



Freshcare

**Food Safety & Quality Standard
Edition 4.1 - July 2019**

Transition Guide

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Freshcare Food Safety & Quality Standard Edition 4.1

Introduction.

Freshcare's release of FSQ4.1 is to align our compliance criteria with GFSI Benchmarking criteria. The Global Food Safety Initiative (GFSI) is an international benchmark model of best practice against which food safety systems such as Freshcare can be assessed. Customers can confidently accept fresh produce from suppliers certified with any food safety system that meets the GFSI benchmark requirements.

Freshcare has been required to achieve GFSI benchmark status to ensure ongoing market acceptance by retailers as an approved base scheme under HARPS. Without GFSI benchmarking, Freshcare would cease to be recognised and the Australian fresh produce industry would lose its most relevant, practical and cost-effective food safety certification option. Benchmarking to GFSI means Freshcare food safety systems are aligned with world's best practice.

Freshcare FSQ4.1 was released on 1st July 2019, with businesses given a transition period, as per previous updates to the Freshcare Standards and in line with our requirements under GFSI Benchmarking process.

All audits from 1 January 2020 will be to FSQ4.1.

Certification Bodies are not required to offer audits to FSQ4.1 prior to 1st January 2020. Certification Bodies will be using this transition time to upskill their audit teams and get their documentation updated for the new requirements. If you would like to go to audit to FSQ4.1 ahead of January 2020, please first check with your Certification Body and where necessary, contact Freshcare for assistance in scheduling.

Transitioning to FSQ4.1.

The Freshcare FSQ4.1 Standard, is released and available to industry from 1st July 2019 on the Freshcare website. Businesses should take this time to familiarise themselves with the revised requirements, update their documents and provide any additional training to staff in readiness for their 2020 audit to FSQ4.1.

Freshcare trainers can be contacted to provide businesses with assistance in the new requirements and in preparation for audits in 2020. A list of recognised trainers is available on the Freshcare website.

For those businesses that have previously completed FSQ3 or FSQ4 training, this training remains recognised under FSQ4.1. Training is available for those wishing to upgrade their knowledge. This can either be completed via Freshcare eLearning or by contacting our network of trainers. Freshcare eLearning details and a list of recognised trainers is available on the Freshcare website (www.freshcare.com.au).

What has changed?

The Freshcare Food Safety & Quality Standard, Freshcare Rules, Factsheets, and some of the Forms (including examples) have been revised. These resources are available on the Freshcare website and your Freshcare Online login for download.

In addition to the documents for Participating Businesses, the Freshcare Certification Body Criteria and Auditors guidance documents have been amended as well. Some of the changes impacting Certification Bodies and auditors is a more defined skills and knowledge criteria and being clear in what Freshcare expects the audit to cover.

With the release of FSQ4.1, there is an option for unannounced audits to take place. We encourage all our participating businesses to utilise the benefits that certification to Freshcare FSQ 4.1 provides, as a tool for business improvement and sites to be using their system to support their operations daily, thereby being “audit ready” at all times. We encourage businesses to contact your nominated Certification Body should wish to participate in the unannounced audit program.

What do I need to do?

This transition guide has been provided as a resource to guide you through the changes made and the steps you need to take. One of the first steps involves familiarising yourself with the changes in the Freshcare Standard and Freshcare Rules.

Go onto the Freshcare website (www.freshcare.com.au) and download copies of the Freshcare Standard (FSQ4.1) and Freshcare Rules (v4.3 July 2019). Within both documents the changes are marked in *italics*. Some sections are completely new, others have had wording changes. It is important you read both these documents in their entirety.

To update your manual, download copies of FSQ4.1 form templates. Go through your manual and replace the FSQ4 forms with the revised FSQ4.1 forms. Example forms have been provided to show how to complete the records, and these are available for download. For further information or guidance on new compliance criteria, refer to the FSQ4.1 factsheets.

One of the other most important steps is to conduct an internal audit of your current processes to the new FSQ4.1 Standard. The Form – M4 Internal Audit, has been revised to capture this. Where you have identified missing documents, additional training that may be required for your workers, or changed practices you need to implement, make a record of these and then work through them until all are marked as complete.

Questions you may have.

<p>Why have you changed the Standard?</p>	<p>The Freshcare Food Safety & Quality Standard (FSQ4) has been updated to FSQ4.1 to ensure Freshcare certification is compliant with the benchmarks set under GFSI. Freshcare has to achieve GFSI benchmark status to ensure ongoing market acceptance by retailers. Without GFSI benchmarking, Freshcare would cease to be recognised and the Australian fresh produce industry would lose its most relevant, practical and cost-effective food safety certification option. Benchmarking to GFSI means Freshcare food safety systems are aligned with world’s best practice.</p> <p>The updates found in FSQ4.1 relate to management records, policies and procedures and some additional requirements related to managing food safety risks, particularly related to worker health and hygiene.</p> <p>The GFSI benchmark will also mean changes for our certification bodies in areas such as auditor competency, audit scheduling and management of corrective actions.</p> <p>The Freshcare office has also been required to update our internal management systems and operating procedures to meet GFSI requirements.</p>
<p>I have HARPS, how does this impact HARPS?</p>	<p>Your Freshcare audit in 2020 will be conducted to the revised FSQ4.1 Standard, as well as HARPS. For more information on HARPS please refer to their website (https://harpsonline.com.au/).</p>
<p>My audit is due in January, can I postpone it to get more time to transition?</p>	<p>You will be required to transition to FSQ4.1, unless you are more than 60 days ahead of your “re-certification audit due month”. This is one of the reasons we give business 6 months’ notice of the new Standard. If you need help, please contact Freshcare and we will direct you to support.</p>
<p>Changes to the Freshcare Rules impact my business, do I have to comply to these Rules immediately?</p>	<p>Compliance to the Freshcare Rules (v4.3 July 2019) must be achieved in line with your certification to FSQ4.1 from 1st January 2020. If you do not comply with the Rules at the time of this audit, a CAR may be raised.</p>
<p>Who is JAS-ANZ and how does this impact Freshcare ?</p>	<p>JAS-ANZ (Joint Accreditation System Australia New Zealand) is an accreditation body.</p> <p>JAS-ANZ accreditation sends a clear message. It says your Certification Body can be counted on to perform its duties—in an authoritative and impartial way. It flags that you have been approved by an independent third-party as a professional body that acts with integrity when certifying or inspecting for conformity assessment.</p>

	<p>JAS-ANZ accredited certification underpins food exports and the domestic market– many customers purchasing these products require accredited certification as a declaration of the safety of the products produced, and as proof that regulatory requirements have been fulfilled.</p> <p>The Freshcare Food Safety & Quality Standard is one of the food schemes accredited by JAS-ANZ.</p>	
What Forms have changed?	<p>Form - M1 Food Safety and Quality Policy</p> <p>Form - M1 Position descriptions</p> <p>Form - M2 Procedure-Work Instruction</p> <p>Form - M3 Training record - internal FSQ</p> <p>Form - M4 Internal audit report</p>	<p>Form - F7 Allergen management plan</p> <p>Form - F8 Facilities audit checklist</p> <p>Form - F10 Food safety instructions</p> <p>Form - F12 Food defence vulnerability assessment and control plan</p> <p>Form - F12 Food fraud vulnerability assessment and control plan</p> <p>Form - F13 Harvest and packing record</p> <p>Form - F14 Incident management plan</p>
I have my own forms, can I continue to use them?	<p>You can certainly continue to use your own forms, but you will need to review the new and revised criteria to ensure you capture any new information into your existing systems.</p> <p>**Don't forget to remove all old versions from use once you transition**</p>	
Minor CARs now must be closed to get my certificate, why?	<p>In line with other GFSI standards, to be allowed to be certified, a business must have no outstanding corrective actions. We have aligned the CAR closure to make Major and Minor CAR closure timeframes the same (28 days). We have also made a change that any CAR's not closed within 6 months deems the audit invalid and a new one will need to be completed.</p> <p>** All corrective actions raised at an audit MUST be closed for your business to be Freshcare Certified**</p>	
Does the actual process of my audit change?	<p>The audit process should not dramatically change. Clause 7 of the Freshcare Rules outlines what you should expect to have occur during your audit. It will be a combination of document review, observation of your practices, processes and infrastructure, and interviewing staff.</p> <p>**Remember the audit MUST occur during your harvest period**.</p>	
What is an unannounced audit?	<p>An unannounced audit is the same as your standard re-certification audit, with the exception that you will not know when the auditor will arrive to your site.</p> <p>They are required to give you a date range in which the audit will occur, in line with the Freshcare Rules that is must be within harvest period and no more than 60 days ahead of your "re-certification audit due date".</p> <p>You can tell your Certification Body of up to 14 days of non-operational periods within this timeframe to allow for days that you know you don't have activity in the business (i.e. every Monday is a non-harvest day). Contact your Certification Body or Freshcare if you would like to know more.</p>	

<p>My audit currently occurs in my quiet time, outside peak harvest, why did the rules change?</p>	<p>The Freshcare Rules around audits occurring during harvest period have not changed. It has always been a requirement that audits occur during (or as close) to harvest as possible. If you audit does not cover your harvest period, then you are in breach of the Freshcare Rules, and you will need to contact your Certification Body to get your audit due date reset and aligned to harvest.</p>
<p>I have more than one growing site, and the rules tell me these all must be registered, why did the rules change?</p>	<p>The Freshcare Rules around the application of a business to be certified to a Freshcare Standard and the requirement for all sites to be listed has not changed. What we have given is a clarification around the maximum allowable distance between sites that can be visited as the audit and that all sites with infrastructure attached must be visited every Audit. Sampling by the auditor can then occur on other sites, based on risk. This intent has always been in place, but Freshcare has responded to concerns from Participating Businesses, that not everyone is treated equally in the application of these rules, so we have sought to add further wording to be clear.</p>
<p>M2.1 says I need to <i>document procedures or work instructions for activities that impact food safety</i>. What does this mean as I only pick fruit into bulk bins?</p>	<p>There are some processes on your farm that require a task to be done, or a series of steps to be completed to make sure the task is completed properly. The documented procedures will help to demonstrate a consistent and correct approach to food safety management. Freshcare has provided a template for the development of key procedures. We have also documented a key work instruction as an example, that is necessary for every produce business to have in place, regardless of their activities, that is handwashing.</p>
<p>What is an incident management plan?</p>	<p>Incident management planning will help detail the steps to be taken before, during and after an incident or event to maintain the financial viability of the business. Proper planning and preparation by your business is key to avoid and reduce the risks associated with events or incidents that could result in major disruptions to operations; and preparing a plan to ensure services to customers can continue.</p>
<p>What is a management review?</p>	<p>A management review is a formal, structured meeting which involves owners and/or senior managers of the business and takes place at regular intervals throughout the year but must occur at least annually. The objective of the management review is to ensure the food safety and quality system implemented remains suitable, adequate and effective.</p>

How to use this transition guide.

This transition guide has been developed to assist participating businesses to transition from Freshcare FSQ4 to FSQ4.1.

The FSQ4.1 Standard document itself has the changes from FSQ4 marked in *Italics*. Only where there has been change made to the content of the element or compliance criteria from FSQ4 to FSQ4.1 will it be found in this document.

Standard Element.	FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
This matches against the Standard Element/ Clause Number	This is the content in the current FSQ4 Code of Practice.	<p>This is the content of the new text/new element in FSQ4.1.</p> <p>It will appear in <i>italics</i> if it is a change</p>	<p>If it is completely new element, then this is noted as <u>NEW Element</u>.</p> <p><u>Additional wording</u> - used to document changes in wording made, that can change the meaning of the Element/ compliance criteria or added <u>additional requirements</u>.</p> <p>This is what has been changed and where applicable the why it has been changed.</p>	<p>Factsheet (as per Standard). Form (as per Standard).</p> <p>This a summary of the steps you may have to undertake to update your system.</p>

Standard Element.	FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
Purpose and scope	The Freshcare Code of Practice Food Safety & Quality is an industry owned standard, describing the good agricultural practices required on farm to provide assurance that fresh produce is safe to eat and has been prepared to meet customer requirements.	<i>The Freshcare Food Safety & Quality Standard is an industry owned standard. Based on the principles of Hazard Analysis Critical Control Point (HACCP), the Freshcare Food Safety & Quality Standard describes the good agricultural practices required on farm to provide assurance that fresh produce is safe to eat and has been prepared to meet customer requirements. The standard criteria developed is a HACCP based system, underpinned by the Freshcare master HACCP plan.</i>	Acknowledgement that Freshcare is based on principles of HACCP. Throughout document there has been a change to wording: 'Code of Practice' to 'Standard'.	Information only.
Using the Standard	Not Applicable.	<i>The Glossary defines terms used within this document. NOTE: This revision has changed the terminology used from 'Code of Practice' to 'Standard'. Where 'Standard' is used in this edition (and related resources), it equally refers to 'Code of Practice' used in previous editions and other Codes (such as Environmental). The two terms can be used interchangeably through the resources and materials.</i>	<u>Additional Wording:</u> around the role the glossary plays in supporting the Standard. And that definitions in the Glossary impact the Standard. Change in wording: 'Code of Practice' to 'Standard'.	Information only.

Standard Element.	FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
Management				
M1	<p>M1.3 Define the business organisational structure.</p> <p>1. The organisational structure of the business is documented and must include:</p> <ul style="list-style-type: none"> • workers responsible for the management of food safety and quality • reporting relationships of all workers whose roles may affect food safety and quality. 	<p><i>M1.3 Define the roles, responsibilities and reporting relationships of workers responsible for the management of food safety and quality.</i></p> <ol style="list-style-type: none"> 1. <i>The owner and/or appropriate senior manager provides suitably qualified workers to implement, maintain, review and improve the food safety program of the business.</i> 2. <i>The organisational structure of the business is documented and must include:</i> <ul style="list-style-type: none"> • <i>workers responsible for the management of food safety and quality</i> • <i>reporting relationships of all workers whose roles may affect food safety and quality.</i> 3. <i>Position descriptions are documented for workers responsible for the management of food safety and quality.</i> 4. <i>The organisational structure, roles and responsibilities are reviewed at least annually or when changes occur. A record is kept.</i> 5. <i>The organisational structure, roles and responsibilities are communicated to all workers.</i> 	<p>Further detail/ information required to define the business organisation structure.</p> <p>Requirement for the roles, responsibilities and reporting relationships for workers responsible for food safety is highlighted.</p> <p><u>Added requirement</u> for position descriptions for workers whose role(s) manage food safety and quality.</p> <p><u>Added requirement</u> to review annually (at least) and when changes occur (i.e. changes in staff).</p> <p><u>Added requirement</u> for the organisation structure, roles and responsibilities to be communicated to all workers.</p>	<p><u>Factsheet</u> - M1 Scope and Commitment.</p> <p><u>Form</u> - M1 Position descriptions.</p> <p>Assign a person to be responsible for food safety and quality, they must have the education and/or experience to be able to implement and maintain the FSQ System.</p> <p>Complete your Organisational chart.</p> <p>Complete position descriptions for workers whose role(s) manage food safety and quality.</p> <p>Make a date in the future to conduct next review.</p> <p>Communicate the organisational chart to workers and make workers aware of who is responsible for food safety and quality in the business.</p> <p>Have the appropriate evidence ready for your audit.</p>

<p>M1</p>	<p>M1.4 Document the business commitment to the Freshcare Code of Practice.</p> <ol style="list-style-type: none"> 1. The owner or appropriate senior manager signs a commitment statement to support and comply with the Freshcare Code of Practice Food Safety & Quality, Freshcare Rules and all legislative requirements. 2. The commitment statement is communicated to all workers. 	<p>M1.4 <i>Document the business commitment to food safety and quality and the Freshcare Program</i></p> <ol style="list-style-type: none"> 1. <i>A Food Safety and Quality Policy is documented and must include measurable objectives</i> 2. <i>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.</i> 3. <i>The Food Safety and Quality Policy is communicated to all workers.</i> 4. <i>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.</i> 	<p><u>Changed requirement:</u> Commitment statement will now be a food safety and quality policy. The owner or appropriate senior manager to commit to policy and measurable objectives and review it at least annually, with a record kept.</p> <p>Acknowledgement that the business is committed to food safety and quality as well as the Freshcare Program, Freshcare Rules and legislative requirements.</p> <p>The new document needs to be communicated to workers.</p>	<p><u>Factsheet - M1 Scope and Commitment</u> <u>Form- M1 Food Safety and Quality Policy</u></p> <p>Measurable objectives need to be set by the business and documented in the food safety and quality policy. Examples of measurable objectives are in the M1 Factsheet. The Form - M1 Food safety and quality policy also provides a template for you to use.</p> <p>Have the owner/ senior manager print and sign the food safety and quality policy once documented.</p> <p>Communicate the food safety and quality policy and make workers aware of how this applies for food safety and quality in the business.</p> <p>Make a date in the future to conduct review, unless something changes in the meantime, which would trigger another review.</p> <p>Have the appropriate evidence ready for your audit.</p>
<p>M2</p>	<p>Not Applicable.</p>	<p>M2.1</p>	<p><u>NEW Element:</u></p>	<p><u>Factsheet - M2 Documentation.</u></p>

		<p><i>Procedures and work instructions are maintained for activities that impact food safety.</i></p> <ol style="list-style-type: none"> 1. <i>Procedures and work instructions are documented and implemented for activities that impact food safety.</i> 2. <i>Procedures and work instructions are reviewed at least annually or when changes to processes occur.</i> 	<p>Requirement for procedures and work instructions to be maintained for activities that impact food safety.</p>	<p><u>Form - M2 Procedure/Work Instructions.</u> Review your current processes and practices, are there additional procedures required that are necessary to maintain food safety? Some key examples are provided in the M2 Factsheet.</p> <p>Document these procedures.</p> <p>Train your workers on these procedures/work instructions (refer Factsheet M3 Training).</p> <p>Make the date in the future to conduct the review, unless something changes in the meantime, which would trigger another review, like introducing a new piece of equipment.</p> <p>Have the appropriate evidence ready for your audit.</p>
	<p>M2.2 Verify compliance with the Freshcare Code of Practice through relevant documents and records.</p> <ol style="list-style-type: none"> 1. Current editions of the Freshcare Code of Practice Food Safety & Quality and the Freshcare Rules are kept. 2. All records and documents required to verify compliance to this Code of Practice are legible and must include: 	<p>M2.2 Verify compliance with the Freshcare Standard through relevant documents and records.</p> <ol style="list-style-type: none"> 1. Current editions of the Freshcare Food Safety & Quality Standard and the Freshcare Rules are kept. 2. All records and documents required to verify compliance to the Freshcare Food Safety & Quality Standard are legible and must include: 	<p>Records now need to be securely stored.</p>	<p><u>Factsheet - M2 Documentation</u></p> <p>Ensure there is a secure place to store paper records.</p> <p>Ensure electronic records are secure and backed up.</p> <p>Have the appropriate evidence ready for your audit.</p>

	<ul style="list-style-type: none"> • title • date of issue or version number • business name • name of person completing the record and date of completion. <p>3. As documents and records change, out-of-date versions are replaced.</p> <p>4. All records are kept for a minimum of two years (or longer if required by legislation or customers).</p>	<ul style="list-style-type: none"> • title • date of issue or version number • business name • name of person completing the record and date of completion. <p>3. As documents and records change, out-of-date versions are replaced.</p> <p>4. All records are <i>securely stored</i> and kept for a minimum of two years (or longer if required by legislation or customers).</p>		
M3	<p>M3.2 Train all workers who complete tasks relevant to this Code of Practice to ensure a base level of food safety awareness.</p> <ol style="list-style-type: none"> 1. Training is provided for workers who complete tasks relevant to this Code of Practice. 2. All workers must receive basic food safety training before starting work. 3. Training is provided in the relevant language for workers, or pictorially. 4. A record of internal and external training is kept and must include: <ul style="list-style-type: none"> • name and signature of trainee • name of trainer or training provider • topic of the training • date of training and expiry date (when applicable). • A review of training is conducted at least annually or when tasks and/or workers change. 	<p>M3.2 Train all workers who complete tasks relevant to this Standard to ensure a base level of food safety awareness.</p> <ol style="list-style-type: none"> 1. Training is provided for workers who complete tasks relevant to the Freshcare Food Safety & Quality Standard. 2. All workers must receive basic food safety training before starting work. 3. <i>Training is provided in the relevant language for workers and/or pictorially.</i> 4. A record of internal and external training is kept and must include: <ul style="list-style-type: none"> • name and signature of trainee • name of trainer or training provider • topic of the training • date of training and expiry date (when applicable). 5. <i>A review of training is conducted at least annually or when processes and/or workers change.</i> 	<p>Acknowledgement training can be provided in the relevant language and/or pictorially.</p> <p>Change of wording: “tasks” have been changed to “processes” in point 5.</p> <p>Form M3 Training record – internal FSQ has been updated to reflect changes to element naming.</p>	<p><u>Factsheet - M3 Training.</u></p> <p><u>Form - M3 Training record – internal FSQ</u></p> <p>You will need to print/complete an update of the Form M3 Training record – internal FSQ for any training moving forward.</p>

M4	<p>M4.1 Conduct internal audits to verify ongoing compliance with this Code of Practice.</p> <ol style="list-style-type: none"> 1. An internal audit of all activities and records relevant to the Freshcare Code of Practice Food Safety & Quality 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. 	<p>M4.1 Conduct internal audits to verify ongoing compliance with this Standard.</p> <ol style="list-style-type: none"> 1. <i>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.</i> 2. Workers responsible for completing sections of the internal audit are identified and, where possible, are independent of the practices being assessed. 	<p><u>Added requirement</u> that an internal audit also needs to be completed when changes occur that may impact food safety.</p> <p><u>Updated</u> internal audit document in line with the Standard changes, as well as provided a worked example with more detail.</p>	<p><u>Factsheet</u> - M4 Internal audit and corrective action.</p> <p><u>Form</u> - M4 Internal audit.</p> <p>Use the revised Internal audit form to track the changes that you are required to make to your system to get yourself ready for your FSQ4.1 audit.</p> <p>Complete the internal audit document in full.</p> <p>Make a date in the future to conduct next annual review.</p> <p>Have the appropriate evidence ready for your audit.</p>
	<p>M4.2 Complete corrective actions for any non-compliance.</p> <ol style="list-style-type: none"> 1. A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Code of Practice Food Safety & Quality, Freshcare Rules or legislation are not being met, as identified by: <ul style="list-style-type: none"> • routine activities • annual internal audits • annual external audits • a valid complaint received from a neighbour, customer or regulatory authority 	<p>M4.2 Complete corrective actions for any non-compliance.</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • routine activities • annual internal audits • annual external audits • <i>complaints</i> • produce identified as being contaminated, or potentially contaminated • <i>incidents</i>. 	<p><u>Added</u> complaints (more generic) and incidents as additional reasons for corrective action to be raised.</p>	<p><u>Factsheet</u> - M4 Internal audit and corrective action.</p> <p>Where you have an incident or a source of a complaint, or any other one of the listed issues in M4.2, a corrective action is raised and actioned.</p> <p>Have the appropriate evidence ready for your audit.</p>

	<ul style="list-style-type: none"> produce identified as being contaminated, or potentially contaminated. 			
	Not Applicable	<p>M4.3 <i>Conduct a management review of compliance and documentation.</i></p> <p>1. <i>A management review of compliance is conducted at least annually. A record of the review is kept and must include:</i></p> <ul style="list-style-type: none"> <i>internal and external audits</i> <i>corrective actions</i> <i>customer feedback</i> <i>complaints</i> <i>training</i> <i>the food safety and quality policy and measurable objectives.</i> 	<p><u>NEW Element:</u></p> <p>Requirement for a management review of compliance and documentation be completed. The review must encompass the list in the Standard, as well as any other activities the business may wish to capture.</p> <p>Record of management review required.</p>	<p><u>Factsheet - M4 Internal audit and corrective action.</u></p> <p>Conduct a management review meeting with the Owner/senior manager(s) of the business.</p> <p>The review must encompass the list in the Standard, as well as any other activities the business may wish to capture.</p> <p>Record the items discussed, actions and resolutions, where applicable.</p> <p>Make a date in the future to conduct further management review(s).</p> <p>Have the appropriate evidence ready for your audit.</p>

Standard Element.	FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
Food Safety and Quality				
F4	<p>F4.2 Store, manage and dispose of chemicals to minimise the risk of contaminating produce.</p> <p>1. Chemical storage areas are:</p> <ul style="list-style-type: none"> • 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 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. 	<p>F4.2 Store, manage and dispose of chemicals to minimise the risk of contaminating produce.</p> <p>1. Chemical storage areas are:</p> <ul style="list-style-type: none"> • 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, <i>well ventilated</i> 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. 	<p><u>Added requirement</u> for chemical storage areas to be well-ventilated.</p>	<p><u>Factsheet - F4 Chemicals.</u></p> <p>Ensure your storage areas for chemicals are well ventilated.</p>
F6	<p>F6.1 Manage water sources and infrastructure.</p> <p>1. All water sources used preharvest and postharvest are identified. A record is kept.</p> <p>2. Water sources are managed to minimise potential contamination from:</p> <ul style="list-style-type: none"> • human activities • livestock and domestic animals • wildlife (where possible) 	<p>F6.1 Manage <i>and maintain</i> water sources and infrastructure.</p> <p>1. All water sources used preharvest and postharvest are identified. A record is kept.</p> <p>2. Water sources <i>are monitored</i> and managed to minimise potential contamination from:</p> <ul style="list-style-type: none"> • human activities • livestock and domestic animals • wildlife (where possible) 	<p><u>Added requirement</u> for water sources and infrastructure to be maintained.</p> <p><u>Added requirement</u> for water sources to be monitored to minimise potential for contamination.</p> <p>Updated wording from 'checked' to 'monitored'.</p>	<p><u>Factsheet - F6 - Water.</u></p> <p>You need to monitor and maintain your water sources and equipment for delivery of water and other related water infrastructure to ensure it is not a source of contamination.</p> <p>Ensure any tanks that are used for water storage and washing are suitable for that purpose.</p>

	<ul style="list-style-type: none"> • adjacent activities. <p>3. Water extraction points, water storage and delivery infrastructure and irrigation equipment is checked and maintained.</p> <p>4. Water storage tanks, water dumps, flumes and treatment tanks are:</p> <ul style="list-style-type: none"> • constructed of materials that will not contaminate the water • clean and maintained. 	<ul style="list-style-type: none"> • adjacent activities. <p>3. Water extraction points, water storage and delivery infrastructure and irrigation equipment is <i>monitored</i> and maintained.</p> <p>4. Water storage tanks, water dumps, flumes and treatment tanks are:</p> <ul style="list-style-type: none"> • <i>suitable for intended purpose</i> • constructed of materials that will not contaminate the water • clean and maintained. 	<p><u>Added requirement</u> for tanks to be suitable for the intended purpose.</p>	
	<p>F6.3 Manage postharvest water to minimise the risk of contaminating produce.</p> <ol style="list-style-type: none"> 1. Water sources contaminated by toxic algae are not used postharvest. 2. Water used postharvest for pre-washing (removing soil and debris) where there is a subsequent wash step, must meet specified microbial limits for preharvest water. 3. All other water used postharvest must meet, or is treated to achieve, <i>E. coli</i> <1 cfu/100mL. Evidence is kept. (See Appendix A-F6). 4. Water in recirculation systems, water dumps, flumes and treatment tanks is changed at an appropriate frequency to maintain water quality. 5. Any variations to postharvest water quality must be supported by a risk assessment and 	<p>F6.3 Manage postharvest water to minimise the risk of contaminating produce.</p> <ol style="list-style-type: none"> 1. Water sources contaminated by toxic algae are not used postharvest. 2. <i>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).</i> 3. <i>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. (See Appendix A-F6).</i> 4. Water in recirculation systems, water dumps, flumes and treatment tanks, <i>is treated and/or changed at an appropriate frequency to maintain water quality, E. coli <1 cfu/100mL. A record is kept.</i> 5. Any variations to postharvest water quality must be supported by a risk assessment and associated 	<p><u>Updated wording</u> limits to support clarity of critical limits for pre harvest water quality, specifying <i>E. coli</i> <100cfu/100ml.</p> <p><u>Added requirement</u> for postharvest water used to be suitable for intended purpose and not a source of food safety risk.</p> <p><u>Clarified</u> intent of requirement “Treated and/or changed at an appropriate frequency” in terms of water in recirculation systems, water dumps, flumes and treatment tanks.</p> <p><u>Wording changed</u> to support clarity of critical limits for postharvest water quality, specifying <i>E. coli</i> <1cfu/100ml.</p>	<p><u>Factsheet - F6 Water.</u></p> <p>Revise your use of water postharvest against the compliance criteria to ensure you are meeting the water quality limits and the requirements.</p> <p>Have the appropriate evidence ready for your audit.</p>

	associated documentation and be verified at audit.	documentation and be verified at audit.		
	<p>F6.4 Manage all other water usage.</p> <ol style="list-style-type: none"> 1. Water used for hand washing meets 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. (See Appendix A-F6). 2. Water used for cleaning equipment, containers or other produce contact surfaces must meet E. coli <1 cfu/100mL. Evidence is kept. (See Appendix A-F6). 3. Any variations to water quality must be supported by a risk assessment and associated documentation and be verified at audit. 	<p>F6.4 Manage all other water usage.</p> <ol style="list-style-type: none"> 1. <i>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. (See Appendix A-F6).</i> 2. <i>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. (See Appendix A-F6).</i> 3. Any variations to water quality must be supported by a risk assessment and associated documentation and be verified at audit. 	<p><u>Added requirement</u> for water used to be suitable for intended purpose and not a source of food safety risk.</p> <p><u>Wording changed</u> to support clarity of critical limits for postharvest water quality, specifying E. coli <1cfu/100ml.</p>	<p><u>Factsheet - F6 Water.</u></p> <p>Revise your use of water for all other uses (handwashing, equipment cleaning etc) against the compliance criteria to ensure you are meeting the limits and the requirements.</p> <p>Have the appropriate evidence ready for your audit.</p>

F7	<p>F7.1 Identify and manage potential sources of allergens.</p> <ol style="list-style-type: none"> 1. Raw material inputs are reviewed for known allergens. 2. If allergens are identified, an allergen management plan is documented and must include: <ul style="list-style-type: none"> • 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. 3. Workers are trained to identify, remove and avoid introducing allergens. 	<p>F7.1 Identify and manage potential sources of allergens.</p> <ol style="list-style-type: none"> 1. Raw material inputs are reviewed for known allergens. 2. If allergens are identified, an allergen management plan is documented and must include: <ul style="list-style-type: none"> • 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. 3. Workers are trained: <ul style="list-style-type: none"> • <i>to identify, avoid introducing and remove allergens</i> • <i>in allergen control measures (where required).</i> 	<p><u>Added requirement</u> for workers to be trained in allergen control measures (when required).</p> <p><u>Updated</u> listing of allergens on form and factsheet for clarity.</p>	<p><u>Factsheet - F7 Allergens.</u></p> <p><u>Form - F7 Allergens.</u></p> <p>Where applicable to your business, review the allergen management plan to ensure it is up to date.</p> <p>If there are allergens present, workers have been appropriately trained, and this is recorded (use Form M3 Training record - other).</p> <p>Have the appropriate evidence ready for your audit.</p>
	<p>Not Applicable</p>	<p>F7.2 <i>Manage allergen labelling.</i></p> <ol style="list-style-type: none"> 1. <i>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.</i> 	<p><u>NEW Element:</u></p> <p>Labelling for allergens must be compliant with allergen labelling regulations in the country of product and/or the country of destination.</p>	<p><u>Factsheet - F7 Allergens.</u></p> <p><u>Form - F7 Allergens.</u></p> <p>Check that the labelling of product containing allergens meets the labelling requirements domestically.</p> <p>If you export product that requires allergen labelling, know the requirements for the labelling of product in the country to be receiving the goods and label the product accordingly.</p>

				Have the appropriate evidence ready for your audit.
F8	<p>F8.1 Construct and maintain growing, packing and storage facilities to ensure they are suitable for the production and preparation of produce.</p> <p>1. Growing, packing (including in-field packing) and storage facilities are constructed and maintained to minimise the risk of contaminating produce.</p>	<p><i>F8.1 Construct and maintain growing, handling, packing and storage facilities to ensure they are suitable for the production and preparation of produce.</i></p> <p>1. <i>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.</i></p>	<p><u>Added requirement</u> for compliance criteria to extend to handling facilities.</p> <p><u>Added requirement</u> for facilities to be located, designed and maintained (interior and exterior).</p>	<p><u>Factsheet - F8 Premises, facilities, equipment, tools, packaging and vehicles.</u></p> <p><u>Form - F8 Facilities audit checklist.</u></p> <p>Review growing areas, handling, packing and storage facilities and all grounds to ensure continuing suitability and no risks to food safety are identified.</p> <p>We have extended the use of the Form - F8 Facilities audit checklist to capture compliance against the criteria of F8.1.1. This is only one of the methods a business can use to demonstrate compliance, therefore the use of this form is not mandatory.</p> <p>Have the appropriate evidence ready for your audit.</p>
	<p>F8.3 Provide and maintain toilets and hand washing facilities.</p> <p>1. Toilets and hand washing facilities must be:</p> <ul style="list-style-type: none"> located to minimise the risk of contaminating produce and maximise accessibility 	<p><i>F8.3 Provide and maintain toilets and hand washing facilities to minimise the risk of contaminating produce.</i></p> <p>1. <i>Toilets and hand washing facilities must be:</i></p> <ul style="list-style-type: none"> <i>located to minimise the risk of contaminating produce and maximise accessibility</i> 	<p><u>Added wording</u> related to minimise the risk of contaminating produce.</p> <p><u>Added requirement</u> for toilets and hand washing facilities to be in sufficient numbers for the number of workers on site at any one time.</p>	<p><u>Factsheet - F8 Premises, facilities, equipment, tools, packaging and vehicles.</u></p> <p><u>Form- F8 Facilities audit checklist.</u></p> <p>Ensure there is an adequate number of toilet facilities to the</p>

	<ul style="list-style-type: none"> 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 (See Appendix A-F8) hand washing instructions are displayed. 	<ul style="list-style-type: none"> <i>provided to accommodate the number of workers</i> 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 (See Appendix A-F8) hand washing instructions are displayed. 		<p>number of workers on site at any one time.</p> <p>Have the appropriate evidence ready for your audit.</p>
	<p>F8.10 Preventative maintenance, and cleaning is effective to minimise the risk of contaminating produce.</p> <p>5. Cleaning is effective.</p>	<p>F8.10 Preventative maintenance, and cleaning is effective to minimise the risk of contaminating produce.</p> <p><i>5. Monitoring activities are undertaken to ensure cleaning is effective.</i></p>	<p><u>Added requirement</u> for monitoring activities to be undertaken. This includes environmental monitoring. Refer to the Factsheet for further information.</p>	<p><u>Factsheet - F8</u> Premises, facilities, equipment, tools, packaging and vehicles.</p> <p>Monitor the outcome of cleaning activities to provide evidence that cleaning has been effectively carried out.</p> <p>Have the appropriate evidence ready for your audit.</p>
F10	<p>F10.1 Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce.</p>	<p>F10.1 Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce.</p>	<p><u>Added requirement</u> for food safety instructions to include hand washing and use of protective clothing (where necessary).</p>	<p><u>Factsheet - F10</u> People.</p> <p><u>Form - F10</u> Food safety instructions.</p> <p>Workers (including contractors) and visitors are provided</p>

	<p>1. Written food safety instructions are provided to workers and visitors and must include requirements for:</p> <ul style="list-style-type: none"> • health status • personal hygiene • management of clothing and personal items • general behaviour. 	<p>1. Written food safety instructions are provided to workers and visitors and must include requirements for:</p> <ul style="list-style-type: none"> • health status • personal hygiene • <i>hand washing</i> • management of clothing and personal items • <i>use of protective clothing (where necessary)</i> • general behaviour. 		<p>instructions on handwashing and other listed requirements, and any other procedures that may be necessary to support food safety.</p> <p>If protective clothing is required to be worn, then there are instructions on its use and its control to prevent contamination.</p> <p>Undertake retraining of all workers and contractors using revised Form F10 Food safety instructions.</p> <p>Use the Form F10 Food safety instructions for all visitors coming on site.</p> <p>Have the appropriate evidence ready for your audit.</p>
<p>F10.2 Manage access to the property and growing sites.</p> <p>1. Entry to the property and growing sites is restricted to authorised persons.</p>	<p>F10.2 <i>Manage access to the property, growing sites and product handling areas to minimise the risk of contamination of produce.</i></p> <p>1. <i>Entry is restricted to authorised persons.</i></p> <p>2. <i>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:</i></p> <ul style="list-style-type: none"> • <i>must report to management</i> 	<p>F10.2 <i>Manage access to the property, growing sites and product handling areas to minimise the risk of contamination of produce.</i></p> <p>1. <i>Entry is restricted to authorised persons.</i></p> <p>2. <i>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:</i></p> <ul style="list-style-type: none"> • <i>must report to management</i> 	<p><u>Added requirement</u> to restrict entry to authorised persons to all areas (by removing ‘property and growing sites’).</p> <p><u>New requirement</u> to manage site access and the knowledge of the health status of workers and visitors.</p> <p>Movement of those known or suspected to be suffering from or to be a carrier of a disease or illness likely to be</p>	<p><u>Factsheet - F10 People.</u></p> <p><u>Form - F10 Food safety instructions.</u></p> <p>Undertake retraining of all workers and contractors using revised Form F10 Food safety instructions.</p> <p>Ensure all workers, contractors and visitors are aware of what areas they are allowed in, and where restrictions are in place</p>

		<ul style="list-style-type: none"> • <i>are not permitted to handle produce</i> • <i>are not permitted to enter food handling areas.</i> 	transmitted through fresh produce must be managed.	<p>(i.e. chemical storage areas, growing sites/plastic houses etc).</p> <p>Ensure adequate signage(if applicable).</p> <p>Ensure workers are aware they cannot enter handling areas or touch produce if they are ill and must tell management if they are ill.</p> <p>Use the Form F10 Food safety instructions for all visitors coming on site.</p> <p>Have the appropriate evidence ready for your audit.</p>
F11	<p>F11.1 Identify and manage materials and services that may introduce a food safety risk.</p> <p>3. Evidence of compliance for suppliers of materials and services is kept and must include:</p> <ul style="list-style-type: none"> • identification as a Freshcare Recognised Supplier, or • independent evidence of compliance, or • a written declaration to comply with requirements, or • a record of inspection/assessment against requirements. 	<p>F11.1 Identify and manage materials and services that may introduce a food safety risk.</p> <p>3. Evidence of compliance for suppliers of materials and services is kept and must include:</p> <ul style="list-style-type: none"> • <i>independent evidence of compliance, or</i> • <i>a written declaration to comply with requirements, or</i> • <i>a record of inspection/assessment against requirements.</i> <p>5. <i>Competent laboratories are used when testing to verify compliance with requirements of the Freshcare Food Safety & Quality Standard.</i></p>	<p><u>Removed</u> reference to Freshcare Recognised Suppliers.</p> <p><u>New requirement</u> (point 5) for testing to be conducted by 'competent laboratories' - refer to new definition in glossary.</p>	<p><u>Factsheet</u> - F11 Suppliers.</p> <p>Review your current list of suppliers against criteria in F11 Supplier requirements table. Note the criteria for testing laboratory and packaging have changed.</p> <p>Have the appropriate evidence ready for your audit. Make a date in the future to conduct the next review.</p>

	<p>F11.2 All produce represented for sale as Freshcare certified must be:</p> <ul style="list-style-type: none"> grown by a business currently certified to Freshcare Code of Practice Food Safety & Quality or a food safety program recognised by Freshcare packed by a business currently certified to Freshcare Code of Practice Food Safety & Quality or a food safety program recognised by Freshcare. 	<p>F11.2 All produce represented for sale as Freshcare certified must be:</p> <ul style="list-style-type: none"> grown by a business currently certified to Freshcare Food Safety & Quality Standard <i>or alternate, approved GFSI benchmarked standard (See Appendix A-F11)</i> packed by a business currently certified to Freshcare Food Safety & Quality Standard <i>or alternate, approved GFSI benchmarked standard (See Appendix A-F11).</i> 	<p><u>Updated wording</u> from a ‘food safety program recognised by Freshcare to an ‘alternate, approved GFSI benchmarked standard’.</p> <p>Added cross reference (See Appendix A-F11) which details the accepted programs.</p>	<p><u>Factsheet - F11 Suppliers.</u></p> <p>Check to ensure any suppliers of produce that is represented for sale as Freshcare Certified have certification to either the Freshcare Standard, or another GFSI Standard, as per the Appendix A-F11.</p> <p>Have the appropriate evidence ready for your audit.</p>
<p>F12</p>	<p>F12.1 Where a food defence threat is identified, a control plan is documented.</p>	<p>F12.1 <i>Identify potential food defence threats that may impact food safety and implement control measures where required.</i></p> <ol style="list-style-type: none"> A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: <ul style="list-style-type: none"> raw materials (business inputs or produce) end product. <i>Where a food defence threat is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health.</i> <i>The food defence vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.</i> 	<p><u>Added requirement</u> for the control plan to include mechanisms for control to mitigate risk to public health.</p> <p><u>New requirement</u> to review food defence vulnerability assessment at least annually and when changes occur.</p>	<p><u>Factsheet - F12 Food defence and food fraud.</u></p> <p><u>Form - F12 Food defence vulnerability assessment and control plan.</u></p> <p>Document the plan on the new Form F12 Food defence vulnerability assessment and control plan that now includes a risk assessment.</p> <p>This is completed by using the Factsheet F12 to:</p> <ol style="list-style-type: none"> determine the food defence issue(s), determine likelihood of occurrence, assign a severity assign risk rating and the controls to be in

				<p>place to mitigate risk to public health.</p> <p>Have the appropriate evidence ready for your audit.</p> <p>Make a date in the future to conduct next review.</p>
	<p>F12.2 Where a food fraud vulnerability is identified, a control plan is documented.</p>	<p>F12.2 <i>Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required.</i></p> <ol style="list-style-type: none"> 1. A food fraud vulnerability assessment is completed to assess the potential risk of intentional adulteration, substitution or misrepresentation of: <ul style="list-style-type: none"> • raw materials (business inputs or produce) • end product. 2. <i>Where a food fraud vulnerability is identified, a control plan is documented and must include mechanisms for control to mitigate risk to public health.</i> 3. <i>The food fraud vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.</i> 	<p><u>Added requirement</u> for the control plan to include mechanisms for control to mitigate risk to public health.</p> <p><u>New requirement</u> to review food fraud vulnerability assessment at least annually and when changes occur.</p>	<p><u>Factsheet - F12</u> Food defence and food fraud.</p> <p><u>Form - F12</u> Food fraud vulnerability assessment and control plan.</p> <p>Document the plan on the new Form F12 Food fraud vulnerability assessment and control plan that now includes a risk assessment.</p> <p>This is completed by using the Factsheet F12 to:</p> <ol style="list-style-type: none"> a. determine the food fraud issue(s), b. determine likelihood of occurrence, c. assign a severity d. assign risk rating and the controls to be in place to mitigate risk to public health. <p>Have the appropriate evidence ready for your audit.</p>

				Make a date in the future to conduct next review.
F13	Not Applicable.	<p>F13.2 <i>Maintain product release procedures to enable produce that does not meet food safety requirements to be clearly identified and controlled to prevent unintended use or delivery.</i></p> <ol style="list-style-type: none"> 1. <i>Documented release procedures are maintained and implemented.</i> 2. <i>Product release procedures are reviewed at least annually. A record is kept.</i> 	<p><u>NEW Element:</u></p> <p>Requirement to have measures in place to prevent produce that does not meet food safety requirements, from being used or delivered.</p> <p>Requirement to develop, maintain and implement product release procedures.</p> <p>Requirement to review product release procedures at least annually.</p> <p>Requirement to keep records related to these procedures.</p>	<p><u>Factsheet</u> - F13 Product identification and traceability.</p> <p><u>Form</u> - F13 Harvest and packing record.</p> <p>Document the procedure you use (refer Form M2 Procedure/Work instruction template) to check and release product prior to leaving site.</p> <p>Examples of items to be checked included in Factsheet F13 Product identification and traceability.</p> <p>Form F13 Harvest and packing record has been amended to include a column to check product prior to release from site.</p> <p>If there is an issue the product is to be segregated (placed on hold) and the Form M4 Corrective action (CAR) record completed.</p> <p>Have the appropriate evidence ready for your audit.</p> <p>Make a date in the future to conduct next review.</p>

<p>F14</p>	<p>Not Applicable.</p>	<p><i>F14.1 Maintain an incident management procedure to ensure produce that does not meet food safety requirements is effectively managed.</i></p> <ol style="list-style-type: none"> 1. <i>An incident management procedure must include the requirements for:</i> <ul style="list-style-type: none"> • <i>incident reporting</i> • <i>product hold and release</i> • <i>product withdrawal and product recall.</i> 2. <i>The incident management procedure is documented and must include:</i> <ul style="list-style-type: none"> • <i>workers responsible for incident management</i> • <i>name of person documenting the plan</i> • <i>date plan is developed.</i> 3. <i>A test of the incident management procedure is conducted at least annually. A record is kept.</i> 4. <i>The incident management procedure is reviewed at least annually, and following any event requiring the incident management procedure to be actioned. A record is kept.</i> 	<p>This Element renamed from ‘Recall’ to ‘Incident management, recall and withdrawal’.</p> <p><u>NEW Element:</u></p> <p><u>Requirement</u> for incident management procedure to manage produce that does not meet food safety requirements. Includes requirements for incident reporting, product hold and release, product withdrawal and product recall.</p> <p><u>Requirement</u> for incident management procedure to include workers responsible for incident management, name of person documenting the plan, date plan is developed.</p> <p><u>Requirement</u> for a test of the incident management procedure to be conducted at least annually, with a record kept.</p> <p><u>Requirement</u> for incident management procedure to be reviewed at least annually and if an event has occurred (and the procedure is used) and a record is kept.</p>	<p><u>Factsheet - F13 Incident management, recall and withdrawal.</u></p> <p><u>Form - F14 Incident management plan.</u></p> <p>Assign a person within the business to manage incidents and the incident management plan.</p> <p>Determine the types of incidents that may be a risk to your business. Use the Factsheet F14 as a guide.</p> <p>Document these incident types using the Form F14 Incident management plan and determine the controls to be put in place.</p> <p>Conduct a test exercise (mock) of the incident management plan and keep a record if it. If the plan does not work how it should, revise it.</p> <p>Have the appropriate evidence ready for your audit.</p> <p>Make a date in the future to conduct next review.</p>
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	<p>F14.1 Maintain a product recall system enabling unsafe produce to be effectively recalled.</p> <ol style="list-style-type: none"> 1. In the event of a potentially serious food safety issue, the matter is investigated to determine the extent of the problem. Where required, further action is taken. 	<p>F14.2 <i>Manage product recall and withdrawal.</i></p> <ol style="list-style-type: none"> 1. In the event of a potentially serious food safety <i>incident</i>, the matter is investigated to determine the extent of the problem. Where required, further action is taken. 	<p>Updated wording.</p> <p><u>Extended requirement</u> to manage product recall and withdrawal.</p> <p>Change in wording from 'issue' to 'incident'.</p>	<p>Note that recall now includes withdrawal.</p> <p>Where it applies, conduct a mock recall exercise and record it.</p> <p>Where it applies, make a date in the future to conduct next mock recall exercise.</p> <p>Have the appropriate evidence ready for your audit.</p>
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Standard Element.	FSQ4 Content 'Code of Practice'.	FSQ4.1 Content 'Standard'.	Explanation of change/expectation.	Steps for the Business.
References				
Appendix A-M3.	Approved Freshcare training includes: <ul style="list-style-type: none"> • <i>Freshcare Food Safety & Quality</i> • Freshcare Food Safety & Quality Edition 4 Training • Freshcare Food Safety & Quality 3rd Edition Training. 	Approved Freshcare training includes: <ul style="list-style-type: none"> • <i>Freshcare Food Safety & Quality Edition 4.1 Training</i> • Freshcare Food Safety & Quality Edition 4 Training • Freshcare Food Safety & Quality 3rd Edition Training. 	<u>Addition</u> of FSQ4.1 as a recognised Freshcare training course.	Information only.
Appendix A-F11.	Not Applicable.	<i>Food Safety Programs Recognised by Freshcare.</i> <ul style="list-style-type: none"> • <i>Freshcare</i> • <i>Global G.A.P.</i> • <i>SQF</i> • <i>BRC.</i> 	<u>Added</u> list of programs recognised by Freshcare. (Recognition of approved GFSI benchmarked standards). This information is also available on the Freshcare website. Note from 1 January 2019, HACCP is no longer accepted (see website for further information).	Use to determine compliance to F11.2.
Glossary	Allergen: Any substance that can induce an abnormally vigorous immune response in certain individuals in the population. Allergens can cause symptoms such as skin rashes, swelling, breathing difficulties or, in severe cases, potentially fatal anaphylaxis. The most common allergens are peanuts, tree nuts, sesame seeds, sulphites (>10mg/kg), eggs, milk,	<i>Allergen:</i> <i>Any substance that can induce an abnormally vigorous immune response in certain individuals in the population. Allergens can cause symptoms such as skin rashes, swelling, breathing difficulties or, in severe cases, potentially fatal anaphylaxis. The most common allergens are peanuts, tree nuts, milk, eggs, sesame seeds, fish, shellfish, soy, lupin, wheat and sulphites (>10mg/kg).</i>	Updated Definition: of allergen to align with FSANZ guidance.	Information only.

	crustaceans, grains containing gluten and soy products.			
Glossary.	Not Applicable.	<p><i>Competent laboratory:</i></p> <p><i>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.</i></p>	<p><u>NEW Definition:</u></p> <p>Added definition of a competent laboratory.</p> <p>This links to new requirement F11.1.5.</p>	Check the laboratory used by the business meets definition and the requirements in F11.1.
Glossary.	<p>Organisational chart:</p> <p>A diagram that depicts the organisational structure of a business and relationships of workers' roles in the management of food safety and quality.</p>	<p><i>Organisational chart:</i></p> <p><i>A diagram that clearly depicts the current organisational structure of a business and reporting relationships of workers whose roles may impact food safety and quality.</i></p>	<p><u>Updated Definition</u></p> <p>Diagram must 'clearly' depict the 'current' organisation structure and 'reporting' relationships.</p> <p><u>Extended definition</u> from workers who manage food safety to workers whose roles impact food safety.</p>	Information only.
Glossary.	Not Applicable.	<p><i>Standard:</i></p> <p><i>Refers to "Code of Practice" as presented in previous editions of this Standard and other published Freshcare Standards. The two terms can be used interchangeably through the resources and materials.</i></p>	<p><u>NEW definition:</u></p> <p>Added clarification that Standard and Code of Practice can be used interchangeably, depending on the material.</p>	Information only.