**Freshcare Standards Review 2024**

Thank you for participating in Freshcare’s review of the Food Safety and Quality 4.2 Standard.

Please enter your feedback on the Standard compliance criteria or Rules in the comment’s column, save your changes and then return the document to [info@freshcare.com.au](mailto:info@freshcare.com.au) with the subject – Standard Review.

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| **Respondent details** |  |

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| **Do you agree to Freshcare contacting you to clarify your responses and/or to follow up on comments submitted?** | Yes  No |
| **Are you responding on behalf of an organisation?** | Yes  No |
| **Name** |  |
| **Organisation Name** |  |
| **State[s]/Territories where your organisation operates** |  |
| **Email address** |  |
| **Affiliation**  [Grower / Packer / Trainer / Auditor / Government / Retailer / Market Regulator / Certification Body / Non – Government Organisation / other (please specify)] |  |

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| **General comments** |  |

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| **Does the FSQ4.2 Standard meet market requirements?** |  |
| **What additions to the standard could be considered to meet future market access and consumer expectations?** |  |
| **Please provide any other general feedback on the standard.** |  |

| **Compliance criteria** | **Comments for 2024 Review** |
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| **M1 Scope and Commitment** |  |
| **M1.1 Define the business scope and the scope of Freshcare certification.** | |
| 1. The scope of Freshcare certification is defined by the owner or appropriate senior manager. |  |
| 1. All business enterprises and activities undertaken are recorded. |  |
| 1. Flowcharts are completed to document the crops and activities for which Freshcare certification is required. |  |
| **M1.2 Identify property areas, infrastructure and local activities on a property map.** | |
| 1. A property map is documented and maintained. The map identifies: |  |
| * property boundaries and adjacent infrastructure such as public roads and public places (schools, sports fields) |  |
| * local activities that may impact food safety (other agricultural enterprises, waste treatment plants) |  |
| * production areas and growing sites |  |
| * farm houses, buildings, sheds, on-farm roads and access points |  |
| * toilet facilities, septic tanks and seepage pads |  |
| * workers accommodation and facilities |  |
| * bulk fuel storage, including underground tanks |  |
| * chemical storage areas, mixing areas, equipment clean-down areas, dip sites (postharvest, livestock) and disposal trenches/evaporation ponds |  |
| * storage sites for waste, including controlled wastes (empty chemical containers awaiting collection) |  |
| * fertiliser and soil additive storage, composting/ageing and mixing/loading areas |  |
| * areas that are contaminated (persistent chemicals, heavy metals, fertilisers, waste, physical contaminants) |  |
| * water sources, extraction points and delivery infrastructure. |  |
| **M1.3 Define the roles, responsibilities and reporting relationships of workers responsible for the management of food safety and quality.** | |
| 1. The owner and/or appropriate senior manager provides suitably qualified workers to implement, maintain, review and improve the food safety program of the business. |  |
| 1. The organisational structure of the business is documented and must include: |  |
| * workers responsible for the management of food safety and quality |  |
| * reporting relationships of all workers whose roles may affect food safety and quality. |  |
| 1. Position descriptions are documented for workers responsible for the management of food safety and quality. |  |
| 1. The organisational structure, roles and responsibilities are reviewed at least annually or when changes occur. A record is kept. |  |
| 1. The organisational structure, roles and responsibilities are communicated to all workers. |  |
| **M1.4 Document the business commitment to food safety and quality and the Freshcare Program.** | |
| 1. A Food Safety and Quality Policy is documented and must include measurable objectives. |  |
| 1. The owner or appropriate senior manager signs the Food Safety and Quality Policy committing to support and comply with the Freshcare Food Safety & Quality Standard, Freshcare Rules and all legislative requirements. |  |
| 1. The Food Safety and Quality Policy is communicated to all workers. |  |
| 1. The Food Safety and Quality Policy is reviewed at least annually, and when changes occur that may impact food safety or quality. A record is kept. |  |
| **M2 Documentation** |  |
| **M2.1 Procedures and/ or work instructions are maintained for activities that impact food safety or quality.** | |
| 1. Procedures and/or work instructions are documented and implemented for activities that impact food safety and quality. |  |
| 1. Procedures and/or work instructions are reviewed at least annually or when changes to processes occur. |  |
| **M2.2 Verify compliance with the Freshcare Standard through relevant documents and records.** | |
| 1. Current editions of the Freshcare Food Safety & Quality Standard and the Freshcare Rules are kept. |  |
| 1. All records and documents required to verify compliance to the Freshcare Food Safety & Quality Standard are legible and must include: |  |
| * title |  |
| * date of issue or version number |  |
| * business name |  |
| * name of person completing the record and date of completion. |  |
| 1. As documents and records change, out-of-date versions are replaced. |  |
| **M3 - Training and development** |  |
| **M3.1 Complete Freshcare training.** | |
| 1. A management representative completes approved Freshcare Food Safety & Quality training. Evidence is kept. |  |
| **M3.2 Train all workers who complete tasks relevant to this Standard to ensure a base level of food safety awareness.** | |
| 1. Training is provided for workers who complete tasks relevant to the Freshcare Food Safety & Quality Standard |  |
| 1. All workers must receive basic food safety training before starting work. |  |
| 1. Training is provided in the relevant language for workers and/or pictorially. |  |
| 1. A record of internal and external training is kept and must include: |  |
| * name and signature of trainee |  |
| * name of trainer or training provider |  |
| * topic of the training |  |
| * date of training and expiry date (when applicable). |  |
| 1. The owner or appropriate senior manager completes a review of training to support food safety and quality and:  * identify worker needs for re-training * identify opportunities for professional development * ensure appropriate qualifications and licenses are maintained. |  |
| 1. A review of training is conducted at least annually or when processes and/or workers change. |  |
| **M4 - Internal audit, corrective action and preventative action** |  |
| **M4.1 Conduct internal audits to verify ongoing compliance with this Standard.** | |
| 1. An internal audit of all activities and records relevant to the Freshcare Food Safety & Quality Standard is conducted at least annually, or when changes occur that may impact food safety. A record is kept. |  |
| 1. Workers responsible for completing sections of the internal audit are identified and, where possible, are independent of the practices being assessed. |  |
| **M4.2 Complete corrective actions for any non-compliance.** | |
| 1. A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Food Safety & Quality Standard, Freshcare Rules or legislation are not being met, as identified by: |  |
| * routine activities |  |
| * annual internal audits |  |
| * annual external audits |  |
| * complaints |  |
| * produce identified as being contaminated, or potentially contaminated. |  |
| * Incidents |  |
| 1. A Corrective Action Record must include: |  |
| * description of the problem |  |
| * cause of the problem |  |
| * whether or not the problem has occurred before |  |
| * short term fix (action taken to fix the problem) |  |
| * long term fix (action taken to prevent the problem recurring) |  |
| * confirmation that short term and long term actions are completed and effective |  |
| * name and signature of person completing the review |  |
| * date of the review. |  |
| 1. Reoccurrences of non-compliance are reviewed by the owner or appropriate senior manager. |  |
| **M4.3 Conduct a management review of compliance and documentation.** | |
| 1. A management review of compliance is conducted at least annually. A record of the review is kept and must include as a minimum: |  |
| * internal and external audits |  |
| * corrective actions |  |
| * customer feedback |  |
| * complaints |  |
| * training |  |
| * the food safety and quality policy and measurable objectives |  |
| **M5 - Customer requirements** |  |
| **M5.1 Comply with customer specifications.** | |
| 1. Where a written product specification has been provided by, or agreed with a customer, a copy of the specification is kept. |  |
| 1. Product is checked to ensure it meets the agreed specification before dispatch. When required by the customer, a record is kept. |  |
| 1. If product does not meet the agreed specification, the customer is informed of the variation and the agreed course of action is implemented and recorded. |  |

| **Compliance criteria** | **Comments for 2024 Review** |
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| **F1 - Hazard analysis** | |
| **F1.1 Conduct risk assessments for persistent chemicals.** | |
| 1. Risk assessments are conducted for each growing site to determine the risk of persistent chemical contamination of produce from the soil/growing medium. A record is kept. |  |
| 1. If the risk assessments conducted in F1.1.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. |  |
| **F1.2 Conduct risk assessments for heavy metals.** | |
| 1. Risk assessments are conducted for each growing site to determine the risk of heavy metal contamination of produce from the soil/growing medium. A record is kept. |  |
| 1. If the risk assessments conducted in F1.2.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. |  |
| **F1.3 Conduct risk assessments for fertilisers and soil additives.** | |
| 1. Risk assessments are conducted for all growing sites to determine the risk of microbial contamination of produce from fertilisers and/or soil additives. A record is kept. |  |
| 1. If the risk assessments conducted in F1.3.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. |  |
| **F1.4 Conduct risk assessments for preharvest water.** | |
| 1. Risk assessments are conducted for all preharvest water used to determine the risk of microbial contamination of produce from preharvest water. A record is kept. |  |
| 1. If the risk assessments conducted in F1.4.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. |  |
| **F1.5 Where an additional food safety hazard is identified within the scope of this Code of Practice, a risk assessment is conducted and additional actions implemented if required by the hazard analysis.** | |
| 1. A risk assessment must be conducted for any additional food safety hazard identified within the scope of the Freshcare Code of Practice Food Safety & Quality. A record is kept. |  |
| 1. If the risk assessment conducted in F1.5.1 determines the risk of the hazard identified is high, relevant control measures, monitoring and verification activities are implemented. |  |
| **F1.6 Where an aspect of this Standard is not implemented, it is supported by a risk assessment detailing reasons for exclusion.** | |
| 1. A risk assessment must be conducted to support any aspect of the Freshcare Food Safety & Quality Standard that is not implemented and must clearly detail the reason for any exclusion. A record is kept. |  |
| **F1.7 Review risk assessments at least annually.** | |
| 1. All risk assessments are reviewed at least annually, or when changes occur that may impact the significance of the hazards. |  |
| **F2 - Growing Sites** | |
| **F2.1 Manage growing sites to minimise the risk of contaminating produce.** | |
| 1. If the risk assessment conducted in F1.1 identified the risk of persistent chemical contamination of produce from the soil/growing medium is high, the additional control measures specified in the risk assessment are implemented. |  |
| 1. If the risk.1). assessment conducted in F1.2 identified the risk of heavy metal contamination of produce from the soil/growing medium is high, the additional control measures specified in the risk assessment are implemented. |  |
| 1. Growing sites are assessed for potential of spray drift. |  |
| 1. Where spray drift is likely, plantings are planned to minimise the risk of contaminating non-target produce. |  |
| 1. For growing sites affected by a flood event, planting must be scheduled to ensure the period between flood water subsiding and harvest exceeds 90 days for produce where the harvestable part is grown in, or has direct contact with the soil, and may be eaten uncooked. |  |
| 1. Livestock is not permitted on growing sites within: |  |
| * 90 days of intended harvest date for produce where the harvestable part is grown in, or has direct contact with the soil, and may be eaten uncooked, or |  |
| * 45 days of intended harvest date for all other produce. |  |
| 1. Growing sites are assessed for potential of physical contamination. |  |
| 1. Where physical contamination is likely, sites are inspected before ground preparation and physical contaminants are removed or managed to minimise the risk of contaminating produce. |  |
| 1. Sites/areas contaminated with physical contaminants are identified on the property map. |  |
| **F3 - Planting Materials** |  |
| **F3.1 Manage planting materials to minimise the risk of contaminating produce.** | |
| 1. Planting materials are purchased from suppliers that are managed in accordance with the supplier requirements specified in F11.1. |  |
| **F4 - Chemicals** |  |
| **F4.1 Obtain properly labelled chemicals from approved suppliers and ensure labels remain legible.** | |
| 1. Chemicals are purchased from suppliers that are managed in accordance with the supplier requirements specified in F11.1. |  |
| 1. Chemical containers are adequately labelled and in acceptable condition on receival. |  |
| 1. Deteriorating chemical labels are replaced immediately with a legible copy. |  |
| 1. All chemicals purchased are recorded in a chemical inventory. A record is kept and must include: |  |
| * date received |  |
| * place of purchase |  |
| * name of chemical |  |
| * batch number (where available) |  |
| * expiry date or date of manufacture |  |
| * quantity |  |
| **F4.2 Store, manage and dispose of chemicals to minimise the risk of contaminating produce.** | |
| 1. Chemical storage areas are: |  |
| * located and constructed to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing sites or water sources |  |
| * structurally sound, adequately lit, 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. |  |
| 1. Chemicals are stored in designated separate areas for each category of chemical, and for chemicals awaiting disposal. |  |
| 1. Chemicals are stored in original containers according to directions on the container label. If a chemical is transferred to another container for storage purposes, the new container is a clean chemical container and a copy of the chemical label is applied to the new container. |  |
| 1. Stored chemicals are checked at least annually to identify and segregate chemicals for disposal that have: |  |
| * exceeded the label expiry date |  |
| * exceeded the permit expiry date |  |
| * had their registration withdrawn |  |
| * containers that are leaking, corroded or have illegible labels. |  |
| 1. A record of the check is kept and must include: |  |
| * date of the check |  |
| * name and quantity of chemicals awaiting disposal |  |
| * name of authorised person conducting the check. |  |
| 1. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies or approved off-farm disposal areas. A record of disposal is kept. |  |
| **F4.3 Train and authorise workers who store, handle, apply and dispose of chemicals.** | |
| 1. Workers involved in the supervision of the storage, handling, application and disposal of chemicals: |  |
| * have successfully completed a recognised chemical users course, or equivalent |  |
| * are competent in chemical storage, handling, application and disposal as specified by the Freshcare Code of Practice Food Safety & Quality. |  |
| 1. Workers authorised to store, handle, apply and dispose of chemicals have been trained. |  |
| 1. A register of workers authorised to store, handle, apply and/or dispose of chemicals is maintained and displayed in the chemical storage area. |  |
| **F4.4 Use chemicals according to regulatory, label and market requirements.** | |
| 1. Chemicals are used and applied: |  |
| * 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. |  |
| 1. Chemicals are checked for their withholding period before use. |  |
| **F4.5 Avoid potential for spray drift.** | |
| 1. Chemicals are not applied when the risk of contaminating adjacent crops or off-target areas with spray drift is high. |  |
| 1. Potential and actual spray drift incidents are identified. A record is kept. |  |
| **F4.6 Maintain and calibrate chemical application equipment.** | |
| 1. Chemical application equipment is maintained and checked for effective operation before and during each use. |  |
| 1. Equipment is calibrated at least annually or as per manufacturer’s instructions and immediately after spray nozzles are replaced. |  |
| 1. Equipment is calibrated using a recognised method. A record of calibration is kept and must include: |  |
| * date of calibration |  |
| * method of calibration and results |  |
| * name of person calibrating the equipment. |  |
| **F4.7 Manage mixing and disposal of chemical solutions to minimise the risk of contaminating produce.** | |
| 1. Chemical mixing areas are located to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources. |  |
| 1. Leftover chemical solutions are disposed of according to label directions where specified, or in a manner that minimises the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources. |  |
| **F4.8 Record all chemical applications.** | |
| 1. Records of all preharvest chemical applications are kept and must include: |  |
| * application date |  |
| * start and finish times |  |
| * location and crop |  |
| * chemical used (including batch number if available) |  |
| * rate of application and quantity applied |  |
| * equipment and/or method used to apply the chemical |  |
| * withholding period (WHP) or earliest harvest date (EHD) |  |
| * wind speed and direction |  |
| * name and signature of person who applied the chemical. |  |
| 1. Records of all postharvest chemical treatments are kept and must include: |  |
| * treatment date and time |  |
| * produce treated |  |
| * chemical used (including batch number if available) |  |
| * rate of application and/or quantity applied |  |
| * equipment and/or method used to apply the chemical |  |
| * withholding period (WHP) (where applicable) |  |
| * name and signature of person who carried out the chemical treatment. |  |
| **F4.9 Test produce for chemical residues to verify that chemicals are applied correctly, withholding periods are observed and produce complies with MRLs.** | |
| 1. A chemical residue test is conducted before initial Freshcare certification and then annually, or more frequently, if required by a customer specification. |  |
| 1. A chemical residue test is: |  |
| * a multi-screen test that includes chemicals used in the spray program |  |
| * conducted on a random sample of produce that has had all preharvest and postharvest chemical treatments completed and is ready for sale and/or consumption |  |
| * conducted by a competent laboratory with NATA accreditation to ISO/IEC 17025 for the analysis of chemical residues. |  |
| 3.       Chemical residue levels do not exceed: |  |
| * Maximum Residue Limits (MRLs) as specified by Food Standards Australia New Zealand (FSANZ) |  |
| * Maximum Residue Limits (MRLs) as specified by a customer and/or the importing country (where applicable). |  |
| **F5 - Fertilisers and soil additives** |  |
| **F5.1 Manage fertilisers and soil additives to minimise the risk of contaminating produce.** | |
| 1. Human effluent or biosolids are not used. |  |
| 1. Fertilisers and soil additives comply with heavy metal limits specified in AS4454-2012 Composts soil conditioners and mulches. |  |
| 1. Storage sites for fertilisers and soil additives are located, constructed and maintained to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources. |  |
| 1. Specified exclusion periods between application of fertilisers and soil additives and crop harvest (identified in the risk assessment conducted in F1.3) must be observed. |  |
| 1. Fertilisers and soil additives containing manures and/or food waste used within the specified exclusion periods must be treated using an approved treatment process. Evidence is kept. (See Appendix A-F5). |  |
| 1. Liquid or foliar sprays, derived from untreated manures, that may contact the harvestable part of the crop must not be used within: |  |
| * 90 days of intended harvest date for produce that may be eaten uncooked, or |  |
| * 45 days of intended harvest date for all other produce. |  |
| 1. All other liquid or foliar sprays that may contact the harvestable part of the crop must meet preharvest water requirements. |  |
| 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. |  |
| 1. Records of all fertiliser and soil additive applications are kept and must include: |  |
| * application date |  |
| * location and crop |  |
| * product used |  |
| * rate of application |  |
| * wind speed and direction |  |
| * method of application/incorporation |  |
| * name of person applying the fertilisers and soil additives. |  |
| **F6 - Water** |  |
| **F6.1 Manage and maintain water sources and infrastructure.** | |
| 1. All water sources used preharvest and postharvest are identified. A record is kept. |  |
| 1. Water sources are monitored and managed to minimise potential contamination from: |  |
| * human activities |  |
| * livestock and domestic animals |  |
| * wildlife (where possible) |  |
| * adjacent activities. |  |
| 1. Water extraction points, water storage and delivery infrastructure and irrigation equipment is monitored and maintained. |  |
| 1. Water storage tanks, water dumps, flumes and treatment tanks are |  |
| * Suitable for Intended purpose |  |
| * constructed of materials that will not contaminate the water |  |
| * clean and maintained. |  |
| **F6.2 Manage preharvest water to minimise the risk of contaminating produce.** | |
| 1. Water sources contaminated by toxic algae are not used if preharvest water directly contacts the harvestable part of the crop |  |
| 1. Reclaimed or recycled water used meets the appropriate specification as defined in the Australian Guidelines for Water Recycling (2006). Water suppliers provide test results that verify water quality. |  |
| 1. If the risk assessment conducted in F1.4 identified the risk of microbial contamination of produce from preharvest water use is high, all water used within 48 hours of harvest must meet E. coli <100 cfu/100mL. Evidence is kept. (See Appendix A-F6 and RA-1.4). |  |
| 1. Produce that has come into contact with flood water is not harvested unless it meets limits of E. coli <10 cfu/g and Salmonella Not Detected/25g, or customer specifications. |  |
| **F6.3 Manage post-harvest water to minimise the risk of contaminating produce.** | |
| 1. Water sources contaminated by toxic algae are not used postharvest. |  |
| 1. Water used postharvest for pre-washing (removing soil and debris) where there is a subsequent wash step, must meet E. coli <100 cfu/100mL. Evidence is kept. (See Appendix A-F6). |  |
| 1. All other water used postharvest is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. |  |
| 1. Water in recirculation systems, water dumps, flumes and treatment tanks, is treated and/or changed at an appropriate frequency to maintain water quality, E. coli <1 cfu/100mL. A record is kept. |  |
| 1. Any variations to postharvest water quality must be supported by a risk assessment and associated documentation and be verified at audit. |  |
| **F6.4 Manage all other water usage.** | |
| 1. Water used for hand washing is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. Where water is not proven to meet E. coli <1 cfu/100mL an alcohol-based hand sanitiser must be used after washing hands with soap and water. |  |
| 1. Water used for cleaning equipment, containers or other produce contact surfaces is suitable for the intended purpose and not a source of food safety risk, and meets, or is treated to achieve, E. coli <1 cfu/100mL. Evidence is kept. |  |
| 1. Any variations to water quality must be supported by a risk assessment and associated documentation and be verified at audit. |  |
| **F7 - Allergens** |  |
| **F7.1 Identify and manage potential sources of allergens.** | |
| 1. Raw material inputs are reviewed for known allergens. |  |
| 1. If allergens are identified, an allergen management plan is documented and must include: |  |
| * a list of all raw materials and/or produce containing allergens |  |
| * how these products are used, stored and handled |  |
| * control measures to prevent cross-contamination. |  |
| 1. Workers are trained: |  |
| * to identify, avoid introducing and remove allergens |  |
| * in allergen control measures (where required). |  |
| **F7.2 Manage allergen labelling** | |
| 1. Labelling of packed product that contains, or may contain, allergens is compliant with allergen labelling regulations in the country of production and/or the country of destination. |  |
| **F8 - Premises, facilities, equipment, tools, packaging and vehicles** |  |
| **F8.1 Construct and maintain growing, handling, packing and storage facilities to ensure they are suitable for the production and preparation of produce.** | |
| 1. Produce growing, handling, packing (including in-field packing) and storage facilities are located, designed, constructed and maintained (interior and exterior) to minimise the risk of contaminating produce. |  |
| 1. Mezzanine floors, walkways and stairs are designed and constructed to minimise the risk of contaminating produce. |  |
| 1. Lighting in growing, packing and storage areas is adequate for the tasks performed. |  |
| 1. Lights above produce handling and storage areas are fitted with shatter proof covers and/or shatter proof bulbs. |  |
| 1. Glass, hard or brittle plastic, ceramic or similar materials are removed from produce handling and storage areas. Where this is not possible, precautions are taken to ensure these materials do not contaminate produce. |  |
| 1. Items that are not needed for production are removed from produce handling and storage areas. Items needed for production are managed to minimise the risk of contaminating produce. |  |
| 1. Surfaces that contact produce in the packing area are cleaned and maintained to ensure they do not contaminate produce. |  |
| 1. Produce is not stored with or near materials that may present a risk of contaminating produce. |  |
| 1. Chemicals, grease, oil, fuel and farm machinery are segregated from packing and produce storage areas. |  |
| 1. Workshop equipment is not operated during production or is screened to prevent contamination of produce. |  |
| 1. Facilities are kept clean, and are subject to regular cleaning. |  |
| **F8.2 Construct and maintain facilities for handling and packing produce for retail sale (includes, but is not limited to, retail crates, pre-packs).** | |
| 1. The packing and storage of produce for retail sale is conducted in a designated clean area, and constructed and maintained to minimise the risk of contaminating packed produce. |  |
| 1. Hand washing facilities are easily accessed by workers before entry into the packing area. |  |
| 1. Facilities are reviewed at the start of the production season and at least weekly during operation. A record is kept. |  |
| **F8.3 Provide and maintain toilets and hand washing facilities to minimise the risk of contaminating produce.** | |
| 1. Toilets and hand washing facilities must be: |  |
| * located to minimise the risk of contaminating produce and maximise accessibility |  |
| * toilets and hand washing facilities to be in sufficient numbers for the number of workers on site at any one time or provided to accommodate the number of workers |  |
| * kept clean, and regularly maintained and serviced |  |
| * designed to ensure hygienic removal of waste and to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources |  |
| * equipped with running water (as specified in F6.4.1), liquid soap, mechanism/s for effective hand drying, and waste disposal facilities |  |
| * hand washing instructions are displayed. |  |
| 1. For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser (after completing handwashing) before handling produce or materials that may come into contact with produce. |  |
| **F8.4 Construct and maintain septic, waste and drainage systems to minimise the risk of contaminating produce.** | |
| 1. Septic, waste disposal and drainage systems are designed, located and constructed to minimise the risk of contaminating produce directly, or indirectly, through contamination of growing site or water sources. |  |
| 1. Drains are designed to: |  |
| * prevent ponding in areas where produce is handled and stored |  |
| * prevent pests entering the facility |  |
| * enable regular cleaning. |  |
| 1. Drains must be kept clean. |  |
| **F8.5 Maintain and clean tools, equipment and containers that contact produce.** | |
| 1. Tools, equipment, and containers are made of substances that are non-toxic, and designed and constructed to enable regular cleaning and maintenance. |  |
| 1. Tools, equipment, and containers are stored in a manner that minimises contamination. |  |
| 1. Handheld harvesting tools are cleaned each day before use, and accounted for at the end of each day. |  |
| 1. For produce that has an edible skin, and may be eaten uncooked: |  |
| * produce containers used at harvest are handled to avoid produce being contaminated by soil or other physical contaminants |  |
| * a food grade liner is used when containers cannot be effectively cleaned. |  |
| 1. Wooden bins and pallets are checked for cleanliness, odours, Odours (only in IA and not in standard)foreign objects, pest infestation and protruding nails or splinters. Where required, bins and pallets are cleaned, repaired, rejected or covered with a protective material. |  |
| 1. Containers used for storing waste, chemicals or dangerous substances are clearly identified and not used for produce. |  |
| **F8.6 Maintain monitoring and measuring equipment.** | |
| 1. Monitoring and measuring equipment is identified, checked for operational efficiency and accuracy, and calibrated using a recognised method at a predetermined frequency. A record is kept. |  |
| **F8.7 Manage packaging materials to minimise the risk of contaminating produce.** | |
| 1. Packaging materials used for retail sale are food grade. |  |
| 1. Packaging materials are stored in a manner that minimises contamination. |  |
| 1. All packaging is checked for cleanliness, foreign objects and pest infestation. Where required, packaging is cleaned, rejected or covered with a protective material. |  |
| **F8.8 Construct and maintain cooling systems to minimise the risk of contaminating produce.** | |
| 1. Cooling systems are checked to ensure they are operating at specified temperatures. Systems are maintained and calibrated. |  |
| 1. Measures are taken to prevent condensate and defrost water from cooling systems contacting produce. |  |
| **F8.9 Manage produce transport vehicles to minimise the risk of contaminating produce.** | |
| 1. Produce is not transported under conditions or with other goods that present a potential source of contamination. |  |
| 1. Transport vehicles are checked before use for cleanliness, foreign objects and pest infestation. Where necessary, vehicles are cleaned to prevent contamination of produce. |  |
| 1. Transport refrigeration systems are checked to ensure they are operating at specified temperatures. |  |
| **F8.10 Preventative maintenance, and cleaning is effective to minimise the risk of contaminating produce.** | |
| 1. A documented plan of preventive maintenance is followed. The plan describes: |  |
| * areas/equipment |  |
| * details of maintenance |  |
| * frequency of maintenance |  |
| * name of person responsible for ensuring maintenance is completed. |  |
| 1. A documented plan is followed for cleaning of produce handling and storage areas, equipment, containers, materials and vehicles that come into contact with produce. The plan describes: |  |
| * areas and items to be cleaned |  |
| * cleaning agents and the methods used |  |
| * frequency of cleaning |  |
| * name of person responsible for ensuring cleaning is completed. |  |
| 1. Chemicals used for cleaning are approved for use in a food handling area and are used according to label instructions. |  |
| 1. Cleaning materials and equipment are stored and managed to minimise the risk of contaminating produce. |  |
| 1. Monitoring activities are undertaken to ensure cleaning is effective. |  |
| **F8.11 Waste is managed and appropriately disposed of.** | |
| 1. Waste containers are provided, appropriate for use, clearly identified and emptied on a regular basis. |  |
| 1. Waste disposal is appropriate for the type of waste generated. |  |
| 1. Waste storage and disposal sites are located to minimise the risk of contaminating produce, are clearly identified and kept clean and tidy. |  |
| **F9 - Animals and pests** |  |
| **F9.1 Measures are taken to minimise animal and pest presence.** | |
| 1. In and around areas where produce is grown, packed and stored, measures are taken to: |  |
| * minimise animal and pest presence |  |
| * exclude wildlife and domestic animals |  |
| * discourage roosting of birds. |  |
| **F9.2 Document and implement a plan for managing pests.** | |
| 1. A documented plan is followed to manage pests in and around growing, packing and storage areas. The plan must include: |  |
| * method used |  |
| * location of baits and traps |  |
| * frequency of checking baits and traps |  |
| * name of person responsible for placing, checking and restocking baits and traps. |  |
| 1. Method and chemicals used for pest management are: |  |
| * appropriate for use in growing, packing and storage areas |  |
| * used according to label instructions |  |
| * not applied to the harvestable part of the crop. |  |
| 1. Baits and traps used for pest management are located and contained to minimise the risk of contaminating produce, packaging containers, materials and equipment. |  |
| 1. Pest control measures are monitored to ensure they are effective. A record is kept. |  |
| **F10 - People** |  |
| **F 10.1 Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce.** | |
| 1. Written food safety instructions are provided to workers and visitors and must include requirements for: |  |
| * health status |  |
| * personal hygiene |  |
| * hand washing |  |
| * management of clothing and personal items |  |
| * use of protective clothing (where necessary) |  |
| * general behaviour. |  |
| 1. Food safety instructions are reinforced with prominent signs and/or basic written or pictorial training guides. |  |
| 1. Compliance with food safety and hygiene requirements is monitored. |  |
| **F10.2 Manage access to the property, growing sites and product handling areas to minimise the risk of contamination of produce.** | |
| 1. Entry is restricted to authorised persons. |  |
| 1. Workers or visitors known, or suspected to be suffering from or to be a carrier of a disease or illness likely to be transmitted through fresh produce: |  |
| * must report to management |  |
| * are not permitted to handle produce |  |
| * are not permitted to enter food handling areas. |  |
| **F11 -Suppliers** |  |
| **F11.2 Identify and manage materials and services that may introduce a food safety risk.** | |
| 1. Suppliers of materials and services that may introduce a food safety risk are identified. A record is kept and reviewed annually. |  |
| 1. Suppliers of materials and services identified in F11.1.1 must comply with the applicable requirements of the Freshcare Code of Practice Food Safety & Quality. |  |
| 1. Evidence of compliance for suppliers of materials and services is kept and must include: |  |
| * independent evidence of compliance, or |  |
| * a written declaration to comply with requirements, |  |
| * or a record of inspection/assessment against requirements. |  |
| 1. Purchase records are kept for materials and services identified in F11.1.1 and must include: |  |
| * name of supplier |  |
| * date of purchase |  |
| * material or service supplied. |  |
| 1. Competent laboratories are used when testing to verify compliance with requirements of the Freshcare Food Safety & Quality Standard. |  |
| **F11.2 Identify and manage materials and services that may introduce a food safety risk.** | |
| 1. All produce represented for sale as Freshcare certified must be:  * grown by a business currently certified to Freshcare Food Safety & Quality Standard or alternate, approved GFSI benchmarked standard |  |
| * packed by a business currently certified to Freshcare Food Safety & Quality Standard or alternate, approved GFSI benchmarked standard |  |
| **F12 - Food defence and food fraud** |  |
| **F12.1 Identify potential food defence threats that may impact food safety and implement control measures where required.** | |
| 1. A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: |  |
| * raw materials (business inputs or produce) |  |
| * end product. |  |
| 1. Where a food defence threat is identified, a control plan is documented. |  |
| 1. The food defence vulnerability assessment and control plan is reviewed at least annually and updated when changes occur. |  |
| **F12.2 Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required.** | |
| 1. A food fraud vulnerability assessment is completed to assess the potential risk of intentional adulteration, substitution or misrepresentation of: |  |
| * raw materials (business inputs or produce) |  |
| * end product. |  |
| 1. Where a food fraud vulnerability is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health. |  |
| 1. The food fraud vulnerability assessment and control plan is reviewed at least annually and updated when changes occur. |  |
| **F13 -Product identification and traceability** |  |
| **F13.1 Maintain a product identification and traceability system to enable produce to be traced from production to its destination.** | |
| 1. A record of all produce harvested is kept and must include: |  |
| * crop/variety |  |
| * growing site |  |
| * earliest harvest date in consideration of exclusion periods |  |
| * harvest date |  |
| * packing date |  |
| * batch identification code (where applicable) |  |
| * quantity |  |
| * destination. |  |
| 1. Where harvested produce is sent to another business for packing or further processing, each delivery is clearly identified with supplier name and harvest or delivery date. |  |
| 1. A record of all produce received from suppliers is kept and must include: |  |
| * supplier business name |  |
| * crop/variety |  |
| * date received |  |
| * packing date |  |
| * batch identification code (where applicable). |  |
| 1. All packed produce sent to a customer is marked with: |  |
| * business name and physical address |  |
| * packing date and/or batch identification code |  |
| * other trade descriptions required by customer or legislation. |  |
| 1. Dispatch records are kept and must include:  • customer and/or destination  • dispatch date • batch identification code • quantity. |  |
| 1. Product traceability is tested at least annually to verify full traceability of produce from production to its destination/immediate customer, or vice versa. A record is kept. |  |
| **F13.2 Product release procedures are maintained for the final check of produce to prevent unintended use or delivery of produce found non-compliant.** | |
| 1. A product release procedure is documented and must include: • assessment and final check of produce prior to dispatch • controls for produce found non-compliant  • any required corrective action. |  |
| **F14 -Incident management, recall and withdrawal** |  |
| **F14.1 Maintain an incident management plan to ensure produce that does not meet food safety requirements is effectively managed** | |
| 1. An incident management plan must include the requirements for: |  |
| * incident reporting |  |
| * product hold and release |  |
| * product withdrawal and product recall |  |
| 1. The incident management plan is documented and must include: |  |
| * workers responsible for incident management |  |
| * name of person documenting the plan |  |
| * date plan is developed |  |
| 1. A test of the incident management plan is conducted at least annually. A record is kept. |  |
| 1. The incident management plan is reviewed at least annually and following any event requiring the incident management plan to be actioned. A record is kept. |  |
| **F14.2 Manage product recall and withdrawal.** | |
| 1. In the event of a potentially serious food safety incident, the matter is investigated to determine the extent of the problem. Where required, further action is taken. |  |
| 1. Establish the level of recall relevant for the produce supplied to customers as a: |  |
| * trade level recall, or |  |
| * consumer level recall. |  |
| 1. If a recall is required, the relevant recall is implemented. |  |
| 1. Where produce is supplied direct to consumers, or if required by a customer a mock recall is completed annually using the A&NZ Product Recall/Withdrawal form. A record is kept. |  |

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| Freshcare Rules |  |
| R1 Scope. | Comments for 2024 Review |
| Freshcare Certification against this Standard covers business operations involved in primary production activities as outlined in the following table: |  |
| **Standards** |  |
| Freshcare Food Safety & Quality. *FSQ 4.2.* |  |
| **Applicable to** |  |
| **Grower**  Grower Includes businesses involved in production and harvest of a crop, pre-farm gate.  **Packer**  Includes businesses involved in receiving, handling, packing and re-packing of fresh produce (does not include further processing of whole products). |  |
| **Audit Cycle** |  |
| **Annual**  will take place in consideration of witnessing the businesses’ operations and shall occur during harvest/ operational months.  The Certification Body will conduct recertification audits to take place up to 60 days prior to the *re-certification audit due month,* which is a fixed month based on historical audit reporting |  |
| **Audit Duration** |  |
| **Min 4 hrs**  The duration of a Freshcare audit will vary in consideration of business size and scope and will be set by the Certification Body.  A justified variation to duration can be applied by the Certification Body of not more than 20% under the minimum stated duration and this justification shall be recorded within FreshcareOnline and the audit report. |  |
| **Unannounced** |  |
| *As a minimum:*  *One (1) audit every four (4) years shall be conducted as unannounced.*  *This does not include the initial audit to the standard.*  *Your CB will determine the cycle for unannounced audit to occur (refer below).* |  |

| **R1 Scope.** | **Comments for 2024 Review** |
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| 1. Businesses are required to contact their nominated Certification Body to schedule Freshcare audits, *allowing sufficient time for the audit to be conducted PRIOR to certificate expiry*. |  |
| 1. Businesses not requiring Freshcare certification due to crop loss or similar adverse circumstances, can request ‘Audit Deferred’ status until such time as they recommence production. |  |
| 1. The duration of a Freshcare audit will vary in consideration of business size and scope. The Certification Body utilises a risk-based approach when determining the audit durations. |  |
| 1. Audits are scheduled with adequate notice for both the business and the auditor/Certification Body *(in accordance with R1)* and auditors are appointed by the Certification Body with due consideration and care and should not be influenced by the business. |  |
| 1. *All unannounced audits shall meet the following criteria*: |  |
| * 1. *the Certification Body shall provide the business the expected audit window (re-certification audit due month date minus 60 days) as part of the contract or audit plan for audit service;* |  |
| * 1. *the Certification Body shall allow the client to submit request for approval for blackout dates for up to ten (10) days of non-operation per audit activity*: |  |
| * + 1. *where harvest window/period is under 40 days, there shall only be up to five (5) days approved*; |  |
| * + 1. *blackout dates shall be requested and approved prior to the commencement of the audit window*. |  |
| 1. The business shall provide unimpeded access to the site and premises, to full documentation and records, and to product, for the purpose of conducting the audit and provide all reasonable assistance required by the auditor in the conduct of the audit. |  |
| 1. The Certification Body shall at each audit, reconfirm a business’s scope of operations including categories, crops/produce groups and sites as registered with Freshcare, *and any exclusions to certification*. |  |
| 1. Where a business is seeking certification for more than one crop, and the crops do not all have the same seasonal timing, the Certification Body will use a risk-based approach to determine if multiple visits are required to complete the audit process. This will be documented and retained as part of the client records by the Certification Body. |  |
| 1. Between recertification audits, changes to the scope of Freshcare certification including categories, crops/produce groups and sites will be reviewed by the Certification Body using a risk-based approach to determine if there is a need for a scope extension audit. *This can be conducted either on site or remote (as per R3) at the discretion of the CB*. |  |
| 1. The business acknowledges and agrees that an auditor (or a Certification Body) may refuse to *conduct or complete* a Freshcare audit:    1. In the presence of a third party who they believe may intentionally or otherwise influence the outcome of the audit in an inappropriate manner, *including consultants*.    2. If they feel threatened or have been subject to abusive behaviour during the visit.    3. If the site is empty or non-operational.    4. If they deem that the business has not implemented the Freshcare Program, or no records are available.    5. If the business fails to provide complete and accurate information as required by the auditor. |  |

| R2 Freshcare Registration Process. | Comments for 2024 Review |
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| 1. A business is considered a legal operating entity -eg: a sole trader, partnership, limited or unlimited company, limited liability partnership. |  |
| 1. Businesses shall apply to be registered for the Freshcare Program either through participation in approved Freshcare training or via application to Freshcare. A minimum of three (3) months should be allowed between training and audit to allow for implementation of the standard on site prior to audit. |  |
| 1. A business shall complete a Freshcare registration form as part of the registration process and to provide a detailed business profile, including management and key contact information. The key contact shall be responsible for the management of the business’s compliance with the Freshcare Program. |  |
| 1. All sites to be included under the scope of certification shall be disclosed on the Freshcare registration form and on application for audit. |  |
| * 1. A site is considered anywhere that fresh produce is produced, handled or stored (including, but not limited to, fields, paddocks, orchards, greenhouses, shade houses and growth rooms/chambers, packing facilities, ripening facilities, warehouses, off site storage etc). |  |
| * 1. Multiple sites may be registered under a single Freshcare registration only if they operate under a single management system and geographically allow *(approx.100km/ 1.5-2-hour travel)* for all sites to be visited as part of a single reported audit. |  |
| * 1. When multiple sites are included under a single Freshcare registration: |  |
| * + 1. All sites must be visited at the initial Freshcare audit; |  |
| * + 1. For the recertification audits all sites with input storage and handling and/or product storage and packing activities shall be visited. |  |
| 1. Businesses with multiple sites that operate under different Management Systems or are in geographically distant locations, are required to register each site with Freshcare separately. |  |
| 1. Additional sites to be added to the list of a business’s registered sites must be audited prior to inclusion on a Freshcare certificate and subsequently meet R2 (4). |  |
| 1. Multiple businesses that operate from one site (address) shall be registered with Freshcare separately. A Freshcare audit shall be scheduled for each individual business, but the audits may be conducted consecutively. |  |
| 1. 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): |  |
| * 1. This training shall be conducted prior to an audit being undertaken at time of initial registration to the program. |  |
| * 1. Where this person leaves, the business shall require a new trained representative *to commence training within three (3) months.* |  |
| 1. These Rules are the terms on which, upon registration, a business agrees to participate in the Freshcare Program: |  |
| * 1. Businesses participating in the Freshcare Program shall comply with these Rules and the Freshcare Standard(s) nominated by the business at all times. |  |
| * 1. 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. |  |
| * 1. The Business shall notify *both* the Certification Body and Freshcare (in writing) of a serious food safety incident resulting in a product recall or customer applying a stop supply within 48 hours of the incident. |  |
| * 1. 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. |  |
| * 1. Acknowledges and agrees that the certification status of the business will be available through FreshcareOnline (authorised users only) and publicly available through the business search function on the Freshcare website and the JAS-ANZ register (where applicable). |  |
| 1. 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. |  |
| 1. A business shall notify Freshcare and its nominated Certification Body of any prosecutions brought, or likely to be brought against the business, in relation to any business activities within the scope of their Freshcare certification. |  |
| 1. The business acknowledges and agrees that Freshcare is not party to the contract a business must enter with its nominated Certification Body for the conduct and reporting of a Freshcare audit. |  |
| 1. Any change to a business’s profile or key contact information or other details provided on registration shall be notified to Freshcare in writing within 28 days of the change. |  |
| 1. *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.* |  |

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| R3 Two part Audit process. | Comments for 2024 Review |
| *This section outlines the processes to be followed regarding an option of a two part audit process (remote auditing). This process is VOLUNTARY and must be mutually agreed with the participating Business and the CB in writing (refer R4 3).*  *A Factsheet for Freshcare two part audit procedure has been developed to support the implementation.* |  |

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

| R4 Freshcare Certification Process. | Comments for 2024 Review |
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| 1. Only Freshcare approved Certification Bodies can conduct Freshcare audits. A list of approved Certification Bodies, with their scopes is available on the Freshcare website. |  |
| 1. Upon application for audit, a business shall enter a written contract with a Freshcare approved Certification Body for the provision of Freshcare certification services prior to the commencement of audit activity. The contract may include information pertaining to Standard(s) to be assessed, scopes of the operations of the business, Company Details (name, address, contacts), type of audit, *estimated* audit duration and other details required to be captured by the Certification Body. |  |
| 1. 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. |  |
| 1. 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. |  |
| 1. An auditor may be accompanied on the audit for training or accreditation purposes, e.g. auditor training, auditor calibration, witness audits (Freshcare, Certification Body or Accreditation Body*, GFSI*). |  |
| 1. The Freshcare audit will comprise of: |  |
| * 1. an opening meeting with the nominated business representative (key contact) and shall involve the trained representative |  |
| * 1. review all compliance criteria of the relevant Freshcare Standard(s); |  |
| * 1. full evaluation of all aspects of the Freshcare Standard(s), including physical operations (including, but not limited to, water sources and infrastructure; chemical and fertiliser storage and handling facilities; produce harvesting, packing and storage facilities) and all supporting documentation. |  |
| * 1. interview personnel and evaluate records; and |  |
| * 1. *a closing meeting to review findings and advise the business of next steps*. |  |
| 1. 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. |  |
| 1. Where corrective actions have been raised (refer R5), the information will be communicated to the business, *a copy left at the conclusion of the audit,* documented on FreshcareOnline and the timeframes and process for correction provided. |  |
| 1. 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. |  |
| 1. The certification anniversary month can only be altered on request from a participating business, in consideration of changes to business scope. The certification anniversary month is displayed on Freshcare certificates as ‘Re-certification Audit Due’ month. |  |
| 1. On completion of a Freshcare audit, the auditor submits the audit report to the Certification Body for review. On completion of the audit review, a certification decision is made by the Certification Body: |  |
| * 1. If successful, the Certification Body will provide the business with an electronic and/or hard copy certificate in the format approved by Freshcare from FreshcareOnline, based on the following criteria being met: |  |
| * + 1. payment of all fees; and |  |
| * + 1. closure of all CAR’s by the business. |  |
| 1. The business acknowledges and agrees that: |  |
| * 1. 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. |  |
| * 1. This information may be used by Freshcare, the Accreditation Body *and GFSI* for the purpose of reviewing and assessing the integrity of the program (at both the auditor and CB level), in the investigation of complaints made by parties, or in response to known incidents. |  |
| * 1. The certification status of all Freshcare certified businesses is accessible via: |  |
| * + 1. the business search function on the Freshcare website (the information displayed includes business name, location (state), Freshcare Standard, Certification status and Freshcare certification number); |  |
| * + 1. the JAS-ANZ register *(if applicable);* and |  |
| * + 1. FreshcareOnline (authorised users only). |  |

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| **R5 Corrective Action Report (CAR) Rating and Closure.** | | | **Comments for 2024 Review** |
| **Rating** | **Actions** | |  |
| **Critical** |  | |  |
| an issue presenting an immediate risk to food safety, or when the integrity of the Program has been compromised. | Critical CAR action plan shall be addressed by the business and provided to the Certification Body within **48 hours** of audit.  A re-audit may be required. | The business is immediately suspended *(refer R8)* whilst a resolve is determined between the business and the Certification Body to close the Critical CAR.  When CAR Plan is agreed by the Certification Body, the CAR’s must be fully closed within 28 days for the certification to be issued. |  |
| **Major** |  |  |  |
| raised when there is the potential to compromise food safety, or the integrity of the Program, *including breaches of logo use*.  Compliance with the majority of Standard elements is considered essential to certification. | Major CARs must be addressed within 28 days of audit. | CAR’s remaining outstanding after six (6) months deems the audit invalid, *resulting in the business having to undergo a new audit.* |  |
| **Minor** |  |  |  |
| raised where the issue is not likely to likely to directly impact on food safety or the integrity of the Program, but still is of a nature that requires the business to act. | Minor CARs must be addressed within 28 days of the audit. | CAR’s remaining outstanding after six (6) months deems the audit invalid *resulting in the business having to undergo a new audit*. |  |

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| **R5 Corrective Action Report (CAR) Rating and Closure.** | **Comments for 2024 Review** |
| 1. All corrective actions raised at audit must closed out within the time frames indicated for certification to be issued. |  |
| 1. 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. |  |

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| R7 Fees. | Comments for 2024 Review |
| 1. Payment of all fees by participating businesses is a requirement for the business’s continued Freshcare certification. |  |
| * 1. Fees for certification services (e.g. auditing services) are payable to the Certification Body by the business, under the terms of the individual contract. |  |
| * 1. 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. |  |
| * 1. A Freshcare certification fee is collected from a business by the Certification Body and remitted to Freshcare. Freshcare fees are reviewed annually and advised via the Freshcare website. |  |

| R8 Suspensions and Withdrawal. |  |
| --- | --- |
| 1. Suspension and Withdrawal from program may occur where: |  |
| * 1. false or misleading information is provided on application for audit, or in subsequent business updates. |  |
| * 1. a Critical CAR is raised. |  |
| * 1. the business unreasonably delays or continually defers a Freshcare audit. |  |
| * 1. 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. |  |
| * 1. the business fails to pay any fees in connection with the Freshcare Program in accordance *with the contractual terms of the Certification Body*. |  |
| * 1. the business supplies false or misleading information. |  |
| * 1. 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. |  |
| 1. If a business’s certification is suspended and the ground for suspension is not capable of rectification or, if capable of rectification, the business does not take the necessary action(s) to rectify within a timeframe specified by the nominated Certification Body, the business’s registration(s) may be withdrawn by written notice from the Certification Body. Notification will occur to Freshcare and the businesses details will be removed from public registers. |  |

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| R9 Complaints and Appeals. |  |
| 1. Freshcare may contact the business directly for confidential feedback on auditor and/or Certification Body performance. |  |
| 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. |  |
| 1. 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. |  |
| 1. 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/](file:///C:\Users\angela\Dropbox%20(Freshcare)\FC%20Office\05.%20Projects\INT%20-%20ENV%20Standard%20review\www.freshcare.com.au\contact-us\enquiry-form\) |  |
| 1. Complaints in relation to activities undertaken by Freshcare will be managed in accordance with Freshcare’s complaints procedure. |  |

| R10 Use of the Freshcare Logo. |  |
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| 1. The Freshcare name, corporate logo, or certification logo, shall not be used on a product, consumer level packaging, or at point of sale in direct connection to a single product. |  |
| 1. The Freshcare name and corporate logo may be used by a certified business upon written permission from Freshcare in accordance with the Freshcare logo style guide specifications (available via FreshcareOnline). Businesses must apply in writing, to use the Freshcare name and corporate logo and, upon approval, Freshcare will provide the Freshcare corporate logo artwork for use. |  |
| 1. The Freshcare name, corporate logo, or certification logo must not be misrepresented or used in any manner that could be misconstrued or may be defamatory to Freshcare. |  |
| 1. The Freshcare certification logo may be used by a certified business subject to the following requirements. The business must: |  |
| 1. make a request in writing for the Freshcare certification logo artwork; |  |
| 1. only use the Freshcare certification logo artwork precisely as provided by Freshcare, incorporating their unique Freshcare certification number; |  |
| 1. use the Freshcare certification logo in accordance with the Freshcare logo style guide specifications; |  |
| 1. only use the Freshcare certification logo in connection with products grown and/or packed in compliance with the requirements of Freshcare certification; and |  |
| 1. only use the Freshcare certification logo on trade level packaging and pallets that are not intended for display at point of sale (consumer facing packaging). |  |
| 1. Permission to use the Freshcare logo in any way other than as specified in these rules must be requested in writing and approved by Freshcare. |  |
| 1. A business must immediately cease using the Freshcare name, corporate logo and certification logo if its certification has been in certification pending for more than 28 days, has lapsed (certificate expired), or has been suspended or withdrawn. |  |
| 1. A business with permission to use the Freshcare name or logo(s) acknowledges and agrees that Certification Bodies are requested to advise Freshcare of any misuse of the Freshcare name or logo(s). |  |