

**Freshcare**

**Food Safety & Quality –  
Supply Chain Standard**

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**Edition 1**

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## Introduction

### Purpose and scope

The Freshcare Food Safety & Quality – Supply Chain Standard is an industry specific HACCP based standard developed by Freshcare Limited for businesses involved in the handling, packing, storage, ripening, wholesaling, brokerage, transport and distribution of fresh produce. The Standard describes industry best practice required to provide assurance that fresh produce is safe to eat and meets customer requirements.

The Standard identifies best industry practices to:

- identify and assess the risk of food safety hazards that may occur during the handling, packing, storage, ripening, wholesaling, brokerage, transport and distribution of fresh produce
- prevent or minimise the risk of food safety hazards occurring
- provide produce that meets customer specifications
- identify, trace and withdraw/recall product
- enhance worker food safety practices
- manage documentation and review compliance.

The Freshcare Food Safety & Quality – Supply Chain Standard offers benefits to both suppliers and customers and verifies that a best practice food safety program is followed. Certification to the Freshcare Food Safety & Quality – Supply Chain Standard is achieved through independent third-party auditing to the Standard by auditors working for approved Certification Bodies.

The Freshcare Food Safety & Quality – Supply Chain Standard meets the requirements of a wide range of customer groups and forms the basis of many approved supplier programs.

Freshcare continues to work closely with key customer groups, maintaining a level of awareness of program developments and ensuring continued compliance with market requirements.

### Disclaimer

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## **Acknowledgments**

Many individuals and industry organisations have been involved in the development of the Freshcare Food Safety & Quality – Supply Chain Standard, their contribution and support is much appreciated.

## Standard review process

Freshcare and the appointed Food Safety & Quality Technical Committee is responsible for the review and amendment of this Standard. Participating Freshcare businesses are advised of Standard updates and should ensure that they are operating with the current edition of the Standard at all times.

The Technical Committee encourages suggestions for improving the Standard from all users. Suggestions should be submitted in writing to Freshcare Limited.

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## Using the Standard

The requirements of the Freshcare Food Safety & Quality – Supply Chain Standard, called Elements, are grouped into two sections – Management and Food Safety & Quality. Specific compliance criteria are included in the Standard Appendix. The Management Elements, Food Safety & Quality Elements and Appendix information are all mandatory requirements for compliance to the Freshcare Food Safety & Quality – Supply Chain Standard.

Each Element describes the outcomes, practices and records required to demonstrate compliance. This forms the basis of Freshcare training and together with the Freshcare Forms and Resources, provides the foundations for the effective implementation of the Freshcare Food Safety & Quality – Supply Chain Standard.

Freshcare Resources are available to participating businesses electronically via FreshcareOnline. To have your FreshcareOnline logon issued, please email info@freshcare.com.au or contact the Freshcare Office.

For more information, visit the Freshcare website [www.freshcare.com.au](http://www.freshcare.com.au).

## Freshcare Food Safety & Quality – Supply Chain Edition 1

### Supply Chain – Management Elements

M1 Scope and commitment			
Standard Element		Compliance Criteria	Records
M1.1	Define the business scope and the scope of Freshcare certification.	<ol style="list-style-type: none"> <li>1. The scope of Freshcare certification is defined by the owner or appropriate senior manager.</li> <li>2. All business enterprises and activities undertaken are recorded.</li> <li>3. Flowcharts are completed to document the produce and activities for which Freshcare certification is required.</li> </ol>	SC1 Form – M1 Scope  SC1 Form – M1 Flowchart
M1.2	Document premises, infrastructure and local activities on site map(s).	<ol style="list-style-type: none"> <li>1. A site map is documented and maintained. The site map identifies:                             <ul style="list-style-type: none"> <li>• location(s) of all business infrastructure and activities</li> <li>• property boundaries, adjacent infrastructure and activities that may impact food safety</li> <li>• buildings, sheds, shared facilities and worker accommodation</li> <li>• on-site roads and access points</li> <li>• toilet facilities, septic tanks and seepage pads</li> <li>• bulk fuel storage and underground tanks</li> <li>• utility infrastructure and delivery mechanisms</li> <li>• chemical storage areas and disposal trenches/evaporation ponds</li> <li>• storage sites for waste, including controlled wastes awaiting collection or disposal.</li> </ul> </li> </ol>	Site map(s)
M1.3	Define the business organisational structure.	<ol style="list-style-type: none"> <li>1. The organisational structure of the business is documented and must include:                             <ul style="list-style-type: none"> <li>• workers responsible for the management of food safety and quality</li> <li>• reporting relationships of all workers whose roles may affect food safety and quality.</li> </ul> </li> <li>2. Position descriptions are documented for workers responsible for the management of food safety and quality.</li> <li>3. The organisational structure, roles and responsibilities are communicated to all workers.</li> </ol>	Organisational chart  Position descriptions
M1.4	Document the business commitment to this Freshcare Standard.	<ol style="list-style-type: none"> <li>1. The owner or appropriate senior manager signs a commitment statement to support and comply with:                             <ul style="list-style-type: none"> <li>• Freshcare Food Safety &amp; Quality – Supply Chain Standard Edition 1</li> <li>• Freshcare Rules</li> <li>• legislative requirements.</li> </ul> </li> <li>2. The commitment statement is communicated to all workers.</li> </ol>	SC1 Form – M1 Commitment statement


## M1 Scope and commitment




### Freshcare Resources

- SC1 Factsheet – M1 Scope and commitment
- Freshcare Crop List available for download on the Freshcare website [www.freshcare.com.au](http://www.freshcare.com.au)

### External Resources

M2 Documentation			
Standard Element		Compliance Criteria	Records
M2.1	Verify compliance with this Freshcare Standard through relevant documents and records.	<ol style="list-style-type: none"> <li>1. Current editions of the Freshcare Food Safety &amp; Quality – Supply Chain Standard Edition 1 and the Freshcare Rules are kept.</li> <li>2. All records and documents required to verify compliance to this Standard are legible and must include: <ul style="list-style-type: none"> <li>• title</li> <li>• date of issue or version number</li> <li>• business name</li> <li>• name of person completing the record and date of completion.</li> </ul> </li> <li>3. As documents and records change, out-of-date versions are replaced.</li> <li>4. All records are kept for a minimum of two years (or longer if required by legislation or customers).</li> </ol>	<p>Freshcare Food Safety &amp; Quality – Supply Chain Standard Edition 1</p> <p>Freshcare Rules</p>
 <p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• SC1 Factsheet – M2 Documentation</li> <li>• Freshcare Food Safety &amp; Quality – Supply Chain Standard Edition 1</li> <li>• Freshcare Rules</li> </ul>		<p><b>External Resources</b></p>	





<b>M3 Training</b>			
<b>Standard Element</b>		<b>Compliance Criteria</b>	<b>Records</b>
M3.1	Complete Freshcare training.	1. A business representative with day-to-day operational responsibility for the implementation and management of this Standard completes approved Freshcare Food Safety & Quality training. Evidence is kept. <i>(See Appendix A-M3).</i>	Training certificate
M3.2	Train all workers who complete tasks relevant to this Freshcare Standard to ensure food safety awareness.	<ol style="list-style-type: none"> <li>1. Training is provided for all workers who complete tasks relevant to the Standard.</li> <li>2. Job specific skills/competencies are defined and documented.</li> <li>3. All workers must receive basic food safety training before starting work.</li> <li>4. Training is provided in the relevant language for workers, or pictorially.</li> <li>5. A record of internal and external training is kept and must include: <ul style="list-style-type: none"> <li>• name and signature of trainee</li> <li>• name of trainer or training provider</li> <li>• topic of training</li> <li>• date of training and expiry date (when applicable)</li> <li>• supervisors' verification that training was completed and that the trainee is competent to complete the required tasks.</li> </ul> </li> <li>6. A review of training is conducted at least annually or when tasks and/or workers change.</li> </ol>	<p>SC1 Form – M3 Training record – internal</p> <p>SC1 Form – M3 Training record – other</p> <p>Job descriptions/matrix</p>
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• Appendix – A-M3 Approved Freshcare training</li> <li>• SC1 Factsheet – M3 Training</li> </ul>		

## M4 Inspections, internal audit and corrective action


Standard Element		Compliance Criteria	Records
M4.1	Conduct daily start-up checks.	<ol style="list-style-type: none"> <li>Daily start-up checks are conducted for all areas and activities covered under the scope of certification. A record is kept.</li> <li>Workers responsible for completing the daily start-up checks must be trained in the relevant requirements of this Standard.</li> </ol>	<p>SC1 Form – M4 Daily start-up checklist</p> <p>Training records</p>
M4.2	Conduct monthly facility audits.	<ol style="list-style-type: none"> <li>Monthly facility audits are conducted to ensure ongoing compliance of the site's infrastructure and operations to the applicable elements of this Standard. A record is kept.</li> <li>Workers responsible for completing the facility audit must be trained in the relevant requirements of this Standard.</li> </ol>	<p>SC1 Form – M4 Facility audit checklist</p> <p>Training records</p>
M4.3	Conduct internal audits to verify ongoing compliance with this Freshcare Standard.	<ol style="list-style-type: none"> <li>An internal audit of all activities and records relevant to this Standard is conducted at least annually. A record is kept.</li> <li>Workers responsible for completing the internal audit must be trained in the relevant requirements of this Standard, and where possible are independent of the practices being assessed.</li> </ol>	<p>SC1 Form – M4 Internal audit report</p> <p>Training records</p>
M4.4	Complete corrective actions for any non-compliance.	<ol style="list-style-type: none"> <li>A Corrective Action Record (CAR) must be completed when the requirements of the Freshcare Food Safety &amp; Quality – Supply Chain Standard Edition 1, Freshcare Rules or legislation are not met, as identified by: <ul style="list-style-type: none"> <li>routine activities</li> <li>internal audits</li> <li>external audits</li> <li>a valid complaint received from a neighbour, customer or regulatory authority</li> <li>produce identified as being contaminated, or potentially contaminated.</li> </ul> </li> <li>A Corrective Action Record must include: <ul style="list-style-type: none"> <li>description of the problem</li> <li>cause of the problem</li> <li>whether or not the problem has occurred before</li> <li>short term fix (action taken to fix the problem)</li> <li>long term fix (action taken to prevent the problem reoccurring)</li> <li>confirmation that short term and long term actions are completed and effective</li> <li>name and signature of person completing the review</li> <li>date of the review.</li> </ul> </li> </ol>	<p>SC1 Form – M4 Corrective action record (CAR)</p>

*(Continues over page)*


<b>M4 Inspections, internal audit and corrective action</b>			
M4.4 <i>(continued)</i>		3. Reoccurrences of non-compliance are reviewed by an appropriate senior manager. A record is kept.	
M4.5	Conduct a management review of system compliance and documentation.	1. A management review of system compliance is conducted at least quarterly and a record kept. The review must include: <ul style="list-style-type: none"> <li>• inspection records</li> <li>• facility audits</li> <li>• internal and external audits</li> <li>• corrective actions</li> <li>• customer feedback.</li> </ul>	Management review minutes
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – Inspections, internal audit and corrective action</li> </ul>		<b>External Resources</b>

<b>M5 Customer requirements</b>			
<b>Standard Element</b>		<b>Compliance Criteria</b>	<b>Records</b>
M5.1	Comply with customer specifications and requirements for produce assessment.	<ol style="list-style-type: none"> <li>1. Where a written produce specification has been provided by, or agreed with a customer, a current copy of the specification is kept.</li> <li>2. Produce assessments are conducted in accordance with customer specifications and requirements. When required by the customer, a record is kept.</li> <li>3. If produce does not meet the agreed specification, the customer is informed of the variation prior to dispatch and the agreed course of action is implemented and recorded.</li> </ol>	<p>Produce specifications</p> <p>Produce inspection records</p> <p>Produce variation documentation</p>
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• SC1 Factsheet – M5 Customer requirements</li> </ul>		<ul style="list-style-type: none"> <li>• FreshSpecs: Industry produce specifications <a href="http://www.freshmarkets.com.au/fresh-specs">www.freshmarkets.com.au/fresh-specs</a></li> </ul>

## M6 Business continuity and incident management

Standard Element		Compliance Criteria	Records
M6.1	Prepare an incident management plan to support business continuity.	<ol style="list-style-type: none"> <li>1. An incident management plan is established to support business continuity and identify ways to: <ul style="list-style-type: none"> <li>• reduce the likelihood of an incident occurring</li> <li>• ensure produce food safety and quality is not compromised</li> <li>• respond to, and recover from, an incident.</li> </ul> </li> <li>2. The incident management plan is documented and must include: <ul style="list-style-type: none"> <li>• potential risks to business continuity</li> <li>• strategies and practices to manage identified risks</li> <li>• workers responsible for incident management</li> <li>• details of internal and external stakeholders</li> <li>• name of person documenting the plan</li> <li>• date plan is developed.</li> </ul> </li> <li>3. When an incident occurs, the incident management plan is followed to ensure: <ul style="list-style-type: none"> <li>• produce safety and quality is not compromised</li> <li>• affected produce is identified and isolated</li> <li>• compliance with food safety and quality requirements is verified, prior to produce release.</li> </ul> <p>A record is kept.</p> </li> <li>4. A test of the incident management plan is conducted annually. A record is kept.</li> <li>5. The incident management plan is reviewed at least annually, and after any event requiring the incident management plan to be actioned. A record is kept.</li> </ol>	<p>SC1 Form – M6 Incident management plan</p> <p>Incident response record</p>
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – M6 Business continuity and incident management</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Department of Industry, Innovation and Science – Business: The continuity plan section <a href="http://www.business.gov.au">www.business.gov.au</a></li> </ul>


## Supply Chain – Food Safety & Quality Elements


F1 Hazard analysis			
Standard Element		Compliance Criteria	Records
F1.1	A risk assessment is conducted and additional actions implemented for any food safety hazard not managed through the elements of this Freshcare Standard.	<ol style="list-style-type: none"> <li>1. A risk assessment must be conducted for any food safety hazard not managed within the elements of this Standard. A record is kept.</li> <li>2. If the risk assessment conducted in F1.1.1 determines the risk of the hazard identified is high, relevant control measures, monitoring and verification activities are implemented.</li> </ol>	SC1 Form – F1 Risk assessment – other practices
F1.2	Where an aspect of this Freshcare Standard is not implemented, it is supported by a risk assessment detailing reasons for exclusion.	<ol style="list-style-type: none"> <li>1. A risk assessment must be conducted to support any aspect of the Freshcare Food Safety &amp; Quality – Supply Chain Standard Edition 1 that is not implemented and must clearly detail the reason for any exclusion. A record is kept.</li> </ol>	SC1 Form – F1 Risk assessment – other practices
F1.3	Review risk assessments at least annually.	<ol style="list-style-type: none"> <li>1. All risk assessments are reviewed at least annually, or when changes occur that may impact the significance of the hazard.</li> </ol>	
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• SC1 Factsheet – F1 Hazard analysis</li> </ul>		<ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 3 Food safety hazards associated with fresh produce, from page 7</li> </ul>

F2 Chemicals			
Standard Element		Compliance Criteria	Records
F2.1	Obtain chemicals from approved suppliers and ensure labels are legible and complete.	<ol style="list-style-type: none"> <li>1. Chemicals are purchased from suppliers that are managed in accordance with the supplier requirements specified in F11.2.</li> <li>2. Chemical containers are adequately labelled and in acceptable condition on receipt.</li> <li>3. Deteriorating chemical labels are replaced immediately with a legible copy.</li> <li>4. All chemicals purchased are recorded in a chemical inventory. A record is kept and must include: <ul style="list-style-type: none"> <li>• date received</li> <li>• name of supplier</li> <li>• name of chemical</li> <li>• batch number (where available)</li> <li>• expiry date or date of manufacture</li> <li>• quantity.</li> </ul> </li> </ol>	SC1 Form – F2 Chemical inventory
F2.2	Store, manage and dispose of chemicals to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Chemical storage areas are: <ul style="list-style-type: none"> <li>• located and constructed to minimise the risk of directly, or indirectly, contaminating produce</li> <li>• structurally sound, adequately lit and constructed to protect chemicals from direct sunlight and weather exposure</li> <li>• equipped with a spill kit to contain and manage chemical spills</li> <li>• secure, with access restricted to authorised workers.</li> </ul> </li> <li>2. Chemicals are stored in designated separate areas for each category of chemical, and for chemicals awaiting disposal.</li> <li>3. A current Safety Data Sheet (SDS) is kept for all chemicals stored in the chemical storage area.</li> <li>4. Chemicals are stored in original containers according to directions on the container label. If a chemical is transferred to another container for storage purposes, the new container is a clean chemical container and a copy of the chemical label is applied to the new container.</li> </ol> <p style="text-align: right;"><i>(Continues over page)</i></p>	Site map(s)  SC1 Form – F2 Spill response procedure  Safety Data Sheets (SDS)  SC1 Form – F2 Chemical inventory  ChemClear and DrumMUSTER receipts


F2 Chemicals			
F2.2 (continued)		<ol style="list-style-type: none"> <li>5. Stored chemicals are checked at least annually to identify and segregate chemicals for disposal that have: <ul style="list-style-type: none"> <li>• exceeded the label expiry date</li> <li>• exceeded the permit expiry date</li> <li>• had their registration withdrawn</li> <li>• containers that are leaking, corroded or have illegible labels.</li> </ul> </li> <li>6. A record of the check is kept and must include: <ul style="list-style-type: none"> <li>• date of the check</li> <li>• name and quantity of chemicals awaiting disposal</li> <li>• name of authorised person conducting the check.</li> </ul> </li> <li>7. Unusable chemicals and empty chemical containers are legally disposed of through registered collection agencies. A record of disposal is kept.</li> </ol>	
F2.3	Train and authorise workers who store, handle, apply and dispose of chemicals.	<ol style="list-style-type: none"> <li>1. Workers involved in the storage, handling, usage and disposal of chemicals are trained and competent in assigned tasks.</li> <li>2. Workers involved in the storage, handling, usage and disposal of Agricultural chemicals: <ul style="list-style-type: none"> <li>• have successfully completed a recognised chemical users course, or equivalent (<i>See Appendix A-F2</i>)</li> <li>• are competent in chemical storage, handling, usage and disposal as specified by this Standard.</li> </ul> </li> <li>3. A register of workers authorised to store, handle, use and/or dispose of chemicals is maintained and displayed in the chemical storage area.</li> </ol>	<p>Training records</p> <p>Evidence of chemical user training</p> <p>SC1 Form – F2 Chemical authorisation register</p>
F2.4	Chemicals are used appropriately and according to label, regulatory and market requirements.	<ol style="list-style-type: none"> <li>1. Chemicals applied to produce are managed and used: <ul style="list-style-type: none"> <li>• according to label directions, or</li> <li>• under ‘off-label permits’ issued by the Australian Pesticides and Veterinary Medicines Authority (APVMA), with a current copy of the permit kept, or</li> <li>• according to relevant state legislation for ‘off-label use’, and</li> <li>• according to specific customer and/or destination market requirements.</li> </ul> </li> <li>2. Chemicals are checked for their withholding period before use.</li> </ol> <p style="text-align: right;"><i>(Continues over page)</i></p>	<p>Copies of applicable off-label permits</p> <p>SC1 Form – F2 Chemical treatment record</p>




F2 Chemicals			
<p>F2.4 (continued)</p>		<p>3. Chemical treatments are recorded and must include:</p> <ul style="list-style-type: none"> <li>• treatment date and time</li> <li>• produce treated</li> <li>• chemical used (including batch number if available)</li> <li>• rate of application and/or quantity applied</li> <li>• equipment and/or method used to apply the chemical</li> <li>• withholding period (WHP) (where applicable)</li> <li>• name and signature of person who carried out the chemical treatment.</li> </ul>	
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F2 Chemicals</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 8 Managing chemicals, from page 51</li> <li>• Australian Pesticides and Veterinary Medicines Authority (APVMA): Database of registrations and permits for Agvet chemicals <a href="http://www.apvma.gov.au">www.apvma.gov.au</a></li> <li>• Food Standards Australia New Zealand (FSANZ): Food Standards Code – Section 1.4.2 Agvet chemicals and associated Schedules – Schedule 20 and 21 <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a></li> <li>• Infopest: Comprehensive Agvet chemical database <a href="http://www.infopest.com.au">www.infopest.com.au</a></li> <li>• ChemClear: Disposal of Agvet chemicals <a href="http://www.chemclear.com.au">www.chemclear.com.au</a></li> <li>• DrumMUSTER: Disposal of Agvet chemical containers <a href="http://www.drummuster.com.au">www.drummuster.com.au</a></li> </ul>	

F3 Water			
Standard Element		Compliance Criteria	Records
F3.1	Manage water sources and infrastructure.	<ol style="list-style-type: none"> <li>1. All water sources used are identified. A record is kept.</li> <li>2. Water sources are managed to minimise potential contamination from: <ul style="list-style-type: none"> <li>• human activities</li> <li>• livestock and domestic animals</li> <li>• wildlife (where possible)</li> <li>• adjacent activities.</li> </ul> </li> <li>3. Water extraction points, water storage and delivery infrastructure equipment, is checked and maintained. A record is kept.</li> <li>4. Water storage tanks, water dumps, flumes and treatment tanks are: <ul style="list-style-type: none"> <li>• constructed of materials that will not contaminate the water</li> <li>• clean and maintained.</li> </ul> </li> </ol>	<p>SC1 Form – F3 Water source record</p> <p>Site map(s)</p>
F3.2	Manage water use to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Water sources contaminated by toxic algae are not used.</li> <li>2. All water used on produce, produce contact surfaces or for handwashing must meet, or be treated to achieve, <i>E. coli</i> &lt;1 cfu/100mL. Evidence is kept. (See Appendix A-F3).</li> <li>3. Water in recirculation systems, water dumps, flumes and treatment tanks, is changed at an appropriate frequency to maintain water quality <i>E. coli</i> &lt;1 cfu/100mL. A record is kept.</li> <li>4. Any variations to water quality must be supported by a risk assessment, associated documentation and be verified at audit.</li> </ol>	<p>Water test results</p> <p>SC1 Form – F3 Water treatment monitoring record</p>
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• Appendix – A-F3 Evidence of compliance for water</li> <li>• SC1 Factsheet – F3 Water</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 7 Managing water, from page 33</li> </ul>	

F4 Foreign objects			
Standard Element		Compliance Criteria	Records
F4.1	Manage foreign objects to prevent contamination of produce.	<ol style="list-style-type: none"> <li>1. All produce must be free of foreign objects.</li> <li>2. Practices must be in place to identify and control the risk of foreign object contamination.</li> <li>3. Glass, hard or brittle plastic, ceramic or similar materials are removed from produce handling and storage areas. If this is not possible, precautions are taken to ensure these materials do not contaminate produce. A register of these objects is kept and includes: <ul style="list-style-type: none"> <li>• object type/material</li> <li>• quantity</li> <li>• location.</li> </ul> </li> <li>4. Where glass windows pose a risk to produce, breakage protection must be in place.</li> <li>5. When glass or similar material breakage occurs: <ul style="list-style-type: none"> <li>• the area and any affected workers must be isolated</li> <li>• potentially affected produce must be identified and isolated for inspection/disposal</li> <li>• the area must be thoroughly cleaned using a glass breakage kit</li> <li>• the area and any affected workers must be inspected and approved by a supervisor prior to recommencement of work.</li> </ul> </li> <li>6. Objects not needed for production are removed from produce handling and storage areas.</li> <li>7. The use of temporary fasteners to fix or hold equipment is not permitted.</li> <li>8. Objects needed for production are managed to minimise the risk of contaminating produce.</li> <li>9. Knives and cutting instruments must be appropriate for use, controlled, kept clean and well maintained.</li> <li>10. Disposable protective clothing used when handling produce must be of a contrasting colour and managed to minimise the risk of contaminating produce.</li> <li>11. All produce contact surfaces are clean and maintained to prevent foreign object contamination of produce.</li> <li>12. All produce containers and pallets are checked for cleanliness, pest infestation and foreign objects. Where required containers and pallets are cleaned, repaired, rejected or covered with a protective material.</li> <li>13. Produce is not stored with or near materials that may present a risk of foreign object contamination.</li> </ol>	Permitted objects register

<b>F4 Foreign objects</b>				
F4.2	Manage foreign object findings.	<ol style="list-style-type: none"> <li>Workers are trained to recognise the potential for foreign object contamination and to report foreign object findings.</li> <li>Foreign object contamination, or the potential for foreign object contamination, is investigated and documented. The investigation must ensure: <ul style="list-style-type: none"> <li>the source and/or cause of contamination is identified</li> <li>affected produce is identified and isolated</li> <li>produce safety and quality is not compromised</li> <li>compliance with food safety and quality requirements is verified prior to release</li> <li>corrective actions are implemented.</li> </ul> </li> </ol>	<p>Training records</p> <p>SC1 Form – M4 Corrective action record (CAR)</p>	
F4.3	Manage foreign object detection equipment.	<ol style="list-style-type: none"> <li>Where installed foreign object detection equipment must be: <ul style="list-style-type: none"> <li>located at the appropriate process point to effectively remove target foreign objects</li> <li>designed to reject defective produce</li> <li>checked for operational effectiveness prior to use and a record is kept</li> <li>calibrated at least annually in accordance with manufacturers' specification or a recognised method.</li> </ul> </li> </ol>	<p>Internal facility plan</p> <p>SC1 Form – M4 Daily start-up checklist</p> <p>SC1 Form – F8 Calibration record</p>	
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>SC1 Factsheet – F4 Foreign objects</li> </ul>		<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 3 Physical hazards, page 12</li> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 9 Managing facilities, from page 57</li> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 10 Managing equipment and tools, from page 61</li> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 11 Managing containers and packaging materials, from page 66</li> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 12 Vehicle maintenance and hygiene, from page 70</li> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 14 Managing people, from page 75</li> </ul>	


F5 Allergens			
Standard Element		Compliance Criteria	Records
F5.1	Identify and manage potential sources of allergens.	<ol style="list-style-type: none"> <li>1. Produce and raw material inputs are reviewed for allergens.</li> <li>2. An allergen management plan is documented and must include: <ul style="list-style-type: none"> <li>• a list of all raw materials and/or products containing allergens</li> <li>• how these products are used, handled and stored</li> <li>• control measures to prevent cross-contamination.</li> </ul> </li> <li>3. Workers are trained: <ul style="list-style-type: none"> <li>• to identify, remove and avoid introducing allergens</li> <li>• in allergen control measures (where required).</li> </ul> </li> </ol>	<p>SC1 Form – F5 Allergen management plan</p> <p>Training records</p>
F5.2	Manage allergen labelling.	<ol style="list-style-type: none"> <li>1. Allergen labelling is managed in accordance with F8.4.</li> </ol>	
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F5 Allergens</li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 16 Allergens, from page 82</li> <li>• Allergen Bureau <a href="http://www.allergenbureau.net">www.allergenbureau.net</a></li> <li>• Food Standards Australia New Zealand (FSANZ) <a href="http://www.foodstandards.gov.au/industry/labelling">www.foodstandards.gov.au/industry/labelling</a></li> </ul>	

## F6 Premises, facilities and vehicles

Standard Element		Compliance Criteria	Records
F6.1	Locate, design, construct and maintain facilities to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Premises are located to minimise the potential for produce contamination from adjacent and adjoining buildings, business operations and land uses.</li> <li>2. A facility plan is documented and accessible to all workers. The facility plan includes: <ul style="list-style-type: none"> <li>• access points for workers and travel/movement routes</li> <li>• worker facilities and amenities</li> <li>• utilities and infrastructure</li> <li>• emergency exits and assembly areas</li> <li>• baits and traps used for pest management</li> <li>• produce flow.</li> </ul> </li> <li>3. Produce handling, packing, inspection and storage facilities are located, constructed and maintained to minimise the risk of contaminating produce and must have: <ul style="list-style-type: none"> <li>• impervious walls, floors and ceilings</li> <li>• lights fitted with shatter proof covers and/or shatter proof bulbs</li> <li>• adequate septic, waste disposal and drainage systems</li> <li>• adequate handwashing facilities</li> <li>• provision for the hygienic and efficient storage of produce, containers and equipment.</li> </ul> </li> <li>4. Drains and waste trap systems must: <ul style="list-style-type: none"> <li>• direct water away from produce handling areas</li> <li>• prevent pooling in areas where produce is handled and stored</li> <li>• prevent pests entering</li> <li>• minimise odour</li> <li>• enable regular cleaning.</li> </ul> </li> <li>5. Lighting in produce handling, packing, storage and inspection areas is adequate for the tasks performed.</li> <li>6. Hand washing facilities are easily accessed by all workers before entry into produce handling and packing areas, and at other appropriate locations.</li> <li>7. All produce contact surfaces are constructed of materials that do not present a food safety risk.</li> <li>8. Ice making rooms and containers shall be designed and constructed of materials to minimise contamination of the ice during production and storage.</li> </ol>	Internal facility plan

## F6 Premises, facilities and vehicles

F6.2	Provide and maintain workers facilities to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Facilities provided for workers must be: <ul style="list-style-type: none"> <li>• sufficient to accommodate the number of workers</li> <li>• designed and operated to minimise the risk of contaminating produce</li> <li>• clean and maintained.</li> </ul> </li> <li>2. Toilets and hand washing facilities must be: <ul style="list-style-type: none"> <li>• located to minimise the risk of contaminating produce and maximise accessibility</li> <li>• equipped with running water (as specified in F3.2.2) and liquid soap</li> <li>• equipped with mechanisms for effective hand drying (<i>See Appendix A-F6</i>)</li> <li>• equipped with adequate waste disposal, bins with lids must not be hand operated</li> <li>• identified and have instructions for handwashing clearly displayed</li> <li>• kept clean, regularly maintained and serviced.</li> </ul> </li> <li>3. For produce that has an edible skin and may be eaten uncooked, all workers must apply hand sanitiser before handling produce or materials that may contact produce.</li> <li>4. Designated smoking areas are provided for workers and must be: <ul style="list-style-type: none"> <li>• located away from produce handling and storage areas</li> <li>• controlled to prevent the risk of contaminating produce</li> <li>• equipped for waste management</li> <li>• accessible to hand washing facilities after smoking.</li> </ul> </li> </ol>	
F6.3	Construct and maintain storage, ripening and cooling facilities to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Storage, ripening and cooling facilities are constructed and maintained to minimise the risk of contaminating produce and must be: <ul style="list-style-type: none"> <li>• of adequate capacity for the purpose required</li> <li>• checked and monitored to ensure they are operating at specified temperatures</li> <li>• easily accessible for cleaning and inspection</li> <li>• calibrated at least annually in accordance with manufacturer’s specification or recognised method.</li> </ul> </li> <li>2. Measures are taken to prevent condensate and defrost water from cooling systems contacting produce.</li> <li>3. Workers are trained to operate and manage storage, ripening and cooling facilities. A record is kept.</li> </ol>	<p>SC1 Form – F8 Calibration record</p> <p>Training records</p>

<b>F6 Premises, facilities and vehicles</b>			
F6.4	Manage produce transport vehicles to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Produce is not transported under conditions or with other goods that present a potential source of contamination.</li> <li>2. Transport vehicles are checked before use for cleanliness, pest infestation and foreign objects. Where necessary, vehicles are cleaned to prevent the contamination of produce.</li> <li>3. Transport refrigeration systems are: <ul style="list-style-type: none"> <li>• checked prior to loading to ensure they are operating at specified temperatures</li> <li>• monitored during transit for effective temperature control</li> <li>• calibrated at least annually in accordance with manufacturer’s specification or recognised method.</li> </ul> </li> <li>4. Loading and unloading is conducted in areas that are designed to protect and prevent the contamination of produce.</li> <li>5. Workers are appropriately trained and/or licensed to operate produce transport vehicles. A record is kept.</li> <li>6. External transport service providers are managed in accordance with F11.2.</li> </ol>	<p>Cleaning records</p> <p>SC1 Form – F8 Calibration record</p> <p>Training records/licenses</p> <p>Supplier evidence of compliance</p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• Appendix – A-F6 Approved mechanisms for hand drying</li> <li>• SC1 Factsheet – F6 Premises, facilities and vehicles</li> </ul>		<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 9 Managing facilities, from page 57</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 12 Vehicle maintenance and hygiene, from page 70</li> </ul>




## F7 Maintenance, cleaning and waste management

Standard Element		Compliance Criteria	Records
F7.1	Maintenance is effective to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. A documented plan of preventive maintenance is followed for all equipment. The plan describes: <ul style="list-style-type: none"> <li>• equipment</li> <li>• details of maintenance</li> <li>• frequency of maintenance</li> <li>• name of person responsible for ensuring maintenance is completed.</li> </ul> </li> <li>2. Records of maintenance and repairs are kept for all equipment and must include: <ul style="list-style-type: none"> <li>• equipment</li> <li>• details of maintenance</li> <li>• date</li> <li>• name of person conducting the maintenance.</li> </ul> </li> <li>3. Reviews of maintenance and repair records are conducted regularly to ensure the preventive maintenance plan is current and appropriate.</li> <li>4. Maintenance activities are conducted in a manner that prevents contamination of produce, cleaning is carried out post-maintenance.</li> <li>5. Maintenance workers must: <ul style="list-style-type: none"> <li>• comply with the sites' hygiene, clothing and movement requirements</li> <li>• ensure all tools and maintenance equipment are managed during use to prevent contamination of produce</li> <li>• ensure all tools and maintenance equipment are accounted for and appropriately stored after each use.</li> </ul> </li> <li>6. Chemicals, lubricants or other materials used for maintenance are: <ul style="list-style-type: none"> <li>• approved for use in food handling areas</li> <li>• used and stored according to label directions.</li> </ul> </li> <li>7. External maintenance service providers and/or contractors are managed in accordance with F11.2.</li> <li>8. Contractors involved in one-off maintenance or repair must be supervised by an authorised worker.</li> <li>9. Maintenance workshops and engineering stores are: <ul style="list-style-type: none"> <li>• controlled, clean and managed to prevent pest activity</li> <li>• subject to monthly facilities audits.</li> </ul> </li> </ol>	<p>SC1 Form – F7 Preventive maintenance plan</p> <p>Supplier evidence of compliance</p> <p>SC1 Form – M4 Facility audit checklist</p>

## F7 Maintenance, cleaning and waste management


F7.2	Cleaning is effective to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. A documented plan is followed for the cleaning of all produce handling and storage areas, equipment, containers, materials, vehicles and amenities. The plan describes: <ul style="list-style-type: none"> <li>• areas and items to be cleaned</li> <li>• cleaning agents and the methods used</li> <li>• frequency of cleaning</li> <li>• name of person responsible for ensuring cleaning is completed and effective.</li> </ul> </li> <li>2. Workers responsible for cleaning are trained.</li> <li>3. Start-up checks are conducted by trained workers prior to production commencing or recommencing.</li> <li>4. Chemicals used for cleaning must be: <ul style="list-style-type: none"> <li>• approved for use in produce handling, packing and storage areas</li> <li>• used according to label instructions</li> <li>• appropriately stored, with access to Safety Data Sheets (SDS)</li> <li>• recorded on a purchase inventory.</li> </ul> </li> <li>5. Equipment used for cleaning is appropriate for use, stored and managed to minimise the risk of contaminating produce.</li> <li>6. Records of cleaning are maintained and include: <ul style="list-style-type: none"> <li>• date and time</li> <li>• area and equipment</li> <li>• details of cleaning including equipment and chemicals</li> <li>• name of person conducting the cleaning.</li> </ul> </li> <li>7. Post-cleaning checks are conducted to confirm cleaning is effective. A record is kept.</li> <li>8. External cleaning service providers are managed in accordance with F11.2.</li> </ol>	<p>SC1 Form – F7 Cleaning plan</p> <p>Training records</p> <p>Cleaning records</p> <p>Supplier evidence of compliance</p>
F7.3	Waste is managed and disposed of to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Waste disposal is appropriate for the type of waste generated, and managed: <ul style="list-style-type: none"> <li>• in accordance with legal requirements</li> <li>• to prevent accumulation</li> <li>• to prevent pest activity</li> <li>• to minimise the risk of contaminating produce.</li> </ul> </li> <li>2. Waste containers are provided, appropriate for use, clearly identified and emptied on a regular basis.</li> </ol> <p style="text-align: right;"><i>(Continues over page)</i></p>	<p>Training records</p> <p>Waste disposal records</p> <p>Supplier evidence of compliance</p>

**F7 Maintenance, cleaning and waste management**


<p>F7.3 (continued)</p>		<ol style="list-style-type: none"> <li>3. Workers involved in the disposal of waste are trained.</li> <li>4. Records of waste disposal are maintained for: <ul style="list-style-type: none"> <li>• customer-branded packaging</li> <li>• discontinued or obsolete packaging and labels</li> <li>• quality system documentation</li> <li>• controlled waste.</li> </ul> </li> <li>5. External waste disposal service providers are managed in accordance with F11.2.</li> <li>6. Waste management is monitored to ensure it is appropriate and effective, based on the type and quantity of waste.</li> </ol>	
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F7 Maintenance, cleaning and waste management</li> </ul>	<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 9 Managing facilities, from page 57</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 10 Managing equipment and tools, from page 61</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 11 Managing containers and packaging materials, from page 66</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 12 Vehicle maintenance and hygiene, from page 70</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 13 Pest and animal control, from page 72</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 14 Managing people, from page 75</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 15 Suppliers of inputs and services, from page 81</li> </ul>	


## F8 Equipment, containers, packaging and labels

Standard Element		Compliance Criteria	Records
F8.1	Manage tools, equipment and containers that contact produce.	<ol style="list-style-type: none"> <li>Tools, equipment and containers are: <ul style="list-style-type: none"> <li>made of substances that are non-toxic and of materials that do not present a risk to produce</li> <li>designed and constructed to enable regular cleaning and maintenance</li> <li>stored in a manner to minimise the risk of contaminating produce.</li> </ul> </li> <li>Hand-held tools are accounted for at the end of each day.</li> <li>Containers used for storing waste, chemicals or dangerous substances are clearly identified and are not used for produce.</li> </ol>	Cleaning records
F8.2	Maintain monitoring and measuring equipment.	<ol style="list-style-type: none"> <li>A list identifying all monitoring and measuring equipment is maintained and includes: <ul style="list-style-type: none"> <li>identification and location</li> <li>method and frequency of checking for operational efficiency and accuracy</li> <li>the acceptable degree of accuracy.</li> </ul> </li> <li>Records of calibration shall be maintained for all monitoring and measuring equipment and include: <ul style="list-style-type: none"> <li>equipment ID</li> <li>date of calibration</li> <li>method of calibration</li> <li>calibration result</li> <li>corrective actions taken when equipment is found to be out of calibration</li> <li>name and signature of person responsible.</li> </ul> </li> </ol>	<p>SC1 Form – F8 Monitoring and measuring equipment register</p> <p>SC1 Form – F8 Calibration record</p> <p>SC1 Form – M4 Daily start-up checklist</p>
F8.3	Manage product packaging.	<ol style="list-style-type: none"> <li>Packaging materials are: <ul style="list-style-type: none"> <li>appropriate for intended use</li> <li>food grade when in direct contact with produce</li> <li>used according to customer requirements</li> <li>stored and used in a manner that minimises the risk of contamination</li> <li>checked prior to use for cleanliness, foreign objects and pest infestation.</li> </ul> </li> <li>Records of packaging material receipt and use are maintained.</li> <li>Packaging material reviews are conducted at least annually or in accordance with customer requirements. A record is kept.</li> <li>Packaging material disposal is managed as per the criteria in F7.3.4.</li> </ol>	<p>SC1 Form – F13 Inward goods record</p> <p>Packaging/label review records</p> <p>Waste disposal records</p>


F8 Equipment, containers, packaging and labels			
F8.4	Manage product labels.	<ol style="list-style-type: none"> <li>1. Product labels are: <ul style="list-style-type: none"> <li>• appropriate for intended use</li> <li>• food grade when in direct contact with produce</li> <li>• compliant with legislative requirements</li> <li>• compliant with allergen labelling requirements</li> <li>• used according to customer requirements</li> <li>• stored and used in a manner that minimises the risk of contamination</li> <li>• checked prior to use for cleanliness, foreign objects and pest infestation.</li> </ul> </li> <li>2. Records of product label receipt and use are maintained.</li> <li>3. Product labels are managed in accordance with customer specifications and requirements. When required by the customer, a record is kept.</li> <li>4. Product label reviews are conducted at least annually or in accordance with customer requirements. A record is kept.</li> <li>5. Product label disposal is managed as per the criteria in F7.3.4.</li> </ol>	<p>SC1 Form – F13 Inward goods record</p> <p>Packaging/label review records</p> <p>Waste disposal records</p>
	<b>Freshcare Resources</b>		<b>External Resources</b>
	<ul style="list-style-type: none"> <li>• SC1 Factsheet – F8 Equipment, containers, packaging and labels</li> </ul>		<ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 10 Managing equipment and tools, from page 61</li> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 11 Managing containers and packaging materials, from page 66</li> </ul>


F9 Pest management			
Standard Element		Compliance Criteria	Records
F9.1	Measures are taken to minimise animal and pest presence.	<ol style="list-style-type: none"> <li>1. Where produce is handled, packed or stored, measures are taken to: <ul style="list-style-type: none"> <li>• minimise animal and pest presence</li> <li>• exclude domestic animals</li> <li>• discourage roosting of birds.</li> </ul> </li> <li>2. Buildings shall be effectively proofed against the entry of all pests and include: <ul style="list-style-type: none"> <li>• the screening of windows that are designed to be open for ventilation</li> <li>• external doors that are close-fitting or adequately proofed to prevent pest ingress when closed</li> <li>• the fitting of screens and traps to drains to prevent pest entry.</li> </ul> </li> <li>3. Effective pest prevention methods must be in place for: <ul style="list-style-type: none"> <li>• areas where produce is handled, packed or stored</li> <li>• areas where vehicles, equipment, containers and materials that come into contact with produce are stored</li> <li>• waste and recycling handling and storage areas</li> <li>• maintenance workshops and engineering stores.</li> </ul> </li> </ol>	
F9.2	Document a plan for managing pests.	<ol style="list-style-type: none"> <li>1. A documented plan is followed to manage pests in and around produce handling, packing and storage areas. The plan must include: <ul style="list-style-type: none"> <li>• identification of the target pests relevant for the geographical area and location of the site</li> <li>• method and/or chemical used</li> <li>• location of baits and traps</li> <li>• frequency of checking baits and traps</li> <li>• name of person and/or business responsible for placing, checking and restocking baits and traps.</li> </ul> </li> <li>2. The pest management plan is dated. When changes occur, the plan is updated and the date of amendment is recorded.</li> </ol>	SC1 Form – F9 Pest management plan

<b>F9 Pest management</b>			
F9.3	Pest control activities are managed to minimise the risk of contaminating produce.	<ol style="list-style-type: none"> <li>1. Workers responsible for pest management are trained. A record is kept.</li> <li>2. Methods used for pest management are appropriate for use in produce handling, packing and storage areas.</li> <li>3. Chemicals used for pest management must be: <ul style="list-style-type: none"> <li>• suitable for use in produce handling, packing and storage areas</li> <li>• used according to label instructions</li> <li>• appropriately stored with access to Safety Data Sheets (SDS)</li> <li>• recorded on a purchase inventory.</li> </ul> </li> <li>4. Baits and traps used for pest management are located, contained and managed to prevent the contamination of produce, packaging, materials and equipment.</li> <li>5. Each physical bait or monitoring station is numbered, or otherwise identified, to enable it to be referenced on a site or facility plan.</li> <li>6. External pest management service providers are managed in accordance with F11.2.</li> <li>7. If a contractor is used for pest management, a worker is responsible for the management of the contractor and the overall pest prevention program.</li> </ol>	<p>Training records</p> <p>SC1 Form – F2 Chemical inventory</p> <p>Internal facility plan</p> <p>Supplier evidence of compliance</p>
F9.4	Pest control measures are monitored.	<ol style="list-style-type: none"> <li>1. Pest control measures are monitored by trained workers to ensure they are effective.</li> <li>2. Workers understand the signs of pest activity and the method of reporting pest sightings.</li> <li>3. Records of pest sightings are kept and include: <ul style="list-style-type: none"> <li>• date</li> <li>• area</li> <li>• type of activity</li> <li>• action taken</li> <li>• name of person reporting the sighting.</li> </ul> </li> <li>4. Results of pest control monitoring and sightings must be reviewed on a regular basis, and analysed for trends.</li> </ol>	<p>Training records</p> <p>SC1 Form – F9 Pest monitoring and sighting record</p> <p>Contractor service reports</p>
	<p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F9 Pest management</li> </ul>		<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 13 Pest and animal control, from page 72</li> </ul>


F10 People			
Standard Element		Compliance Criteria	Records
F10.1	Food safety instructions are communicated to workers and visitors to minimise the risk of chemical, microbial and physical contamination of produce.	<ol style="list-style-type: none"> <li>Written food safety instructions are provided to all workers and visitors and must include requirements for: <ul style="list-style-type: none"> <li>health status</li> <li>illness and injury</li> <li>return to work</li> <li>personal hygiene</li> <li>allergens</li> <li>management of clothing and personal items</li> <li>general behaviour.</li> </ul> </li> <li>Food safety instructions are reinforced with prominent signs and/or written or pictorial training guides.</li> <li>Worker and visitor behaviour is monitored for compliance with food safety and hygiene requirements.</li> </ol>	SC1 Form – F10 Food safety instructions
F10.2	Manage access to site(s).	<ol style="list-style-type: none"> <li>Entry to the site(s) is restricted to authorised persons and vehicles including workers, visitors and contractors.</li> <li>Workers are trained in site security requirements and to report unidentified access or unknown visitors.</li> <li>Information regarding site access, movement and emergency procedures is communicated to all workers, visitors and contractors.</li> </ol>	<p>Visitor log book/diary</p> <p>Training records</p>
 <p><b>Freshcare Resources</b></p> <ul style="list-style-type: none"> <li>SC1 Factsheet – F10 People</li> <li>Signs – available for download on the Freshcare eLearning website <a href="http://www.freshcare.com.au/elearning">www.freshcare.com.au/elearning</a></li> </ul>		<p><b>External Resources</b></p> <ul style="list-style-type: none"> <li>Guidelines for Fresh Produce Food Safety (2015) Chapter 14 Managing People, from page 75</li> </ul>	




F11 Suppliers			
Standard Element		Compliance Criteria	Records
F11.1	Manage approved suppliers of produce.	<ol style="list-style-type: none"> <li>1. A record of all suppliers of produce is kept, reviewed annually, and must include: <ul style="list-style-type: none"> <li>• name of supplier</li> <li>• produce supplied</li> <li>• evidence of food safety certification.</li> </ul> </li> <li>2. All produce represented for sale as Freshcare certified must be grown, packed and/or supplied by a business currently certified to a food safety program recognised by Freshcare. Evidence is kept.</li> </ol>	SC1 Form – F11 Supplier table
F11.2	Identify and manage materials and services that may introduce a food safety risk.	<ol style="list-style-type: none"> <li>1. Suppliers of materials and services that may introduce a food safety risk are identified. A record is kept and reviewed at least annually.</li> <li>2. Suppliers of materials and services identified in F11.2.1 must comply with the applicable requirements of this Standard.</li> <li>3. Evidence of compliance for suppliers of materials and services is kept and must include: <ul style="list-style-type: none"> <li>• documented formal agreements/contracts, or</li> <li>• independent evidence of compliance, or</li> <li>• a written declaration to comply with requirements, or</li> <li>• a record of inspection/assessment against requirements.</li> </ul> </li> <li>4. Receiving records are kept for materials and services identified in F11.2.1 and must include: <ul style="list-style-type: none"> <li>• name of supplier</li> <li>• date received</li> <li>• description and/or quantity of material or service supplied.</li> </ul> </li> </ol>	SC1 Form – F11 Supplier table  Supplier evidence of compliance  Purchase, receipt and inspection records
 <b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F11 Suppliers</li> <li>• List of food safety programs recognised by Freshcare – available on the Freshcare website <a href="http://www.freshcare.com.au">www.freshcare.com.au</a></li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 15 Suppliers of inputs and services, from page 81</li> </ul>	

F12 Food defence and food fraud			
Standard Element		Compliance Criteria	Records
F12.1	Identify potential food defence threats that may impact food safety and implement control measures where required.	<ol style="list-style-type: none"> <li>1. A food defence vulnerability assessment is completed to assess the risk of intentional contamination of: <ul style="list-style-type: none"> <li>• raw materials (business inputs or produce)</li> <li>• end product.</li> </ul> </li> <li>2. Where a food defence threat is identified, a control plan is documented and must include mechanisms for control.</li> <li>3. The vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.</li> </ol>	SC1 Form – F12 Food defence vulnerability assessment and control plan
F12.2	Identify potential vulnerabilities for food fraud that may impact food safety and implement control measures where required.	<ol style="list-style-type: none"> <li>1. A food fraud vulnerability assessment is completed to assess the potential risk of intentional adulteration, substitution or misrepresentation of: <ul style="list-style-type: none"> <li>• raw materials (business inputs or produce)</li> <li>• end product.</li> </ul> </li> <li>2. Where a food fraud vulnerability is identified, a control plan is documented and must include mechanisms for control.</li> <li>3. The vulnerability assessment and control plan is reviewed at least annually and updated when changes occur.</li> </ol>	SC1 Form – F12 Food fraud vulnerability assessment and control plan
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F12 Food defence and food fraud</li> </ul>		<b>External Resources</b>

## F13 Product identification and traceability

Standard Element		Compliance Criteria	Records
F13.1	Maintain a product identification and traceability system, to enable produce to be traced from production to its destination.	<ol style="list-style-type: none"> <li>1. Traceability must be maintained for all produce.</li> <li>2. A record of all produce received from suppliers is kept and must include: <ul style="list-style-type: none"> <li>• supplier business name</li> <li>• produce received</li> <li>• date received</li> <li>• quantity</li> <li>• packing date</li> <li>• batch identification code.</li> </ul> </li> <li>3. Packing records are kept and must include: <ul style="list-style-type: none"> <li>• packing date</li> <li>• pack type</li> <li>• packaging used</li> <li>• batch identification code</li> <li>• quantity</li> <li>• destination.</li> </ul> </li> <li>4. All produce dispatched to a customer is marked with: <ul style="list-style-type: none"> <li>• business name and physical address</li> <li>• packing date and/or batch identification code</li> <li>• other trade descriptions required by legislation and/or customer.</li> </ul> </li> <li>5. Dispatch records are kept and must include: <ul style="list-style-type: none"> <li>• customer</li> <li>• dispatch date</li> <li>• batch identification code</li> <li>• quantity</li> <li>• destination.</li> </ul> </li> <li>6. The product traceability system is tested at least annually to verify full traceability of produce from production to its destination, or vice versa. A record is kept.</li> </ol>	<p>SC1 Form – F13 Inward goods record</p> <p>SC1 Form – F13 Packing record</p> <p>Dispatch records</p>
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F13 Product identification and traceability</li> </ul>	<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 17 Product identification, traceability and recall, from page 85</li> </ul>	

<b>F14 Product withdrawal and recall</b>			
<b>Standard Element</b>		<b>Compliance Criteria</b>	<b>Records</b>
F14.1	Maintain a system enabling the effective withdrawal or recall of product.	<ol style="list-style-type: none"> <li>1. In the event of a potential issue regarding product safety, quality or regulatory compliance, the matter is investigated to determine the extent of the problem. Where required, further action is taken.</li> <li>2. Determine whether a trade or consumer level withdrawal or recall is required for the product supplied to customers.</li> <li>3. If a withdrawal or recall is required, the relevant withdrawal/recall is implemented. A record is kept.</li> <li>4. A mock product withdrawal or recall is completed annually in compliance with F14.1.2.</li> </ol>	<p>SC1 Form – F14 Trade level recall/withdrawal form</p> <p>A&amp;NZ Product Recall/Withdrawal form</p>
	<b>Freshcare Resources</b> <ul style="list-style-type: none"> <li>• SC1 Factsheet – F14 Product withdrawal and recall</li> </ul>		<b>External Resources</b> <ul style="list-style-type: none"> <li>• Guidelines for Fresh Produce Food Safety (2015) Chapter 17 Product identification, traceability and recall, from page 88</li> <li>• Updated copies of the A&amp;NZ Product Recall/Withdrawal form can be found on the Australian Food and Grocery Council website <a href="http://www.afgc.org.au">www.afgc.org.au</a></li> <li>• Food Standards Australia New Zealand (FSANZ) <a href="http://www.foodstandards.gov.au/industry/foodrecalls">www.foodstandards.gov.au/industry/foodrecalls</a></li> </ul>

## Appendix

Reference	Compliance Criteria
A-M3	<p>Approved Freshcare training includes:</p> <ul style="list-style-type: none"> <li>• Freshcare Food Safety &amp; Quality – Supply Chain Edition 1 Training</li> <li>• Freshcare Food Safety &amp; Quality Edition 4 Training.</li> </ul>
A-F2	<p>Freshcare requires the following national competencies to be included in all agricultural chemical user training qualifications:</p> <ul style="list-style-type: none"> <li>• AHCCHM303 – Prepare and apply chemicals</li> <li>• AHCCHM304 – Transport and store chemicals.</li> </ul>
A-F3	<p>Evidence of compliance for water quality:</p> <ul style="list-style-type: none"> <li>• <b>External supplier e.g. town water</b> – certificate of compliance, water test results.</li> <li>• <b>Water treated on-site</b> – water treatment process is documented and water tested to verify treatment process is effective. Treatment and monitoring records are kept to verify water quality is maintained. If water source or treatment method changes, process is reviewed, documented and water tested to verify treatment process is effective.</li> <li>• <b>Untreated water</b> – each water source is tested: <ul style="list-style-type: none"> <li>○ monthly, during period of use, or</li> <li>○ annually before use once it is historically proven to achieve specified limits (at least 4 consecutive tests below specified limits).</li> </ul> </li> </ul>
A-F6	<p>Approved mechanisms for effective hand drying include:</p> <ul style="list-style-type: none"> <li>• disposable paper towels</li> <li>• hand dryers.</li> </ul>

## Glossary

Term	Definition
<b>Adjacent</b>	Immediately adjoining, neighbouring, surrounding, lying near or close by.
<b>Allergen</b>	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, crustaceans, grains containing gluten and soy products. <i>Note: On 25 May 2017, lupin was added to this list of allergens that must be declared. Food businesses have 12 months from this date to meet mandatory allergen declaration requirements for any food products containing lupin.</i>
<b>Allergen labelling</b>	A declaration on food products identifying all the main foods and their products that may cause an allergenic reaction, even if these products are ingredients or processing aids. Refer to Australia New Zealand Food Standards Code - Standard 1.2.3 for more information.
<b>Approved supplier</b>	A supplier who is approved by the business to provide a product or service that meets defined specifications.
<b>Audit</b>	A systematic examination of compliance, to determine whether practices that have been implemented are being followed and to ensure that the system achieves its aims.
<b>Australian Pesticides and Veterinary Medicines Authority (APVMA)</b>	Australian government authority responsible for the assessment and registration of agricultural and veterinary chemical products.
<b>Authorised person</b>	A person delegated the right to perform a task or access specific areas of a business. Authorisation may be in consideration of training completed or position held.
<b>Brokerage (Broker)</b>	Includes businesses involved in facilitating trade of fresh produce between a supplier and a customer. Freshcare defines 'brokers' to also include agents, virtual brokers and marketing groups.
<b>Business continuity</b>	A planning and preparation process undertaken to ensure a business can continue to operate, or recover quickly to an operational state, following a serious incident or disaster.
<b>Business enterprise</b>	Any business undertaking occurring on the site that may have an impact on the food safety or quality of products under the scope of certification.
<b>Business representative</b>	Workers who are appointed to represent or manage on behalf of the business.
<b>Calibrate</b>	To check, adjust, make corrections or determine accuracy by comparison with a standard.

<b>Term</b>	<b>Definition</b>
<b>Chemical</b>	Products such as insecticides, acaricides, herbicides, fungicides, growth regulators, pheromones and other organic treatments used to control pest, disease, weeds and growth, applied on or around premises, facilities or produce. It also includes other products such as fruit waxes, sanitisers, cleaning agents and grease.
<b>Chemical contamination</b>	The unwanted presence of chemicals in fresh produce.
<b>Cleaning</b>	A process undertaken to remove contaminates, microorganisms and foreign objects, to maintain safe and hygienic production areas, equipment, premises, facilities and amenities.
<b>Commitment statement</b>	A formalised statement on behalf of a business committing to meeting the requirements of the Freshcare Food Safety & Quality – Supply Chain Standard, Freshcare Rules, and legislative requirements. A commitment statement must be signed by the owner or appropriate senior manager, and communicated to all workers.
<b>Competent</b>	Demonstration of knowledge and skills to complete tasks to specified performance criteria.
<b>Contamination</b>	The introduction or occurrence of a direct or indirect food safety hazard to produce. Types of contamination include physical, chemical, microbiological and allergenic. Contamination may be introduced via site activities, water sources, packing facilities, people, pests and other sources.
<b>Control measure</b>	Any action taken to prevent, minimise or eliminate a hazard.
<b>Controlled waste</b>	A waste that, unless properly managed, can harm human health and the environment. It is the most hazardous category of waste and the disposal of controlled wastes is regulated. Types of controlled waste include but are not limited to, agricultural chemicals; chemical containers; tyres and oil.
<b>Corrective Action Record (CAR)</b>	A written record of an issue, or issues, which must be addressed to demonstrate compliance with the Freshcare Food Safety & Quality – Supply Chain Standard or Freshcare Rules. They may be documented during internal audits (self-assessment), external audits, or during routine activities.
<b>Customer</b>	A commercial packer, marketing group, wholesaler, exporter, processor, retailer or consumer who receives produce from a supplier.
<b>Customer requirements</b>	A written specification, agreement or contract between a business and customer. Customer requirements may also outline specifications for produce handling, labelling, transport and assessment requirements.
<b>Distribution</b>	<i>See: Transport &amp; Distribution.</i>
<b>External audit</b>	A third party audit of business operations and records against the Freshcare Food Safety & Quality – Supply Chain Standard and Freshcare Rules to independently assess performance to the Freshcare Standard.

<b>Term</b>	<b>Definition</b>
<b>Facility</b>	A structure, amenity or piece of equipment provided within the business premises for a specific purpose. Examples of facilities include but are not limited to, packing lines; ripening rooms; storage areas and cool rooms. <i>See: Worker facilities.</i>
<b>Flowchart</b>	A diagram identifying the sequence of activities undertaken in a procedure or process that the business undertakes.
<b>Food defence</b>	The protection of food products and raw materials from intentional contamination or adulteration. Food defence deals with the prevention, protection, minimisation, response and action to be taken if a food defence vulnerability or threat is identified.
<b>Food fraud</b>	The deception of customers or consumers for economic gain by providing food, ingredients or packaging which is different to that specified. Food fraud can include presentation of substandard products as well as adulteration of food with undeclared or low quality ingredients.
<b>Food grade</b>	A term used to describe supplies, equipment, chemicals, products and packaging that are of sufficient quality and safety to be used on food, or for food handling, preparation, production or storage uses.
<b>Food safety programs recognised by Freshcare</b>	A list of food safety programs that are recognised by Freshcare is available on the Freshcare website <a href="http://www.freshcare.com.au">www.freshcare.com.au</a>
<b>Food Standards Australia New Zealand (FSANZ)</b>	A Government agency responsible for developing and administering the 'Australia New Zealand Food Standards Code'. Refer to <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a> for more information.
<b>Foreign object</b>	Foreign objects are physical contaminants that intrude fresh produce, fresh produce packaging and/or prepared products. Foreign objects can be considered as any item that intrudes where it should not be found.
<b>Foreign object detection equipment</b>	Specially designed equipment such as metal detectors or x-ray systems used to identify and aid the removal of specific types of foreign objects.
<b>Freshcare training</b>	Training to the Freshcare Food Safety & Quality Program, provided by an approved Freshcare trainer or Freshcare eLearning. Refer to the Freshcare Food Safety & Quality – Supply Chain Standard Appendix for a list of approved Freshcare Food Safety & Quality courses.
<b>Freshcare Rules</b>	A document released by Freshcare Limited, detailing the requirements of businesses participating in the Freshcare Program.
<b>Hazard</b>	A chemical, physical or microbial agent in fresh produce that can potentially cause injury or illness to a consumer if not controlled. A quality hazard is any factor that prevents produce from meeting customer, quarantine or legal requirements.
<b>Hazard analysis</b>	The method of identifying potential hazards, assessing the significance of the risk posed by each hazard, and determining the practices that prevent or satisfactorily minimise the risk of the hazard occurring.



<b>Term</b>	<b>Definition</b>
<b>Hazard Analysis Critical Control Point (HACCP)</b>	The process by which food safety hazards occurring within the operations of a business are assessed and managed.
<b>Historically proven</b>	A number of consecutive tests conducted at a nominated frequency to demonstrate compliance to specified limits.
<b>Input materials</b>	Products, materials and services used by the business, that are received from an external source.
<b>Internal audit</b>	An audit conducted by the business to review its own processes and system management.
<b>Maintenance</b>	The processes undertaken to maintain, upkeep or preserve in optimal condition.
<b>Microbial contamination</b>	The unwanted presence of microbes in fresh produce. A microbe is a living microorganism, which can be single-celled or multicellular. In the context of food safety, microbes include bacteria, fungi and viruses as well as microscopic protozoan parasites such as Giardia.
<b>Monitoring</b>	A planned sequence of observations and measurements to assess whether control measures are effective.
<b>Non-compliance</b>	A failure to comply with the requirements of the Freshcare Food Safety & Quality – Supply Chain Standard or Freshcare Rules.
<b>Organisational chart</b>	A diagram that depicts the organisational structure of a business and relationships of workers' roles in the management of food safety and quality.
<b>Organisational structure</b>	The chain of command or hierarchy of workers within an organisation or business.
<b>Packaging</b>	Materials used to contain, protect, wrap and/or cover produce. Packaging includes but is not limited to, produce bins; crates; cardboard boxes; trays; clear film; plastics; containers and labels.
<b>Packing (Packer)</b>	Includes businesses involved in receiving, handling, packing and re-packing of fresh produce (does not include further processing of whole products).
<b>Pests</b>	Includes, but is not limited to, rats; mice; birds; cockroaches and other animals and insects that may be a source of contamination to fresh produce.
<b>Physical contamination</b>	The unwanted presence of foreign objects or physical contaminants in fresh produce.
<b>Premises</b>	The physical building(s) and site(s) where business activities are undertaken, including but not limited to, buildings; sheds; warehousing; loading and unloading areas.
<b>Produce (Fresh produce)</b>	Includes, but is not limited to, fresh fruit and vegetables; nuts; herbs; spices; wine grapes; coffee; tea; flowers and foliage.
<b>Produce contact surfaces</b>	Any surfaces within produce handling areas that come into contact or have the potential to come into contact with produce.

<b>Term</b>	<b>Definition</b>
<b>Product</b>	Includes all fresh produce handled by the business. Product or final product, refers to produce as presented when ready for sale to the businesses final customer or consumer. Product may refer to produce represented in various forms, for example, bulk produce bins; prepacked produce; packaged produce.
<b>Product identification</b>	The ability for a business to identify, track and trace produce. A form of label, barcode or record used to maintain produce traceability.
<b>Product labels</b>	Identification of produce through the addition of a readable code, information or description. Product labels could also refer to finished product packaging used for retail sale.
<b>Product specification</b>	Established specific criteria for produce to meet. Product specifications will often include a description of the required features and quality of the product (variety, maturity, colour, etc.); any specific handling requirements (temperature management, handling instructions, packaging, transport, etc.); and any specific food safety requirements (compliance with a nominated standard such as the Freshcare Food Safety & Quality – Supply Chain Standard).
<b>Providore</b>	Includes businesses involved in the procurement of fresh produce for distribution or resale to the food service industry.
<b>Raw materials</b>	The original state a product is received. Raw material inputs may refer to fresh produce or packaging materials.
<b>Recall (of product)</b>	Action taken to remove produce from the supply chain if there is a food safety or potential food safety risk to consumers. A consumer level recall involves recovery of produce from consumers and businesses in the supply chain whereas a trade level recall only involves recovery of produce from businesses in the supply chain.
<b>Record</b>	Documentary evidence to support compliance with the Freshcare Food Safety & Quality – Supply Chain Standard. The medium can be paper, photographic or electronic, or any combination thereof.
<b>Ripening (Ripener)</b>	Includes businesses involved in controlled atmosphere ripening of fresh produce.
<b>Risk</b>	The chance of a hazard occurring, measured in terms of likelihood and severity.
<b>Risk assessment</b>	An assessment of both the likelihood and the severity of the consequences should a hazard occur. This gives a guide as to the overall significance of the risk.
<b>Safety Data Sheet (SDS)</b>	A reference document for chemicals, fuels and other hazardous products. A SDS includes information on the products physical and chemical properties; safe handling, storage, transport and disposal procedures; first aid and health hazards; impacts on the environment; and what to do in accidents and emergencies.
<b>Scope</b>	Business activities undertaken for which Freshcare certification is required. The scope will include a description of the business type (packing, storage, ripening, wholesaling, brokerage, providore, transport and distribution); site address(es); produce or produce groups handled; and the destination market (if known).

<b>Term</b>	<b>Definition</b>
<b>Signature</b>	A personal recording by the individual of their name or a mark representing it. Signatures can be produced manually by the individual in written, digital or electronic format.
<b>Site map</b>	Any combination of aerial photographs and topographical, cadastral or self-drawn maps or map overlays that document the relevant boundaries, infrastructure and features on, or adjacent to, the site(s) under the scope of Freshcare certification.
<b>Storage</b>	Includes businesses involved in the retention, storage (including controlled atmosphere storage) and warehousing of fresh produce.
<b>Supplier</b>	An individual or business that supplies materials or services.
<b>Traceability</b>	The ability to trace produce within and through the supply chain, from raw material inputs to finished product.
<b>Transport &amp; Distribution</b>	Includes businesses involved in the collection, transport and distribution of fresh produce. Transportation and distribution includes the direct transfer of products from one business, vehicle or container to another; undertaken via road, rail, air or ship.
<b>Training</b>	Provision of knowledge and skills to perform tasks to a specified competency. Training can be delivered on-the-job or through qualified external providers.
<b>Vehicles</b>	All forms of transport used for moving produce, including but not limited to, forklifts; tractors; utilities; cars; trucks; refrigerated trailers.
<b>Verification</b>	A set of procedures, processes and tests designed to ensure the food safety system is working effectively.
<b>Visitor</b>	Any person(s) visiting the site, premises or facilities.
<b>Waste</b>	Unwanted, unusable and rejected materials.
<b>Wholesaling (Wholesaler)</b>	Includes businesses involved in the procurement, handling and wholesale sale of fresh produce.
<b>Withdrawal (of product)</b>	Action taken to remove produce from the supply chain if there is a defect to the product that presents no food safety or potential food safety risk to consumers or as a precaution. A consumer level recall involves recovery of produce from consumers and businesses in the supply chain whereas a trade level recall only involves recovery of produce from businesses in the supply chain.
<b>Withholding Period (WHP)</b>	The required period of time that must elapse between the chemical treatment of produce, and produce consumption.
<b>Worker facilities</b>	Places, amenities or areas provided specifically for workers within the business. Worker facilities include but are not limited to, accommodation; staff quarters; lunch rooms; toilets and washrooms; hand washing facilities; smoking areas; recreation and breakout areas.
<b>Workers</b>	All people working in the business, including family members, staff, consultants, contractors or sub-contractors working on site or in the business.