

Freshcare Event Activation Notice

Audits Under Exceptional Circumstances

Purpose of this Notice

This Event Activation Notice formally activates Freshcare’s Audits Under Exceptional Circumstances Policy (“the Policy”) in accordance with its approval and activation provisions.

This notice authorises Freshcare-approved Certification Bodies to apply the Policy within the scope, conditions, and timeframe set out below.

Background

A fuel shortage crisis has resulted in reduced fuel availability and disruptions to travel, transport, and logistics across Australia. These conditions may affect the feasibility or safety of conducting on-site audit activities in certain circumstances.

Regions / Areas Affected

All areas of Australia, where audit activities are impacted by access, safety, or logistical constraints arising from the fuel shortage crisis.

Activation Period

Start Date: 30th April 2026

End Date: Until further notice

Scope of Activation

This activation applies to all Freshcare-approved Certification Bodies and all Freshcare programs where audit delivery is affected by access or safety constraints directly attributable to the fuel shortage crisis.

Activation of the Policy does not imply universal applicability to all audits, programs, or participants.

Conditions and Limitations

The Policy may be applied only where permitted, for the relevant Freshcare program and audit type.

Not all alternative audit approaches are available for all programs.

Fully remote audits are not permitted for accredited programs.

The Policy may not be applied where program rules, audit type, risk profile, or the presence of major changes require a full on-site audit.

Application of the Policy does not alter certification or recertification cycles and does not waive audit requirements.

Roles and Responsibilities

Certification Bodies are responsible for determining whether the Policy is applicable to a specific audit in accordance with program and policy requirements.

This notice enables consideration of alternative audit arrangements but does not guarantee or automatically grant their use to participants.

Review and Withdrawal

Freshcare will continue to monitor the impacts of the fuel shortage crisis and will review this activation as circumstances evolve.

Freshcare will issue a further notice to amend or withdraw this activation when exceptional circumstances no longer justify application of the Policy.

Further Information and Enquiries

Frequently Asked Questions (FAQs) have been published to provide general information on potential impacts and expectations.

Participants with additional questions regarding audit arrangements or the impact of this Event Activation Notice should contact their Certification Body in the first instance.

Issued by



Jane Siebum
Chief Executive Officer
Freshcare Limited
29 April 2026