – fertilisers and soil additives</li> <li>Factsheet – F5 Fertilisers and soil additives</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 6 Managing fertilisers and soil additives, page 25.</li> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 18 Testing, page 90.</li> <li>Australian Standard AS4454:2012 Composts soil conditioners and mulches.</li> </ul>



Element	Compliance Criteria	Records	
<b>F6 Water</b>			
F6.1	Manage and maintain water sources and infrastructure.	<ol style="list-style-type: none"> <li>1. All water sources used pre-harvest and postharvest are identified. A record is kept.</li> <li>2. Water sources are monitored and managed to minimise potential contamination from: <ul style="list-style-type: none"> <li>• human activities</li> <li>• livestock and domestic animals</li> <li>• wildlife (where possible)</li> <li>• adjacent activities.</li> </ul> </li> <li>3. Water extraction points, water storage and delivery infrastructure and irrigation equipment are monitored and maintained.</li> <li>4. Water storage tanks, water dumps, flumes and treatment tanks are: <ul style="list-style-type: none"> <li>• suitable for intended purpose</li> <li>• constructed of materials that will not contaminate the water</li> <li>• clean and maintained.</li> </ul> </li> </ol>	Form – F6 Water source record  Property map
F6.2	Manage pre-harvest water to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Water sources contaminated by toxic algae are not used if pre-harvest water directly contacts the harvestable part of the crop.</li> <li>2. Reclaimed or recycled water used meets the appropriate specification as defined in the Australian Guidelines for Water Recycling (2008). Water suppliers provide test results that verify water quality.</li> <li>3. If the risk assessment conducted in F1.4 identified the risk of microbial contamination of produce from pre-harvest water use is high, all water used within 48 hours of harvest must meet <i>E. coli</i> &lt;100 cfu/100mL. Evidence is kept. (See Appendix A-F6 and RA-1.4).</li> <li>4. Produce that has come into contact with flood water is not harvested unless it meets limits of <i>E. coli</i> &lt;10 cfu/g and <i>Salmonella</i> Not Detected/25g, or customer specifications.</li> </ol>	Form – F1 Risk assessment – pre-harvest water  Pre-harvest water test results
F6.3	Manage postharvest water to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Water sources contaminated by toxic algae are not used postharvest.</li> <li>2. Water used postharvest for pre-washing (removing soil and debris) where there is a subsequent wash step, must meet <i>E. coli</i> &lt;100 cfu/100mL. Evidence is kept. (See Appendix A-F6).</li> </ol>	Postharvest water test results

Element	Compliance Criteria	Records
F6.3 <i>cont.</i>	<ol style="list-style-type: none"> <li>3. All other water used postharvest is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, <i>E. coli</i> &lt;1 cfu/100mL. Evidence is kept. (See Appendix A-F6).</li> <li>4. Water in recirculation systems, water dumps, flumes and treatment tanks, is treated and/or changed at an appropriate frequency to maintain water quality, <i>E. coli</i> &lt;1 cfu/100mL. A record is kept.</li> <li>5. Any variations to postharvest water quality must be supported by a risk assessment and associated documentation and be verified at audit.</li> </ol>	Form – F6 Water treatment monitoring record
F6.4	<p>Manage all other water usage.</p> <ol style="list-style-type: none"> <li>1. Water used for hand washing is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, <i>E. coli</i> &lt;1 cfu/100mL. Evidence is kept. Where water is not proven to meet <i>E. coli</i> &lt;1 cfu/100mL an alcohol-based hand sanitiser must be used after washing hands with soap and water. (See Appendix A-F6).</li> <li>2. Water used for cleaning equipment, containers or other produce contact surfaces is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, <i>E. coli</i> &lt;1 cfu/100mL. Evidence is kept. (See Appendix A-F6).</li> <li>3. Any variations to water quality must be supported by a risk assessment and associated documentation and be verified at audit.</li> </ol>	Postharvest water test results
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Appendix – A-F6 Evidence of compliance for water</li> <li>• Appendix – RA-F1.4 Risk assessment – pre-harvest water</li> <li>• Factsheet – F6 Water</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 7 Managing water, page 33.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 18 Testing, page 90.</li> <li>• Australian Guidelines for Water Recycling (2008); <a href="http://www.nhmrc.gov.au/about-us/publications/australian-guidelines-water-recycling">www.nhmrc.gov.au/about-us/publications/australian-guidelines-water-recycling</a>.</li> </ul>


Element	Compliance Criteria		Records
<b>F7 Allergens</b>			
F7.1	Identify and manage potential sources of allergens.	<ol style="list-style-type: none"> <li>1. Raw material inputs are reviewed for known allergens.</li> <li>2. If allergens are identified, an allergen management plan is documented and must include: <ul style="list-style-type: none"> <li>• a list of all raw materials and/or produce containing allergens</li> <li>• how these products are used, stored and handled</li> <li>• control measures to prevent cross-contamination.</li> </ul> </li> <li>3. Workers are trained: <ul style="list-style-type: none"> <li>• to identify, avoid introducing and remove allergens</li> <li>• in allergen control measures (where required).</li> </ul> </li> </ol>	Form – F7 Allergen management plan
F7.2	Manage allergen labelling.	<ol style="list-style-type: none"> <li>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.</li> </ol>	
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• Factsheet – F7 Allergens</li> </ul>		<ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 16 Allergens, page 81.</li> <li>• Allergen Bureau <a href="http://www.allergenbureau.net">www.allergenbureau.net</a></li> </ul>

Element	Compliance Criteria	Records
<b>F8 Premises, facilities, equipment, tools, packaging and vehicles</b>		
F8.1	<p>Construct and maintain growing, handling, packing and storage facilities to ensure they are suitable for the production and preparation of produce.</p>	<ol style="list-style-type: none"> <li>1. Produce growing, handling, packing (including in-field packing) and storage facilities are located, designed, constructed and maintained (interior and exterior) to minimise the risk of contaminating produce.</li> <li>2. Mezzanine floors, walkways and stairs are designed and constructed to minimise the risk of contaminating produce.</li> <li>3. Lighting in growing, packing and storage areas is adequate for the tasks performed.</li> <li>4. Lights above produce handling and storage areas are fitted with shatter proof covers and/or shatter proof bulbs.</li> <li>5. Glass, hard or brittle plastic, ceramic or similar materials are removed from produce handling and storage areas. Where this is not possible, precautions are taken to ensure these materials do not contaminate produce.</li> <li>6. Items that are not needed for production are removed from produce handling and storage areas. Items needed for production are managed to minimise the risk of contaminating produce.</li> <li>7. Surfaces that contact produce in the packing area are cleaned and maintained to ensure they do not contaminate produce.</li> <li>8. Produce is not stored with or near materials that may present a risk of contaminating produce.</li> <li>9. Chemicals, grease, oil, fuel and farm machinery are segregated from packing and produce storage areas.</li> <li>10. Workshop equipment is not operated during production or is screened to prevent contamination of produce.</li> <li>11. Facilities are kept clean and are subject to regular cleaning.</li> </ol>
		Form – F8 Facilities audit checklist


Element	Compliance Criteria	Records
F8.2	Construct and maintain facilities for handling and packing produce for retail sale (includes, but is not limited to, retail crates, pre-packs).	Form – F8 Facilities audit checklist
F8.3	Provide and maintain toilets and hand washing facilities to minimise the risk of contaminating produce.	Form – F8 Facilities audit checklist  <i>Form – F10 Food safety instructions</i>
F8.4	Construct and maintain septic, waste and drainage systems to minimise the risk of contaminating produce.	Property map


Element	Compliance Criteria	Records
F8.5	<p>Maintain and clean tools, equipment and containers that contact produce.</p> <ol style="list-style-type: none"> <li>1. Tools, equipment, and containers are made of substances that are non-toxic, and designed and constructed to enable regular cleaning and maintenance.</li> <li>2. Tools, equipment, and containers are stored in a manner that minimises contamination.</li> <li>3. Handheld harvesting tools are cleaned each day before use and accounted for at the end of each day.</li> <li>4. For produce that has an edible skin, and may be eaten uncooked: <ul style="list-style-type: none"> <li>• produce containers used at harvest are handled to avoid produce being contaminated by soil or other physical contaminants</li> <li>• a food grade liner is used when containers cannot be effectively cleaned.</li> </ul> </li> <li>5. 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 protective material</li> <li>6. Containers used for storing waste, chemicals or dangerous substances are clearly identified and not used for produce.</li> </ol>	Form – F8 Facilities audit checklist
F8.6	<p>Maintain monitoring and measuring equipment.</p> <ol style="list-style-type: none"> <li>1. Monitoring and measuring equipment is identified, checked for operational efficiency and accuracy, and calibrated using a recognised method at a predetermined frequency. A record is kept.</li> </ol>	<p>Form – F8 Measuring and monitoring equipment register</p> <p>Form – F8 Calibration record</p>
F8.7	<p>Manage packaging materials to minimise the risk of contaminating produce.</p> <ol style="list-style-type: none"> <li>1. Packaging materials used for retail sale are food grade.</li> <li>2. Packaging materials are stored in a manner that minimises contamination.</li> <li>3. All packaging is checked for cleanliness, foreign objects and pest infestation. Where required, packaging is cleaned, rejected or covered with a protective material.</li> </ol>	
F8.8	<p>Construct and maintain cooling systems to minimise the risk of contaminating produce.</p> <ol style="list-style-type: none"> <li>1. Cooling systems are checked to ensure they are operating at specified temperatures. Systems are maintained and calibrated.</li> <li>2. Measures are taken to prevent condensate and defrost water from cooling systems contacting produce.</li> </ol>	Form – F8 Calibration record


Element		Compliance Criteria	Records
F8.9	Manage produce transport vehicles to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Produce is not transported under conditions or with other goods that present a potential source of contamination.</li> <li>2. Transport vehicles are checked before use for cleanliness, foreign objects and pest infestation. Where necessary, vehicles are cleaned to prevent contamination of produce.</li> <li>3. Transport refrigeration systems are checked to ensure they are operating at specified temperatures.</li> </ol>	
F8.10	Preventative maintenance, and cleaning is effective to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. A documented plan of preventive maintenance is followed. The plan describes: <ul style="list-style-type: none"> <li>• areas/equipment</li> <li>• details of maintenance</li> <li>• frequency of maintenance</li> <li>• name of person responsible for ensuring maintenance is completed.</li> </ul> </li> <li>2. A documented plan is followed for cleaning of produce handling and storage areas, equipment, containers, materials and vehicles that come into contact with produce. The plan describes: <ul style="list-style-type: none"> <li>• areas and items to be cleaned</li> <li>• cleaning agents and the methods used</li> <li>• frequency of cleaning</li> <li>• name of person responsible for ensuring cleaning is completed.</li> </ul> </li> <li>3. Chemicals used for cleaning are approved for use in a food handling area and are used according to label instructions.</li> <li>4. Cleaning materials and equipment are stored and managed to minimise the risk of contaminating produce.</li> <li>5. Monitoring activities are undertaken to ensure cleaning is effective.</li> </ol>	<p>Form – F8 Preventive maintenance plan</p> <p>Form – F8 Cleaning plan</p> <p>Form – F8 Facilities audit checklist</p>
F8.11	Waste is managed and appropriately disposed of.	<ol style="list-style-type: none"> <li>1. Waste containers are provided, appropriate for use, clearly identified and emptied on a regular basis.</li> <li>2. Waste disposal is appropriate for the type of waste generated.</li> <li>3. Waste storage and disposal sites are located to minimise the risk of contaminating produce, are clearly identified and kept clean and tidy.</li> </ol>	Property map


Element	Compliance Criteria	Records
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Appendix – A-F8 Approved mechanisms for hand drying</li> <li>• Factsheet – F8 Premises, facilities, equipment, tools, packaging and vehicles</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 4 Where can contamination occur in the supply chain, page 11.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 9 Managing facilities, page 55.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 10 Managing tools and equipment, page 59.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 11 Managing containers and packaging, page 64.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 12 Vehicle maintenance and hygiene, page 68.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 18 Testing, page 90.</li> </ul>




Element		Compliance Criteria	Records
<b>F9 Animals and pests</b>			
F9.1	Measures are taken to minimise animal and pest presence.	<ol style="list-style-type: none"> <li>In and around areas where produce is grown, packed and stored, measures are taken to: <ul style="list-style-type: none"> <li>minimise animal and pest presence</li> <li>exclude wildlife and domestic animals</li> <li>discourage roosting of birds.</li> </ul> </li> </ol>	
F9.2	Document and implement a plan for managing pests.	<ol style="list-style-type: none"> <li>A documented plan is followed to manage pests in and around growing, packing and storage areas. The plan must include: <ul style="list-style-type: none"> <li>method used</li> <li>location of baits and traps</li> <li>frequency of checking baits and traps</li> <li>name of person responsible for placing, checking and restocking baits and traps.</li> </ul> </li> <li>Method and chemicals used for pest management are: <ul style="list-style-type: none"> <li>appropriate for use in growing, packing and storage areas</li> <li>used according to label instructions</li> <li>not applied to the harvestable part of the crop.</li> </ul> </li> <li>Baits and traps used for pest management are located and contained to minimise the risk of contaminating produce, packaging containers, materials and equipment.</li> <li>Pest control measures are monitored to ensure they are effective. A record is kept.</li> </ol>	<p>Form – F9 Pest management plan</p> <p>Form – F9 Pest monitoring record</p>
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>Factsheet – F9 Animals and pests</li> </ul>		<ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 13 Managing animals, page 70.</li> </ul>


Element		Compliance Criteria	Records
<b>F10 People</b>			
F10.1	Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce.	<ol style="list-style-type: none"> <li>Written food safety instructions are provided to workers and visitors and must include requirements for: <ul style="list-style-type: none"> <li>health status</li> <li>personal hygiene</li> <li>hand washing</li> <li>management of clothing and personal items</li> <li>use of protective clothing (where necessary)</li> <li>general behaviour.</li> </ul> </li> <li>Food safety instructions are reinforced with prominent signs and/or basic written or pictorial training guides.</li> <li>Compliance with food safety and hygiene requirements is monitored.</li> </ol>	Form – F10 Food safety instructions
F10.2	Manage access to the property, growing sites and product handling areas to minimise the risk of contamination of produce.	<ol style="list-style-type: none"> <li>Entry is restricted to authorised persons.</li> <li>Workers or visitors known, or suspected to be suffering from or to be a carrier of a disease or illness likely to be transmitted through fresh produce: <ul style="list-style-type: none"> <li>must report to management</li> <li>are not permitted to handle produce</li> <li>are not permitted to enter food handling areas.</li> </ul> </li> </ol>	Form – F10 Food safety instructions
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>Factsheet – F10 People</li> <li>Signs are available for download on the Freshcare eLearning website <a href="http://www.freshcare.com.au/elearning/pages/resources">www.freshcare.com.au/elearning/pages/resources</a></li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 14 Managing people, page 72.</li> </ul>	

Element		Compliance Criteria	Records
<b>F11 Suppliers</b>			
F11.1	Identify and manage materials and services that may introduce a food safety risk.	<ol style="list-style-type: none"> <li>Suppliers of materials and services that may introduce a food safety risk are identified. A record is kept and reviewed annually.</li> <li>Suppliers of materials and services identified in F11.1.1 must comply with the applicable requirements of the Freshcare Food Safety &amp; Quality Standard.</li> <li>Evidence of compliance for suppliers of materials and services is kept and must include: <ul style="list-style-type: none"> <li>independent evidence of compliance, or</li> <li>a written declaration to comply with requirements, or</li> <li>a record of inspection/assessment against requirements.</li> </ul> </li> <li>Purchase records are kept for materials and services identified in F11.1.1 and must include: <ul style="list-style-type: none"> <li>name of supplier</li> <li>date of purchase</li> <li>material or service supplied.</li> </ul> </li> <li>Competent laboratories are used when testing to verify compliance with requirements of the Freshcare Food Safety &amp; Quality Standard.</li> </ol>	<p>Form – F11 Supplier table</p> <p>Supplier acknowledgements of compliance</p> <p>Evidence of compliance to requirements</p> <p>Purchase and inspection records from suppliers</p>
F11.2	Manage Freshcare certified produce.	<ol style="list-style-type: none"> <li>All produce represented for sale as Freshcare certified must be: <ul style="list-style-type: none"> <li>grown by a business currently certified to Freshcare Food Safety &amp; Quality Standard or alternate, approved GFSI benchmarked standard, (<i>See Appendix A-F11</i>)</li> <li>packed by a business currently certified to Freshcare Food Safety &amp; Quality Standard or alternate, approved GFSI benchmarked standard, (<i>See Appendix A-F11</i>).</li> </ul> </li> </ol>	
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>Appendix – A-F11 Food Safety Programs Recognised by Freshcare</li> <li>Factsheet – F11 Suppliers</li> <li>List of food safety programs recognised by Freshcare is available on the Freshcare website <a href="http://www.freshcare.com.au/resources">www.freshcare.com.au/resources</a></li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 15 Suppliers of inputs and services, page 79.</li> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 18 Testing, page 90.</li> </ul>	

Element	Compliance Criteria		Records
<b>F12 Food defence and food fraud</b>			
F12.1	Identify potential food defence threats that may impact food safety and implement control measures where required.	<ol style="list-style-type: none"> <li>1. A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: <ul style="list-style-type: none"> <li>• raw materials (business inputs or produce)</li> <li>• end product.</li> </ul> </li> <li>2. Where a food defence threat is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health.</li> <li>3. The food defence vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.</li> </ol>	Form – F12 Food defence vulnerability assessment and control plan
F12.2	Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required.	<ol style="list-style-type: none"> <li>1. A food fraud vulnerability assessment is completed to assess the potential risk of intentional adulteration, substitution or misrepresentation of: <ul style="list-style-type: none"> <li>• raw materials (business inputs or produce)</li> <li>• end product.</li> </ul> </li> <li>2. Where a food fraud vulnerability is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health.</li> <li>3. The food fraud vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.</li> </ol>	Form – F12 Food fraud vulnerability assessment and control plan
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – F12 Food fraud and food defence</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 14 Managing people, page 72.</li> </ul>

Element	Compliance Criteria	Records
<b>F13 Product identification and traceability</b>		
F13.1	<p>Maintain a product identification and traceability system to enable produce to be traced from production to its destination.</p> <ol style="list-style-type: none"> <li>1. A record of all produce harvested is kept and must include: <ul style="list-style-type: none"> <li>• crop/variety</li> <li>• growing site</li> <li>• earliest harvest date in consideration of exclusion periods</li> <li>• harvest date</li> <li>• packing date</li> <li>• batch identification code (where applicable)</li> <li>• quantity</li> <li>• destination.</li> </ul> </li> <li>2. Where harvested produce is sent to another business for packing or further processing, each delivery is clearly identified with supplier name and harvest or delivery date.</li> <li>3. A record of all produce received from suppliers is kept and must include: <ul style="list-style-type: none"> <li>• supplier business name</li> <li>• crop/variety</li> <li>• date received</li> <li>• packing date</li> <li>• batch identification code (where applicable).</li> </ul> </li> <li>4. All packed produce sent to a customer is marked with: <ul style="list-style-type: none"> <li>• business name and physical address</li> <li>• packing date and/or batch identification code</li> <li>• other trade descriptions required by customer or legislation.</li> </ul> </li> <li>5. <i>Dispatch records are kept and must include:</i> <ul style="list-style-type: none"> <li>• <i>customer and/or destination</i></li> <li>• <i>dispatch date</i></li> <li>• <i>batch identification code</i></li> <li>• <i>quantity.</i></li> </ul> </li> <li>6. <i>Product traceability is tested at least annually to verify full traceability of produce from production to its destination/immediate customer, or vice versa. A record is kept.</i></li> </ol>	<p><i>Form – F13 Harvest, packing and dispatch record</i></p> <p>Form - F13 Supplier traceability</p> <p>Dispatch records</p> <p><i>Form – F13 Traceability test</i></p>

Element	Compliance Criteria		Records
F13.2	<p><i>Product release procedures are maintained for the final check of produce to prevent unintended use or delivery of produce found non-compliant.</i></p>	<p><i>1. A product release procedure is documented and must include:</i></p> <ul style="list-style-type: none"> <li>• <i>assessment and final check of produce prior to dispatch</i></li> <li>• <i>controls for produce found non-compliant</i></li> <li>• <i>any required corrective action.</i></li> </ul>	<p>Product release procedure</p> <p><i>Form – F13 Harvest, packing and dispatch record</i></p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• <i>Factsheet – F13 Product identification and traceability</i></li> </ul>		<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 17 Product identification, traceability and recall, page 84.</li> </ul>

Element	Compliance Criteria	Records	
<b>F14 Incident management, recall and withdrawal</b>			
F14.1	<p>Maintain an incident management <i>plan</i> to ensure produce that does not meet food safety requirements is effectively managed.</p>	<ol style="list-style-type: none"> <li>1. An incident management <i>plan</i> must include the requirements for: <ul style="list-style-type: none"> <li>• incident reporting</li> <li>• product hold and release</li> <li>• product withdrawal and product recall.</li> </ul> </li> <li>2. The incident management <i>plan</i> is documented and must include: <ul style="list-style-type: none"> <li>• workers responsible for incident management</li> <li>• name of person documenting the plan</li> <li>• date <i>plan</i> is developed.</li> </ul> </li> <li>3. A test of the incident management <i>plan</i> is conducted at least annually. A record is kept.</li> <li>4. The incident management <i>plan</i> is reviewed at least annually, and following any event requiring the incident management <i>plan</i> to be actioned. A record is kept.</li> </ol>	<p>Form – F14 Incident management plan</p> <p>Mock incident record</p>
F14.2	<p>Manage product recall and withdrawal.</p>	<ol style="list-style-type: none"> <li>1. In the event of a potentially serious food safety incident, the matter is investigated to determine the extent of the problem. Where required, further action is taken.</li> <li>2. Establish the level of recall relevant for the produce supplied to customers as a: <ul style="list-style-type: none"> <li>• trade level recall, or</li> <li>• consumer level recall.</li> </ul> </li> <li>3. If a recall is required, the relevant recall is implemented.</li> <li>4. Where produce is supplied direct to consumers, <i>or if required by a customer</i>, a mock recall is completed annually using the A&amp;NZ Product Recall/Withdrawal form (<i>or equivalent</i>). A record is kept.</li> </ol>	<p>Form – F14 Trade level recall form</p> <p>A&amp;NZ Product Recall/Withdrawal form <i>or equivalent (GS1 Recallnet or Customer)</i>.</p> <p>Mock recall record</p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Factsheet – F14 Incident management, recall and withdrawal</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 17 Product identification, traceability and recall, page 84.</li> <li>• Updated copies of the A&amp;NZ Product Recall/Withdrawal form can be found on the Australian Food and Grocery Council website <a href="http://www.afgc.org.au">www.afgc.org.au</a></li> <li>• Food Standards Australia New Zealand (FSANZ) <a href="http://www.foodstandards.gov.au/industry/foodrecalls">www.foodstandards.gov.au/industry/foodrecalls</a></li> </ul>	

## Appendix

Reference table		
Reference	Compliance Criteria	
A-M3	<p><b>Businesses undertaking their Initial audit to the FSQ4.2 Standard</b></p> <p>Approved Freshcare training includes:</p> <ul style="list-style-type: none"> <li>• Freshcare Food Safety &amp; Quality Edition 4.2 Training</li> <li>• Freshcare Food Safety &amp; Quality Edition 4.1 Training</li> <li>• Freshcare Food Safety &amp; Quality Edition 4 Training</li> </ul>	<p><b>Businesses undertaking their re-certification audit to the FSQ4.2 Standard</b></p> <p>Approved Freshcare training includes:</p> <ul style="list-style-type: none"> <li>• FSQ4.1 or FSQ4.2 eLearning Transition.</li> <li>• Freshcare Food Safety &amp; Quality Edition 4.2 Training</li> <li>• Freshcare Food Safety &amp; Quality Edition 4.1 Training</li> <li>• Freshcare Food Safety &amp; Quality Edition 4 Training</li> <li>• Freshcare Food Safety &amp; Quality 3<sup>rd</sup> Edition Training.</li> </ul>
A-F4	<p><i>The following national competencies (or validated equivalent) must be included in all farm chemical user training qualifications:</i></p> <ul style="list-style-type: none"> <li>• AHCCHM307 - Prepare and apply chemicals to control pest, weeds and diseases <b>OR</b> AHCCHM306 Prepare and apply chemicals for handheld application equipment</li> <li>• AHCCHM304 Transport and store chemicals</li> </ul> <p><b>Note:</b> this is the most recent qualification at time of publication. Confirm superseded units of competency via <a href="https://training.gov.au/Home/Tga">https://training.gov.au/Home/Tga</a></p>	
A-F5	<p>Limits for heavy metal contaminants in growing medium and fertilisers and soil additives comply with those specified in AS4454:2012:</p> <ul style="list-style-type: none"> <li>• Cadmium &lt;1mg/kg (dry weight basis)</li> <li>• Lead &lt;150mg/kg (dry weight basis).</li> </ul> <p>Evidence of compliance for treated fertilisers and soil additives containing manures and/or food waste:</p> <ul style="list-style-type: none"> <li>• <b>Sourced from suppliers with an approved certified treatment process</b> – evidence of certification to AS4454:2012 is provided.</li> <li>• <b>Sourced from suppliers that follow a documented, verified treatment process (AS4454:2012 or other equivalent time/temperature treatments)</b> – details of the treatment process and a Certificate of Analysis for each batch of product supplied to verify the treatment process achieves <i>E. coli</i> &lt;100 cfu/g, <i>Salmonella</i> Not Detected/25g.</li> <li>• <b>Treated on farm to a documented, verified treatment process (AS4454:2012 or other equivalent time/temperature treatments)</b> – treatment records are kept and must include: <ul style="list-style-type: none"> <li>○ product composition</li> <li>○ description of treatment method</li> </ul> </li> </ul>	

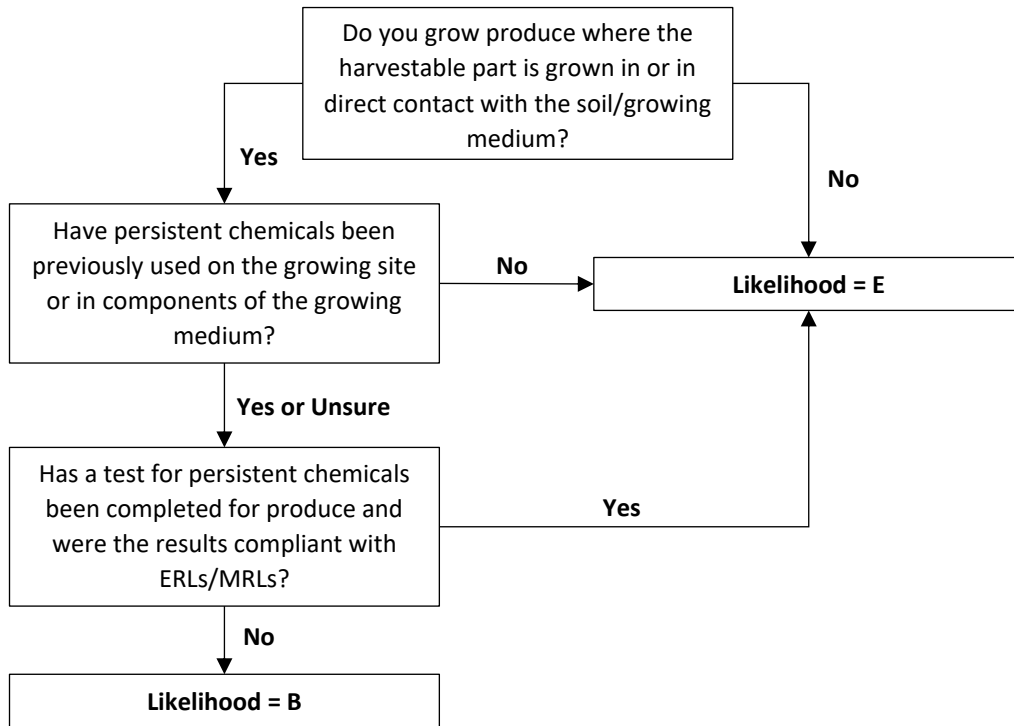


	<ul style="list-style-type: none"> <li>○ treatment start and end date</li> <li>○ date and temperature readings</li> <li>○ batch identification code</li> <li>○ estimated quantity of batch</li> <li>○ name of person that supervised the treatment.</li> </ul> <p style="text-align: right;"><i>(Continues over page)</i></p> <p>A Certificate of Analysis for each batch of product is kept to verify the treatment process achieves <i>E. coli</i> &lt;100 cfu/g, <i>Salmonella</i> Not Detected/25g.</p>
A-F6	<p>Evidence of compliance for water quality:</p> <ul style="list-style-type: none"> <li>● <b>External supplier e.g. town water</b> – certificate of compliance, water test result/s.</li> <li>● <b>Water treated on-farm</b> – water treatment process is documented, and water tested to verify treatment process is effective. Treatment and monitoring records are kept. If water source or treatment method changes, process is reviewed, documented and water tested to verify treatment process is effective.</li> <li>● <b>Untreated water</b> – each water source is tested: <ul style="list-style-type: none"> <li>○ monthly during period of use, or</li> <li>○ annually before use once it is historically proven to achieve specified limits (at least 4 consecutive tests below specified limits).</li> </ul> </li> </ul> <p><i>Australian approved methods for E. coli in water:</i></p> <ul style="list-style-type: none"> <li>● <b>Membrane filtration method:</b> <ul style="list-style-type: none"> <li>○ based on AS/NZS 4276.7, results are reported in colony forming units CFU/100mL,</li> <li>○ the limit of detection of this method is 1 CFU/100mL.</li> </ul> </li> <li>● <b>Most probable number (MPN):</b> <ul style="list-style-type: none"> <li>○ based on AS/NZS 4276.6, results are reported in MPN/100mL,</li> <li>○ the limit of detection is 1 MPN/100mL.</li> </ul> </li> <li>● <b>Defined substrate technology (DST):</b> <ul style="list-style-type: none"> <li>○ based on AS/NZS 4276.21, results are reported in MPN/100mL,</li> <li>○ the limit of detection is 1 MPN/100mL.</li> </ul> </li> </ul> <p><i>For all intents and purposes 1 CFU = 1 MPN.</i></p> <p><b>NOTE:</b> 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.</p>
A-F8	<p>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 produce. Approved mechanisms for effective hand drying include:</p> <ul style="list-style-type: none"> <li>● disposable paper towels</li> <li>● hand dryers.</li> </ul>

Reference	Compliance Criteria		
A-F11	<b>Food Safety Programs Recognised by Freshcare</b>		
	Food Safety Program	Standard	Application
	<b>Freshcare</b>	Food Safety & Quality (FSQ) Food Safety & Quality – Supply Chain (FSQ-SC)	Growers, Packers and Supply Chain
	<b>GLOBALG.A.P.</b>	Integrated Farm Assurance (Option 1 only)- <i>GFS Version</i>	Growers and Packers
	<b>SQF</b>	Food Safety Code for Primary Production/ <i>Primary Plant Production</i> Food Safety Code for Manufacturing Food Safety Code for Storage and Distribution	Growers, Packers and Supply Chain
	<b>BRCGS</b>	Global Standard for Food Safety Global Standard for Agents and Brokers <i>Global Standard for Storage and Distribution</i>	Packers and Supply Chain

### RA-F1.1 Risk assessment – persistent chemicals

A risk assessment is to be conducted for each growing site/crop combination.



**Additional actions for high significance**

If the hazard analysis identified the risk of persistent chemical contamination of produce from soil/growing medium is high, the following additional control measures must also be implemented:

- Test the soil/growing medium for persistent chemicals AND/OR After harvest, test produce for persistent chemical residues.
- Sites/areas contaminated with persistent chemicals are identified on the property map.
- Contaminated sites are managed to ensure that produce grown at that site complies with ERLs/MRLs.

#### Persistent chemicals hazard analysis

Hazard	Possible cause(s)	Sev*	Li*	Sig*	Action
<b>Chemical:</b> Chemical residues in produce exceeds MRL/ERL.	Soil/growing medium contains residues of persistent chemicals.	3			If <b>low significance</b> , no additional action is required. If <b>high significance</b> , implement additional actions for high significance – persistent chemicals.

\*Sev = Severity, Li = Likelihood, Sig = Significance

#### Significance matrix

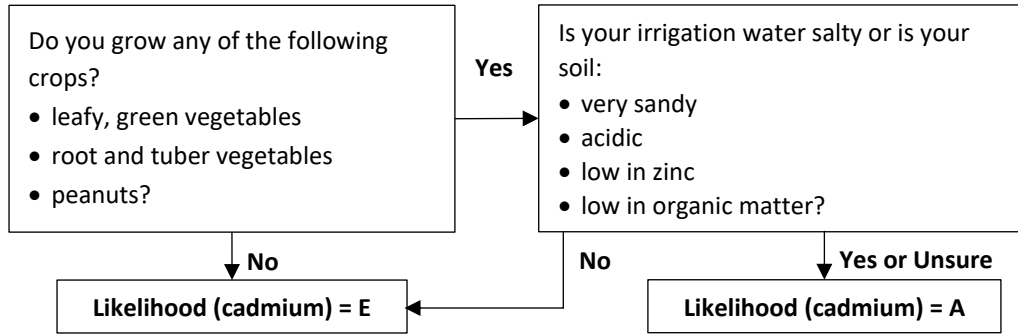
Severity	Likelihood
1. Fatality	A. Common occurrence
2. Serious sickness	B. Known to occur
3. Product recall	C. Could occur
4. Customer complaint	D. Not expected to occur
5. Not significant	E. Practically impossible

Severity	Likelihood				
	A	B	C	D	E
1	High	High	High	High	Low
2	High	High	High	Low	Low
3	High	High	Low	Low	Low
4	High	Low	Low	Low	Low
5	Low	Low	Low	Low	Low

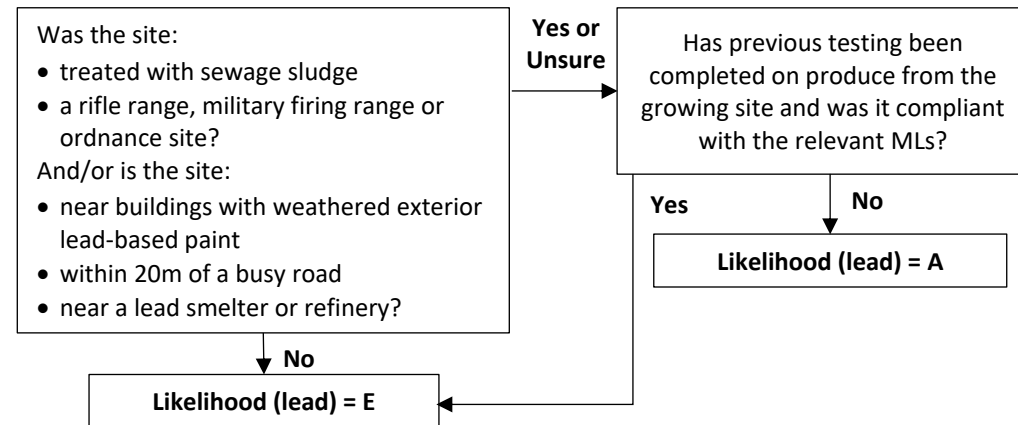
## RA-F1.2 Risk assessment – heavy metals

A risk assessment is to be conducted for each growing site/crop combination.

### 1. Risk assessment – cadmium



### 2. Risk assessment – lead



#### Additional actions for high significance

If the hazard analysis identified the risk of heavy metal contamination of produce from soil/growing medium is high, the following additional control measures must also be implemented:

- Test the produce for cadmium residues AND/OR Test the produce for lead residues.
- Sites/areas contaminated with cadmium and/or lead are identified on the property map.
- Contaminated sites are managed to ensure that produce grown at that site complies with MLs.

### Heavy metals hazard analysis

Hazard	Possible cause(s)	Sev*	Li*	Sig*	Action
<b>Chemical:</b> Chemical residues in produce exceeds ML.	Soil/growing medium contains residues of <b>cadmium</b> from previous use of growing site.	3			If <b>low significance</b> , no additional action is required. If <b>high significance</b> , implement additional actions for high significance – heavy metals.
	Soil/growing medium contains residues of <b>lead</b> from previous use of growing site.	3			If <b>low significance</b> , no additional action is required. If <b>high significance</b> , implement additional actions for high significance – heavy metals.

\*Sev = Severity, Li = Likelihood, Sig = Significance

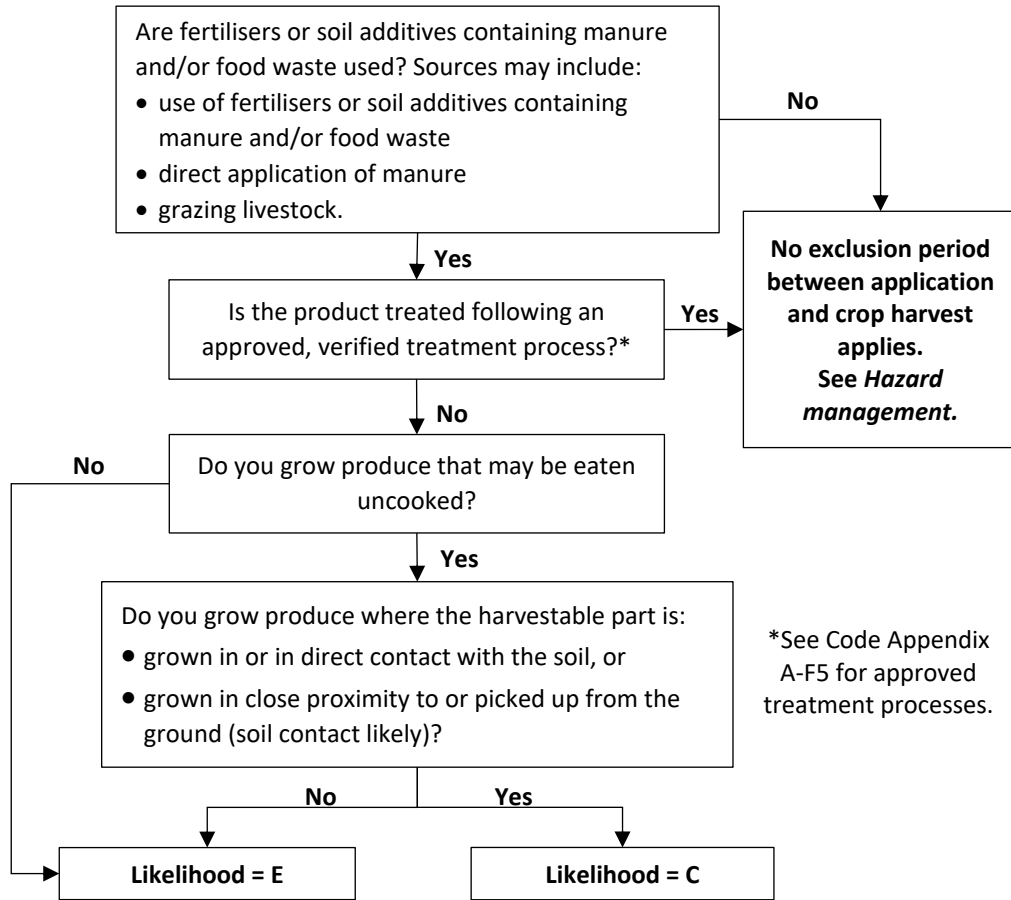
#### Significance matrix

Severity	Likelihood
1. Fatality	A. Common occurrence
2. Serious sickness	B. Known to occur
3. Product recall	C. Could occur
4. Customer complaint	D. Not expected to occur
5. Not significant	E. Practically impossible

Severity	Likelihood				
	A	B	C	D	E
1	High	High	High	High	Low
2	High	High	High	Low	Low
3	High	High	Low	Low	Low
4	High	Low	Low	Low	Low
5	Low	Low	Low	Low	Low

### RA-F1.3 Risk assessment – fertilisers and soil additives

A risk assessment is to be conducted for each growing site/crop combination.



#### Significance matrix

Severity	Likelihood
1. Fatality	A. Common occurrence
2. Serious sickness	B. Known to occur
3. Product recall	C. Could occur
4. Customer complaint	D. Not expected to occur
5. Not significant	E. Practically impossible

#### Fertilisers and soil additives hazard management

Hazard management	Records
<input type="checkbox"/> Use only fertilisers or soil additives that do not contain manure and/or food waste.	Purchase records and product specification are kept.
<input type="checkbox"/> Use only fertilisers or soil additives containing manures and/or food waste that have been appropriately treated.	Maintain evidence of compliance for treated fertilisers and soil additives.

#### Fertilisers and soil additives hazard analysis

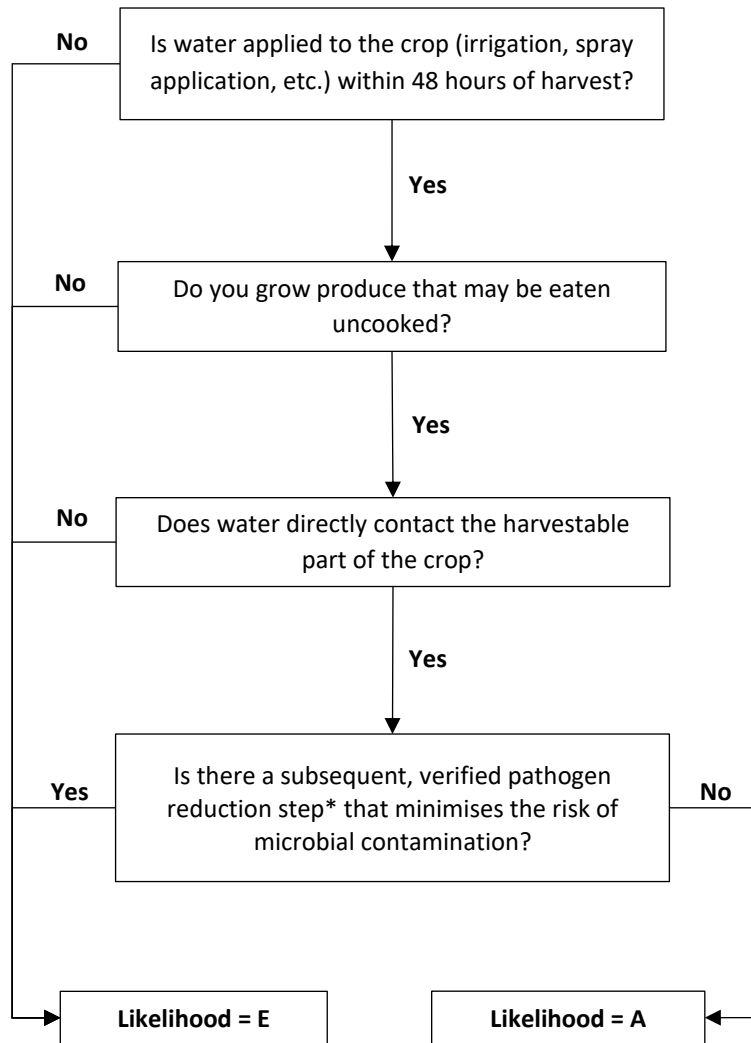
Hazard	Possible cause(s)	Sev*	Li*	Sig*	Action
<b>Microbial:</b> Microbial contamination of produce.	Microbial contamination of produce from: <ul style="list-style-type: none"> <li>manure remaining on growing site from livestock, or</li> <li>use of untreated fertilisers or soil additives, or</li> <li>ineffective treatment of fertilisers or soil additives.</li> </ul>	1			If <b>low significance</b> , exclusion periods between application and crop harvest is 45 days.  If <b>high significance</b> , exclusion periods between application and crop harvest is 90 days.

\*Sev = Severity, Li = Likelihood, Sig = Significance

Severity	Likelihood				
	A	B	C	D	E
1	High	High	High	High	Low
2	High	High	High	Low	Low
3	High	High	Low	Low	Low
4	High	Low	Low	Low	Low
5	Low	Low	Low	Low	Low

### RA-F1.4 Risk assessment – pre-harvest water

A risk assessment is to be conducted for each water use/crop combination.



\* Step that is proven to result in a microbiological reduction, supported by documented evidence and/or records.

#### Preharvest water hazard analysis

Hazard	Possible cause(s)	Sev*	Li*	Sig*	Action
<b>Microbial:</b> Microbial contamination of produce.	Microbial contamination of preharvest water source.	1			If <b>low significance</b> , no water quality limit applies to preharvest water use.  If <b>high significance</b> , all water used within 48 hours of harvest must meet <i>E. coli</i> <100 cfu/100mL.

\*Sev = Severity, Li = Likelihood, Sig = Significance

#### Significance matrix

Severity	Likelihood
1. Fatality	A. Common occurrence
2. Serious sickness	B. Known to occur
3. Product recall	C. Could occur
4. Customer complaint	D. Not expected to occur
5. Not significant	E. Practically impossible

Severity	Likelihood				
	A	B	C	D	E
1	High	High	High	High	Low
2	High	High	High	Low	Low
3	High	High	Low	Low	Low
4	High	Low	Low	Low	Low
5	Low	Low	Low	Low	Low

## Glossary

Term	Definition
<b>Adjacent</b>	Immediately adjoining, neighbouring, surrounding, lying near or close by.
<b>Allergen</b>	Any substance that can induce an abnormally vigorous immune response in certain individuals in the population. Allergens can cause symptoms such as skin rashes, swelling, breathing difficulties or, in severe cases, potentially fatal anaphylaxis. The most common allergens are peanuts, tree nuts, milk, eggs, sesame seeds, fish, shellfish, soy, lupin, wheat and sulphites (>10mg/kg).
<b>Approved supplier</b>	A supplier who is approved by the business to provide a product or service that meets defined specifications.
<b>AS4454:2012 Composts, soil conditioners and mulches</b>	An Australian Standard that specifies requirements for organic products and mixtures of organic products that are to be used to amend the physical and chemical properties of natural or artificial soils and growing media.
<b>Audit</b>	A systematic examination of compliance, to determine whether practices that have been implemented are being followed and to ensure that the system achieves its aims.
<b>Australian Pesticides and Veterinary Medicines Authority (APVMA)</b>	Australian government authority responsible for the assessment and registration of agricultural and veterinary chemical products.
<b>Authorised person</b>	A person delegated the right to perform a task or access specific areas of a business. Authorisation may be in consideration of training completed or position held.
<b>Biosolid</b>	Solid or semisolid by-product obtained from treated human sewage or wastewater.
<b>Business enterprise</b>	Any business undertaking occurring on the property that may have an impact on the food safety or quality of crops grown. May include, but is not limited to horticulture, broadacre, livestock and dairy operations.
<b>Calibrate</b>	To check, adjust, make corrections or determine accuracy by comparison with a standard.
<b>Chemical</b>	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 the property, production areas and on harvested produce. <i>It includes post-harvest chemicals used on-product such as fruit waxes, sanitisers and fungicides.</i> <i>It also includes cleaning agents and sanitisers and grease, oils and lubricants used for maintenance.</i>
<b>Cleaning</b>	The removal of dirt, grease, plant parts, other foreign matter and microorganisms that may contaminate produce.
<b>Competent</b>	Demonstration of knowledge and skills to complete tasks to specified performance criteria.

Term	Definition
<b>Competent laboratory</b>	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.
<b>Contamination</b>	The introduction or occurrence of a direct or indirect food safety hazard to produce. Types of contamination include physical, chemical, microbiological and allergenic. Contamination may be introduced via growing sites, water sources, packing facilities, people, pests or other sources.
<b>Control measure</b>	Any action taken to prevent, minimise or eliminate a hazard.
<b>Controlled waste</b>	A waste that, unless properly managed, can harm human health and the environment. It is the most hazardous category of waste and disposal of controlled wastes is regulated. Types of controlled waste include agricultural chemicals, chemical containers, tyres and oil.
<b>Corrective Action Record (CAR)</b>	A written record of an issue, or issues, which must be addressed to demonstrate compliance with the Freshcare Food Safety & Quality Standard or Freshcare Rules. They may be documented during internal audits (self-assessment), external audits, or during routine farm activities.
<b>Customer</b>	A commercial packer, marketing group, wholesaler, exporter, processor, retailer or consumer who receives produce from a supplier.
<b>Earliest Harvest Date (EHD)</b>	The earliest date produce may be harvested in consideration of any exclusion periods that may apply from the application or use of pre-harvest water, fertilisers and soil additives, or chemicals.
<b>Exclusion period</b>	The time between the use of an input (e.g. pre-harvest water, fertilisers and soil additives) and the intended harvest date of the crop.
<b>External audit</b>	A third-party audit of business operations and records against the Freshcare Food Safety & Quality Standard and Freshcare Rules to independently assess performance to the Freshcare Standard.
<b>Extraneous Residue Limit (ERL)</b>	The maximum permitted limit of a pesticide residue, arising from environmental sources other than the use of a pesticide directly or indirectly on the food, expressed in milligrams of the chemical per kilogram of the food (mg/kg).
<b>Facility</b>	A structure or building in which produce is grown, packed, or stored.
<b>Fertilisers and soil additives</b>	Products that are added to the soil to improve fertility and structure or control weeds. Examples include inorganic (chemical) fertilisers such as lime and gypsum; and those of organic origin such as animal manure, sawdust, compost, compost tea, seaweed, fish-based products, other biological compounds and those derived from food waste.
<b>Flood event</b>	The submersion or flooding of a growing site by water outside a grower's control that may contain microbial food safety hazards and may contact the harvestable part of the crop.
<b>Flowchart</b>	A diagram identifying the sequence of activities undertaken in a procedure or process.



Term	Definition
<b>Food defence</b>	The protection of food products and raw materials from intentional contamination or adulteration. Food defence deals with the prevention, protection, minimisation, response and action to be taken if a food defence vulnerability or threat is identified.
<b>Food fraud</b>	The deception of customers or consumers for economic gain by providing food, ingredients or packaging which is different to that specified. Food fraud can include presentation of substandard products as well as adulteration of food with undeclared or low-quality ingredients.
<b>Food Standards Australia New Zealand (FSANZ)</b>	A Government agency responsible for developing and administering the 'Australia New Zealand Food Standards Code'.
<b>Food waste</b>	Waste from the manufacture, preparation, sale or consumption of food but does not include grease trap waste or animal waste and must not be corrosive.
<b>Freshcare Food Safety &amp; Quality (FSQ) training</b>	Training to the Freshcare Food Safety & Quality Standard, provided by an approved Freshcare trainer or via completion of the Freshcare Food Safety & Quality eLearning course.
<b>Freshcare Rules</b>	A document released by Freshcare Limited, detailing the requirements of businesses participating in the Freshcare Program.
<b>Good Agricultural Practices (GAP)</b>	Practices used to prevent or minimise the risk of hazards occurring during growing, harvesting, packing, storage and transport of produce. The scope of hazards in this Standard is food safety and quality.
<b>Growing site</b>	Anywhere that fresh produce is produced. Includes paddocks, orchards, greenhouses, shade houses and growth rooms/chambers.
<b>Hazard</b>	A chemical, physical or microbial agent in fresh produce that can potentially cause injury or illness to a consumer if not controlled. A quality hazard is any factor that prevents produce from meeting customer, quarantine or legal requirements.
<b>Hazard analysis</b>	The method of identifying potential hazards, assessing the significance of the risk posed by each hazard, and determining the practices that prevent or satisfactorily minimise the risk of the hazard occurring.
<b>Hazard Analysis Critical Control Point (HACCP)</b>	The process by which food safety hazards occurring within the operations of a business are assessed and managed.
<b>Heavy metals</b>	Usually defined as metals with a specific gravity of four or more, meaning they are at least four times heavier than water for a given volume. Some (not all) heavy metals are toxic, particularly cadmium, lead and mercury.
<b>Historically proven</b>	A number of consecutive tests conducted at a nominated frequency to demonstrate compliance to specified limits.
<b>Initial Audit</b>	<i>This is a business' first external audit to the Freshcare Standard.</i>
<b>Internal audit</b>	An audit conducted by the business to review its own processes and system management.
<b>Livestock</b>	Farm animals including, but not limited to, cattle, sheep, pigs, goats and poultry.

Term	Definition
<b>Management representative</b>	An employee, worker, agent, officer, director, advisor, partner, consultant, contractor or sub-contractor who is appointed to represent and/or manage on behalf of a business.
<b>Manure</b>	Animal faeces, including that from livestock, poultry, or wild animals, but not including human waste.
<b>Maximum Level (ML)</b>	The maximum level of a specified contaminant, or specified natural toxicant, which is permitted to be present in a nominated food expressed, unless otherwise specified, in milligrams of the contaminant or the natural toxicant per kilogram of the food (mg/kg).
<b>Maximum Residue Limit (MRL)</b>	This is the legal limit for a specific residue in food. MRLs are set at levels that are unlikely to be exceeded if chemicals are used according to label instructions.
<b>Microbial contamination</b>	The unwanted presence of microbes. A microbe is a living microorganism, which can be single-celled or multicellular. In the context of food safety, microbes include bacteria, fungi and viruses as well as microscopic protozoan parasites such as <i>Giardia</i> .
<b>Monitoring</b>	A planned sequence of observations and measurements to assess whether control measures are effective.
<b>Non-compliance</b>	A failure to comply with the requirements of the Freshcare Food Safety & Quality Standard or Freshcare Rules.
<b>Off-target</b>	Any misplacement or movement away from the target to which the property activity is directed. For example, spray drift on to neighbouring area/crop or nutrient runoff into sensitive areas.
<b>Organisational chart</b>	A diagram that clearly depicts the current organisational structure of a business and reporting relationships of workers whose roles may impact food safety and quality.
<b>Organisational structure</b>	The chain of command or hierarchy of workers within an organisation or business.
<b>Pathogen reduction step</b>	A process which results in at least a 2-log reduction in the number of viable pathogens on a product or in water. This is equivalent to 99% mortality. Pathogen reduction steps often involve application of a sanitiser (e.g. 100ppm chlorine) but can also use a process such as curing or irradiation to achieve the same result.
<b>Persistent chemicals</b>	Organochlorine pesticides and other chemical residues in the soil that may cause unacceptable residues in produce.
<b>Pests</b>	Rats, mice, birds, cockroaches and other animals and insects that may be a source of contamination to fresh produce.
<b>Planting materials</b>	Seeds, seedlings, young plants, roots, corms, bulbs, bits and suckers used for planting to establish crops.
<b>Postharvest</b>	Any activity that is undertaken to produce that has been harvested.
<b>Postharvest water</b>	Water used after produce has been harvested. Includes water dumps, flumes, washing, grading, cooling, ice production/icing, and water used during postharvest treatments.
<b>Pre-harvest</b>	Any activity that is undertaken on-farm prior to the harvest of a crop.

Term	Definition
<b>Pre-harvest water</b>	Water used prior to harvest. Includes water used for irrigation, foliar fertiliser and chemical spray application.
<b>Produce (fresh produce)</b>	Includes but is not limited to fresh fruit, vegetables, herbs and nuts.
<b>Product specification</b>	Establish specific criteria for produce to meet. Product specifications will often include a description of the required features and quality of the product (variety, maturity, colour, etc.); any specific handling requirements (temperature management, handling instructions, packaging, transport, etc.); and any specific food safety requirements (compliance with a nominated standard such as Freshcare Food Safety & Quality).
<b>Property map</b>	Any combination of aerial photographs and topographical, cadastral or self-drawn maps or map overlays that document the relevant boundaries, infrastructure and features on, or adjacent to, the property.
<b>Recall</b>	Action taken to remove produce from the supply chain if there is a food safety or potential food safety risk to consumers. A consumer level recall involves recovery of produce from consumers and businesses in the supply chain whereas a trade level recall only involves recovery of produce from businesses in the supply chain.
<b>Record</b>	Documentary evidence to support compliance with the Freshcare Food Safety & Quality Standard. The medium can be paper, photographic or electronic, or any combination thereof.
<b>Retail Sale</b>	<i>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.</i>
<b>Risk</b>	The chance of a hazard occurring, measured in terms of likelihood and severity.
<b>Risk assessment</b>	An assessment of both the likelihood and the severity of the consequences should a hazard occur. This gives a guide as to the overall significance of the risk.
<b>Scope</b>	Business production activities undertaken, for which Freshcare Certification is required. The Scope will include a description of the business type (grower only, grower and packer, or packer only), site addresses, the crops grown, and the destination market (if known).
<b>Signature</b>	A personal recording by the individual of their name or a mark representing it. Signatures can be produced manually by the individual in written, digital or electronic format.
<b>Supplier</b>	An individual or business that supplies materials or services.
<b>Standard</b>	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.
<b>Training</b>	Provision of knowledge and skills to perform tasks to a specified competency. Training can be delivered on-the-job or through qualified external providers.
<b>Verification</b>	A set of procedures, processes and tests designed to ensure the food safety system is working effectively.

<b>Term</b>	<b>Definition</b>
<b>Waste</b>	Unwanted, unusable and rejected materials.
<b>Withholding Period (WHP)</b>	The required time period that must elapse between the crop treatment and harvest.
<b>Workers</b>	All people working in the business, including family members, staff and contractors working on the property or in the business.

## Legal and Other Information:

### Disclaimer

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### Acknowledgments

Many individuals and organisations have been involved in the development of this edition of the Freshcare Food Safety & Quality Standard. Their contribution and support is much appreciated.

Freshcare also thanks the contributors to previous editions of the Freshcare Food Safety & Quality Standard.

## Freshcare Industry Advice Notice – FSQ4.2 Rule Amendments

<b>Who does this notice affect:</b>	Participating Businesses. Approved Certification Bodies. Participating Businesses. Approved Certification Bodies and Auditors. Accreditation Bodies.
<b>For the information of:</b>	Global Food Safety Initiative (GFSI). Industry Stakeholders. Members Organisations. Approved Trainers.
<b>Applicable Standard:</b>	Freshcare Food Safety and Quality (on farm) FSQ4.2
<b>Applicable crop and scope:</b>	All FSQ4.2 Growers and Grower/Packers
<b>Date released:</b>	26 June 2023
<b>Date commences:</b>	Audits commencing from <b>1 September 2023</b>
<b>Authorised by:</b>	Fiona Grime – GM Compliance, Freshcare Limited.

### Purpose

The purpose of this document is to advise participating businesses, certification bodies, and related stakeholders of changes to the program rules for the Freshcare Food Safety and Quality Standard Edition 4.2 (FSQ4.2).

To maintain the relevancy and validity of our program, we periodically review and update our rules and requirements.

We want to ensure that all participants in our certification program are aware of these changes and understand how they may impact their current or future certification status. In this notice, we outline the specific changes that have been made and provide guidance on how to comply with these new rules.

### Key Points

- In accordance with our Program Rules, Freshcare will provide you 28 days' notice of the changes to the Program. This notice outlines the changes.
- This document **replaces** the Freshcare Rules as documented in pages 6 through to 15 in the current published version of the FSQ4.2 Standard - November 2020 (dated footer JAN 2021).
- This document **must be retained** on file in accordance with the FSQ Standard (Documents M2.2).
- Two (2) significant rule changes are applied to the Program Rules of the Standard, **under R1 Scope**.
  - Unannounced audits will be scheduled by Certification Bodies (CB) at a **minimum of 10%** per Certification Body per calendar year.
  - Unannounced audit window reduced from 60 days to a **30-day** period.

## Outline of Changes

The changes indicated below apply to the following section “Freshcare Rules”. This commences on page 6 of the FSQ4.2 Standard.

<b>Section</b>	<b>Changes</b>
Opening paragraphs.	Unchanged.
R1 Scope.	<ul style="list-style-type: none"> <li>• Amendment of Table               <ul style="list-style-type: none"> <li>○ to remove unannounced audits 1 in 4-year information; and</li> <li>○ insert new clause details.</li> </ul> </li> <li>• Insert new clause R1 5(b).</li> </ul>
R2 Freshcare Registration process.	Unchanged.
R3 Two-part Audit process.	Unchanged.
R4 Freshcare Certification process.	Unchanged.
R5 Corrective Action Report (CAR)	Unchanged.
Rating and Closure.	
R6 (Reserved for future use).	Unchanged.
R7 Fees.	Unchanged.
R8 Suspensions and Withdrawal.	Unchanged.
R9 Complaints and Appeals.	Unchanged.
R10 Use of the Freshcare Logo.	Unchanged.

Queries regarding these changes can be directed to:

Email: [info@freshcare.com.au](mailto:info@freshcare.com.au)

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## Freshcare Rules

These Freshcare Rules are the terms on which, upon registration, a business agrees to participate in the Freshcare Program. Businesses participating in the Freshcare Program must comply with the Freshcare Rules and the Freshcare Standard(s) nominated by the business, at all times.

Failure to comply with the Freshcare Rules or the requirements of the nominated Freshcare Standard(s) may result in a business’s Freshcare certification being suspended or withdrawn.

Updates to the Freshcare Rules and Freshcare Standard(s) will occur from time to time. Businesses will be given at least 28 days’ notice of the changes via FreshcareOnline, the Freshcare website and email, and must ensure full compliance with the changes within the timeframe stated in the notice.

A business’s obligations to comply with the Freshcare Rules and Freshcare Standard(s) are in addition to its obligations to comply with the law, including any regulatory requirements. It is important for businesses to be aware that compliance with the Freshcare Rules and Freshcare Standard(s) does not ensure compliance with the law and does not exempt a business from doing so.

## R1 Scope.

Freshcare Certification against this Standard covers business operations involved in primary production activities as outlined in the following table:

Standards	Code	Applicable to	Audit Cycle	Audit Duration	Unannounced
Freshcare Food Safety & Quality.	FSQ4.2.	<p><b>Grower</b> Grower Includes businesses involved in production and harvest of a crop, pre-farm gate.</p> <p><b>Packer</b> Includes businesses involved in receiving, handling, packing and re-packing of fresh produce (does not include further processing of whole products).</p>	<p><b>Annual</b> will take place in consideration of witnessing the businesses' operations and shall occur during harvest/operational months. The Certification Body will conduct recertification audits to take place up to 60 days prior to the re-certification audit due month, which is a fixed month based on historical audit reporting.</p>	<p><b>Min 4 hrs</b> The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body. A justified variation to duration can be applied by the Certification Body of not more than 20% under the minimum stated duration and this justification shall be recorded within FreshcareOnline and the audit report.</p>	<p>A MINIMUM of 10% of each Certification Body's clients in each calendar year are to be selected to have unannounced audits. This does not include the initial audit to the standard. Your CB will determine the cycle for unannounced audit to occur (refer below).</p>

1. Businesses are required to contact their nominated Certification Body (CB) to schedule Freshcare audits, allowing sufficient time for the audit to be conducted PRIOR to certificate expiry.
2. Businesses not requiring Freshcare certification due to crop loss or similar adverse circumstances, can request 'Audit Deferred' status until such time as they recommence production.
3. The duration of a Freshcare audit will vary in consideration of business size and scope. The Certification Body utilises a risk-based approach when determining the audit durations.
4. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body (in accordance with R1) and the auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business.



5. All unannounced audits shall meet the following criteria:
  - a. the Certification Body shall provide the business the expected audit window (re-certification audit due month date minus 60 days) as part of the contract or audit plan for audit service;
  - b. a 30-day timeframe within the audit window for which the unannounced audit is to occur; and
  - c. the Certification Body shall allow the client to submit a request for approval for blackout dates for up to ten (10) days of non-operation per audit activity. Blackout dates shall be requested and approved prior to the commencement of the audit window.
6. The business shall provide unimpeded access to the site and premises, full documentation and records, and to product, for the purpose of conducting the audit and provide all reasonable assistance required by the auditor in the conduct of the audit.
7. The Certification Body shall at each audit, reconfirm a business's scope of operations including categories, crops/produce groups and sites as registered with Freshcare, and any exclusions to certification.
8. Where a business is seeking certification for more than one crop, and the crops do not all have the same seasonal timing, the Certification Body will use a risk-based approach to determine if multiple visits are required to complete the audit process. This will be documented and retained as part of the client records by the Certification Body.
9. Between recertification audits, changes to the scope of Freshcare certification including categories, crops/produce groups and sites will be reviewed by the Certification Body using a risk-based approach to determine if there is a need for a scope extension audit. This can be conducted either on site or remote (as per R3) at the discretion of the CB.
10. The business acknowledges and agrees that an auditor (or a Certification Body) may refuse to conduct or complete a Freshcare audit:
  - a. In the presence of a third party who they believe may intentionally or otherwise influence the outcome of the audit in an inappropriate manner, including consultants.
  - b. If they feel threatened or have been subject to abusive behaviour during the visit.
  - c. If the site is empty or non-operational.
  - d. If they deem that the business has not implemented the Freshcare Program, or no records are available.
  - e. If the business fails to provide complete and accurate information as required by the auditor.

## R2 Freshcare Registration Process.

1. A business is considered a legal operating entity - eg: a sole trader, partnership, limited or unlimited company, limited liability partnership.
2. Businesses shall apply to be registered for the Freshcare Program either through participation in approved Freshcare training or via application to Freshcare. A minimum of three (3) months should be allowed between training and audit to allow for implementation of the standard on site prior to audit.
3. A business shall complete a Freshcare registration form as part of the registration process and provide a detailed business profile, including management and key contact information. The key contact shall be responsible for the management of the business's compliance with the Freshcare Program.

4. All sites to be included under the scope of certification shall be disclosed on the Freshcare registration form and on application for audit.
  - a. A site is considered anywhere that fresh produce is produced, handled or stored (including, but not limited to, fields, paddocks, orchards, greenhouses, shade houses and growth rooms/chambers, packing facilities, ripening facilities, warehouses, off site storage etc).
  - b. Multiple sites may be registered under a single Freshcare registration only if they operate under a single management system and geographically allow (approx.100km/ 1.5-2-hour travel) for all sites to be visited as part of a single reported audit.
  - c. When multiple sites are included under a single Freshcare registration:
  - d. All sites must be visited at the initial Freshcare audit;
  - e. For the recertification audits all sites with input storage and handling and/or product storage and packing activities shall be visited.
5. Businesses with multiple sites that operate under different Management Systems or are in geographically distant locations, are required to register each site with Freshcare separately.
6. Additional sites to be added to the list of a business's registered sites must be audited prior to inclusion on a Freshcare certificate and subsequently meet R2 (4).
7. Multiple businesses that operate from one site (address) shall be registered with Freshcare separately. A Freshcare audit shall be scheduled for each individual business, but the audits may be conducted consecutively.
8. Each business participating in the program shall have least one (1) representative of the management complete approved training, as required by the Freshcare Standard(s):
  - a. This training shall be conducted prior to an audit being undertaken at the time of initial registration to the program.
  - b. Where this person leaves, the business shall require a new trained representative to commence training within three (3) months.
9. These Rules are the terms on which, upon registration, a business agrees to participate in the Freshcare Program:
  - a. Businesses participating in the Freshcare Program shall comply with these Rules and the Freshcare Standard(s) nominated by the business at all times.
  - b. Failure to comply with the Rules or the requirements of the nominated Freshcare Standard(s), may result in a business's Freshcare certification being suspended or withdrawn.
  - c. The Business shall notify both the Certification Body and Freshcare (in writing) of a serious food safety incident resulting in a product recall or customer applying for a stop supply within 48 hours of the incident.
  - d. Each business acknowledges and agrees that Freshcare may disclose information concerning the business to any government authority for any lawful purpose and otherwise as required by law.
  - e. Acknowledges and agrees that the certification status of the business will be available through FreshcareOnline (authorised users only) and publicly available through the business search function on the Freshcare website and the JAS-ANZ register (where applicable).

10. Certain information handled by Freshcare may be personal information, as defined in the Privacy Act 1988 (Cth). Personal information obtained by Freshcare is handled in accordance with Freshcare’s Privacy Policy, as available on Freshcare website and amended from time to time.
11. A business shall notify Freshcare and its nominated Certification Body of any prosecutions brought, or likely to be brought against the business, in relation to any business activities within the scope of their Freshcare certification.
12. The business acknowledges and agrees that Freshcare is not party to the contract a business must enter with its nominated Certification Body for the conduct and reporting of a Freshcare audit.
13. Any change to a business’s profile or key contact information or other details provided on registration shall be notified to Freshcare in writing within 28 days of the change.
14. Certificates are not transferable between separate business entities. If a business requires a change to Legal name/ABN details, then they must contact their certification body to enact this change.

### R3 Two-part Audit process.

This section outlines the processes to be followed regarding an option of a two-part audit process (remote auditing). This process is VOLUNTARY and must be mutually agreed with the participating Business and the CB in writing (refer R4-3).

A Factsheet for Freshcare two-part audit procedure has been developed to support the implementation.

<b>Audit</b>	<b>Component</b>	<b>Rule</b>	<b>Implementation/ Notes</b>
Part A	Remote component. Shall be conducted in accordance with Two- part audit process procedure.	Must be conducted first. Rules under R4 still apply.	Can be started prior to harvest or operational months.
Part B	On -site component.	No greater than 30 days after Part A, unless exception has been approved by CB, in accordance with Two- part audit process procedure.	Any items that have not been provided during Part A shall be followed through during Part B to ensure a complete audit outcome.  Non conformances raised as part of Part A still are reportable as part of the audit outcome and shall be addressed separately by the business as per R5.

#### R4 Freshcare Certification Process.

1. Only Freshcare approved Certification Bodies can conduct Freshcare audits. A list of approved Certification Bodies, with their scopes is available on the Freshcare website.
2. Upon application for audit, a business shall enter a written contract with a Freshcare approved Certification Body for the provision of Freshcare certification services prior to the commencement of audit activity. The contract may include information pertaining to Standard(s) to be assessed, scopes of the operations of the business, Company Details (name, address, contacts), type of audit, estimated audit duration and other details required to be captured by the Certification Body.
3. Only auditors complying with competency requirements set by Freshcare, and who are employed by or contracted to a Freshcare approved Certification Body, may conduct Freshcare audits.
4. The business acknowledges and agrees that where consulting or training services related to the Freshcare Standard(s) have been provided to the business by an individual contracted to, or employed by a Certification Body, that individual is excluded from conducting any Freshcare audit for that same business within two (2) years of completion of the consulting/training activity.
5. An auditor may be accompanied on the audit for training or accreditation purposes, e.g. auditor training, auditor calibration, witness audits (Freshcare, Certification Body or Accreditation Body, GFSI).
6. The Freshcare audit will comprise of:
  - a. an opening meeting with the nominated business representative (key contact) and shall involve the trained representative.
  - b. review all compliance criteria of the relevant Freshcare Standard(s);
  - c. full evaluation of all aspects of the Freshcare Standard(s), including physical operations (including, but not limited to, water sources and infrastructure; chemical and fertiliser storage and handling facilities; produce harvesting, packing and storage facilities) and all supporting documentation.
  - d. interview personnel and evaluate records; and
  - e. a closing meeting to review findings and advise the business of next steps.
7. At the completion of the audit, the result will be communicated to the business by the Certification Body, and documented by the Certification Body using FreshcareOnline, creating an electronic record.
8. Where corrective actions have been raised (refer R5), the information will be communicated to the business, a copy left at the conclusion of the audit, documented on FreshcareOnline and the timeframes and process for correction provided.
9. The full audit report, including any subsequent evidence provided by the business for closure of corrective actions, will be reviewed by the Certification Body prior to a certification decision.
10. The certification anniversary month can only be altered on request from a participating business, in consideration of changes to business scope. The certification anniversary month is displayed on Freshcare certificates as 'Re-certification Audit Due' month.
11. On completion of a Freshcare audit, the auditor submits the audit report to the Certification Body for review. On completion of the audit review, a certification decision is made by the Certification Body:
  - a. If successful, the Certification Body will provide the business with an electronic and/or hard copy certificate in the format approved by Freshcare from FreshcareOnline, based on

- the following criteria being met:
- b. payment of all fees; and
  - c. closure of all CAR's by the business.
12. The business acknowledges and agrees that:
- a. A copy of the audit report, supporting documentation and Freshcare certificate will be made available to Freshcare, and the audit result will be communicated to Freshcare.
  - b. This information may be used by Freshcare, the Accreditation Body and GFSI for the purpose of reviewing and assessing the integrity of the program (at both the auditor and CB level), in the investigation of complaints made by parties, or in response to known incidents.
  - c. The certification status of all Freshcare certified businesses is accessible via:
  - d. the business search function on the Freshcare website (the information displayed includes business name, location (state), Freshcare Standard, Certification status and Freshcare certification number);
  - e. the JAS-ANZ register (if applicable); and
  - f. FreshcareOnline (authorised users only).

#### R5 Corrective Action Report (CAR) Rating and Closure.

Rating		Actions	
Critical	an issue presenting an immediate risk to food safety, or when the integrity of the Program has been compromised.	Critical CAR action plan shall be addressed by the business and provided to the Certification Body within 48 hours of audit. A re-audit may be required.	The business is immediately suspended (refer R8) whilst a resolution is determined between the business and the Certification Body to close the Critical CAR. When CAR Plan is agreed by the Certification Body, the CAR's must be fully closed within 28 days for the certification to be issued.
Major	raised when there is the potential to compromise food safety, or the integrity of the Program, including breaches of logo use. Compliance with the majority of Standard elements is considered essential to certification.	Major CARs must be addressed within 28 days of audit.	CAR's remaining outstanding after six (6) months deems the audit invalid, resulting in the business having to undergo a new audit.

Minor	raised where the issue is not likely to likely to directly impact on food safety or the integrity of the Program, but still is of a nature that requires the business to act.	Minor CARs must be addressed within 28 days of the audit.	CAR's remaining outstanding after six (6) months deems the audit invalid resulting in the business having to undergo a new audit.
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1. All corrective actions raised at audit must closed out within the time frames indicated for certification to be issued.
2. Wherever practical, outstanding issues will be 'closed out' remotely through written or photographic evidence. However, in the event where evidence of 'close out' for outstanding issues cannot be provided remotely, a follow-up audit may need to be scheduled, at the expense of the business.

#### R7 Fees.

1. Payment of all fees by participating businesses is a requirement for the business's continued Freshcare certification.
  - a. Fees for certification services (e.g. auditing services) are payable to the Certification Body by the business, under the terms of the individual contract.
  - b. The cancellation of a scheduled audit may result in a penalty fee in accordance with the terms of the contract between the Certification Body and the business.
  - c. A Freshcare certification fee is collected from a business by the Certification Body and remitted to Freshcare. Freshcare fees are reviewed annually and advised via the Freshcare website.

#### R8 Suspensions and Withdrawal.

1. Suspension and Withdrawal from program may occur where:
  - a. false or misleading information is provided on application for audit, or in subsequent business updates.
  - b. a Critical CAR is raised.
  - c. the business unreasonably delays or continually defers a Freshcare audit.
  - d. the auditor cannot complete an audit in full, including because the business fails to provide access to a site or records, or otherwise fails to cooperate in the audit process.
  - e. the business fails to pay any fees in connection with the Freshcare Program in accordance with the contractual terms of the Certification Body.
  - f. the business supplies false or misleading information.
  - g. the Certification Body is of the opinion, reasonably held, that the business has breached a material provision of these rules or is not maintaining compliance with the stated requirements of the relevant Freshcare Standard(s) or these rules or is unable or unwilling to do so.

2. If a business's certification is suspended and the ground for suspension is not capable of rectification or, if capable of rectification, the business does not take the necessary action(s) to rectify within a timeframe specified by the nominated Certification Body, the business's registration(s) may be withdrawn by written notice from the Certification Body. Notification will occur to Freshcare and the businesses details will be removed from public registers.

#### R9 Complaints and Appeals.

1. Freshcare may contact the business directly for confidential feedback on auditor and/or Certification Body performance.
2. Freshcare reserves the right to conduct its own audit on a business in response to complaints or as part of routine compliance activities. These audits may be announced or unannounced.
3. A complaint or appeal in relation to Certification Body services is to be directed to the Certification Body. The Certification Body must have a process to handle complaints and appeals.
4. The Business can contact Freshcare for assistance in resolving a complaint between them and the Certification Body should an initial outcome not be satisfactorily managed. There is an enquiry form available on our website [www.freshcare.com.au/contact-us/enquiry-form/](http://www.freshcare.com.au/contact-us/enquiry-form/)
5. Complaints in relation to activities undertaken by Freshcare will be managed in accordance with Freshcare's complaints procedure.

#### R10 Use of the Freshcare Logo.

1. The Freshcare name, corporate logo, or certification logo, shall not be used on a product, consumer level packaging, or at point of sale in direct connection to a single product.
2. The Freshcare name and corporate logo may be used by a certified business upon written permission from Freshcare in accordance with the Freshcare logo style guide specifications (available via FreshcareOnline). Businesses must apply in writing, to use the Freshcare name and corporate logo and, upon approval, Freshcare will provide the Freshcare corporate logo artwork for use.
3. The Freshcare name, corporate logo, or certification logo must not be misrepresented or used in any manner that could be misconstrued or may be defamatory to Freshcare.
4. The Freshcare certification logo may be used by a certified business subject to the following requirements. The business must:
  - a. make a request in writing for the Freshcare certification logo artwork;
  - b. only use the Freshcare certification logo artwork precisely as provided by Freshcare, incorporating their unique Freshcare certification number;
  - c. use the Freshcare certification logo in accordance with the Freshcare logo style guide specifications;
  - d. only use the Freshcare certification logo in connection with products grown and/or packed in compliance with the requirements of Freshcare certification; and
  - e. only use the Freshcare certification logo on trade level packaging and pallets that are not intended for display at point of sale (consumer facing packaging).
5. Permission to use the Freshcare logo in any way other than as specified in these rules must be requested in writing and approved by Freshcare.



6. A business must immediately cease using the Freshcare name, corporate logo and certification logo if its certification has been in certification pending for more than 28 days, has lapsed (certificate expired), or has been suspended or withdrawn.
7. A business with permission to use the Freshcare name or logo(s) acknowledges and agrees that Certification Bodies are requested to advise Freshcare of any misuse of the Freshcare name or logo(s).