

Freshcare

Australian Wine Industry Standard of Sustainable Practice Viticulture

Edition 1

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**This Standard can be used to meet the requirements
of Sustainable Winegrowing Australia**

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Introduction

Purpose and scope

Freshcare provides the Australian Wine Industry Standard of Sustainable Practice – Viticulture – Edition 1 (AWISSP-VIT1), as an industry owned standard, describing the practices required on farm to provide assurance that wine grapes have been produced with care for the environment, and in a sustainable manner.

The Standard offers benefits to both suppliers and customers. It verifies that industry recognised best practice is followed, and sustainable outcomes are achieved. Certification to this Standard is achieved through independent third-party auditing by approved auditors. Certification to the Freshcare Australian Wine Industry Standard of Sustainable Practice – Viticulture can be used to meet the requirements of Sustainable Winegrowing Australia, which is administered by the Australian Wine Research Institute (AWRI).

Freshcare Limited continues to work closely with the AWRI, the Wine Industry Sustainability Advisory Committee and key customer groups globally, to maintain a level of program awareness and developments, and to ensure continued compliance with market requirements and community expectations.



Sustainable Winegrowing Australia trust mark

The Sustainable Winegrowing Australia trust mark is the property of the Australian Wine Research Institute Limited (AWRI) and Australian Grape and Wine Incorporated (AGW).

Certified Members of Sustainable Winegrowing Australia have the opportunity to use the Sustainable Winegrowing Australia trust mark in accordance with the trust mark rules of use and style guide specifications.

Standard Review Process

Freshcare supported by the Freshcare Technical Committee – Environmental is responsible for the review and amendment of this Standard, working closely with the Wine Industry Sustainability Advisory Committee. Participating Freshcare businesses are advised of all Standard updates and should ensure that they are always operating with the current edition of the Standard.

Suggestions for improving this Standard from all users and industry is encouraged. Suggestions should be submitted in writing to Freshcare Limited.

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Using this Standard

This Standard is presented in the following sections:

- 1 – Freshcare Rules (R)
- 2 – Management (M elements)
- 3 – Environmental (E elements)
- 4 – Appendix.

Each section forms part of the auditable criteria for compliance with this Standard. The Management and Environmental elements describe the specific outcomes required and the practices needed to demonstrate sustainability outcomes for each participating business. Training to the Standard is delivered with supporting forms and resources, to establish the foundations for effectively implementing the Freshcare Australian Wine Industry Standard of Sustainable Practice – Viticulture – Edition 1 (AWISSP-VIT1).

Freshcare Rules

R1 Scope

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

Standards	Code	Applicable to	Audit Cycle	Audit Duration
Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture	AWISSP-VIT1	Grower Grower Includes businesses involved in production and harvest of a crop, pre-farm gate. Wine Grapes: Applicable to wine grape production only.	Triennial (3 years) 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.	The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body.

R2 Freshcare Registration Process

1. All sites to be included under the scope of certification must be disclosed on the Freshcare registration form and on application for audit.
2. A business is required to 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 will be responsible for the management of the business's compliance with the Freshcare Program.
3. 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; and
 - b. Where this person leaves, the business shall require a new trained representative to commence training within three (3) months.
4. 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 must 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. 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;
 - d. 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.
 - e. A business must 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.
5. Any change to a business's profile or key contact information or other details provided on registration must be notified to Freshcare in writing within 28 days of the change.

R3 Freshcare Certification Process

1. Only Freshcare approved Certification Bodies may 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 must 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 will include information pertaining to Standard(s), Scopes, Company Details (name, address, contacts), type of audit and other details required to be captured by the Certification Body.
3. Subject to its contract with its nominated Certification Body, a business may change its nominated Certification Body at any time, in accordance with the following:
 - a. The business is not currently suspended from the Freshcare Program;
 - b. there are currently no corrective actions outstanding or outstanding payments from previous audits; and
 - c. contact is required with Freshcare prior to CB transfer, to enable the transfer to occur on the Freshcare database.

R3 Freshcare Certification Process *continued*

4. 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.
5. 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.
6. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body and auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business.
7. The business must 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.
8. The business acknowledges and agrees that an auditor (or a Certification Body) may refuse to carry out or finish 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.
 - 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.
9. An auditor may be accompanied on the audit for training or accreditation purposes, e.g. auditor training, auditor calibration, witness audits (Freshcare, AWRI, or Certification Body).
10. 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.
11. Freshcare may contact the business directly for feedback on auditor and/or Certification Body performance.
12. 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.
13. Where corrective actions have been raised (refer R4), the information will be communicated to the business, documented on FreshcareOnline and the timeframes and process for correction provided.
14. 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.

R4 Corrective Action Report (CAR) Rating and Closure

Rating		Actions	
Critical	An issue presenting an immediate risk to the environment, or when the integrity of the Program has been compromised.	Critical CAR action plan must be addressed by the business and provided to the Certification Body within 48 hours of audit. A re-audit may be required.	The business is immediately suspended whilst a resolve is determined between the business and the Certification Body to close the Critical CAR. When the corrective action plan is agreed by the Certification Body, the CAR's must be fully closed within 28 days for the certification to be issued.
Major	Raised when there is the potential to compromise the environment or the integrity of the Program. 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.
Minor	Raised where the issue is not likely to directly impact the environment or the integrity of the Program, but still is of a nature that requires the business to act.	Minor CARs must be addressed within 90 days of the audit.	CAR's remaining outstanding after twelve (12) months deems the audit invalid.

1. All corrective actions raised at audit must closed out within the time frames indicated for certification to be issued.
2. Wherever practical, outstanding issues will be 'closed out' remotely through written or photographic evidence. However, in the event where evidence of 'close out' for outstanding issues cannot be provided remotely, a follow-up audit may need to be scheduled, at the expense of the business.

R5 Fees

1. Payment of all fees by participating businesses is a requirement for the business's continued Freshcare certification.
2. Fees for certification services (e.g. auditing services) are payable to the Certification Body by the business. Freshcare therefore has no influence over the specific fees charged by the Certification Body for undertaking the audit.
3. 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.
4. 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.

R6 Suspensions and Withdrawal


1. Suspension and Withdrawal from program may occur where:
 - a. False or misleading information is provided on application for audit, or in subsequent business updates.
 - b. A Critical CAR is raised.
 - c. The business unreasonably delays or continually defers a Freshcare audit.
 - d. The auditor cannot complete an audit in full, including because the business fails to provide access to a site or records, or otherwise fails to cooperate in the audit process.
 - e. The business fails to pay any fees in connection with the Freshcare Program.
 - f. The business supplies false or misleading information.
 - g. The Certification Body is of the opinion, reasonably held, that the business has breached a material provision of these rules or is not maintaining compliance with the stated requirements of the relevant Freshcare Standard(s) or these rules or is unable or unwilling to do so.
2. If a business's certification is suspended and the ground for suspension is not capable of rectification or, if capable of rectification, the business does not take the necessary action(s) to rectify within a timeframe specified by the nominated Certification Body, the business's registration(s) may be withdrawn by written notice from the Certification Body. Notification will occur to Freshcare and the AWRI and the businesses details will be removed from public registers.

R7 Complaints and Appeals


1. 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.
2. 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.
3. The Business can contact Freshcare for assistance in resolving a complaint between them and the Certification Body should an initial outcome not be satisfactorily managed. There is an enquiry form available on our website www.freshcare.com.au/contact-us/enquiry-form
4. Complaints in relation to activities undertaken by Freshcare will be managed in accordance with Freshcare's complaints procedure.


Management


Element		Compliance Criteria	Records
M1 Scope and Commitment			
M1.1	Define the business scope and the scope of certification.	<ol style="list-style-type: none"> 1. The scope of certification is defined by the owner and/or appropriate senior manager. 2. All business enterprises and activities undertaken are recorded. 3. Flowcharts are completed to document the activities for which certification is required. 	<p>Form – M1 Scope</p> <p>Form – M1 Flowchart</p>
M1.2	Identify property areas, infrastructure and surrounds on a property map.	<ol style="list-style-type: none"> 1. A property map is documented and maintained. A record is kept. 2. The property map identifies property boundaries buildings and facilities including: <ul style="list-style-type: none"> • property boundaries, roads, and surrounds (school, sports fields, residential) • farm houses, buildings, sheds, on-farm roads and access points • toilet facilities, septic tanks and seepage pads • worker accommodation and facilities. 3. The property map identifies production areas and infrastructure including: <ul style="list-style-type: none"> • vineyard blocks and other production areas • bulk fuel storage, including underground tanks • chemical storage areas, mixing areas, equipment clean-down areas, dip sites (livestock) and disposal trenches/evaporation ponds • storage sites for waste, including controlled wastes (empty chemical containers awaiting collection, tyres) • fertiliser and soil additive storage areas, composting/ageing and mixing/loading areas • water sources, extraction points and delivery infrastructure • drainage lines and discharge points. 4. The property map identifies environmentally sensitive areas including: <ul style="list-style-type: none"> • sensitive areas adjacent to the property boundary such as National Parks, World Heritage-listed areas, Ramsar-listed wetland areas, wildlife sanctuaries/corridors or other specified conservation areas • natural waterways, wetlands, riparian areas and lakes • areas that are, or are at risk of being, highly degraded, eroded or contaminated • significant stands of remnant native vegetation • threatened species • other sensitive areas with high conservation value. 	<p>Property map</p> <p>Form – M1 Property map checklist</p>


Element		Compliance Criteria	Records
M1.3	Define the roles, responsibilities and reporting relationships of workers responsible for the management of the Standard.	<ol style="list-style-type: none"> The organisational structure of the business is documented and must include: <ul style="list-style-type: none"> workers responsible for the management of this Standard workers responsible for the management of the Sustainability Action Plan (M2) reporting relationships of all workers whose roles may affect compliance with the requirements of this Standard. The organisational structure, roles and responsibilities are reviewed at least annually, or when changes occur. A record is kept. The organisational structure, roles and responsibilities are communicated to all workers. 	<p>Organisational chart</p> <p>Position descriptions</p>
M1.4	Document the business commitment to the Standard and sustainability objectives.	<ol style="list-style-type: none"> The owner and/or appropriate senior manager signs a commitment statement to support and comply with: <ul style="list-style-type: none"> Freshcare Australian Wine Industry Standard of Sustainable Practice Freshcare Rules (R) Sustainable Winegrowing Australia Sustainability Action Plan (M2); and Legislative requirements (including licensing and permits). The commitment statement is communicated to all workers. The commitment statement is reviewed annually in conjunction with the Sustainability Action Plan (M2). 	Form – M1 Commitment statement
	Freshcare Resources <ul style="list-style-type: none"> Factsheet – M1 Scope and Commitment 		External Resources <p>www.awri.com.au/industry_support/sustainable-winegrowing-australia</p>

Element	Compliance Criteria		Records
M2 Sustainability Action Planning			
M2.1	Establish a Sustainability Action Plan (SAP) to identify planned future actions to manage and improve sustainability.	<div><div><div>1. Conduct an assessment of the property and business operations to identify any business, community and environmental risks and assets.</div><div>2. Establish a Sustainability Action Plan (SAP) that documents the action(s) planned to address sustainability issues and protect assets. The SAP must include:<div><div>• date of plan development</div><div>• sustainability issue/asset being addressed</div><div>• location on the property of the sustainability issue/asset</div><div>• actions planned to address the issue and/or improve the process or asset</div><div>• worker(s) responsible</div><div>• target date of completion for each action</div><div>• evaluation of action(s) undertaken</div><div>• date, name and signature of the person verifying action(s) are completed.</div></div></div><div>3. Evidence of progress towards and/or changes to planned action(s) is kept.</div><div>4. The Sustainability Action Plan (SAP) is reviewed and updated at least annually. The name of the person completing the review and the date of the review are documented.</div></div></div> <div>Form – M2 SAP assessment</div> <div>Form – M2 Sustainability Action Plan (SAP)</div>	
<div><div><div>i</div></div></div>	Freshcare Resources <div><div>• Factsheet – M2 Sustainability Action Planning</div></div>		External Resources

Element		Compliance Criteria	Records
M3 Documentation			
M3.1	Verify compliance with this Standard through relevant documents and records.	<ol style="list-style-type: none"> 1. The current editions of the Standard and the Freshcare Rules are maintained. 2. Use of the Sustainable Winegrowing Australia trust mark is managed in accordance with the guidelines and specifications for use (<i>See Appendix A- M3</i>). 3. All records and documents required to verify compliance to this Standard are legible and must include: <ul style="list-style-type: none"> • title • date of issue or version number • business name • name of the person completing the record, and date of completion. 4. As documents and records change, out-of-date versions are replaced. 5. All records are kept for a minimum of five (5) years (or longer if required by legislation or customers). 	<p>Freshcare Australian Wine Industry Standard of Sustainable Practice</p> <p>Freshcare Rules (R)</p> <p>Trust mark specification and guidelines</p>
M3.2	Verify compliance with Sustainable Winegrowing Australia through reporting of business metrics and completion of the best practice workbook.	<ol style="list-style-type: none"> 1. The defined Sustainable Winegrowing Australia business metrics and the best practice workbook are completed and reported annually. A record is kept. 	<p>Business metrics data</p> <p>Supporting documentation (electricity bills, water use statements)</p>
	Freshcare Resources		External Resources
	<ul style="list-style-type: none"> • Appendix – A-M3 Sustainable Winegrowing Australia trust mark • Factsheet – M3 Documentation 		<p>Sustainable Winegrowing Australia:</p> <p>www.awri.com.au/industry_support/sustainable-winegrowing-australia</p>

Element		Compliance Criteria		Records
M4 Training and Development				
M4.1	Complete approved training as required by this Standard.	1. A management representative completes approved training. Evidence is kept. (See Appendix A-M4).		Training certificate
M4.2	Train all workers who complete tasks relevant to the Standard.	1. Training is provided for workers who complete tasks relevant to this Standard. 2. Training is provided in the relevant language for workers and/or pictorially. 3. A record of internal and external training is kept and must include: <ul style="list-style-type: none">name and signature of traineename of trainer or training providertitle or topic of the trainingdate of training and expiry date (when applicable). 4. The owner or appropriate senior manager completes a review of training to: <ul style="list-style-type: none">identify worker needsidentify opportunities for professional developmentensure appropriate qualifications and licenses are maintained. 5. The review of training is conducted at least annually or when tasks and/or workers change. A record is kept.		Form – M4 Training record – internal VIT Form – M4 Training record – other Training review records
M4.3	Instructions and signage are used to support workers and visitors.	1. Site instructions are provided to all workers and visitors, and must include information regarding: <ul style="list-style-type: none">environmental prioritiesbiosecurity and hygiene requirementssite access and movementuse of protective clothing and footwear (where required)emergency proceduresgeneral behaviour.		Form – M4 Site access instructions
	Freshcare Resources		External Resources	
	<ul style="list-style-type: none">Appendix – A-M4 Approved trainingFactsheet – M4 Training and Development			


Element		Compliance Criteria	Records
M5 Suppliers			
M5.1	Approved suppliers are established for materials and services.	<ol style="list-style-type: none"> Suppliers of materials and services are reviewed and approved, to demonstrate they comply with the applicable requirements of this Standard. A record of is kept. Purchase records are kept for materials and services identified in M5.1.1 and must include: <ul style="list-style-type: none"> name of supplier date of purchase material or service supplied. A Competent laboratory is used when testing is undertaken to verify compliance with requirements of this Standard. 	<p>Form – M5 Approved supplier table</p> <p>Evidence of compliance to requirements</p> <p>Purchase and inspection records from suppliers</p>
M5.2	Manage new planting materials	<ol style="list-style-type: none"> New planting materials are purchased from suppliers that are managed in accordance with the supplier requirements specified in M5.1. and in consideration of legislation. 	<p>Form M5 – Approved supplier table</p> <p>Purchase records</p>
M5.3	Manage certified wine grapes.	<ol style="list-style-type: none"> All wine grapes represented for sale by a certified business, must be sourced from a business currently certified to the Freshcare Australian Wine Industry Standard of Sustainable Practice – Viticulture. 	<p>Evidence of certification</p> <p>Supplier traceability</p>
	Freshcare Resources		External Resources
	<ul style="list-style-type: none"> Factsheet – M5 Suppliers 		<p>IP Australia -Plant Breeder's Rights: www.ipaustralia.gov.au/plant-breeders-rights</p>

Element		Compliance Criteria	Records
M6 Customer and Regulatory Requirements			
M6.1	Comply with specific customer, regulatory body or legislative requirements.	<ol style="list-style-type: none"> 1. Where a customer, regulatory body or legislation requires compliance with specific environmental, sustainable agriculture or greenhouse gas emission practice(s), not covered in this Standard, a copy of these practices is kept. 2. Practices and requirements outlined in M6.1.1 are complied with and included in M7 - Internal audits. A record is kept. 	<p>Customer contract, agreement or specifications.</p> <p>Council, regulatory or legislative practice requirements.</p> <p>Form – M7 Internal audit.</p>
	Freshcare Resources <ul style="list-style-type: none"> • Factsheet – M6 Customer and Regulatory Requirements 		External Resources

Element		Compliance Criteria	Records
M7 Incident Management, Internal Audit, Corrective & Preventative Action			
M7.1	Prepare an incident management plan to support business continuity.	<ol style="list-style-type: none"> 1. An incident management plan is established to support business continuity and identify ways to: <ul style="list-style-type: none"> • reduce the likelihood of an incident occurring • respond to, and recover from, an environmental incident. 2. The incident management plan is documented and must include: <ul style="list-style-type: none"> • potential environmental risks to business continuity • strategies and practices to manage identified risks • workers responsible for incident management • contact details of internal and external stakeholders • name of person documenting the plan • date plan is developed. 3. A test of the incident management plan is conducted annually. A record is kept. 4. The incident management plan is reviewed at least annually, and after any event requiring the incident management plan to be actioned. A record is kept. 	<p>Form – M7 Incident management plan</p> <p>Incident response record</p>
M7.2	Conduct internal audits to verify ongoing compliance with this Standard.	<ol style="list-style-type: none"> 1. An internal audit of all activities and records relevant to this Standard is conducted at least annually. A record is kept. 2. Workers responsible for completing sections of the internal audit are identified and, where possible, are independent of the practices being assessed. 	Form – M7 Internal audit report
M7.3	Complete corrective actions for any non-compliance.	<ol style="list-style-type: none"> 1. A Corrective Action Record (CAR) must be completed when the requirements of the Standard, Freshcare Rules or legislation are not being met, as identified by: <ul style="list-style-type: none"> • routine activities • annual internal audits • external audits • complaints (received from a neighbour, customer or regulatory authority) • incidents and near misses <p style="text-align: right;"><i>(Continues over page)</i></p>	Form – M7 Corrective action record (CAR)


Element	Compliance Criteria		Records
M7.3 <i>cont.</i>		<div>2. A Corrective Action Record must include:<ul style="list-style-type: none">description of the problemcause of the problemwhether or not the problem has occurred beforeshort term fix (action taken to fix the problem)long term fix (action taken to prevent the problem recurring)date action completed and the name of the person responsiblereview and verify that short term and long-term actions are complete and effectivename of the person completing the review and date of review.</div> <div>3. Reoccurrences of non-compliance are reviewed by the owner or appropriate senior manager. A record is kept.</div> <div>4. Corrective Action Records are retained for a minimum period of five (5) years (or longer if required by legislation or customers).</div>	Form – M7 Corrective action record (CAR)
M7.4	Conduct a management review of compliance and documentation.	<div>1. The owner or appropriate senior manager conducts a management review of compliance at least annually. A record of the review is kept and must include:<ul style="list-style-type: none">internal and external auditscorrective and preventative actionscomplaintsincidents and near missestrainingthe Sustainability Action Plan (SAP).</div>	Form – M7 Management review minutes
<div><div><div>i</div></div></div>	<div>Freshcare Resources<ul style="list-style-type: none">Factsheet – M7 Incident Management, Internal Audit, Corrective & Preventative Action</div>		<div>External Resources</div>

Environmental

Element		Compliance Criteria	Records
E1 Biosecurity			
E1.1	Manage biosecurity on the property.	<ol style="list-style-type: none"> 1. A Biosecurity Management Program is documented and must include: <ul style="list-style-type: none"> • date developed • name of the person documenting the Program • biosecurity threats • strategies/practices to minimise risk (including quarantine regulations and requirements) • worker(s) responsible. 2. Biosecurity and hygiene requirements are reinforced with prominent signs and/or written or pictorial training guides. 3. Access to the property and growing sites is restricted to authorised persons and vehicles including workers, visitors and contractors. 4. The Biosecurity Management Program is reviewed and updated at least annually. The name of the person completing the review and the date of the review are documented. 	<p>Form – E1 Biosecurity Management Program</p> <p>Signage</p>
E1.2	Monitor and report unusual findings.	<ol style="list-style-type: none"> 1. Worker and visitor behaviour is monitored for compliance with biosecurity and hygiene requirements. 2. Any unusual plant pest, disease or weed identified on the property must be reported to the relevant state or territory agriculture agency directly, or through the Exotic Plant Pest Hotline (1800 084 881). 	
	Freshcare Resources <ul style="list-style-type: none"> • Factsheet – E1 Biosecurity 		External Resources <p>Plant Health Australia: www.planthealthaustralia.com.au/biosecurity/emergency-plant-pests/reporting-suspect-pests</p> <p>Farm biosecurity: www.farmbiosecurity.com.au/industry/viticulture</p> <p>Vinehealth Australia (Phylloxera and Grape Industry Board of SA): www.vinehealth.com.au</p>

Element		Compliance Criteria	Records
E2 Land, Soil and Nutrient Management			
E2.1	Manage land and soil to minimise degradation and optimise soil organic matter and remediation.	<ol style="list-style-type: none"> Soil conservation and crop production practices are chosen to: <ul style="list-style-type: none"> minimise soil degradation, erosion, compaction and contamination optimise soil organic matter and fertility consistent with fruit quality objectives For identified areas, applicable records of these practices are kept. Areas identified as being highly degraded, eroded or contaminated are: <ul style="list-style-type: none"> managed to minimise further degradation, erosion or contamination managed to minimise the release of soil and surface water run-off to water sources for contaminated soil, contained to minimise movement on and off-site. Remediation activities for areas identified in E2.1.2 are documented in the Sustainability Action Plan (M2). 	<p>Form – M2 Sustainability Action Plan</p> <p>Property map</p>
E2.2	Select fertilisers and soil additives to minimise risk to the environment.	<ol style="list-style-type: none"> A Nutrient Management Program is documented and must include: <ul style="list-style-type: none"> date developed name of the person documenting the Program crop nutrient requirements fertilisers and soil additive budget application including justification and schedule worker(s) responsible The decision to use fertilisers and soil additives is based on one or more of the following: <ul style="list-style-type: none"> results of soil/plant tissue/sap testing crop monitoring with monitoring records kept a recognised nutrition program. Worker(s) responsible for crop nutrition are competent to make recommendations relevant to the crops under their management, with training requirements managed in accordance with M4.2. The Nutrient Management Program is reviewed and updated at least annually. The name of the person completing the review and the date of the review are documented. 	<p>Form – E2 Nutrient Management Program</p> <p>Test results, crop monitoring records</p> <p>Form – M4 Training record – other</p>

Element		Compliance Criteria	Records
E2.3	Fertilisers and soil additives are purchased from approved suppliers.	<ol style="list-style-type: none"> 1. Fertilisers and soil additives are purchased from suppliers that are managed in accordance with the supplier requirements specified in M5.1. 2. Fertilisers and soil additives used comply with heavy metal limits specified in AS4454-2012 Composts, soil conditioners and mulches. <i>(See Appendix A-E2)</i>. A record is kept. 	<p>Form M5 – Approved supplier table</p> <p>Purchase and inspection records from suppliers</p>
E2.4	Store and manage fertilisers and soil additives to minimise risk to the environment.	<ol style="list-style-type: none"> 1. Storage sites for fertilisers and soil additives are located, constructed and maintained to minimise harm to off-target and sensitive areas from nutrient runoff or leaching. 2. A current Safety Data Sheet (SDS) or product specification/ingredient declaration, is kept for fertilisers and soil additives stored on the property. 3. Workers are provided appropriate protective equipment to be used in accordance with label and Safety Data Sheet (SDS) requirements (where available). 4. Workers are trained in practices that minimise the risk of environmental contamination from fertilisers and soil additives. 	Safety data sheets or product specification/ingredient declarations for fertilisers and soil additives.
E2.5	Maintain and calibrate fertiliser and soil additive application equipment.	<ol style="list-style-type: none"> 1. Equipment used to apply fertilisers and soil additives is maintained and checked for effective operation before and during each use. 2. Equipment used to apply fertilisers and soil additives is calibrated at least annually or as per manufacturer's instructions. A record of calibration is kept and must include: <ul style="list-style-type: none"> • description of method and calibration results • date of calibration • name of the person calibrating the equipment. 	Calibration records
E2.6	Manage and record all fertiliser and soil additive applications.	<ol style="list-style-type: none"> 1. Fertilisers and soil additives are not applied when the risk of contaminating off-target areas due to wind drift and/or runoff is high. 2. Records of all fertiliser and soil additive applications are kept and must include: <ul style="list-style-type: none"> • application date • location and crop • product used • rate of application • wind speed and direction <p><i>(Continues over page)</i></p>	Form – E2 Fertiliser and soil additive application record


Element	Compliance Criteria	Records
E2.6 <i>cont.</i>	<ul style="list-style-type: none"> • method of application/incorporation • name and signature of the person applying the fertilisers and soil additives. 	
	Freshcare Resources <ul style="list-style-type: none"> • Appendix – A-E2 Limits for heavy metal contaminants in fertiliser and soil additives (AS4454-2012) • Factsheet – E2 Land, Soil and Nutrient Management 	External Resources <p>AWRI fact sheet: Grapevine nutrition www.awri.com.au/industry_support/viticulture/viticulture-fact-sheets</p> <p>AWRI fact sheet: Nitrous oxide management in viticulture www.awri.com.au/wp-content/uploads/2014/06/nitrous-oxide-management-in-viticulture.pdf</p> <p>Australian Standard: AS4454 (2012) Composts, soil conditioners and mulches.</p>

Element	Compliance Criteria	Records
E3 Pest and Disease Management		
E3.1	<p>Select pest and disease control strategies to minimise risk to the environment.</p> <ol style="list-style-type: none"> 1. Consideration is given to all available methods of pest and disease control (for example biological, chemical, cultural, mechanical, and technological) before a control program is chosen. A record of control methods used is kept. 2. When necessary to apply agricultural chemicals, those which are less hazardous to beneficial organisms and/or have a lower environmental impact must be considered. 3. The decision to use agricultural chemicals is based on one or more of the following: <ul style="list-style-type: none"> • Crop and/or weather monitoring for pest and disease pressure. Records must include: <ul style="list-style-type: none"> ○ date ○ area/crop and/or weather parameters monitored ○ monitoring result and action recommended ○ name of the person who carried out the monitoring activity. • External agency pest and disease alerts. Records must include: <ul style="list-style-type: none"> ○ evidence of subscription alerts ○ date of alert ○ pest or disease the alert is issued for ○ source/agency that issued the alert. • Documented preventive pest and disease control programs. Records must include: <ul style="list-style-type: none"> ○ date the program was documented ○ crop or area to be treated ○ target pest/disease/weed ○ chemical to be used ○ frequency of use (including any limitations on the frequency of chemical use per crop/season) or the stage of crop development ○ name of the worker/person/organisation that documented the control program. 	<p>Form – E3 Pest and disease monitoring record</p> <p>Form – E3 Preventive pest and disease control program</p>
E3.2	<p>Obtain, check and record chemicals.</p> <ol style="list-style-type: none"> 1. Chemicals are purchased from approved suppliers and managed in accordance with the supplier requirements specified in M5.1. <p style="text-align: right;"><i>(Continues over page)</i></p>	Form M5 – Approved supplier table


Element	Compliance Criteria	Records
E3.2 <i>cont.</i>	<ol style="list-style-type: none"> 2. Chemical containers are adequately labelled and in acceptable condition on receipt. 3. All chemicals purchased are recorded in a chemical inventory. A record is kept and must include: <ul style="list-style-type: none"> • date purchased/received • place of purchase • name of chemical • batch number (where available) • expiry date or date of manufacture • quantity. 	Form – E3 Chemical inventory
E3.3	<p>Store, manage and dispose of chemicals to minimise the risk of environmental harm.</p> <ol style="list-style-type: none"> 1. Chemical storage areas must be: <ul style="list-style-type: none"> • located and constructed to minimise the risk of contaminating the site and surrounding environment • structurally sound, adequately lit, well-ventilated and constructed to protect chemicals from direct sunlight and weather exposure • equipped with a spill kit to contain and manage chemical spills • secure, with access restricted to authorised workers. 2. Chemicals are stored in designated separate areas for each category of chemical, and for chemicals awaiting disposal. 3. A current Safety Data Sheet (SDS) is kept for all chemicals stored in the chemical storage area. 4. Chemicals are stored in original containers according to directions on the container label. If a chemical is transferred to another container for storage purposes, the new container is a clean chemical container and a copy of the chemical label is transferred to the new container. 5. Deteriorating chemical labels are replaced immediately with a legible copy. <p style="text-align: right;"><i>(Continues over page)</i></p>	Safety Data Sheet(s) for all chemicals stored


Element	Compliance Criteria		Records
E3.3 <i>cont.</i>		<div>6. Stored chemicals are checked at least annually to identify and segregate chemicals for disposal that:<ul style="list-style-type: none">• have exceeded the label expiry date• have exceeded the permit expiry date• have had their registration withdrawn• containers that are leaking or corroded or have illegible labels.</div> <div>7. A record of the check is kept and must include:<ul style="list-style-type: none">• date of the check• name and quantity of chemicals awaiting disposal• name of the authorised person conducting the check.</div> <div>8. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies, or in approved off-farm disposal areas. A record of disposal is kept.</div>	<div>Form – E3 Chemical inventory</div> <div>Disposal receipts/records</div>
E3.4	Train and authorise workers who store, handle, apply and/or dispose of chemicals.	<div>1. Workers involved in the supervision of storage, handling, application, and disposal of chemicals must:<ul style="list-style-type: none">• have successfully completed a recognised chemical users’ course or equivalent (<i>See Appendix A-E3</i>).• remain competent in chemical storage, handling, application, and disposal as specified by this Standard and regulatory requirement(s).</div> <div>2. Workers authorised to store, handle, apply and/or dispose of chemicals are trained in practices that minimise the risk of environmental contamination from chemicals and in actions to be taken in the event of chemical spills, leakage, or spray drift.</div> <div>3. Workers authorised to store, handle, apply and/or dispose of chemicals are provided appropriate protective equipment to be used in accordance with label and Safety Data Sheet (SDS) requirements.</div> <div>4. A register of workers authorised to store, handle, apply and/or dispose of chemicals is maintained and displayed.</div> <div>(Continues over page)</div>	<div>Record of completion of farm chemical users’ course</div> <div>Form – E3 Spill response procedure</div> <div>Form – E3 Chemical authorisation record</div>

Element		Compliance Criteria	Records
E3.5	Use chemicals according to regulatory, label and customer requirements.	<ol style="list-style-type: none"> Chemicals are used and applied: <ul style="list-style-type: none"> according to label directions, or under 'off-label permits' issued by the Australian Pesticides and Veterinary Medicines Authority (APVMA), with a current copy of the permit kept, or according to relevant state legislation for 'off-label use', and according to specific customer and/or destination market requirements. 	Copies of applicable off-label permits
E3.6	Avoid potential for spray drift.	<ol style="list-style-type: none"> Chemicals are not applied when the risk of contaminating off-target areas with spray drift is high. Spray drift incidents are identified. A record is kept. 	
E3.7	Maintain and calibrate chemical application equipment.	<ol style="list-style-type: none"> Chemical application equipment is maintained and checked for effective operation before and during each use. Chemical application equipment is calibrated at least annually or as per manufacturer's instructions and immediately after spray nozzles are replaced. Chemical application equipment is calibrated using a recognised method. A record of calibration is kept and must include: <ul style="list-style-type: none"> description of method used equipment name and calibration results date of calibration name of the person calibrating the equipment 	Calibration records
E3.8	Manage mixing and disposal of chemical solutions to minimise risk to the environment.	<ol style="list-style-type: none"> Chemical mixing areas are located, constructed, and maintained to minimise the risk of contaminating the site and surrounding environment. Leftover chemical solutions are disposed of according to label directions where specified, or in a manner that minimises environmental harm. 	
E3.9	Record all chemical applications.	<ol style="list-style-type: none"> Records of all chemical applications are kept and must include: <ul style="list-style-type: none"> application date start and finish times location and crop chemical used (including batch number if available) <p style="text-align: right;"><i>(Continues over page)</i></p>	Form – E3 Chemical application record


Element	Compliance Criteria	Records
E3.9 <i>cont.</i>	<ul style="list-style-type: none"> • rate of application and quantity applied • equipment and/or method used to apply the chemical • wind speed and direction • withholding period (WHP) • method of disposal for any leftover chemical solutions • name and signature of the person who applied the chemical. 	
	<p>Freshcare Resources</p> <ul style="list-style-type: none"> • Appendix – A-E3 Requirements for chemical user training • Factsheet – E3 Pest and Disease Management 	<p>External Resources</p> <p>Australian Pesticides and Veterinary Medicines Authority (APVMA), database of registrations and permits for Agvet chemicals: www.apvma.gov.au</p> <p>Infopest, comprehensive Agvet chemical database: www.infopest.com.au</p> <p>Interstate Certificate Assurance (ICA): www.interstatequarantine.org.au</p> <p>AWRI ‘Dog book’ and agrochemical information: www.awri.com.au/industry_support/viticulture/agrochemicals</p> <p>AWRI Pest and disease management fact sheets: www.awri.com.au/industry_support/viticulture/viticulture-fact-sheets</p> <p>ChemClear, disposal of Agvet chemicals: www.chemclear.com.au</p> <p>DrumMUSTER, disposal of Agvet chemical containers: www.drummuster.com.au</p>


Element	Compliance Criteria	Records
E4 Water		
E4.1	<p>Manage water use on the property.</p> <ol style="list-style-type: none"> 1. A Water Management Program is documented and must include: <ul style="list-style-type: none"> • date developed • name of the person documenting the Program • water resources available • crop water requirements • water budget • irrigation method • irrigation program including justification and schedule • contingency plans if water resources are unavailable. 2. Irrigation requirements are determined using soil/growing medium, crop or weather monitoring methods, or a combination thereof. 3. The Water Management Program is reviewed in consideration of improvement strategies and updated at least annually. The name of the person completing the review and the date of the review are documented. 4. Water use improvement strategies identified in E4.1.3 are documented in the Sustainability Action Plan (M2). 	<p>Form – E4 Water Management Program</p> <p>Form – M2 Sustainability Action Plan</p>
E4.2	<p>Maintain water sources and infrastructure.</p> <ol style="list-style-type: none"> 1. All water sources used for irrigation are identified. A record is kept. 2. Water sources are monitored and managed to minimise potential contamination from: <ul style="list-style-type: none"> • human activities • livestock and domestic animals • wildlife (where possible) • adjacent activities. 3. Irrigation systems are monitored and maintained for operational efficiency. 4. Water efficiency must be considered in the selection and design of new irrigation systems and water storages. <p style="text-align: right;"><i>(Continues over page)</i></p>	<p>Form – E4 Water source record</p> <p>Property map</p>


Element		Compliance Criteria	Records
E4.3	Water is harvested, extracted, stored, used and discharged in accordance with licences and permits.	<ol style="list-style-type: none"> 1. Water extraction points, water storage and delivery infrastructure and irrigation equipment is monitored and maintained. 2. Applicable licences and permits for infrastructure and activities in water harvesting, extraction, storage, use, and discharge are current and available. 3. Water licences and permits are adhered to. 	Water licenses and permits
E4.4	Manage water to minimise environmental harm.	<ol style="list-style-type: none"> 1. Water used for irrigation is assessed for risk of causing soil degradation. 2. Water that may cause soil degradation is, where possible, treated before use or managed to avoid soil degradation. 3. Water runoff or water discharge from property activities is managed or treated to minimise environmental harm on and off-site. 4. Strategies are implemented to prevent contamination and sedimentation of water sources. 	Water testing records
	Freshcare Resources <ul style="list-style-type: none"> • Factsheet – E4 Water 		External Resources AWRI Irrigation management fact sheets: www.awri.com.au/industry_support/viticulture/viticulture-fact-sheets

Element		Compliance Criteria	Records
E5 Biodiversity			
E5.1	Manage biodiversity on the property.	<ol style="list-style-type: none"> 1. A Biodiversity Management Program is established using strategies and practices to: <ul style="list-style-type: none"> • protect areas of biodiversity identified on the property map • reduce threatening processes • manage feral animals, invasive species, pests, environmental weeds, and disease(s) on the property. 2. The Biodiversity Management Program is documented and must include: <ul style="list-style-type: none"> • date developed • name of the person documenting the Program • biodiversity issues or values • strategies/practices • worker(s) responsible. 3. The Biodiversity Management Program is reviewed and updated annually. The name of the person completing the review and the date of the review are documented. 	Form E5 – Biodiversity Management Program
E5.2	Develop strategies to protect and improve biodiversity.	<ol style="list-style-type: none"> 1. Biodiversity protection and improvement strategies are developed with consideration of regional biodiversity priorities. 2. Improvement strategies identified in E5.2.1 are documented in the Sustainability Action Plan (M2). 	Form – M2 Sustainability Action Plan
	Freshcare Resources <ul style="list-style-type: none"> • Factsheet – E5 Biodiversity 	External Resources www.environment.gov.au/biodiversity/invasive/weeds GWRDC Enhancing Biodiversity in the Vineyard - Workshop Notes www.viti.com.au/pdf/Enhancing%20Biodiversity%20in%20the%20Vineyard%20-%20Workshop%20Notes.pdf	

Element		Compliance Criteria	Records
E6 Waste			
E6.1	Manage waste on the property.	<ol style="list-style-type: none"> 1. A Waste Management Program is documented and must include: <ul style="list-style-type: none"> • date developed • name of the person documenting the Program • all waste types • waste storage locations • management method(s) • worker(s) responsible. 2. Workers are provided appropriate protective equipment to be used in accordance with the Waste Management Program. 3. Waste that cannot be avoided, reused, or recycled, is disposed of in approved off-site facilities. 4. Records of waste transport and disposal of controlled wastes are kept, and suppliers of these services are managed in accordance with supplier requirements specified in M5.1. 5. All stored waste is managed to minimise the risk of contaminating onsite and off-site areas. 6. The Waste Management Program is reviewed in consideration of improvement strategies and updated at least annually. The name of the person completing the review and the date of the review are documented. 7. Waste management improvement strategies identified E6.1.6 are documented in the Sustainability Action Plan (M2). 	<p>Form E6 – Waste Management Program</p> <p>Transport and disposal receipts/records</p> <p>Form M5 – Approved supplier table</p> <p>Form – M2 Sustainability Action Plan</p>
E6.2	Review input materials and suppliers to reduce waste.	<ol style="list-style-type: none"> 1. Raw material inputs, size, quantity/weight, the potential for reuse or recycling, and the residual waste product must be considered in the selection of input materials. 2. A review of input materials is undertaken at least annually, to prioritise the reduction of plastic waste. <p style="text-align: right;"><i>(Continues over page)</i></p>	Form M5 – Approved supplier table

Element	Compliance Criteria	Records
E6.2 <i>cont.</i>	3. Suppliers of input materials are managed in accordance with supplier requirements specified in M5.1.	
	Freshcare Resources <ul style="list-style-type: none"> Factsheet – E6 Waste 	External Resources

Element	Compliance Criteria		Records
E7 Air Quality			
E7.1	Manage air quality.	<div><div>1. An Air Quality Management Program is documented and must include:<ul style="list-style-type: none">date developedname of the person documenting the Programissue(s) to be addressedarea/locationmanagement methodsworker(s) responsible.</div><div>2. Workers are provided appropriate protective equipment to be used in accordance with the Air Quality Management Program.</div><div>3. The Air Quality Management Program is reviewed in consideration of improvement strategies and updated at least annually. The name of the person completing the review and the date of the review are documented.</div><div>4. Air quality improvement strategies identified in E7.1.3 are documented in the Sustainability Action Plan (M2).</div></div>	<div>Form – E7 Air Quality Management Program</div> <div>Form – M2 Sustainability Action Plan</div>
	<div>Freshcare Resources<ul style="list-style-type: none">Factsheet – E7 Air Quality</div>		<div>External Resources</div>

Element		Compliance Criteria	Records
E8 Energy and Fuel			
E8.1	Energy and fuel efficiency is optimised throughout the production system.	<ol style="list-style-type: none"> 1. Energy and fuel efficiency must be considered in the selection and/or design of new premises, vehicles, machinery, and equipment. 2. Efficient operating practices for premises, vehicles, machinery, and equipment are identified and implemented. 3. Servicing and maintenance records are kept for vehicles, machinery, and equipment. 4. Electricity and fuel consumption is reviewed at least annually, in consideration of improvement strategies for use. 5. Electricity and fuel use improvement strategies identified E8.1.4 are documented in the Sustainability Action Plan (M2). 	<p>Form – E8 Service and maintenance record</p> <p>Electricity and fuel consumption review</p> <p>Form – M2 Sustainability Action Plan</p>
E8.2	Bulk fuel is stored to minimise environmental harm.	<ol style="list-style-type: none"> 1. Bulk fuel storages are located, constructed, and maintained to minimise the risk of environmental contamination and contain spillage. 2. A current Safety Data Sheet (SDS) is kept for all bulk fuel stored on the property. 3. Workers are provided appropriate protective equipment to be used in accordance with Safety Data Sheet (SDS) requirements. 4. Suppliers of bulk fuel are managed in accordance with the supplier requirements specified in M5.1. 	<p>Safety data sheet(s) for bulk fuel</p> <p>Form M5 – Approved supplier table</p> <p>Purchase and inspection records from suppliers</p>
	Freshcare Resources <ul style="list-style-type: none"> • Factsheet – E8 Energy and Fuel 		External Resources <p>AWRI fact sheet: Managing greenhouse gases in viticulture: www.awri.com.au/wp-content/uploads/2014/10/Managing-greenhouse-gas-emissions-in-viticulture.pdf</p> <p>AWRI climate change fact sheets: www.awri.com.au/industry_support/new_climate</p> <p>AWRI case studies: www.awri.com.au/industry_support/sustainable-winegrowing-australia</p>

Appendix

Reference	Compliance Criteria
A-M3	Sustainable Winegrowing Australia trust mark rules of use and style guide specifications download: www.awri.com.au/wp-content/uploads/2020/06/trust-mark-rules.pdf
A-M4	Approved training includes: <ul style="list-style-type: none"> • Freshcare Australian Wine Industry Standard of Sustainable Practice Edition 1 – Viticulture training • Freshcare Environmental Viticulture 2nd Edition Code of Practice training • Freshcare Environmental Viticulture 1st Edition Code of Practice training
A-E2	Limits for heavy metal contaminants in fertilisers and soil additives comply with those specified in AS4454-2012: <ul style="list-style-type: none"> • Cadmium <1mg/kg (dry weight basis) • Lead <150mg/kg (dry weight basis).
A-E3	Requirements for chemical user training, the following national competencies are included in all farm chemical user training qualifications: <ul style="list-style-type: none"> • AHCCHM306 - Prepare and apply chemicals to control pest, weeds and diseases OR AHCCHM307 Prepare and apply chemicals for handheld application equipment • AHCCHM304 Transport and store chemicals <p>Note: this is the most recent qualification at time of publication. Confirm superseded units of competency via https://training.gov.au/Home/Tga</p>

Glossary

Term	Definition
Adjacent	Immediately adjoining, neighbouring, surrounding, lying near or close by.
Air Quality	The state of the air around us. To maintain air quality, pollution from horticultural production, such as odours, dust, smoke and noise should be managed and minimised.
Approved supplier	A supplier who is approved by the business to provide a product or service that meets defined specifications.
Approved training	Training provided by an approved Freshcare trainer to the Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture, or recognised course as listed in <i>Appendix A-M4</i> .
AS4454 Composts, soil conditioners and mulches	An Australian Standard that specifies requirements for organic products and mixtures of organic products that are to be used to amend the physical and chemical properties of natural or artificial soils and growing media.
Assessment	An appraisal that a business undertakes to and for itself for the purposes of process improvement.
Audit	A systematic examination of compliance, to determine whether practices that have been introduced are being followed and to ensure that the system achieves its aims.
Australian Pesticides and Veterinary Medicines Authority (APVMA)	Australian Government authority responsible for the assessment and registration of agricultural and veterinary chemical products.
Authorised person	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.
Beneficial organism	Any organism that benefits the growing process, including insects, arachnids, other animals, plants, bacteria, fungi, viruses, and nematodes. Benefits include pest control, pollination, and maintenance of soil health. The opposite of beneficial organisms are pests, which are organisms deemed detrimental to the growing process.
Biodiversity	The variety of species of plants, animals and microorganisms, and the ecosystems they comprise, often considered in relation to a particular area.
Biosecurity	Managing and minimising the risk and spread of pests and diseases on-farm.
Business enterprise	Any business undertaking, occurring on the property that may cause environmental harm. May include, but is not limited to horticulture, broadacre, livestock and dairy operations.
Calibrate	To check, adjust, make corrections, or determine accuracy by comparison with a standard.

Term	Definition
Chemical	Products such as insecticides, acaricides, herbicides, fungicides, growth regulators, pheromones and other organic treatments used to control pest, disease, weeds, and growth, applied on or around the property, production areas and on harvested produce. It also includes other products used on-farm such as fruit waxes, sanitisers, cleaning agents and grease.
Commitment statement	A formalised statement on behalf of a business committing to meeting the requirements of the Freshcare Australian Wine Industry Standard of Sustainable Practice – Viticulture, Freshcare Rules, Sustainable Winegrowing Australia, and legislative requirements. A commitment statement must be signed by the owner and/or appropriate senior manager and communicated to all workers.
Competent	Demonstration of knowledge and skills to complete tasks to specified performance criteria. A person that has the necessary qualifications and/or experience to demonstrate they are suitably capable of performing required tasks.
Competent Laboratory	A laboratory with NATA accreditation, or accredited to ISO/IEC 17025, for the required scope of testing. Or a laboratory run by a local, state, or federal government authority or university, that follows Australian Standard methods for the required scope of testing.
Conservation	The preservation, protection and management of the environment and natural resources.
Contamination	The introduction or occurrence of a hazard in the environment. In the case of soils, contamination may include, but is not limited to, persistent chemicals and heavy metals.
Controlled waste	A waste that, unless properly managed, can harm human health and the environment. It is the most hazardous category of waste, and disposal of controlled wastes is regulated. Types of controlled waste include agricultural chemicals, chemical containers, tyres and oil.
Corrective Action Record (CAR)	A written record of an issue, or issues, which must be addressed to demonstrate compliance with the Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture or Freshcare Rules. They may be documented during internal audits (self-assessment), external audits, or during routine farm activities.
Customer	A commercial packer, marketing group, wholesaler, exporter, processor, retailer, or consumer who receives produce from a supplier.
Customer requirements	A written specification, agreement or contract between a customer and grower.
Ecological Communities	A unique group of plants, animals and micro-organisms that occupy, and interact within the same geographical space. Each ecological community is adapted to occur in a particular habitat type, usually determined by factors such as soil type, position in the landscape, climate and water availability.
Environment	Surroundings in which an organisation or property operates, including landscape, soil, air, water, flora, fauna, humans and their interrelation.
Environmental asset	An environmental resources or service that is valued for its life sustaining, recreational, aesthetic or intrinsic ecological features.

Term	Definition
Environmental harm of significance	Significant adverse (negative) change in the environment, wholly or partially resulting from the organisation/property's activities, products or services.
Environmental issue	The result of the negative impacts of human activity on the natural environment.
Environmental management	The management of the environment, particularly in relation to the balancing of the often-conflicting requirements of natural and human-made resources, so that the maximum use of the land can be achieved without causing environmental harm of significance.
Environmental Protection and Biodiversity Conservation Act 1999 (EPBC Act)	Australian Government legislation relating to the protection of the environment and the conservation of biodiversity. It provides a legal framework to protect and manage nationally and internationally important flora, fauna, ecological communities and heritage places.
Environmental weeds	A plant that requires some form of action to reduce its effect on the environment. They can be an exotic or a native species that colonises and persists in an ecosystem in which it did not previously exist.
External audit	A third party audit of a business' operations and records against the Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture and Freshcare Rules to independently assess performance to the Freshcare Standard.
Facility	A structure or building in which produce is grown, packed or stored.
Feral animals	An introduced animal, formerly in domestication, with an established, self-supporting population in the wild.
Fertiliser and soil additives	Products that are added to the soil to improve fertility and structure or control weeds. Examples include inorganic (chemical) fertilisers such as lime and gypsum; and those of organic origin such as animal manure, sawdust, compost, compost tea, seaweed, fish-based products, other biological compounds and those derived from food waste.
Flowchart	A diagram identifying the sequence of activities undertaken in a procedure or process.
Freshcare Rules	A document released or included within the Standard detailing the requirements of businesses participating in the Freshcare Program.
Fuel	Petrol, diesel, LPG, kerosene, ethanol, oil, or any other gaseous, liquid, or solid resource combusted for power or heat.
Good agricultural practices	Practices used to prevent or minimise the risk of hazards occurring during growing, harvesting, packing, storage, and transport of produce. The scope of hazards in the Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture.
Growing Site	Vineyard block(s).
Hazard	A source of potential environmental harm or a situation with the potential to cause harm.
Heavy metal	Usually defined as metals with a specific gravity of four or more, meaning they are at least four times heavier than water for a given volume. Some (not all) heavy metals are toxic, particularly cadmium, lead, and mercury.
Highly degraded soil	Soil with three or more degradation factors (see soil degradation).

Term	Definition
Improvement strategy	Any policy or process within a business that helps keep the focus on improving the way things are done on a regular basis. This could be through regular incremental improvements or by focusing on achieving larger process improvements.
Input materials	Products, materials, and services used by the business, that are received from an external source.
Integrated pest management (IPM)	Combines several pest management strategies to provide effective, economical control of pests, while minimising damage to the environment. An understanding of the lifecycle and biology of pests underpins the IPM approach. A pest can be an insect, mite, vertebrate (such as birds), disease, or weed.
Internal audit	An audit conducted by the business to review its own processes and system management.
Invasive species	A species occurring, as a result of human activities, beyond its accepted normal distribution and which threatens environmental or other resources by the damage it causes.
Irrigation	The application of water to cultivated land or open space, to promote the growth of vegetation.
Irrigation program	An approach to irrigation developed in consideration of the water resources available, crop water requirements, soil or substrate water holding capacity, soil moisture monitoring methods, irrigation system delivery efficiency and uniformity, nutrient management and potential off-target impacts from water use.
Management representative	An employee, worker, agent, officer, director, advisor, partner, consultant, contractor, or sub-contractor who is appointed to represent and/or manage on behalf of a business.
Monitoring	A planned sequence of observations and measurements to assess whether control measures are effective.
Non-compliance	A failure to comply with the requirements of the Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture, or Freshcare Rules.
Off-target	Any misplacement or movement away from the target to which the property activity is directed, for example spray drift on to neighbouring area/crop, or nutrient runoff into sensitive areas.
Organisational chart	A diagram that depicts the organisational structure of a business and relationships of workers' roles in relation to environmental management.
Organisational structure	The chain of command or hierarchy of workers within an organisation or business.
Persistent chemicals	Organochlorine pesticides and other chemicals that remain in the soil, water and surrounding environment for a significant time.
Pest (plant pest)	Organisms deemed detrimental to the growing process of crops.
Planting materials	Rootlings, graftlings or cuttings used for planting.
Preharvest	Any activity that is undertaken on-farm prior to the harvest of a crop.

Term	Definition
Property	The whole property/farm and/or areas leased from other landholders for the purpose of agricultural production. It includes all houses, buildings, paddocks, production areas, roads, fauna and flora, watercourses, etc. within the surveyed boundaries of the property title and/or leased areas specified.
Property activity	Movement, development, commercial cropping, stock management, residential and maintenance activities conducted within and around the surveyed boundaries of the property and/or other leased sites.
Property map	Any combination of aerial photographs, topographical maps, cadastral maps, self-drawn maps, or overlays that document the required features, infrastructure, and natural resources on, or adjacent to the property.
Regional biodiversity	Biodiversity that is endemic, specific to an area, region, community, or state.
Ramsar	A term adopted following an international conference, held in 1971 in Ramsar in Iran, to identify wetland sites of international importance. Often in relation to habitat for migratory birds.
Record	Documentary evidence to support compliance with the Australian Wine Industry Standard of Sustainable Practice -Viticulture. The medium can be paper, photographic, magnetic, and electronic or optical disc or any combination thereof.
Riparian vegetation	Vegetation on or near the banks of a waterway (creeks, streams, rivers, wetlands).
Risk	The chance of a hazard occurring, measured in terms of likelihood and severity.
Safety Data Sheet (SDS)	A reference document for chemicals, fuels and other hazardous products that includes information on the products: physical and chemical properties; safe handling, storage, transport and disposal procedures; first aid; health hazards; impacts on the environment; and what to do in accidents and emergencies.
Salinity	The presence and level of soluble salts in soil or water. Salinity occurs both naturally and as a result of human activity. Its use here is taken to mean salinity increase, caused by property (human) activity.
Scope	Business production activities undertaken, for which Freshcare Certification is required. The Scope will include a description of the business type (grower only, grower and packer, or packer only), site addresses, the crops grown, and the destination market (if known).
Sensitive areas	Areas at high risk of environmental harm caused by property activity. Sensitive areas may include, but are not limited to: Regionally Significant Vegetation, National Parks, World Heritage-listed areas, Ramsar-listed wetlands, biodiverse areas, other crops, livestock, watercourses, marine areas, wetlands, remnant native bushland, soils, neighbouring properties and public areas.
Signature	A personal recording by the individual of their name or a mark representing it. Signatures must be produced manually by the individual in written, digital or electronic format.
Significant harm	Harm (to the environment) that is irreversible, of high impact or wide-spread, or occurs in an area of high conservation value.

Term	Definition
Sodicity	A relatively high proportion of Sodium ions adsorbed to clay particles in the soil, causing soil structure decline and soil instability on wetting.
Soil	Ground or earth. Environmental harm to soil means the degradation of soil chemical, biological and physical characteristics in response to an additive or activity.
Soil acidity	Increasing the acidity of soil. This can occur naturally or be increased through prolonged heavy use of some nitrogenous fertilisers, the removal of alkaline soil materials and the leaching of calcium and magnesium. Soil acidity development can reduce soil productivity, soil biology and runoff water quality.
Soil carbon	Organic carbon stored within soil that is part of the soil organic matter (SOM). SOM is made up of plant and animal materials in various stages of decay and includes other important elements such as calcium, hydrogen, oxygen, and nitrogen. Materials on the surface of the soil, such as leaf litter, are not part of the organic matter until they start to decompose.
Soil degradation	Loss of soil structure or function. Degraded soil has poor structure and/or organic carbon, salinity, pH and nutrient levels that are outside the acceptable range for producing healthy crops in an economically and environmentally sustainable manner.
Soil fertility	A measure of the ability of soil to provide plants with sufficient amount of nutrients and water, and a suitable medium for root development to assure proper plant growth and maturity.
Supplier	An individual or business that supplies materials or services.
Sustainability	Using, conserving and enhancing the communities' and earth's resources so the ecological processes on which life depends are maintained and the total quality of life now and in the future can be increased. Sustainability takes a triple bottom line approach and includes economic, social and environmental performance and improvement.
Sustainability Action Plan (SAP)	The plan by which a business will take action to address business sustainability including financial, community and environmental issues. The SAP must be reviewed and updated annually to record progress and capture completed actions.
Target	The item or site to which property activity is directed. For example, the application of a chemical to a target crop for control of a target pest/disease or the application of a fertiliser to a target paddock for target crop nutrition.
Threatened species	Any native species (including animals, plants, fungi) that is listed as vulnerable, endangered or critically endangered under the <i>Environment Protection and Biodiversity Conservation Act 1999</i> . Threatened species are also listed and recognised on a State by State basis under relevant State or Territory legislation.
Training	Provision of knowledge and skills to perform tasks to a specified competency. Training can be delivered on-the-job or through qualified external providers.
Verification	A set of procedures, processes and tests designed to ensure the system is working effectively.

Term	Definition
Waste	Unwanted, unusable and rejected materials.
Weed of National Significance (WONS)	Weeds that have been identified by Australian Governments because of their invasiveness, impacts on primary production and the environment, potential for spread, and socioeconomic impacts.
Withholding Period (WHP)	The required period of time that must elapse between the crop treatment and harvest.
Workers	All people working in the business, including family members, staff and contractors working on the property or in the business.
World Heritage listed	Properties forming part of the cultural and natural heritage which the World Heritage Committee considers as having outstanding universal value.

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 Code of Practice Environmental Viticulture.

Freshcare Industry Advice Notice – AWISSP-VIT Rule Amendments

Who does this notice affect:	Participating Businesses. Approved Certification Bodies. Participating Businesses. Approved Certification Bodies and Auditors.
For the information of:	Industry Stakeholders. Members Organisations. Approved Trainers.
Applicable Standard:	Australian Wine Industry Standard of Sustainable Practice - Viticulture (AWISSP-VIT) Edition 1.
Applicable crop and scope:	Viticulture – Wine Grapes
Date released:	30 June 2023
Date commences:	Audits commencing from 1 September 2023
Authorised by:	Fiona Grime – GM Compliance, Freshcare Limited.

Purpose

The purpose of this document is to advise stakeholders of the rules changes to the Australian Wine Industry Standard of Sustainable Practice - Viticulture (AWISSP-VIT). To maintain the relevancy and validity of our program, we periodically review and update our rules and requirements.

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

Key Points

- In accordance with our Program Rules, Freshcare will provide you 28 days' notice of the changes to the Program. This notice outlines the changes.
- This document **replaces** the Freshcare Rules as documented in pages 5 through to 9 in the current published version of the AWISSP-VIT Standard – Edition 1.
- This document **must be retained** on file in accordance with the VIT Standard (Documentation M3.1).
- Summary of changes
 - Expansion of Rules R2 – Freshcare Registration Process.
 - Additional rules to accommodate the completion of the two-part audit process, R3 Two-part Audit process. Note subsequent re-numbering of remaining clauses.
 - Expansion of Rules R4 – Freshcare Certification Process
 - Corrective Action Report (CAR) Rating and Closure includes an allowance for observations to be documented at audit.

Outline of Changes

The changes indicated below apply to the following section “Freshcare Rules”. This commences on page 5 of the AWISSP-VIT Standard.

Section	Changes
Opening paragraphs.	Unchanged.
R1 Scope.	Unchanged.
R2 Freshcare Registration process.	<ul style="list-style-type: none"> • Insertion of new clauses: <ul style="list-style-type: none"> ○ R2 - 1, 2 and 3. Provides clarity on the business structures being certified. • Additional criteria: <ul style="list-style-type: none"> ○ R2 4 (a), (b), (c). Provides clarity on contacts within the business. • Insertion of new clauses: <ul style="list-style-type: none"> ○ R2 -5. Include the definition of a site in terms of certification. ○ R2 -7 to 10. Include the allowance for multiple sites in terms of certification and utilization of a central organisation model. ○ R2-11. Include the allowance for including additional sites onto an existing valid certification. ○ R2-12 and 13. Provide clarity that certification is not transferable between business entities and termination of contract under central organization model.
R3 Two-part Audit process.	Inclusion of rules for the completion of two-part audits process.
R4 Freshcare Certification process.	<ul style="list-style-type: none"> • Insertion of new clause: <ul style="list-style-type: none"> ○ R4-1. Provide clarity on recommended timeframe between training and initial audit.
R5 Corrective Action Report (CAR) Rating and Closure.	<ul style="list-style-type: none"> • Inclusion into table: <ul style="list-style-type: none"> ○ Observations being raised at the audit for continuous improvement.
R6 Fees.	Unchanged.
R7 Suspensions and Withdrawal.	Unchanged.
R8 Complaints and Appeals.	Unchanged.

Queries regarding these changes can be directed to: Email: info@freshcare.com.au

Phone: +61 2 8039 9999

Freshcare Rules

R1 Scope

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

Standards	Code	Applicable to	Audit Cycle	Audit Duration
Freshcare Australian Wine Industry Standard of Sustainable Practice - Viticulture	AWISSP-VIT1	Grower Grower Includes businesses involved in production and harvest of a crop, pre-farm gate. Wine Grapes: Applicable to wine grape production only.	Triennial (3 years) 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.	The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body.

R2 Freshcare Registration Process

1. A business is considered a legal operating entity, such as a sole trader, partnership, limited or unlimited company, limited liability partnership. Where in Australia, holds an Australian Government ABN. The business is a client of CB for the purposes of certification.
2. Businesses shall apply to be registered for the Freshcare Program either through participation in approved Freshcare training or via application to Freshcare.
3. Businesses registering with Freshcare for audit purposes should be consistent with the business details registered with Sustainable Winegrowing Australia in relation to ownership and management.
4. The registration must include a detailed business profile, including management and key contact information. The key contact will be responsible for the management of the business's compliance with the Freshcare Program. The key contact may be:
 - a. a corporate entity/ parent business with oversight of all related entities; or
 - b. a management services entity acting under contractual agreement to conduct and provide operational activities for several individual business entities; or
 - c. single person responsible for business decisions.
5. A site is considered land on which wine grapes are produced, handled or stored (including, but not limited to, fields, plots, paddocks, etc). This will have a physical address.
6. All sites to be included under the scope of a business's certification must be disclosed on the Freshcare registration form and on application to the certification body for audit.
7. There is an allowance for certification to be obtained through utilising the central organisational model:
 - a. A business wishing to utilise this model shall contact their Certification Body to determine eligibility and ascertain details.
 - b. Certification Bodies however are not responsible for business entities failing to consider the impacts of their SWA Membership in determining which certification pathway is the most appropriate for their business.

8. In the case that the individual business has multiple sites, these may be registered under a single registration if they
 - a. operate under a single management system, and
 - b. geographically allow (approx.100km/ 1.5-2-hour travel) for all sites to be visited as part of a single reported audit.
9. When multiple sites are included under a business's registration:
 - a. All sites with input storage and handling, and high risks as identified on the property map and/or sustainability action plan (SAP) shall be visited at the audit;
 - b. then a square root ($\sqrt{}$) of the number of similar blocks, rounded up to the nearest whole number, shall be determined, and assessed to demonstrate implementation across the system; and
 - c. this calculation shall be adjusted at each re-certification.
10. Multiple businesses that operate from one site (address) shall be registered with Freshcare separately. The audit shall be scheduled for each individual business, but the audits may be conducted consecutively.
11. Additional sites to be added to a business's registered sites shall be audited prior to inclusion on a Freshcare certificate and subsequently meet R2 (7). This can be conducted as a remote assessment, however, where a risk is identified, a site visit should be conducted to ensure implementation of the Freshcare Program.
12. 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.
13. Should the business/ entity cease to operate under the central organisation model (as per R2 (7)), due to sale or contract termination, then the certificate is no longer valid, and the business/ entity will need to undertake the certification process again.
14. Any change to a business's profile or key contact information or other details provided on registration must be notified to the certification body in writing within 28 days of the change.
15. 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; and
 - b. Where this person leaves, the business shall require a new trained representative to commence training within three (3) months.
16. 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 must 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. A business must 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.
 - d. Each business acknowledges and agrees that Freshcare may disclose information concerning the business to any government authority for any lawful purpose and otherwise as required by law;

- e. 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.

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).

Audit	Component	Rule	Implementation/ Notes
Part A	Remote component.	Must be conducted first. Rules under R5 still apply.	
Part B	On -site component.	No greater than 30 days after Part A, unless an exception has been approved by CB, in accordance with Two-part audit process procedure.	Any items that have not been provided during Part A shall be followed through during Part B to ensure 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. A minimum of three (3) months should be allowed between training and audit to allow for implementation of the program on site prior to audit.
2. Only Freshcare approved Certification Bodies may conduct Freshcare audits. A list of approved Certification Bodies, with their scopes is available on the Freshcare website.
3. Upon application for audit, a business must 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 will include information pertaining to Standard(s), Scopes, Company Details (name, address, contacts), type of audit and other details required to be captured by the Certification Body.
4. Subject to its contract with its nominated Certification Body, a business may change its nominated Certification Body at any time, in accordance with the following:
 - a. the business is not currently suspended from the Freshcare Program;
 - b. there are currently no corrective actions outstanding or outstanding payments from previous audits; and
 - c. contact is required with Freshcare prior to CB transfer, to enable the transfer to occur on the Freshcare database.
5. 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.
6. 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.

7. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body and auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business.
8. The business must 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.
9. The business acknowledges and agrees that an auditor (or a Certification Body) may refuse to carry out or finish 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.
 - 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.
10. An auditor may be accompanied on the audit for training or accreditation purposes, e.g. auditor training, auditor calibration, witness audits (Freshcare, AWRI, or Certification Body).
11. 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.
12. Freshcare may contact the business directly for feedback on auditor and/or Certification Body performance.
13. 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.
14. Where corrective actions have been raised (refer R4), the information will be communicated to the business, documented on FreshcareOnline and the timeframes and process for correction provided.
15. 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.

R5 Corrective Action Report (CAR) Rating and Closure

Rating		Actions	
Critical	An issue presenting an immediate risk to the environment, or when the integrity of the Program has been compromised.	Critical CAR action plan must be addressed by the business and provided to the Certification Body within 48 hours of audit. A re-audit may be required.	The business is immediately suspended whilst a resolve is determined between the business and the Certification Body to close the Critical CAR. When the corrective action plan is agreed by the Certification Body, the CAR's must be fully closed within 28 days for the certification to be issued.
Major	Raised when there is the potential to compromise the environment or the integrity of the Program. 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.
Minor	Raised where the issue is not likely to directly impact the environment or the integrity of the Program, but still is of a nature that requires the business to act.	Minor CARs must be addressed within 90 days of the audit.	CAR's remaining outstanding after twelve (12) months deems the audit invalid.
Observations	<p>Observations or points for improvement may be documented by the auditor in the audit report at the time of the audit.</p> <p>The business can choose how they handle this feedback.</p>		

1. All corrective actions raised at audit must closed out within the time frames indicated for certification to be issued.
2. Wherever practical, outstanding issues will be 'closed out' remotely through written or photographic evidence. However, in the event where evidence of 'close out' for outstanding issues cannot be provided remotely, a follow-up audit may need to be scheduled, at the expense of the business.

R6 Fees

1. Payment of all fees by participating businesses is a requirement for the business's continued Freshcare certification.
2. Fees for certification services (e.g. auditing services) are payable to the Certification Body by the business. Freshcare therefore has no influence over the specific fees charged by the Certification Body for undertaking the audit.
3. 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.
4. 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. A Critical CAR is raised.
 - c. The business unreasonably delays or continually defers a Freshcare audit.
 - d. The auditor cannot complete an audit in full, including because the business fails to provide access to a site or records, or otherwise fails to cooperate in the audit process.
 - e. The business fails to pay any fees in connection with the Freshcare Program.
 - f. The business supplies false or misleading information.
 - g. The Certification Body is of the opinion, reasonably held, that the business has breached a material provision of these rules or is not maintaining compliance with the stated requirements of the relevant Freshcare Standard(s) or these rules or is unable or unwilling to do so.
2. If a business's certification is suspended and the ground for suspension is not capable of rectification or, if capable of rectification, the business does not take the necessary action(s) to rectify within a timeframe specified by the nominated Certification Body, the business's registration(s) may be withdrawn by written notice from the Certification Body. Notification will occur to Freshcare and the AWRI and the businesses details will be removed from public registers.

R8 Complaints and Appeals

1. 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.
2. 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.
3. The Business can contact Freshcare for assistance in resolving a complaint between them and the Certification Body should an initial outcome not be satisfactorily managed. There is an enquiry form available on our website www.freshcare.com.au/contact-us/enquiry-form
4. Complaints in relation to activities undertaken by Freshcare will be managed in accordance with Freshcare's complaints procedure.