



**Freshcare**

# **Supply Chain Standard**

**Edition 2 - July 2021**

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## Introduction

### Purpose and scope

The Freshcare Supply Chain Standard Edition 2 (SC2) is an industry owned standard. It is based on the Codex Alimentarius Recommended International Codes of Practice – General Principles of Food Hygiene CXC 1-1969, Revised 2020, which includes Good Hygiene Practices and the Hazard Analysis and Critical Control Point (HACCP) System. These are used within a business to provide assurance that fresh produce is safe to eat and has been prepared to meet customer requirements. The SC2 standard is underpinned by the Freshcare Master HACCP Plan.

The Standard identifies good handling practices required to:

- identify and assess the risk of food safety hazards that may occur during the receipt, preparation and handling (including any treatment), packing, storage and distribution of fresh produce
- prevent or minimise the risk of food safety hazards occurring
- foster a culture of best practice food safety and quality
- prepare product to customer specifications
- identify, trace and withdraw/recall product
- 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

Freshcare and the Freshcare Technical Steering Committee are responsible for the review and amendment of this Standard, based on changes to science, risks and global standards (Codex HACCP, GFSI etc). 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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## Using the Standard

This Standard is presented in the following sections:

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

Each section forms part of the auditable criteria for compliance with this Standard. The Management and Food Safety & Quality (SC) 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 Program. The Glossary defines terms used within this document.

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).

## 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 any timeframe stated within 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 activities as outlined in the following table:

Standards	Code	Applicable to	Audit Cycle	Audit Duration	Unannounced
Freshcare Supply Chain Standard Edition 2	<b>SC2</b>	<p><b>Packer</b> (GFSI - Biii) (includes packing, pre-pack and re-pack activities):</p> <p>Includes businesses involved in receiving, handling, packing, and re-packing of whole fresh produce (does not include further processing of whole products).</p> <p><b>Ripener/ Fumigator</b> (GFSI - Biii):</p> <p>Includes businesses involved in controlled atmosphere ripening and fumigation activities for whole fresh produce.</p>	<p><b>Annual</b></p> <p>Takes place in consideration of witnessing the businesses' operations and shall occur during operational months.</p> <p>The Certification Body will conduct recertification audits to take place up to 60 days prior to the certification anniversary month, which is a fixed month based on historical audit reporting.</p>	<p><b>Min 4 hrs</b></p> <p>The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body. Refer to R1.3</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>As a minimum - One (1) audit every <b>three</b> (3) years shall be conducted as unannounced.</p> <p>This does not include the initial audit to the standard.</p> <p>Your CB will determine the cycle for unannounced audit to occur and shall provide notice to the business of the audit window to which the business expects the audit to occur.</p>
		<p><b>Storage</b> (GFSI - G):</p> <p>Includes businesses involved in the retention, storage (including controlled atmosphere storage) and warehousing of fresh produce.</p> <p><b>Wholesaling</b> (GFSI - Fi):</p> <p>Includes businesses involved in the procurement, handling and wholesale sale of fresh produce.</p>	<p><b>Annual</b></p> <p>Takes place in consideration of witnessing the businesses' operations and shall occur during operational months.</p> <p>The Certification Body will conduct recertification</p>	<p><b>Min 4 hrs</b></p> <p>The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body. Refer to R1.3</p> <p>A justified variation to duration can be applied by</p>	<p>As a minimum - One (1) audit every <b>three</b> (3) years shall be conducted as unannounced.</p> <p>This does not include the initial audit to the standard.</p>

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		<p><b>Transport (GFSI - G):</b> Includes businesses involved in the collection, transport and distribution of fresh produce. Transportation and distribution includes the direct transfer of products from one business, vehicle or container to another; undertaken via road, rail, air or ship.</p>	<p>audits to take place up to 60 days prior to the certification anniversary month, which is a fixed month based on historical audit reporting.</p>	<p>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>Your CB will determine the cycle for unannounced audit to occur and shall provide notice to the business of the audit window to which the business expects the audit to occur.</p>
		<p><b>Marketing Group (GFSI - Fii):</b> Includes businesses involved in facilitating the marketing and trade of fresh produce between a supplier and a customer.</p> <p><b>Broker/ Agent (includes Virtual Brokers) (GFSI - Fii):</b> Includes businesses involved in facilitating trade of fresh produce between a supplier and a customer that do not take physical ownership or physically handle the product</p>	<p><b>Annual</b> Takes place in consideration of witnessing the businesses' operations and shall occur during operational months.</p> <p>The Certification Body will conduct recertification audits to take place up to 60 days prior to the certification anniversary 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. Refer to R1.3</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><b>Optional</b></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.

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## **R1 Scope** continued

2. 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.
3. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body (in accordance with R1.1) and auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business.
4. 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 and blackout dates shall be requested and approved prior to the commencement of the audit window.
5. 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.
6. The Certification Body shall at each audit, reconfirm a business's scope of operations including categories, produce/produce groups and sites as registered with Freshcare, and any exclusions to certification.
7. Where a business is seeking certification for more than one (1) produce/produce groups, and they do not 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.
8. Between recertification audits, changes to the scope of Freshcare certification including categories, produce/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.
9. 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 e.g: a sole trader, partnership, limited or unlimited company, limited liability partnership.
2. 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.
3. 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.
4. 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.
5. 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 packing facilities, ripening or fumigation facilities, warehouses, off site storage, distribution centre 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; all sites must be visited/ inspected to be included on the certificate unless they are verified as non-operational.
6. 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.
7. 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.
8. 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.
9. 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.

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10. 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.
11. 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.
12. 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.
13. 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.
14. 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.

### **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, unless exceptional circumstances apply. Rules under R4 still apply.	

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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.	<p>Any items that have not been provided during Part A shall be followed through during the Part B to ensure complete audit outcome.</p> <p>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.</p>
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#### 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 (but not limited to) physical operations (example water sources and infrastructure; chemical storage and handling facilities; produce handling, packing and storage facilities, transport vehicles etc) 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 Recertification 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. If successful, the Certification Body will provide the business with the final audit report and an electronic and/or hard copy certificate in the format approved by Freshcare from FreshcareOnline, based on the following criteria being met:
  - a. payment of all fees; and
  - b. 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 (refer R8) 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, 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 (lapsed), resulting in the business having to undergo a new audit.
<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 (lapsed) resulting in the business having to undergo a new audit.

1. All corrective actions raised at audit must be 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 will need to be scheduled, at the expense of the business.

## R6 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.

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## **R6 Fees continued.**

- 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.

## **R7 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. there is evidence of fraudulent activity occurring, including the falsification of certificates.
  - c. a Critical CAR is raised.
  - d. the business unreasonably delays or continually defers a Freshcare audit.
  - e. the auditor cannot complete an audit in full because the business fails to provide access to a site or records, or otherwise fails to cooperate in the audit process.
  - f. the business fails to pay any fees in connection with the Freshcare Program in accordance with the contractual terms of the Certification Body.
  - g. the business supplies false or misleading information.
  - h. 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.

## **R8 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.

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## **R8 Complaints and Appeals** continued.

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: <https://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.

## **R9 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, corporate logo, or certification logo must not be misrepresented or used in any manner that could be misconstrued or may be defamatory to Freshcare.
3. 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 and activities as covered under their scope of 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).
4. 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.
5. A business must immediately cease using the Freshcare name, 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.
6. 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), and that a corrective action may be issued by the Certification Body.

# Freshcare Supply Chain Standard Edition 2


## Management Elements

M1 Scope and commitment			
Element		Compliance Criteria	Records
M1.1	Define the business scope and the scope of certification.	<ol style="list-style-type: none"> <li>1. The scope of Freshcare certification is defined by the owner and/or appropriate senior manager.</li> <li>2. All business enterprises and activities undertaken are recorded.</li> <li>3. Any exclusions to the scope of certification are clearly identified.</li> </ol>	Form – M1 Scope.
M1.2	Identify property areas, infrastructure and surrounds on a property map.	<ol style="list-style-type: none"> <li>1. A property map is documented and maintained. A record is kept.</li> <li>2. The property map identifies all activities relevant to the site including:                             <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</li> <li>• service lines and infrastructure (such as power etc)</li> <li>• buildings, sheds, and access points</li> <li>• location(s) of all business infrastructure and activities</li> <li>• septic tanks and seepage pads and wastewater infrastructure/ wastewater storage and treatment areas (where applicable)</li> <li>• bulk fuel storage, including underground tanks.</li> </ul> </li> <li>3. The property map identifies all production areas and infrastructure including:                             <ul style="list-style-type: none"> <li>• production areas and storage sites</li> <li>• workers accommodation and facilities</li> <li>• toilet facilities</li> <li>• handwashing facilities</li> <li>• chemicals and/or dangerous goods storage areas, mixing areas, equipment clean-down areas</li> <li>• storage sites for waste, including controlled wastes (empty chemical containers awaiting collection)</li> <li>• water sources, extraction points and delivery infrastructure.</li> </ul> </li> </ol>	Property/site map(s).  Form M1 – Property map checklist.


<b>M1 Scope and commitment</b>			
M1.3	Define the process flows and movement of product.	<ol style="list-style-type: none"> <li>1. Flowchart(s) are completed to document the processes/ activities for which Freshcare certification is required.</li> <li>2. Flowchart(s) must: <ul style="list-style-type: none"> <li>• consider produce/produce groups and products handled; and</li> <li>• outline all steps in the process; and</li> <li>• document individual processes to ensure all risks are identified.</li> </ul> </li> <li>3. The flowchart(s) are reviewed at least annually, and when changes occur. A record is kept.</li> </ol>	Form – M1 Flowchart.
M1.4	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 worker(s) to implement, maintain, review, and improve the food safety and quality 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 this Standard</li> <li>• workers responsible for the management of food safety and quality,</li> <li>• reporting relationships of all workers whose roles may affect compliance with the requirements of this Standard.</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>Form – M1 Organisational chart.</p> <p>Form - M1 Position descriptions.</p>
M1.5	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 implemented by the business and must include: <ul style="list-style-type: none"> <li>• measurable objectives for performance to food safety and quality</li> <li>• actions to address continuous improvement</li> <li>• actions to demonstrate a positive food safety culture</li> <li>• commitment to comply with this Standard and Freshcare Rules</li> <li>• commitment to comply with all legislative requirements.</li> </ul> </li> <li>2. The Food Safety and Quality Policy must be signed and detail the business' commitment to its food safety system with understanding demonstrated by management and workers.</li> <li>3. The food safety and quality policy is reviewed at least annually, and when changes occur that may impact food safety or quality. A record is kept.</li> </ol>	Form – M1 Food safety & quality policy.



## M1 Scope and commitment


	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Factsheet – M1 Scope and commitment.</li> <li>• Factsheet – M1 Food safety culture.</li> <li>• Freshcare Crop List (available for download on the Freshcare website) <a href="https://www.freshcare.com.au/resources/freshcare-crop-list/">https://www.freshcare.com.au/resources/freshcare-crop-list/</a></li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• FSANZ: Food Safety Culture: <a href="http://www.foodstandards.gov.au/foodsafety/culture/Pages/default.aspx">www.foodstandards.gov.au/foodsafety/culture/Pages/default.aspx</a></li> </ul>
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## M2 Documentation


Element		Compliance Criteria	Records
M2.1	Procedures and/or work instructions are maintained for activities that impact food safety and quality.	<ol style="list-style-type: none"> <li>1. Procedures and/or work instructions are documented and effectively implemented for activities that impact food safety and to ensure compliance with this Standard and to legislation.</li> <li>2. Procedures and/or work instructions are documented and effectively implemented for activities where a quality outcome is required by the business and/or customer.</li> <li>3. Procedures and/or work instructions are reviewed at least annually or when changes to processes occur.</li> </ol>	Form M2 – Procedure/ Work Instruction.
M2.2	Verify compliance with this Freshcare Standard through relevant documents and records.	<ol style="list-style-type: none"> <li>1. Current editions of the Freshcare Standard incorporating the Freshcare Rules are maintained.</li> <li>2. All records and documents required to verify compliance to this Standard are maintained, 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 kept for a minimum of two (2) years (or longer if required by product shelf life, legislation or customers).</li> </ol>	Freshcare Supply Chain Standard Edition 2, incorporating Freshcare Rules.
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Factsheet – M2 Documentation.</li> <li>• Freshcare Supply Chain Standard Edition 2, incorporating Freshcare Rules.</li> </ul>	<p><b>External Resources</b></p>	

<b>M3 Training and Development</b>			
<b>Element</b>		<b>Compliance Criteria</b>	<b>Records</b>
M3.1	Complete approved training as required by this Standard.	1. A management representative completes approved Freshcare training. Evidence is kept. (Refer Appendix 1 A-M3).	Training certificate
M3.2	Train all workers in basic food safety.	1. All workers must receive food safety training before starting work. This training must be delivered in the relevant language for workers and/or pictorially and address: <ul style="list-style-type: none"> <li>• instructions on health and hygiene</li> <li>• food safety and quality policy</li> <li>• general behaviour</li> <li>• identification and reporting of food safety and quality issues.</li> </ul>	Form – M3 Training record.
M3.3	Provide specific training to workers in food safety and quality and to ensure food safety and quality awareness.	1. Training is provided for workers who complete tasks relevant to this Standard, and this training must be delivered in the relevant language for workers and/or pictorially. 2. Workers must have detailed training, over and above basic food safety training. Training provided to workers must include: <ul style="list-style-type: none"> <li>• the processes of their work and product(s) handled</li> <li>• how to identify, remove and avoid introducing allergens and in allergen control measures (where required)</li> <li>• cleaning, sanitation and housekeeping</li> <li>• how to identify, remove and avoid introducing foreign object(s) and in foreign object control measures</li> <li>• site access, movement and emergency procedures</li> <li>• in site security requirements and to report unidentified access or unknown visitors.</li> </ul>	Form – M3 Training record.
M3.4	Train workers who complete internal audit activities relevant to this Standard.	1. Workers responsible for completing any of the internal audit activities must be trained in the relevant requirements of this Standard, and where possible are independent of the practices being assessed.	Form – M3 Training record.


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<b>M3 Training and Development</b>			
M3.5	Train workers who store, handle, apply and dispose of chemicals and/or dangerous goods.	<ol style="list-style-type: none"> <li>Workers involved in the storage, handling, usage and disposal of chemicals and/or dangerous goods are trained and can demonstrate a practical application and knowledge in assigned tasks.</li> <li>Workers involved in the storage, handling, usage and disposal of agricultural chemicals: <ul style="list-style-type: none"> <li>have successfully completed a recognised chemical user course, or equivalent (Refer Appendix 1 A-M3)</li> <li>can demonstrate a practical application and knowledge of chemical storage, handling, usage and disposal as specified by this Standard.</li> </ul> </li> </ol>	<p>Form – M3 Training record.</p> <p>Evidence of chemical user training (as required).</p>
M3.6	Maintain training records as required by this Standard and review training needs.	<ol style="list-style-type: none"> <li>Records of internal and external training is kept and must include: <ul style="list-style-type: none"> <li>name 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> <li>for internal training, verification that training was completed, and that the trainee is competent to complete the required tasks.</li> </ul> </li> <li>The business has a process to demonstrate an ongoing review of training is conducted to: <ul style="list-style-type: none"> <li>ensure food safety and other training is up to date,</li> <li>identify opportunities for additional training and development, and</li> <li>ensure appropriate qualifications and licenses are maintained.</li> </ul> </li> <li>A review of training is conducted by the owner and/or appropriate senior manager at least annually or when processes, tasks and/or workers change. A record is kept.</li> </ol>	<p>Form – M3 Training record.</p> <p>Evidence for review of worker(s) training needs.</p>
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>Factsheet – M3 Training and Development.</li> <li>Appendix 1 – A-M3 Approved Freshcare training.</li> <li>Appendix 1 – A - M3 recognised chemical users course.</li> </ul>		<ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 14 Managing people, page 72.</li> </ul>


## M4 Customer and regulatory requirements

Element		Compliance Criteria	Records
M4.1	Comply with and manage specific customer or regulatory requirements.	<ol style="list-style-type: none"> <li>Where a customer, regulatory body or legislation requires compliance with specific food safety and quality practices not covered in this Standard, a copy of these requirements is maintained.</li> <li>Requirements identified in M4.1.1 are complied with, managed and included in the internal audit record, M8.1. A record is kept.</li> </ol>	Internal audit of additional requirements.
M4.2	Manage product specifications.	<ol style="list-style-type: none"> <li>Where a written product specification has been provided by, or agreed with a customer, a copy of the specification is kept.</li> <li>Product assessments are conducted to confirm compliance with customer specifications and requirements before dispatch. A record is kept.</li> <li>If product does not meet the agreed specification, a record is maintained demonstrating either: <ul style="list-style-type: none"> <li>the customer is informed of the variation and the agreed course of action is implemented (formal variation/ conditional acceptance)</li> <li>product is appropriately redirected/ reworked.</li> </ul> </li> <li>Where required by the specification, legislation, or customer, the required product testing (ie: chemical, microbiological, allergen) is conducted using a competent laboratory (refer M6.2.4).</li> </ol>	<p>Product specifications.</p> <p>Product inspection/ assessment records.</p> <p>Product variation documentation.</p> <p>Product test results.</p>
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>Factsheet – M4 Customer and regulatory 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>	

## M5 Food defence and food fraud

Element		Compliance Criteria	Records
M5.1	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 product)</li> <li>• end product.</li> </ul> </li> <li>2. Where a food defence threat is identified, a plan is documented and must include measures for controlling the identified risks and to mitigate risk to public health.</li> <li>3. The food defence vulnerability assessment and plan is reviewed at least annually and updated when changes occur.</li> </ol>	Form - M5 Food defence vulnerability assessment and control plan.
M5.2	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 product)</li> <li>• end product.</li> </ul> </li> <li>2. Where a food fraud vulnerability is identified, a plan is documented and must include measures for controlling the identified risks and to mitigate risk to public health.</li> <li>3. The food fraud vulnerability assessment and plan is reviewed at least annually and updated when changes occur.</li> </ol>	Form – M5 Food fraud vulnerability assessment and control plan.
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – M5 Food defence and food fraud.</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>	

## M6 Supplier Management


Element		Compliance Criteria	Records
M6.1	Manage approved suppliers of product.	<ol style="list-style-type: none"> <li>A record of all suppliers of product is kept, reviewed annually, and must include: <ul style="list-style-type: none"> <li>name of supplier</li> <li>product supplied</li> <li>evidence of food safety certification.</li> </ul> </li> <li>All produce represented for sale as Freshcare certified must be grown, packed or sourced from <ul style="list-style-type: none"> <li>a business currently certified to a Freshcare Food Safety and Quality Standard; or</li> <li>an alternate, approved GFSI Benchmarked Standard (See Appendix A-M6).</li> </ul> </li> </ol>	Form – M6 Supplier traceability.
M6.2	Approved suppliers are established for all materials and services that have an impact on food safety and quality.	<ol style="list-style-type: none"> <li>Suppliers of materials and services (including outsourced and emergency backup) are reviewed and approved, to demonstrate they comply with the applicable requirements of this Standard. A record of is kept.</li> <li>Evidence of compliance for suppliers of materials and services is kept and must include: <ul style="list-style-type: none"> <li>documented formal agreements/contracts, or</li> <li>independent evidence of compliance, or</li> <li>a written declaration to comply with requirements, or</li> <li>a record of inspection/assessment against the requirements.</li> </ul> </li> <li>Purchase and receival records (and specifications where applicable) are kept for materials and services and must include: <ul style="list-style-type: none"> <li>name of supplier</li> <li>material or service supplied.</li> <li>date of purchase/ service</li> <li>description and/or quantity of material supplied</li> <li>traceability details</li> <li>any other requirements to manage food safety.</li> </ul> </li> <li>A Competent laboratory is used when any external testing is undertaken to verify compliance with requirements of this Standard.</li> </ol>	<p>Form – M6 Supplier table.</p> <p>Supplier evidence of compliance.</p> <p>Purchase and receival records.</p>
 <p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>Factsheet – M6 Supplier Management.</li> <li>List of food safety programs recognised by Freshcare – available on the Freshcare website <a href="http://www.freshcare.com.au">www.freshcare.com.au</a></li> </ul>		<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019), Chapter 15 Suppliers of inputs and services, page 79.</li> </ul>	

## M7 Incident management, withdrawal, and recall

Element		Compliance Criteria	Records
M7.1	Maintain an incident management plan to ensure product that does not meet food safety requirements is effectively managed.	<ol style="list-style-type: none"> <li>1. An incident management plan is established to support business continuity and identify ways to: <ul style="list-style-type: none"> <li>• reduce the likelihood of an incident occurring</li> <li>• ensure product food safety and quality is not compromised</li> <li>• respond to, and recover from, an incident.</li> </ul> </li> <li>2. The incident management plan is documented and must include: <ul style="list-style-type: none"> <li>• workers responsible for incident management</li> <li>• incident reporting</li> <li>• potential risks to product</li> <li>• potential risks to business continuity</li> <li>• strategies and practices to manage identified risks including product quarantine, withdrawal and recall</li> <li>• details of internal and external stakeholders</li> <li>• name of person documenting the plan</li> <li>• date plan developed.</li> </ul> </li> <li>3. When an incident occurs, the incident management plan is followed, and records maintained to ensure: <ul style="list-style-type: none"> <li>• product safety and quality is not compromised</li> <li>• affected product is identified and isolated and a decision made on release, rework, or disposal</li> <li>• compliance with food safety and quality requirements is verified, prior to product release.</li> </ul> </li> <li>4. A test of the incident management plan is conducted annually. A record is kept.</li> <li>5. The incident management plan is reviewed at least annually, and following any event requiring the incident management plan to be actioned. A record is kept.</li> </ol>	<p>Form – M7 Incident management plan.</p> <p>Incident response record.</p> <p>Incident response test record.</p>

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**M7 Incident management, withdrawal, and recall**


M7.2	Maintain a recall plan enabling the effective withdrawal or recall of product.	<ol style="list-style-type: none"> <li>1. In the event of a potential issue regarding product safety, quality or regulatory compliance, the matter is investigated to determine the extent of the problem. Where required, further action is taken.</li> <li>2. Determine whether product is to be withdrawn or a trade or consumer level recall is required.</li> <li>3. If a withdrawal or trade or consumer level recall is required, the relevant withdrawal or recall is enacted, and considers timeframes stipulated by customer or regulator. A record is kept.</li> <li>4. A mock recall is completed at least annually using the A&amp;NZ Product Recall/Withdrawal form (or equivalent system). A record is kept.</li> </ol>	<p>A&amp;NZ Product Recall/Withdrawal form or alternate system (GS1 recallnet etc).</p> <p>Mock recall record.</p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Factsheet – M7 incident management, withdrawal and recall.</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.business.gov.au/risk-management/risk-assessment-and-planning">www.business.gov.au/risk-management/risk-assessment-and-planning</a></li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 17 Product identification, traceability and recall, page 84.</li> <li>• 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>• GS1 Recallnet - <a href="http://www.gs1au.org/our-services/recall/">www.gs1au.org/our-services/recall/</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>	




<b>M8 Internal audit, corrective, and preventative action</b>			
<b>Element</b>		<b>Compliance Criteria</b>	<b>Records</b>
M8.1	Conduct internal audits to verify ongoing compliance with this Freshcare Standard.	1. An internal audit of all activities and records relevant to this Standard is conducted at least annually. A record is kept.	Form – M8 Internal audit report.
M8.2	Conduct facility audits.	1. Facility audits are conducted at least monthly to ensure ongoing compliance of the infrastructure and operations of the site and facilities to the applicable elements of this Standard. A record is kept. 2. Where reoccurrences of non-compliance are identified, appropriate action is taken, including a review of the frequency of facility audits. A record is kept.	Form – M8 Facility audit checklist.
M8.3	Complete corrective actions for any non-compliance.	1. A Corrective Action Record (CAR) must be completed when the requirements of this Standard, Freshcare Rules or legislation are not met, as identified by: <ul style="list-style-type: none"> <li>• routine activities</li> <li>• internal and facility audits</li> <li>• external audits</li> <li>• complaints</li> <li>• product identified as being contaminated, or potentially contaminated</li> <li>• incidents and near misses.</li> </ul> 2. A Corrective Action Record must include: <ul style="list-style-type: none"> <li>• description of the problem</li> <li>• the identified root 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 reoccurring)</li> <li>• confirmation that short-term and long-term actions are completed and effective</li> <li>• name of person completing the review</li> <li>• date of the review.</li> </ul> 3. Reoccurrences of non-compliance are reviewed by an appropriate senior manager to address preventative action and demonstrate continuous improvement. A record is kept.	Form – M8 Corrective action record (CAR).


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**M8 Internal audit, corrective, and preventative action**

<p>M8.4</p>	<p>Conduct a management review of system compliance and documentation to ensure the continuing effectiveness of the food safety and quality program.</p>	<ol style="list-style-type: none"> <li>1. A management review of compliance is conducted at least annually to review the continuing suitability and effectiveness of the food safety and quality program.</li> <li>2. A record of the review is kept and must include as a minimum: <ul style="list-style-type: none"> <li>• the food safety and quality policy and measurable objectives.</li> <li>• assessment of the business' food safety culture</li> <li>• outcomes of internal and external audits</li> <li>• changes in food safety risk</li> <li>• corrective actions, including reoccurrence of non-compliance</li> <li>• customer feedback and/or complaints</li> <li>• training conducted</li> <li>• incident preparedness</li> <li>• withdrawal and recall.</li> </ul> </li> </ol>	<p>Form – M8 Management review record</p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Factsheet – M8 Internal audit, corrective and preventative action.</li> </ul>	<p><b>External Resources</b></p>	

## Supply Chain Elements

SC1 Hazard analysis			
Element		Compliance Criteria	Records
SC1.1	A risk assessment is conducted, and additional actions implemented, for any food safety hazard not managed through the elements of this Freshcare Standard.	<ol style="list-style-type: none"> <li>1. A risk assessment must be conducted for any food safety hazard not managed within the elements of this Standard. A record is kept.</li> <li>2. If the risk assessment conducted in SC1.1.1 determines the risk of the hazard identified is <b>high</b>, relevant control measures, monitoring and verification activities are implemented.</li> </ol>	Form – SC1 Risk assessment – other practices.
SC1.2	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>	
SC1.3	Design and development.	<ol style="list-style-type: none"> <li>1. Where applicable to the business, any product design and development process must be documented, and records kept.</li> <li>2. This includes changes to product, packaging or equipment and must include a complete review of the impacts of changes on the businesses food safety system.</li> </ol>	Form – SC1 Design and Development checklist.
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – SC1 Hazard analysis.</li> <li>• Appendix 2 – Risk Assessment - other practices.</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 - 2020.</li> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 3 Fresh produce food safety hazards, page 5.</li> </ul>

SC2 People			
Element		Compliance Criteria	Records
SC2.1	Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of product.	<ol style="list-style-type: none"> <li>Written food safety instructions are provided to all workers and visitors and must include requirements for: <ul style="list-style-type: none"> <li>health status, including illness and injury and return to work</li> <li>personal hygiene</li> <li>allergens</li> <li>handwashing</li> <li>management of clothing and personal items</li> <li>use of protective clothing (where necessary)</li> <li>general behaviours.</li> </ul> </li> <li>Food safety instructions are reinforced with prominent signs and/or written or pictorial training guides.</li> <li>Compliance with food safety and hygiene requirements is monitored.</li> <li>For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser (after completing handwashing) before handling product or materials that may come into contact with product.</li> </ol>	Form – SC2 Food safety instructions.
SC2.2	Manage access to the site and product handling areas to minimise the risk of contamination of product.	<ol style="list-style-type: none"> <li>Entry to the site(s) is restricted to authorised persons and vehicles including workers, visitors, and contractors. Where this is not possible, appropriate controls are in place to ensure product safety is not compromised.</li> <li>Workers or visitors known, or suspected to be suffering from, or to be a carrier of a disease or illness able to be transmitted through product: <ul style="list-style-type: none"> <li>must report to management</li> <li>are not permitted to handle product</li> <li>are not permitted to enter food handling areas.</li> </ul> </li> </ol>	Form – SC2 Food safety instructions.
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>Factsheet – SC2 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>	

SC3 Allergen Management			
Element		Compliance Criteria	Records
SC3.1	Identify and manage potential sources of allergens.	<ol style="list-style-type: none"> <li>Incoming goods, process inputs, people and all products handled by the business are reviewed for allergens.</li> <li>An allergen management plan is documented and must include: <ul style="list-style-type: none"> <li>a list of all raw materials and/or products containing allergens</li> <li>how these products are used, handled and stored</li> <li>control measures to prevent cross-contamination.</li> </ul> </li> </ol>	Form – SC3 Allergen management plan.
SC3.2	Manage allergen labelling.	<ol style="list-style-type: none"> <li>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> <li>Where allergens are identified, records are kept.</li> </ol>	Allergen Labelling records.
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>Factsheet – SC3 Allergen management.</li> </ul>		


## SC4 Incoming goods and process inputs

Element	Compliance Criteria	Records	
<p>SC4.1</p>	<p>Manage inputs to the process, including externally purchased materials and services, to ensure conformance to specified requirements.</p>	<ol style="list-style-type: none"> <li>1. All materials, product inputs and incoming goods are purchased from suppliers that are managed in accordance with M6 - Supplier Management.</li> <li>2. Records are kept of incoming goods inspection and receipt, including packaging and labels.</li> <li>3. A record of all product received from suppliers is kept and must include: <ul style="list-style-type: none"> <li>• supplier business name</li> <li>• product received</li> <li>• date received</li> <li>• quantity (units)</li> <li>• packing date, expiry date or date of manufacture (as relevant)</li> <li>• batch identification code (where applicable).</li> </ul> </li> <li>4. All materials held are subject to effective stock rotation practices.</li> <li>5. Chemical containers are adequately labelled and in acceptable condition on receipt.</li> <li>6. Compressed air or other gases (e.g. nitrogen, carbon dioxide, ethylene) that contact food or food contact surfaces are: <ul style="list-style-type: none"> <li>• managed to present no risk to food safety</li> <li>• specified to be of a known purity for intended use</li> <li>• used in accordance with label directions or manufacturer's instructions (where applicable).</li> </ul> </li> <li>7. Packaging and labelling materials are: <ul style="list-style-type: none"> <li>• appropriate for intended use</li> <li>• food grade when in direct contact with product</li> <li>• compliant with legislative requirements</li> <li>• stored and used in a manner that minimises the risk of contamination.</li> </ul> </li> </ol>	<p>Purchase records.</p> <p>Form – SC4 Incoming goods record</p> <p>Form – M6 Supplier table.</p>

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SC4 Incoming goods and process inputs			
SC4.2	Manage water sources, infrastructure and use to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. All water sources used are identified. Water sources contaminated by toxic algae are not used. A record is kept.</li> <li>2. Water sources are 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, treatment and delivery infrastructure equipment, is monitored and maintained. A record is kept.</li> <li>4. All water used on product, product contact surfaces, for cleaning and handwashing: <ul style="list-style-type: none"> <li>• is suitable for the intended purpose</li> <li>• not a source of food safety risk</li> <li>• meets, or be treated to achieve a constant, E. coli &lt;1 cfu/100mL. Evidence is kept. (Refer Appendix 1 A-SC4).</li> </ul> </li> </ol>	<p>Form – SC4 Water source record.</p> <p>Property/site map(s).</p> <p>Water test results.</p> <p>Form – SC4 Water treatment monitoring record.</p>
SC4.3	Manage Ice for product safety.	<ol style="list-style-type: none"> <li>1. Ice making rooms, equipment and containers must be: <ul style="list-style-type: none"> <li>• designed/ constructed of materials and maintained to minimise contamination of the ice (microbial, chemical, physical) during production and storage</li> <li>• connected to water that meets or has been treated to meet E. coli &lt;1 cfu /100ml</li> <li>• cleaned and sanitised at an appropriate frequency, with records kept.</li> </ul> </li> <li>2. Tools in contact with ice, are stored off the ground.</li> <li>3. Environmental monitoring must be undertaken on a schedule based on volume and risk. Where an issue is identified, corrective action is undertaken, as per M8.3. Records are kept.</li> <li>4. External providers of ice are managed in accordance with M6 Supplier management.</li> </ol>	<p>Water test results.</p> <p>Cleaning records.</p> <p>Environmental monitoring records.</p>

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SC4 Incoming goods and process inputs			
SC4.4	Store, manage and dispose of chemicals and dangerous goods.	<ol style="list-style-type: none"> <li>1. All chemical and dangerous goods storage areas are: <ul style="list-style-type: none"> <li>• located and constructed to minimise the risk of directly, or indirectly, contaminating product</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>• equipped to allow for separated storage of chemical types (where required)</li> <li>• secure, with access restricted to authorised workers</li> <li>• maintained in compliance with all legislative requirements.</li> </ul> </li> <li>2. A current Safety Data Sheet (SDS) is kept for all chemicals and dangerous goods stored in the storage area(s).</li> <li>3. Chemicals are stored in original containers according to directions on the container label (or SDS). If a chemical is transferred or decanted to another container, the new container must be clearly labelled and controlled.</li> <li>4. Deteriorating chemical labels are replaced immediately with a legible copy.</li> <li>5. All 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</li> <li>• date exceeded the permit expiry date (as applicable)</li> <li>• had their registration withdrawn (as applicable)</li> <li>• containers that are leaking, corroded or have illegible labels.</li> </ul> </li> <li>6. 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 worker conducting the check.</li> </ul> </li> </ol>	Property/site map(s).  Safety Data Sheets (SDS).  Chemical annual check.
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet –SC4 Incoming goods and process inputs.</li> <li>• Refer to SC11 Waste management.</li> </ul>	<b>External Resources</b> <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 8 Managing chemicals, page 49.</li> </ul>	




SC5 Facilities			
Element	Compliance Criteria	Records	
SC5.1	<p>Construct and maintain handling, packing and storage facilities to ensure they are suitable for the production and preparation of food.</p>	<ol style="list-style-type: none"> <li>1. Product handling, packing, inspection, and storage facilities are located, designed, constructed, and maintained (interior and exterior) to minimise the risk of contaminating product and have: <ul style="list-style-type: none"> <li>• walls, floors and ceilings that are able to be cleaned and maintained</li> <li>• provision for the hygienic and efficient storage of product, packaging, containers, tools, and equipment</li> <li>• adequate benches/ workspaces to enable tasks to be performed hygienically and facilitate cleaning.</li> </ul> </li> <li>2. All product contact surfaces are constructed of materials that do not present a food safety risk.</li> <li>3. Product, materials, tools, and equipment are managed to prevent cross contamination and are stored off the floor.</li> <li>4. Mezzanine floors, walkways and stairs are designed and constructed to minimise the risk of contaminating product.</li> <li>5. All doors are kept closed (where possible). Doors are not left open for extended periods when access is required for waste removal, or receiving and/or shipping of products, materials, or packaging.</li> </ol>	
SC5.2	<p>Construct and maintain storage, ripening, fumigation, and cooling facilities to minimise the risk of contaminating product.</p>	<ol style="list-style-type: none"> <li>1. Storage, ripening, fumigation, and cooling facilities are constructed and maintained to minimise the risk of contaminating product and must be: <ul style="list-style-type: none"> <li>• of adequate capacity for the purpose required</li> <li>• checked and monitored to ensure they are operating at specified temperatures/ conditions, with backup systems in place in case of failure</li> <li>• easily accessible for cleaning and inspection</li> <li>• calibrated at least annually in accordance with manufacturer’s specification or recognised method. A record is kept.</li> </ul> </li> <li>2. Measures are taken to prevent condensate and defrost water from cooling systems contacting product.</li> </ol>	Form – SC9 Calibration record.

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SC5 Facilities		
SC5.3	Manage drainage and liquid waste within the facility.	<ol style="list-style-type: none"> <li>1. Drains and waste trap systems must: <ul style="list-style-type: none"> <li>• be connected to adequate septic, waste disposal and drainage systems</li> <li>• direct water away from product handling areas</li> <li>• prevent pooling in areas where product is handled and stored</li> <li>• prevent pests entering</li> <li>• minimise odour, and</li> <li>• enable regular cleaning.</li> </ul> </li> </ol>
SC5.4	Measures are taken to minimise animal and pest presence.	<ol style="list-style-type: none"> <li>1. Buildings must be effectively proofed against the entry of all pests and include: <ul style="list-style-type: none"> <li>• the screening of windows that are designed to be open for ventilation</li> <li>• external doors that are close-fitting or adequately proofed to prevent pest ingress when closed</li> <li>• the fitting of screens and traps to drains to prevent pest entry.</li> </ul> </li> <li>2. The premises, surroundings, storage facilities, machinery and equipment are managed to avoid creating harbourage sites for pest and vermin infestation with the accumulation of waste or debris.</li> <li>3. Where fitted, false ceilings should enable regular inspection and pest proofing measures to prevent contamination.</li> </ol>

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SC5 Facilities			
SC5.5	Provide and maintain workers' facilities to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. Toilets and amenities must be: <ul style="list-style-type: none"> <li>• located to minimise the risk of contaminating product and maximise accessibility</li> <li>• provided to accommodate the number of employed workers</li> <li>• equipped with appropriate handwashing facilities (refer SC5.5.2)</li> <li>• equipped with adequate waste disposal</li> <li>• have instructions for handwashing and sanitation clearly displayed</li> <li>• kept clean, regularly maintained, and serviced.</li> </ul> </li> <li>2. Handwashing facilities are located to minimise the risk of contaminating product and maximise accessibility, and must be: <ul style="list-style-type: none"> <li>• sufficient to accommodate the number of workers</li> <li>• equipped with running water (as specified in SC4.2) and liquid soap</li> <li>• equipped with mechanisms for effective hand drying (Refer Appendix 1 A-SC5)</li> <li>• equipped with hand sanitiser</li> <li>• equipped with adequate waste disposal</li> <li>• have instructions for handwashing and sanitation clearly displayed.</li> </ul> </li> <li>3. Other facilities provided for workers must be: <ul style="list-style-type: none"> <li>• located and operated to minimise the risk of contaminating product</li> <li>• sufficient to accommodate the number of workers</li> <li>• equipped for waste management</li> <li>• accessible to hand washing facilities</li> <li>• kept clean and maintained.</li> </ul> </li> </ol>	Form – SC2 Food safety instructions.
SC5.6	Conduct daily start-up checks.	<ol style="list-style-type: none"> <li>1. Daily start-up checks are conducted for all operational activities, handling areas and equipment covered under the scope of certification. A record is kept.</li> <li>2. Where reoccurrences of non-compliance are identified, appropriate action is taken. A record is kept.</li> </ol>	Form – SC5 Daily start-up checklist.
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – SC5 Facilities.</li> <li>• Appendix 1 A-SC5 Approved mechanisms for hand drying.</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019), Chapter 9 Managing facilities, page 55.</li> </ul>	

## SC6 Product handling, processing, and packing

Element		Compliance Criteria	Records
SC6.1	Product contact chemicals are used appropriately and according to label, regulatory and market requirements.	<ol style="list-style-type: none"> <li>1. Chemicals applied in treatments to product are managed and used by trained worker(s) (as per M3.3.2): <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> </li> <li>2. Chemicals are checked for their withholding period and/or any other label requirements before use and are applied as per SC6.4.</li> <li>3. A multi-screen chemical residue test must: <ul style="list-style-type: none"> <li>• be conducted on a random sample of produce that has had postharvest chemical treatments completed and is ready for sale and/or consumption; and</li> <li>• be conducted least annually; and</li> <li>• be tested using a competent laboratory (refer M6.2.4).</li> </ul> </li> <li>4. 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); and /or</li> <li>• Maximum Residue Limits (MRLs) as specified by a customer and/or the importing country (where applicable).</li> </ul> </li> </ol>	<p>Copies of applicable off-label permits.</p> <p>Product test results.</p>
SC6.2	Manage incoming water used in contact with product to minimise the risk of contamination.	<ol style="list-style-type: none"> <li>1. 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> <li>2. Water used in or to supply recirculation systems, water dumps, flumes, and treatment tanks: <ul style="list-style-type: none"> <li>• is treated and/or changed at an appropriate frequency to maintain E. coli &lt;1 cfu/100mL (Refer Appendix 1 A-SC4), records are kept; and</li> <li>• the process is validated for the frequency of changing and/or the water treatment method selected; and</li> <li>• monitoring is undertaken by trained worker(s) (as per M3.3.2), at a frequency based on risk, to ensure continuing suitability for use.</li> </ul> </li> </ol>	<p>Water test results.</p> <p>Form – SC4 Water treatment monitoring record.</p>

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## SC6 Product handling, processing, and packing

SC6.3	Product is handled to minimise the risk of contamination.	<ol style="list-style-type: none"> <li>1. For all product handling activities appropriate processes and procedures are documented, implemented, and maintained, to ensure: <ul style="list-style-type: none"> <li>• handling environment is controlled to prevent contamination</li> <li>• workers follow personal hygiene requirements</li> <li>• product is controlled and handled to prevent contamination</li> <li>• waste is not allowed to build up</li> <li>• worker(s) are trained (as per M3.3.2).</li> </ul> </li> </ol>	
SC6.4	Process steps for products are controlled and validated.	<ol style="list-style-type: none"> <li>1. Processes and procedures for product washing, sanitation and/or treatments are validated for worst case scenario. A record is kept.</li> <li>2. Product washing, sanitation and/or treatment processes are implemented as per validation conducted in SC6.4.1.</li> <li>3. Worker(s) are trained (as per M3.3.2), in the effective operation, maintenance and use of the equipment.</li> <li>4. Records are maintained for all washing, sanitation and/or treatment processes. Records must include: <ul style="list-style-type: none"> <li>• treatment date and time</li> <li>• product(s) treated</li> <li>• chemical used (including batch number if available)</li> <li>• rate of application and quantity used</li> <li>• contact time</li> <li>• adjustments made to the process</li> <li>• equipment and/or method used to apply the chemical</li> <li>• any required monitoring and verification results (pH, concentration, turbidity etc)</li> <li>• withholding period (WHP) (where applicable)</li> <li>• name of worker completing the activity.</li> </ul> </li> </ol>	<p>Process Validation.</p> <p>Form – SC6 Process Monitoring Records.</p>

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SC6 Product handling, processing, and packing			
SC6.4 cont.		<p>5. Where auto-dosing systems are installed to control and monitor the washing, sanitation and/or treatment process, they are:</p> <ul style="list-style-type: none"> <li>• checked for operational effectiveness prior to use, and at other times according to manufacturers' specification</li> <li>• calibrated in accordance with manufacturers' specification or a recognised method at least annually (as per SC9.2). A record is kept.</li> </ul> <p>6. Corrective action and reporting processes are in place in the event of a failure of the equipment. This must include processes to isolate and re-work all impacted product back to the last acceptable check conducted. A record is kept.</p>	<p>Auto-dosing systems records.</p> <p>Form – SC9 Calibration record.</p> <p>Form – M8 Corrective action record (CAR).</p>
SC6.5	Manage product packaging and labels.	<p>1. Packaging and labelling materials in production are:</p> <ul style="list-style-type: none"> <li>• managed and used by trained worker(s) (as per M3.3.2)</li> <li>• checked prior to use for cleanliness, foreign objects and pest infestation</li> <li>• controlled to prevent misuse</li> <li>• controlled to minimise the risk of error at any changeover.</li> </ul> <p>2. A record is kept of all labels and packaging used in each production run and where changeovers are conducted.</p> <p>3. Packaging material and product labels are reviewed at least annually or in accordance with customer requirements. A record is kept.</p> <p>4. Disposal of packaging material and labels is managed as per the criteria in waste (refer SC11.1).</p>	<p>Packaging and labelling use and changeover.</p> <p>Packaging and label review.</p>
SC6.6	Manage rework activities.	<p>1. For product being handled, any product rework must be identified and controlled to prevent contamination and maintain traceability.</p> <p>2. Where product is deemed unsuitable for rework, it must be segregated, labelled, and re-directed or disposed of appropriately. A record is kept.</p>	<p>Product rework record</p> <p>Form – M8 Corrective action record (CAR)</p>

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## SC6 Product handling, processing, and packing



### Freshcare Resources

- Factsheet – SC6 Product handling, processing and packing.

### External Resources

- Guidelines for Fresh Produce Food Safety (2019) Chapter 9 Managing facilities, page 55.
- Guidelines for Fresh Produce Food Safety (2019) Chapter 8 Managing chemicals, page 49.
- Guidelines for Fresh Produce Food Safety (2019), Chapter 7 Managing water, page 33.
- Guidelines for Fresh Produce Food Safety (2019), Chapter 18 Testing, page 90.
- Australian Pesticides and Veterinary Medicines Authority (APVMA): Database of registrations and permits for Agvet chemicals [www.apvma.gov.au](http://www.apvma.gov.au)
- Food Standards Australia New Zealand (FSANZ): [www.foodstandards.gov.au](http://www.foodstandards.gov.au)
  - Food Standards Code – Section 1.4.2 Agvet chemicals and associated Schedules – Schedule 20 and 21
  - Food Standards Code – PART 1.2 Labelling and other information requirements
- Trade weights –[www.industry.gov.au/regulations-and-standards/selling-fruit-and-vegetables](http://www.industry.gov.au/regulations-and-standards/selling-fruit-and-vegetables)
- ACCC – Country of Origin: [www.accc.gov.au/publications/country-of-origin-food-labelling](http://www.accc.gov.au/publications/country-of-origin-food-labelling)
- Melon food safety: A best practice guide for rockmelons and specialty melons: [www.dpi.nsw.gov.au](http://www.dpi.nsw.gov.au)


## SC7 Product identification and traceability

Element		Compliance Criteria	Records
SC7.1	Maintain a product identification and traceability system, to enable product to be traced from its source to its destination.	<ol style="list-style-type: none"> <li>1. Traceability must be maintained for all products.</li> <li>2. Packing and handling records are kept and must include: <ul style="list-style-type: none"> <li>• receipt date</li> <li>• packing date</li> <li>• pack type</li> <li>• packaging used</li> <li>• batch identification code (where applicable).</li> <li>• quantity</li> <li>• customer and/or destination.</li> </ul> </li> <li>3. All product dispatched to a customer is marked legibly 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 legislation and/or customer.</li> </ul> </li> <li>4. Dispatch records are kept and must include: <ul style="list-style-type: none"> <li>• customer and/or destination</li> <li>• dispatch date</li> <li>• batch identification code/date</li> <li>• quantity.</li> </ul> </li> <li>5. The product traceability system, incorporating mass balance, is tested at least annually: <ul style="list-style-type: none"> <li>• to verify full traceability of product from its source to its destination (intended customer), or vice versa</li> <li>• time taken must not exceed 4 hours or as otherwise specified by customer</li> <li>• a record is kept.</li> </ul> </li> </ol>	<p>Form – SC7 Packing record.</p> <p>Dispatch records.</p> <p>Traceability exercise record.</p>
SC7.2	Product release procedures are maintained for the final check of produce to prevent unintended use or delivery of non-compliant product.	<ol style="list-style-type: none"> <li>1. A product release procedure is documented and must include: <ul style="list-style-type: none"> <li>• assessment and final check of product prior to dispatch</li> <li>• controls for product found non-compliant</li> <li>• any required corrective action.</li> </ul> </li> </ol>	

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## SC7 Product identification and traceability

	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>Factsheet - SC7 Product identification and traceability.</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>Food Standards Australia New Zealand (FSANZ): <a href="#">Product Traceability for Business</a></li> </ul>
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## SC8 Control of foreign objects


Standard Element		Compliance Criteria	Records
SC8.1	Manage foreign objects to prevent contamination of product.	<ol style="list-style-type: none"> <li>Product handling areas are routinely inspected for foreign objects and physical risks from foreign material.</li> <li>Items that are not needed for production are removed from product handling and storage areas or controlled to prevent risk. Items needed for production are managed to minimise the risk of contaminating product.</li> <li>The use of temporary fasteners to fix or hold equipment is not permitted.</li> <li>Loose metal objects on equipment, equipment covers, and overhead structures must be removed or tightly fixed so as not to present a hazard.</li> <li>All product contact surfaces are clean and maintained to prevent foreign object contamination of product.</li> <li>All product contact containers and tools are checked for cleanliness, pest infestation and foreign objects. Where required, items are cleaned, repaired or removed from use.</li> <li>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, removed or lined with a suitable protective material.</li> <li>Disposable protective clothing used when handling product must be of a contrasting colour and managed to minimise the risk of contaminating product.</li> <li>Packaging materials and labels are controlled to prevent foreign object contamination.</li> </ol>	

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## SC8 Control of foreign objects

SC8.2	Glass and brittle objects control.	<ol style="list-style-type: none"> <li>1. Glass, hard or brittle plastic, ceramic or similar materials are removed from product handling and storage areas. Where this is not possible, precautions are taken to ensure these materials do not contaminate product.</li> <li>2. Where glass windows pose a risk to product, breakage protection must be in place.</li> <li>3. Lights above product handling and storage areas are fitted with shatter proof covers and/or shatter proof bulbs.</li> <li>4. A register of items that cannot be removed or controlled is maintained and monitored (as per SC8.2). The register includes: <ul style="list-style-type: none"> <li>• object type/material</li> <li>• quantity</li> <li>• location.</li> </ul> </li> <li>5. The register is updated when new equipment is introduced to the facility.</li> <li>6. Where there is a risk of glass or brittle object breakage, a breakage kit must be available.</li> <li>7. When glass or similar material breakage occurs, a record is kept and: <ul style="list-style-type: none"> <li>• the area and any affected workers must be isolated</li> <li>• potentially affected product and packaging must be identified and isolated for inspection/disposal</li> <li>• the area must be thoroughly cleaned using a glass breakage kit</li> <li>• the area and any affected workers must be inspected and approved by a supervisor prior to recommencement of work.</li> </ul> </li> </ol>	<p>Form - SC8 Glass and brittle object Register.</p> <p>Glass Breakage record.</p>
SC8.3	Manage sorting and grading equipment.	<ol style="list-style-type: none"> <li>1. Where sorting and grading equipment is installed: <ul style="list-style-type: none"> <li>• it is located at the appropriate process point to control the sorting and grading process</li> <li>• it is checked for operational effectiveness prior to use, and at other times as required by a customer and/or according to manufacturers' specification or a recognised method.</li> </ul> </li> <li>2. Where foreign objects are detected by the equipment or people during this process, the objects must be handled as per SC8.5.</li> <li>3. Workers are trained (as per M3.3.2) in the effective operation and use of the equipment.</li> <li>4. There must be corrective action and reporting processes in place in the event of a failure of the equipment to ensure product is suitable for release (as per SC7.2).</li> </ol>	<p>Form – M8 Corrective action record (CAR).</p>

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SC8 Control of foreign objects			
SC8.4	Manage foreign object detection equipment.	<ol style="list-style-type: none"> <li>1. Where installed foreign object detection equipment must: <ul style="list-style-type: none"> <li>• be located at the appropriate process point to effectively remove target foreign objects</li> <li>• be designed to reject defective product (stop belt or rejection arm)</li> <li>• have established limits for detection based on product and packaging</li> <li>• be checked for operational effectiveness prior to use, and at other times required by a customer and/or according to manufacturers' specification</li> <li>• be calibrated in accordance with manufacturers' specification or a recognised method at least annually. A record is kept.</li> </ul> </li> <li>2. Workers are trained (as per M3.3.2) in the effective operation and use of the equipment.</li> <li>3. There must be corrective action and reporting processes in place in the event of a failure of the equipment. This must include processes to isolate and re-inspect all affected product back to the last acceptable check conducted.</li> </ol>	<p>Form – SC9 Calibration record.</p> <p>Form – M8 Corrective action record (CAR).</p>
SC8.5	Manage foreign object findings.	<ol style="list-style-type: none"> <li>1. Foreign objects are identified, investigated, and documented so product safety and quality are not compromised.</li> <li>2. The investigation is conducted by an appropriate senior manager and must ensure: <ul style="list-style-type: none"> <li>• the source and/or cause of contamination is identified</li> <li>• affected product is identified and isolated for inspection</li> <li>• corrective actions are implemented.</li> </ul> </li> <li>3. Records are kept of foreign objects found and where trends are identified, actions are taken to prevent reoccurrence in accordance with M8.3.</li> </ol>	Foreign objects findings.
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• Factsheet – SC8 Control of Foreign objects.</li> </ul>		<ul style="list-style-type: none"> <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> </ul>

## SC9 Equipment and tools

Element		Compliance Criteria	Records
SC9.1	Manage work surfaces, tools, equipment and containers that contact product.	<ol style="list-style-type: none"> <li>1. Tools, equipment (including work surfaces) and containers are: <ul style="list-style-type: none"> <li>• made of materials and substances that are food grade, smooth and impervious and do not present a risk to product</li> <li>• designed and constructed to enable regular cleaning and maintenance</li> <li>• stored in a manner to minimise the risk of contaminating product.</li> </ul> </li> <li>2. Handheld tools are cleaned each day after use (or when contaminated) and accounted for at the end of each day.</li> <li>3. Containers brought into the product handling area(s) are inspected for debris, soil, pests and foreign objects etc prior to entry. Where found, appropriate action is taken to prevent contamination.</li> <li>4. Knives and cutting instruments used in product handling and packaging operations must be controlled, kept clean, and well maintained. Snap-off blades must not be used in product handling and storage areas.</li> <li>5. Containers used for storing waste, chemicals or dangerous substances are clearly identified and are not used for product.</li> </ol>	
SC9.2	Control of monitoring and measuring equipment.	<ol style="list-style-type: none"> <li>1. A list identifying all monitoring and measuring equipment and devices (including cool rooms and ripening rooms etc) is maintained and includes: <ul style="list-style-type: none"> <li>• identification and location</li> <li>• method and frequency of checking for operational efficiency and accuracy</li> <li>• the acceptable degree of accuracy.</li> </ul> </li> <li>2. Records of calibration must be maintained for all monitoring and measuring equipment and include: <ul style="list-style-type: none"> <li>• equipment ID</li> <li>• date of calibration</li> <li>• method of calibration, including verification to national standard (where applicable) and accuracy required</li> <li>• calibration result</li> <li>• corrective actions taken when equipment is found to be out of calibration</li> <li>• name of worker(s) responsible.</li> </ul> </li> <li>3. External service providers are managed in accordance with the requirements specified in M6 Supplier management.</li> </ol>	<p>Form – SC9 Monitoring and measuring equipment register.</p> <p>Form – SC9 Calibration record.</p>

## SC9 Equipment and tools

	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>Factsheet – SC9 Equipment and tools.</li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2019) Chapter 10 Managing tools and equipment, page 59.</li> </ul>
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## SC10 Maintenance and cleaning

Element		Compliance Criteria	Records
SC10.1	Maintenance activities are implemented.	<ol style="list-style-type: none"> <li>A documented plan of preventive maintenance is followed for all equipment to minimise food safety risks. The plan describes: <ul style="list-style-type: none"> <li>equipment, including individual identifier when there are multiple pieces the same</li> <li>details of maintenance</li> <li>frequency of maintenance</li> <li>name of worker responsible for ensuring maintenance is completed.</li> </ul> </li> <li>Where there is equipment and tools with components made of materials that can wear or deteriorate over time, these must be inspected on a regular frequency and replaced where necessary.</li> <li>Records of maintenance and repairs are kept for all equipment and must include: <ul style="list-style-type: none"> <li>equipment</li> <li>details of maintenance</li> <li>date</li> <li>name of worker conducting the maintenance.</li> </ul> </li> <li>Reviews of maintenance and repair records are conducted regularly to ensure the preventive maintenance plan is current and appropriate.</li> </ol>	<p>Form – SC10 Preventive maintenance plan.</p> <p>Maintenance records.</p>

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SC10 Maintenance and cleaning			
SC10.2	Maintenance is effective to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. Maintenance activities are conducted in a manner that prevents contamination of product.</li> <li>2. Maintenance workers must: <ul style="list-style-type: none"> <li>• comply with the sites' hygiene, clothing and movement requirements</li> <li>• ensure all tools and maintenance equipment are managed during use to prevent contamination of product</li> <li>• ensure all tools and maintenance equipment are accounted for and appropriately stored after each use.</li> <li>• ensure all areas and equipment are cleaned and sanitised (product contact surfaces) post-maintenance.</li> </ul> </li> <li>3. Chemicals, lubricants or other materials used for maintenance are: <ul style="list-style-type: none"> <li>• approved for use in food handling areas</li> <li>• used according to label (or SDS) directions</li> <li>• appropriately stored and managed, as per SC4.4.</li> </ul> </li> <li>4. External maintenance service providers and/or contractors are managed in accordance with M6 Supplier management.</li> <li>5. Contractors involved in one-off maintenance or repair must be inducted and supervised by an authorised worker(s).</li> <li>6. On-site Maintenance workshops and engineering stores are: <ul style="list-style-type: none"> <li>• controlled, clean and managed to prevent pest activity and contamination of product areas</li> <li>• included in the facilities audit checklist.</li> </ul> </li> <li>7. Where equipment is stored for long periods, it must be inspected and subject to thorough cleaning (and sanitation if required) prior to being returned to service/use. A record is kept.</li> </ol>	<p>Form – M8 Facilities audit checklist.</p> <p>Cleaning and sanitation records.</p>
SC10.3	Cleaning, sanitation, and housekeeping is effective to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. Facilities are kept clean and are subject to regular cleaning.</li> <li>2. Surfaces that contact product in the receival, handling and packing area are cleaned and maintained to ensure they do not contaminate product.</li> <li>3. Cleaning activities, including deep cleaning, are planned, managed, and conducted in a manner that prevents contamination of product.</li> </ol>	

*(Continues over page)*

SC10 Maintenance and cleaning			
SC10.4	Cleaning, sanitation and housekeeping activities are implemented.	<ol style="list-style-type: none"> <li>1. A documented plan is followed for the cleaning of all product receiving, handling, processing and storage areas, equipment, containers, materials, vehicles and amenities. 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 worker responsible for ensuring cleaning is completed and effective.</li> </ul> </li> <li>2. The cleaning plan must also address external areas of the site, hard to reach areas, staff facilities and rest areas, grounds and waste storage areas to ensure prevention of product contamination and pest activity.</li> <li>3. Contracted cleaning service providers are managed in accordance with requirements specified in M6 Supplier management.</li> <li>4. Workers that are responsible for cleaning must be: <ul style="list-style-type: none"> <li>• trained (as per M3.3.2) in effective cleaning and sanitation practices</li> <li>• provided with appropriate PPE for activities being conducted.</li> </ul> </li> </ol>	Form – SC10 Cleaning plan.
SC10.5	Chemicals and equipment used for cleaning and sanitation is appropriate for use, stored and managed to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. All facilities must be cleaned using appropriate methods, chemicals and materials suitable for the task.</li> <li>2. Chemicals used for cleaning and sanitation must be: <ul style="list-style-type: none"> <li>• appropriate and approved for use in food handling facilities</li> <li>• used according to label (or SDS) instructions</li> <li>• appropriately stored and managed, as per SC4.4.</li> </ul> </li> <li>3. Cleaning equipment must be: <ul style="list-style-type: none"> <li>• managed and maintained to ensure it is not a risk to product and to prevent cross contamination</li> <li>• either disinfected and allowed to dry after use or are single use (mops, scourer, cloths etc)</li> <li>• segregated for the intended area of use, that is product contact, non-product contact and amenities areas. Where possible colour coding should be utilised to aid identification.</li> </ul> </li> </ol>	

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SC10 Maintenance and cleaning			
SC10.5 cont.		<p>4. Records of cleaning and sanitation are maintained and include:</p> <ul style="list-style-type: none"> <li>• date and time</li> <li>• area(s) and equipment</li> <li>• details of what was cleaned and sanitised</li> <li>• chemicals used and rates of application (where applicable)</li> <li>• name of worker(s) conducting the cleaning.</li> </ul> <p>5. Start-up checks (daily pre-op) are conducted by trained workers (as per M3.3.2) prior to production commencing or recommencing.</p>	<p>Cleaning and sanitation records.</p> <p>Form – SC5 Daily start-up checklist.</p>
SC10.6	Environmental monitoring is undertaken to ensure cleaning and sanitation is effective.	<p>1. For product handling areas, based on risk, effectiveness of cleaning must be verified through an environmental monitoring program.</p> <p>2. The program must be documented and include:</p> <ul style="list-style-type: none"> <li>• areas to be monitored, based on risk</li> <li>• tools and equipment to be monitored, based on risk</li> <li>• frequency, and reference to rotation for sampling</li> <li>• tests to be used, microbe to be tested (if applicable) and action (failure) limits.</li> </ul> <p>3. Worker(s) undertaking environmental monitoring must be trained (as per M3.3.2).</p> <p>4. Testing must be conducted using either a competent laboratory or rapid test kits (in house) and:</p> <ul style="list-style-type: none"> <li>• results are reviewed to ensure appropriate corrective and preventive action is undertaken</li> <li>• records are kept and analysed for trends.</li> </ul> <p>5. The Environmental monitoring program is reviewed at least annually, or whenever changes occur based on risk and failures in the program or products.</p>	<p>Environmental monitoring program.</p> <p>Test results.</p>

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## SC10 Maintenance and cleaning




### Freshcare Resources

- Factsheet – SC10 Maintenance and cleaning

### External Resources


- Guidelines for Fresh Produce Food Safety (2019) Chapter 9 Managing facilities, page 55.
- Guidelines for Fresh Produce Food Safety (2019) Chapter 10 Managing tools and equipment, page 59.
- Guidelines for Fresh Produce Food Safety (2019) Chapter 18 testing, page 90.
- University Georgia Extension (USA): Packinghouse Environmental Monitoring Programs: [Identifying Packinghouse Zones](#)
- United Fresh Produce Association: [Guidance on environmental monitoring and control of listeria for the fresh produce industry](#)
- United Fresh Produce Association: [Considerations for Fresh Produce Dry-pack Environmental Monitoring Programs \(EMPs\)](#)

SC11 Waste management			
Element		Compliance Criteria	Records
SC11.1	Waste is managed and disposed of to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. Waste disposal is appropriate for the type of waste generated, and managed: <ul style="list-style-type: none"> <li>• in accordance with legal requirements</li> <li>• to prevent accumulation</li> <li>• to prevent pest activity</li> <li>• to minimise the risk of contaminating product.</li> </ul> </li> <li>2. Waste containers (both internal and external) are provided, appropriate for use, clearly identified and emptied on a regular basis.</li> <li>3. Workers involved in the disposal of waste are trained (as per M3.3.2) to prevent contamination and to ensure hygiene requirements are adhered to.</li> <li>4. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies. A record of disposal is kept.</li> <li>5. Records of waste disposal are maintained for: <ul style="list-style-type: none"> <li>• discontinued or obsolete customer branded packaging and labels</li> <li>• waste from product incidents or subject to recall or withdrawal.</li> </ul> </li> <li>6. External waste disposal service providers are managed in accordance with the requirements specified in M6 Supplier management.</li> <li>7. Waste management is monitored to ensure it is appropriate and effective, based on the type and quantity of waste.</li> </ol>	<p>DrumMUSTER receipt (where available).</p> <p>ChemClear receipt (where available).</p> <p>Waste disposal records.</p>
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• Factsheet – SC11 Waste management.</li> </ul>		<ul style="list-style-type: none"> <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>


## SC12 Pest management

Element		Compliance Criteria	Records
SC12.1	Document and implement a plan for managing pests.	<ol style="list-style-type: none"> <li>1. Where product is handled, packed or stored, measures are taken to: <ul style="list-style-type: none"> <li>• minimise animal and pest presence</li> <li>• exclude domestic animals</li> <li>• discourage roosting of birds.</li> </ul> </li> <li>2. Effective pest prevention methods must be in place for: <ul style="list-style-type: none"> <li>• areas where product is handled, packed and stored</li> <li>• areas where vehicles, equipment, containers and materials that come into contact with product are stored</li> <li>• workers facilities and amenities areas</li> <li>• waste and recycling handling and storage areas</li> <li>• maintenance workshops and engineering stores.</li> </ul> </li> <li>3. A documented plan is followed to manage pests in and around product receipt, handling, packing and storage areas. The plan must include: <ul style="list-style-type: none"> <li>• identification of the target pests relevant for the geographical area and location of the site</li> <li>• method and/or chemicals used</li> <li>• location of baits and traps (collection devices)</li> <li>• frequency of checking baits and traps</li> <li>• name of person and/or business responsible for placing, checking and restocking baits and traps.</li> </ul> </li> <li>4. The pest management plan is reviewed at least annually and whenever changes occur based on risk and/or failures in the program. A record is kept.</li> </ol>	Form – SC12 Pest management plan.

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SC12 Pest management			
SC12.2	Pest control activities are managed to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. Workers responsible for pest management are trained as per M3.3.2.</li> <li>2. If a contractor is used for pest management, a worker is responsible for the management of the contractor and the overall pest prevention program.</li> <li>3. External pest management service providers are managed in accordance with M6 Supplier management.</li> <li>4. Methods used for pest management are appropriate for use in product handling, packing and storage areas.</li> <li>5. Baits and traps used for pest management are: <ul style="list-style-type: none"> <li>• located, contained and managed to prevent the contamination of product, packaging, materials and equipment</li> <li>• numbered or identified</li> <li>• documented in the pest management plan (as per SC12.1.3).</li> </ul> </li> <li>6. Chemicals used for pest management must meet criteria as per SC4.4 and be: <ul style="list-style-type: none"> <li>• suitable for use in product handling, packing and storage areas</li> <li>• used according to label instructions</li> <li>• appropriately stored with access to Safety Data Sheets (SDS).</li> </ul> </li> </ol>	Form – SC12 Pest management plan.
SC12.3	Pest control measures are monitored.	<ol style="list-style-type: none"> <li>1. Pest control measures are monitored by trained workers to ensure they are effective.</li> <li>2. Workers understand the signs of pest activity and the method of reporting pest sightings.</li> <li>3. Records of pest sightings are kept and include: <ul style="list-style-type: none"> <li>• date of sighting</li> <li>• area</li> <li>• type of activity</li> <li>• action taken</li> <li>• name of worker(s) reporting the sighting.</li> </ul> </li> <li>4. Records and trend analysis of all pest control monitoring and treatments must be maintained.</li> </ol>	<p>Form – SC12 Pest sighting record.</p> <p>Pest treatment records.</p> <p>Contractor service reports.</p>
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet – SC12 Pest management.</li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019) Chapter 13 Managing Animals, from page 70.</li> <li>• Australian Environmental Pest Managers Association: <a href="https://aepma.com.au/">https://aepma.com.au/</a></li> </ul>	

## SC13 Transport

Element		Compliance Criteria	Records
SC13.1	Manage product transport vehicles and shipping containers to minimise the risk of contaminating product.	<ol style="list-style-type: none"> <li>1. Product is not transported under conditions or with other goods that present a potential source of contamination.</li> <li>2. Transport vehicles and shipping containers are checked before use for cleanliness, pest infestation and foreign objects. Where necessary, vehicles are cleaned to prevent the contamination of product.</li> <li>3. Transport refrigeration systems are: <ul style="list-style-type: none"> <li>• checked prior to loading to ensure they are operating at specified temperatures</li> <li>• monitored to maintain regulatory and/or customer temperature specifications during transit</li> <li>• calibrated at least annually in accordance with manufacturer’s specification or recognised method.</li> </ul> </li> <li>4. Measures are taken when loading and unloading to prevent contaminating product.</li> <li>5. Workers are appropriately trained and/or licensed to operate product transport, as per M3.3.2 and in accordance with legislative requirements.</li> <li>6. External transport service providers are managed in accordance with the requirements specified in M6 Supplier management and in accordance with legislative requirements.</li> </ol>	Form – SC9 Calibration record.
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Factsheet: SC13 Transport.</li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2019) Chapter 12 Vehicle maintenance and hygiene, page 68.</li> <li>• Recommended International Code of Practice for packaging and transport of fresh fruit and vegetables (CAC/RCP 44-1995).</li> <li>• Australian Cold Chain Guidelines (2017) - <a href="http://www.afgc.org.au/wp-content/uploads/2019/07/Australian-Cold-Chain-Guidelines-2017.pdf">www.afgc.org.au/wp-content/uploads/2019/07/Australian-Cold-Chain-Guidelines-2017.pdf</a></li> <li>• Shipping Australia: <a href="#">Standards for Food Quality Shipping Containers.</a></li> </ul>	

## Appendices

### Appendix 1

<b>A-M3.1</b>	<b>Approved Freshcare training includes:</b>	<b>Businesses undertaking their initial audit to the SC2 Standard:</b>		<b>Businesses undertaking their re-certification audit to the SC2 Standard:</b>
		<ul style="list-style-type: none"> <li>Freshcare Supply Chain Edition 2 training</li> </ul>		<ul style="list-style-type: none"> <li>Freshcare Supply Chain Edition 2 training</li> </ul>
		<ul style="list-style-type: none"> <li>Freshcare Supply Chain Edition 1 training</li> </ul>		<ul style="list-style-type: none"> <li>Freshcare Supply Chain Edition 1 training</li> </ul>
				<ul style="list-style-type: none"> <li>Freshcare Food Safety and Quality Edition 4/4.1/4.2 Training. (Case by case basis)</li> </ul>
<b>A-M3.5</b>	<b>Chemical Training:</b>  <b>Note:</b> this is the most recent qualification at time of publication. Confirm superseded units of competency via <a href="http://www.training.gov.au/Home/Tga">www.training.gov.au/Home/Tga</a>	AHCCHM307 <b>OR</b>	Prepare and apply chemicals to control pest, weeds and diseases	
		AHCCHM306	Prepare and apply chemicals for handheld application equipment	
		AHCCHM304	Transport and store chemicals	
<b>A-M6</b>	<b>Freshcare recognised food safety and quality programs</b>	<b>Freshcare</b>	Food Safety and Quality (FSQ) Supply Chain (SC)	Growers, Packers and Supply Chain
		<b>GLOBALG.A.P.</b>	Integrated Farm Assurance (Option 1 only)- GFS Version	Growers and Packers
		<b>SQF</b>	Food Safety Code for Primary Production/ Primary Plant Production 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 Global Standard for Storage and Distribution	Packers and Supply Chain

A-SC4	Evidence of compliance for water quality (including ice)	External supplier e.g. town water	<ul style="list-style-type: none"> <li>• certificate of compliance,</li> <li>• water test result/s.</li> </ul>
		Water treated on-site	<ul style="list-style-type: none"> <li>• water treatment process is documented, and water tested to verify treatment process is effective.</li> <li>• Treatment and monitoring records are kept.</li> <li>• If water source or treatment method changes, process is reviewed, documented and water tested to verify treatment process is effective.</li> </ul>
	Australian approved methods for E. coli in water:  For all intents and purposes 1 CFU = 1 MPN.	Membrane filtration method:	<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>
		Most probable number (MPN):	<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>
		Defined substrate technology (DST):	<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>
A-SC5	Handwashing/ hand drying alternatives	<p>Toilets and hand washing facilities must be equipped with mechanism/s for effective hand drying.</p> <p>Hand drying facilities must be used effectively and properly maintained to minimise the risk of contamination to product.</p>	<p>Approved mechanisms for effective hand drying include:</p> <ul style="list-style-type: none"> <li>• disposable paper towel</li> <li>• hand dryers.</li> </ul>

**Appendix 2 - RISK ASSESSMENT – Other Practices**

Practice/step	Hazard/potential hazard (e.g. chemical, microbial, physical, quality)	Cause/risk	Sev*	Li*	Sig*	What control measures are in place?	Records/verification
<b>Review/Approval:</b>							

\*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

	Likelihood				
Severity	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



### Appendix 3 - Applicable Elements

This section gives a guide to participating businesses on the likely applicable elements for certified scopes. When reviewing elements, there may also be compliance criteria that does not apply, and this should be recorded in your internal audit, with appropriate comments.

Number	Element Name	Packer	Ripener/ Fumigator	Storage and Warehouse	Wholesaler/ Providore	Transport	Agent/Broker/ Virtual Broker
<b>R1-R9</b>	Freshcare Rules	Y	Y	Y	Y	Y	Y
<b>M1</b>	Scope and Commitment	Y	Y	Y	Y	Y	Y
<b>M2</b>	Documentation	Y	Y	Y	Y	Y	Y
<b>M3</b>	Training and Development	Y	Y	Y	Y	Y	Y
<b>M4</b>	Customer and regulatory requirements	Y	Y	Y	Y	Y	Y
<b>M5</b>	Food defence and food fraud	Y	Y	Y	Y	Y	Y
<b>M6</b>	Supplier management	Y	Y	Y	Y	Y	Y
<b>M7</b>	Incident management, Withdrawal and Recall	Y	Y	Y	Y	Y	Y
<b>M8</b>	Internal audit, corrective, and preventative action	Y	Y	Y	Y	Y	Y
<b>SC1</b>	Hazard analysis	Y	Y	Y	Y	Y	Y
<b>SC2</b>	People	Y	Y	Y	Y	Y	N
<b>SC3</b>	Allergen Management	Y	Y	Y	Y	Y	N
<b>SC4</b>	Incoming goods and process inputs	Y	Y	Y	Y	N	N
<b>SC5</b>	Facilities	Y	Y	Y	Y	Y	N
<b>SC6</b>	Product handling, processing and packing	Y	Y	Y	Y	N	N
<b>SC7</b>	Product identification & traceability	Y	Y	Y	Y	Y	Y
<b>SC8</b>	Control of foreign objects	Y	Y	Y	Y	N	N
<b>SC9</b>	Equipment and tools	Y	Y	Y	Y	N	N
<b>SC10</b>	Maintenance and cleaning	Y	Y	Y	Y	Y	N
<b>SC11</b>	Waste management	Y	Y	Y	Y	N	N
<b>SC12</b>	Pest management	Y	Y	Y	Y	Y	N
<b>SC13</b>	Transport	Y	Y	Y	N	Y	Y

## Glossary

Term	Definition																						
<b>Adjacent</b>	Immediately adjoining, neighbouring, surrounding, lying near or close by.																						
<b>Agricultural Chemical</b>	Refer Chemical (agricultural) below																						
<b>Allergen</b>	<p>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.</p> <p>The allergens required to be declared in Australia are listed:</p> <table border="0" data-bbox="1196 368 1928 879"> <tr> <td data-bbox="1196 368 1644 408">Added Sulphites of 10mg/kg or more</td> <td data-bbox="1787 389 1872 416">Peanut</td> </tr> <tr> <td data-bbox="1196 408 1464 448">Wheat and its hybrids</td> <td data-bbox="1787 477 1883 504">Almond</td> </tr> <tr> <td data-bbox="1196 448 1738 528">These cereals and their hybrids (when gluten is present) – Barley, Oats and Rye</td> <td data-bbox="1787 520 1906 547">Brazil nut</td> </tr> <tr> <td data-bbox="1196 528 1256 568">Milk</td> <td data-bbox="1787 563 1883 590">Cashew</td> </tr> <tr> <td data-bbox="1196 568 1245 608">Egg</td> <td data-bbox="1787 606 1895 633">Hazlenut</td> </tr> <tr> <td data-bbox="1196 608 1252 647">Fish</td> <td data-bbox="1787 649 1928 676">Macadamia</td> </tr> <tr> <td data-bbox="1196 647 1323 687">Crustacea</td> <td data-bbox="1787 692 1861 719">Pecan</td> </tr> <tr> <td data-bbox="1196 687 1301 727">Mollusc</td> <td data-bbox="1787 735 1890 762">Pine nut</td> </tr> <tr> <td data-bbox="1196 727 1357 767">Sesame seed</td> <td data-bbox="1787 778 1895 805">Pistachio</td> </tr> <tr> <td data-bbox="1196 767 1267 807">Lupin</td> <td data-bbox="1787 821 1877 849">Walnut</td> </tr> <tr> <td data-bbox="1196 807 1305 847">Soybean</td> <td></td> </tr> </table>	Added Sulphites of 10mg/kg or more	Peanut	Wheat and its hybrids	Almond	These cereals and their hybrids (when gluten is present) – Barley, Oats and Rye	Brazil nut	Milk	Cashew	Egg	Hazlenut	Fish	Macadamia	Crustacea	Pecan	Mollusc	Pine nut	Sesame seed	Pistachio	Lupin	Walnut	Soybean	
Added Sulphites of 10mg/kg or more	Peanut																						
Wheat and its hybrids	Almond																						
These cereals and their hybrids (when gluten is present) – Barley, Oats and Rye	Brazil nut																						
Milk	Cashew																						
Egg	Hazlenut																						
Fish	Macadamia																						
Crustacea	Pecan																						
Mollusc	Pine nut																						
Sesame seed	Pistachio																						
Lupin	Walnut																						
Soybean																							
<b>Allergen labelling</b>	A declaration on food products identifying all the main foods and their products that may cause an allergenic reaction, even if these products are ingredients or processing aids.																						
<b>Approved supplier</b>	A supplier who is approved by the business to provide a product or service that meets defined specifications.																						
<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>Broker (Agent)</b>	Includes businesses involved in facilitating trade of product between a supplier and a customer. Freshcare defines ‘brokers’ to also include agents, virtual brokers and marketing groups.																						

<b>Term</b>	<b>Definition</b>
<b>Business continuity</b>	A planning and preparation process undertaken to ensure a business can continue to operate, or recover quickly to an operational state, following a serious incident or disaster.
<b>Business enterprise</b>	Any business undertaking occurring on the site that may have an impact on the food safety or quality of products under the scope of certification.
<b>Business representative</b>	Workers who are appointed to represent or manage on behalf of the business.
<b>Calibrate</b>	To check, adjust, make corrections or determine accuracy by comparison with a national standard or recognised method.
<b>Chemical (Agricultural)</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 premises, facilities or in direct contact with product.
<b>Chemical</b>	Includes all chemical products that come in direct contact with fresh produce (postharvest), product contact surfaces and used within food handling and storage facilities. Examples include postharvest dips / treatments, fruit waxes, sanitisers, cleaning agents, handwash, hand sanitiser, lubricants / grease and other maintenance chemicals, pest control treatments.
<b>Chemical contamination</b>	The unwanted presence of chemicals in product.
<b>Cleaning</b>	A process undertaken to remove soil, debris, contaminants, microorganisms and foreign objects, to maintain safe and hygienic production areas, equipment, premises, facilities and amenities.
<b>Conditional acceptance</b>	Customer acceptance of a consignment (purchase order) when a quality parameter does not meet the customer's specification. A conditional acceptance will only be granted if food safety and customer satisfaction is not compromised.
<b>Competent</b>	Demonstration of knowledge and skills to complete tasks to specified performance criteria.
<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 site activities, water sources, packing facilities, people, pests and 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 the disposal of controlled wastes is regulated. Types of controlled waste include but are not limited to, agricultural chemicals; chemical containers; tyres and oil.

<b>Term</b>	<b>Definition</b>
<b>Corrective Action Record (CAR)</b>	A written record of an issue, or issues, which must be addressed to demonstrate compliance with the Freshcare Standard. They may be documented during internal audits (self-assessment), external audits, or during routine activities.
<b>Customer</b>	A commercial packer, marketing group, wholesaler, exporter, processor, retailer or consumer who receives produce from a supplier.
<b>Customer requirements</b>	A written specification, agreement or contract between a business and customer. Customer requirements may also outline specifications for produce handling, labelling, transport and assessment requirements.
<b>Dangerous Good(s)</b>	Dangerous goods are substances that are corrosive, flammable, combustible, explosive, oxidising or water-reactive or have other hazardous properties. Dangerous goods can cause explosions or fires, serious injury, death and large-scale damage to property or the environment.  Some substances are both hazardous chemicals/substances and dangerous goods.
<b>Deep Cleaning</b>	A cleaning activity done on a scheduled basis (monthly, quarterly, annually) that can be conducted outside of normal operational cleaning. It should include equipment dismantling, ceilings, walls and other hard to reach areas, air-conditioning vents, drains, cool rooms as examples. It may need speciality equipment to be used to conduct the cleaning.
<b>Distribution</b>	See: Transport & Distribution.
<b>Emergency</b>	Situation in which the business deviates from standard practices or processes in operating under defined conditions.
<b>Environmental monitoring</b>	A documented activity where actions are taken to evaluate the effectiveness of controls on preventing contamination from the site environment. It is the verification of the effectiveness of the pathogen controls that a facility has in place.  Includes pathogen or indicator swabbing (as appropriate) to detect risk in the sanitary conditions in the processing or food handling environment.  Can be via traditional microbiological testing (swabbing) or using rapid technologies such as ATP Bioluminescence techniques.
<b>External audit</b>	A third-party audit of business operations and records against the relevant Freshcare Standard and Freshcare Rules to independently assess performance to the Freshcare Standard.
<b>Facility</b>	A structure, amenity or piece of equipment provided within the business premises for a specific purpose. Examples of facilities include but are not limited to, packing lines, ripening rooms, storage areas and cool rooms.  See: Worker facilities.
<b>Flowchart</b>	A diagram identifying the sequence of activities undertaken in a procedure or process that the business undertakes.
<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>Term</b>	<b>Definition</b>
<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 grade</b>	A term used to describe supplies, equipment, chemicals, products and packaging that are of sufficient quality and safety to be used on food, or for food handling, preparation, production or storage uses.
<b>Food safety culture</b>	The attitudes, values, beliefs and norms that affect mindset and behaviour toward food safety in, across and throughout the business. Related to the importance of product safety and confidence of the systems, processes and procedures used by the business.
<b>Food Standards Australia New Zealand (FSANZ)</b>	A Government agency responsible for developing and administering the 'Australia New Zealand Food Standards Code'. Refer to <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a> for more information.
<b>Foreign object</b>	Foreign objects are physical contaminants that intrude fresh produce, fresh produce packaging and/or prepared products. Foreign objects can be considered as any item that intrudes where it should not be found.
<b>Foreign object detection equipment</b>	Specially designed equipment such as metal detectors or x-ray systems used to identify and aid the removal of specific types of foreign objects.
<b>Freshcare training</b>	Training to the Freshcare Food Safety & Quality Program, provided by an approved Freshcare trainer or Freshcare eLearning. Refer to the Appendix for a list of approved Freshcare Food Safety & Quality courses.
<b>Freshcare Rules</b>	A document released by Freshcare Limited, detailing the requirements of businesses participating in the Freshcare Program.
<b>Fumigation (Fumigator)</b>	Includes businesses involved in fumigation of produce to address a specific hazard.
<b>Hazard</b>	A chemical, physical or microbial agent in product that can potentially cause injury or illness to a consumer if not controlled. A quality hazard is any factor that prevents product from meeting customer 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>Historically proven</b>	A number of consecutive tests conducted at a nominated frequency to demonstrate compliance to specified limits.
<b>Incident</b>	An event that has, or could, occur that may result in the production or supply of unsafe, illegal or non-conforming product.
<b>Initial Audit</b>	This is a business' first external audit to the Freshcare Standard.

<b>Term</b>	<b>Definition</b>
<b>Incoming goods</b>	Also: Process inputs or Input materials Products, materials and services used by the business, that are purchased and/or received from an external source.
<b>Internal audit</b>	An audit conducted by the business to review its own processes and system management.
<b>Labels</b>	Identification of produce through the addition of a readable code, information or description. Product labels could also refer to finished product packaging used for retail sale. Includes on site printing and pre-printed film, flow-wrap, stickers, tags etc
<b>Maintenance</b>	The processes undertaken to maintain, upkeep or preserve in optimal condition.
<b>Microbial contamination</b>	The unwanted presence of microbes in produce. 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 Giardia.
<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 – Supply Chain Standard or Freshcare Rules.
<b>Organisational chart</b>	A diagram that depicts the organisational structure of a business and relationships of workers' roles in the management of food safety and quality.
<b>Organisational structure</b>	The chain of command or hierarchy of workers within an organisation or business.
<b>Other facilities</b>	See: Worker facilities.
<b>Outsourcing/ Outsourced</b>	A business and/or individual carrying out a process or set of activities on behalf of the certified business. Usually conducted at another premises or location.
<b>Packaging</b>	Materials used to contain, protect, wrap and/or cover product. Packaging includes but is not limited to: produce bin, crates, cardboard boxes, trays, clear film, plastics, containers and labels.
<b>Packing (Packer)</b>	Includes businesses involved in receiving, handling, packing and re-packing of fresh produce (does not include further processing of whole products).
<b>Pests</b>	Includes, but is not limited to, rats; mice; birds; cockroaches and other animals and insects that may be a source of contamination to fresh produce.
<b>Physical contamination</b>	The unwanted presence of foreign objects or physical contaminants in fresh produce.
<b>Premises</b>	The physical building(s) and site(s) where business activities are undertaken, including but not limited to: buildings, sheds, warehousing, loading and unloading areas.

<b>Term</b>	<b>Definition</b>
<b>Process inputs</b>	See: Incoming goods.
<b>Produce (Fresh produce)</b>	Includes, but is not limited to, fresh fruit and vegetables; nuts; herbs; spices; wine grapes; coffee; tea; flowers and foliage.
<b>Product contact surfaces</b>	Any surfaces within product handling areas that come into contact or have the potential to come into contact with product.
<b>Product</b>	Includes all product handled by the business. Product or final product refers to product as presented when ready for sale to the business' final customer or consumer. May be represented in various forms, for example: bulk produce bins, prepacked produce, packaged produce, palleted produce.
<b>Product identification</b>	The ability for a business to identify, track and trace produce. A form of label, barcode or record used to maintain produce traceability.
<b>Product specification</b>	Established 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 the Freshcare Supply Chain Standard).
<b>Property map</b>	Also: Site map Any combination of aerial photographs and topographical, cadastral or self-drawn maps or map overlays that document the relevant boundaries, infrastructure and features on and within, or adjacent to, the property. Will also include detailed overview of building infrastructure/ premises, and location of critical infrastructure (coolrooms, segregated storage, packing rooms, equipment/ production line layout, worker amenities) etc.
<b>Provedore</b>	Includes businesses involved in the procurement of fresh produce for distribution or resale to the food service industry.
<b>Raw materials</b>	The original state a product is received. Raw material inputs may refer to fresh produce or packaging materials.
<b>Recall (of product)</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 product from consumers and businesses in the supply chain whereas a trade level recall only involves recovery of product from businesses in the supply chain.
<b>Record</b>	Documentary evidence to support compliance with the Freshcare Supply Chain Standard. The medium can be paper, photographic or electronic, or any combination thereof.
<b>Retail Sale</b>	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.
<b>Rework</b>	Activity undertaken on product that has left the normal operational flow and requires action to be taken on it before it is acceptable for release or re-use within the process.

<b>Term</b>	<b>Definition</b>
<b>Ripening (Ripener)</b>	Includes businesses involved in controlled atmosphere ripening of fresh produce.
<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>Root Cause</b>	The identification of underlying cause(s) of a problem (hazard, identified issue etc), which if adequately addressed, will prevent the re-occurrence of that problem.
<b>Safety Data Sheet (SDS)</b>	A reference document for chemicals, fuels and other hazardous products. A SDS includes information on the products physical and chemical properties; safe handling, storage, transport and disposal procedures; first aid and health hazards; impacts on the environment; and what to do in accidents and emergencies.
<b>Sanitation</b>	A step used after cleaning, that results in a reduction, by means of chemical agents and/or physical methods, of the number of microorganisms in the environment (or on a person), to a level that does not compromise food safety or suitability.
<b>Scope</b>	Business activities undertaken for which Freshcare certification is required. The scope will include a description of the business type (packing, storage, ripening, fumigation, wholesaling, brokerage, provedore, transport and distribution); site address(es); produce or produce groups handled; 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>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>Storage</b>	Includes businesses involved in the retention, storage (including controlled atmosphere storage) and warehousing of product.
<b>Supplier</b>	An individual or business that supplies materials or services.
<b>Traceability</b>	The ability to trace raw materials and product within and through the supply chain, from raw material inputs to finished product. Commonly a ‘one step back, one step forward’ approach is required to be demonstrated.
<b>Transport &amp; Distribution</b>	Includes businesses involved in the collection, transport and distribution of product. Transportation and distribution includes the direct transfer of products from one business, vehicle or container to another; undertaken via road, rail, air or ship.
<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>Trend</b>	A review of data to identify patterns of results



<b>Term</b>	<b>Definition</b>
<b>Validation</b>	Obtaining (or establishing) documentary evidence that a control measure (or combination of control measures) will be capable of effectively controlling the significant food safety (or quality) hazard and is capable of delivering the required outcome.
<b>Variation (as related to product)</b>	A variation to a customer specification is requested, and granted, for quality parameters that do not compromise food safety or customer satisfaction. Variations to specifications are usually granted for a specified time period until “in specification” product can be supplied.
<b>Vehicles</b>	All forms of transport used for moving produce, including but not limited to, forklifts; tractors; utilities; cars; trucks; refrigerated trailers.
<b>Verification</b>	An activity undertaken in addition to monitoring using a set of procedures, processes and tests designed to ensure the food safety and quality system is working effectively.
<b>Visitor</b>	Any person(s) visiting the site, premises or facilities, usually for a limited timeframe. Note that (sub)contractors are included under the definition of workers.
<b>Waste</b>	Unwanted, unusable and rejected materials.
<b>Wholesaling (Wholesaler)</b>	Includes businesses involved in the procurement, handling and wholesale sale of produce.
<b>Withdrawal (of product)</b>	Action taken to remove product from the supply chain if there is a defect to the product that presents no food safety or potential food safety risk to consumers or as a precaution. Reasons for withdrawal commonly due to underweight product, or quality issues.
<b>Withholding Period (WHP)</b>	The required period of time that must elapse between the chemical treatment of produce and produce consumption.
<b>Worker facilities</b>	Places, amenities or areas provided specifically for workers within the business. Worker facilities include but are not limited to: accommodation, staff quarters, lunch rooms, toilets and washrooms, hand washing facilities, smoking areas, recreation and breakout areas. They can be either inside or outside.
<b>Worker(s)</b>	All people working in the business on site or in the operation of the business. Includes owners, family members, employees/ staff, consultants, contractors or sub-contractors, labour hire etc.
<b>Work in progress/process (WIP)</b>	Product that is held in partial form awaiting further handling or processing. Examples: pre-cooling before processing, graded and awaiting packing etc.

## **Legal and Other Information.**

### **Disclaimer**

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### **Acknowledgments**

Many individuals and organisations have been involved in the development of this Standard. Their contribution and support is appreciated.

Freshcare also thanks contributors to previous editions of the Freshcare Supply Chain Standard



## Freshcare Industry Advice Notice – SCS2 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. Member Organisations. Approved Trainers.
<b>Applicable Standard:</b>	Freshcare Supply Chain Standard Edition 2 (SCS2)
<b>Applicable Scope:</b>	Packer, Storage, Ripener, Fumigation, Transporter Wholesaler, Broker/ Agent, Provedore, Marketing Group
<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 Supply Chain Standard Edition 2 (SCS2).

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 with 28 days' notice of the changes to the Program. This notice outlines the changes.
- One (1) significant rule change is applied to the Program Rules of the Standard, **under R1 Scope**.
  - Unannounced audit window reduced from 60-day to a **30-day** period.
- The changes indicated below apply to the following section "Freshcare Rules". This commences on page 4 of the Standard.
- This document is to be retained on file in accordance with the SCS Standard (Documentation M2.2).



## Outline of Changes

The changes indicated below apply to the following section “Freshcare Rules”. This commences on page 4 of the SCS2 Standard.

<b>Section</b>	<b>Changes</b>
Opening paragraphs.	Unchanged.
R1 Scope.	Insertion of new clause <b>R1 4(b)</b>
R2 Freshcare Registration process.	Unchanged.
R3 Two-part Audit process.	Unchanged.
R4 Freshcare Certification process.	Unchanged.
R5 Corrective Action Report (CAR) Rating and Closure.	Unchanged.
R6 Fees.	Unchanged.
R7 Suspensions and Withdrawal.	Unchanged.
R8 Complaints and Appeals.	Unchanged.
R9 Use of the Freshcare Logo.	Unchanged.

Queries regarding these changes can be directed to:

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

Phone: +61 2 8039 9999

## 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 any timeframe stated within 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 activities as outlined in the following table:

Standards	Code	Applicable to	Audit Cycle	Audit Duration	Unannounced
Freshcare Supply Chain Standard Edition 2	<b>SCS2</b>	<p><b>Packer</b> (GFSI - Biii) (includes packing, pre-pack and re-pack activities): Includes businesses involved in receiving, handling, packing, and re-packing of whole fresh produce (does not include further processing of whole products).</p> <p><b>Ripener/ Fumigator</b> (GFSI - Biii): Includes businesses involved in controlled atmosphere ripening and fumigation activities for whole fresh produce.</p>	<p><b>Annual</b> Takes place in consideration of witnessing the businesses' operations and shall occur during operational months.  The Certification Body will conduct recertification audits to take place up to 60 days prior to the certification anniversary 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. Refer to R1.3  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>As a minimum - One (1) audit every <b>three (3)</b> years shall be conducted as unannounced.  This does not include the initial audit to the standard.  Your CB will determine the cycle for unannounced audit to occur and shall provide notice to the business of the audit window to which the business expects the audit to occur.</p>

Standards	Code	Applicable to	Audit Cycle	Audit Duration	Unannounced
Freshcare Supply Chain Standard Edition 2	<b>SCS2</b>	<p><b>Storage</b> (GFSI - G): Includes businesses involved in the retention, storage (including controlled atmosphere storage) and warehousing of fresh produce.</p> <p><b>Wholesaling</b> (GFSI - Fi): Includes businesses involved in the procurement, handling and wholesale sale of fresh produce.</p> <p><b>Transport</b> (GFSI - G): Includes businesses involved in the collection, transport and distribution of fresh produce. Transportation and distribution include the direct transfer of products from one business, vehicle or container to another; undertaken via road, rail, air or ship.</p>	<p><b>Annual</b> Takes place in consideration of witnessing the businesses' operations and shall occur during operational months.</p> <p>The Certification Body will conduct recertification audits to take place up to 60 days prior to the certification anniversary 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. Refer to R1.3</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>As a minimum - One (1) audit every <b>three (3)</b> years shall be conducted as unannounced.</p> <p>This does not include the initial audit to the standard.</p> <p>Your CB will determine the cycle for unannounced audit to occur and shall provide notice to the business of the audit window to which the business expects the audit to occur.</p>

Standards	Code	Applicable to	Audit Cycle	Audit Duration	Unannounced
Freshcare Supply Chain Standard Edition 2	SCS2	<p><b>Marketing Group</b> (GFSI - Fii): Includes businesses involved in facilitating the marketing and trade of fresh produce between a supplier and a customer.</p> <p><b>Broker/ Agent</b> (includes Virtual Brokers) (GFSI - Fii): Includes businesses involved in facilitating trade of fresh produce between a supplier and a customer that do not take physical ownership or physically handle the product.</p>	<p><b>Annual</b> Takes place in consideration of witnessing the businesses' operations and shall occur during operational months. The Certification Body will conduct recertification audits to take place up to 60 days prior to the certification anniversary 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. Refer to R1.3. 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>	<b>Optional</b>

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. 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.
3. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body (in accordance with R1.1) and auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business.
4. 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 request for approval for blackout dates for up to ten (10) days of non-operation per audit activity and blackout dates shall be requested and approved prior to the commencement of the audit window.



5. 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.
6. The Certification Body shall at each audit, reconfirm a business's scope of operations including categories, produce/produce groups and sites as registered with Freshcare, and any exclusions to certification.
7. Where a business is seeking certification for more than one (1) produce/produce groups, and they do not 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.
8. Between recertification audits, changes to the scope of Freshcare certification including categories, produce/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.
9. 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 e.g: a sole trader, partnership, limited or unlimited company, limited liability partnership.
2. 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.
3. 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.
4. 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.
5. 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 packing facilities, ripening or fumigation facilities, warehouses, off site storage, distribution centre 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; all sites must be visited/ inspected to be included on the certificate unless they are verified as non-operational.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. Any change to a business's profile or key contact information or other details provided upon registration shall be notified to Freshcare in writing within 28 days of the 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, unless exceptional circumstances apply. Rules under R4 still apply.	
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 the Part B to ensure 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 (but not limited to) physical operations (example water sources and infrastructure; chemical storage and handling facilities; produce handling, packing and storage facilities, transport vehicles etc) 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 Recertification 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. If successful, the Certification Body will provide the business with the final audit report and an electronic and/or hard copy certificate in the format approved by Freshcare from FreshcareOnline, based on the following criteria being met:
  - a. payment of all fees; and
  - b. 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 (refer R7) 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.
<b>Major</b>	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 (lapsed), resulting in the business having to undergo a new audit.
<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 (lapsed) resulting in the business having to undergo a new audit.

1. All corrective actions raised at audit must be 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 will need to be scheduled, at the expense of the business.

## R6 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.

## R7 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. there is evidence of fraudulent activity occurring, including the falsification of certificates.
  - c. a Critical CAR is raised.
  - d. the business unreasonably delays or continually defers a Freshcare audit.
  - e. the auditor cannot complete an audit in full because the business fails to provide access to a site or records, or otherwise fails to cooperate in the audit process.
  - f. the business fails to pay any fees in connection with the Freshcare Program in accordance with the contractual terms of the Certification Body.
  - g. the business supplies false or misleading information.
  - h. 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.

## R8 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: <https://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.

#### R9 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, corporate logo, or certification logo must not be misrepresented or used in any manner that could be misconstrued or may be defamatory to Freshcare.
3. 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 and activities as covered under their scope of 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).
4. 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.
5. A business must immediately cease using the Freshcare name, 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.
6. 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), and that a corrective action may be issued by the Certification Body.