

Freshcare Food Safety & Quality Update

Edition 4.1 to 4.2



Why the update?

Whenever GFSI sets out new requirements, Freshcare may need to update the Standard

- 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.
- The Freshcare Food Safety & Quality Standard (FSQ4.1) has been updated to FSQ4.2 to ensure Freshcare certification continues to be compliant with the benchmarks set under GFSI.
- Businesses certified to Freshcare can feel confident they are meeting **international** best practice food safety standards determined by GFSI benchmarks and are compliant with customer food safety requirements as a base standard for HARPS.

When do I need to be ready for FSQ4.2?

- You don't need any new training if you have already completed training to FSQ versions 3.0, 4.0, 4.1 or 4.2. **New** Freshcare businesses will need to undertake full training to FSQ4.2 from 3 May 2021.
- From **3 May, 2021** you will be required to transition to FSQ4.2 by adding forms and documents to your existing food safety system.
- After this date, your audit will be conducted to FSQ4.2.
- Confirm this with your certifying body when booking your audit.

Summary of the changes

- Rules have now been included in the first section of the Standard document Numbered R1 to R10, including unannounced audits and two-part auditing
- M1.2 Property Map checklist – **NEW (optional)**
- M1.3 Organisational chart form template – **NEW (optional)**
- M1.4 Food Safety Culture – **NEW** factsheet, no new form
- M3.2 Training is now Training and Development – **UPDATED** form

Summary of the changes continued

- M4.1 Internal Audit Report – UPDATED
- M4.3 Management review minutes template – UPDATED
- F13 Traceability
 - Harvest, packing and dispatch record – UPDATED form
 - Conduct a traceability exercise – NEW form
- Added technical information for recognized test methods for water testing (where testing is required)

Freshcare Standard FSQ4.2

- **Add the new standard to your Freshcare manual**
- **Remove any old versions**

Freshcare Rules

- **The rules are now in the FSQ4.2 Standard**
- **Remove any old rules from your Freshcare manual**

Freshcare Rules – What are they?

- They are the terms on which, upon registration, a business agrees to participate in the Freshcare Program.
- Participating businesses must comply with the Freshcare Rules and the requirements of the Freshcare Standard(s) at all times.
- This is in addition to its obligations to comply with the law, including any regulatory requirements.

Key changes to the Rules – Unannounced audit

- 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.
- The Freshcare Rules RI includes information regarding unannounced audits.
- They are required to give you a date range in which the audit will occur, in line with the Freshcare Rules, that is it must be within harvest period and no more than 60 days ahead of your “re-certification audit due date”.
- As a minimum: One (1) audit every four (4) years shall be conducted as unannounced.
- Contact your Certification Body or Freshcare if you would like to know more.

Key changes to the Rules – Two-part audit process (voluntary remote audit)

- Freshcare has developed a process to enable participating businesses to have their annual re-certification audits conducted in two parts:
 - Part A – remote component using information communication technology (ICT); and
 - Part B – completion of the audit through an on-site visit.
- This option is available to all participating businesses, who can meet the criteria and mutually agree to the audit process with their Certification Body.
- The two-part audit process is **voluntary** and shall be agreed with the participating business and the Certification Body.

Key changes to the Rules – Two-part audit process (voluntary remote audit)

Part A elements can be audited remotely.

Part B elements are to be audited on site.

Food Safety and Quality – On farm (FSQ4.2)			
Element	Part	Element	Part
M1 Scope and commitment	A	F6 Water	A & B
M2 Documentation	A	F7 Allergens	A & B
M3 Training and development	A & B	F8 Premises, facilities, equipment, tools, packaging and vehicles	A & B
M4 Internal audit, corrective and preventative action	A	F9 Animals and pests	A & B
M5 Customer requirements	A	F10 People	A & B
F1 Hazard analysis	A	F11 Suppliers	A & B
F2 Growing site	A & B	F12 Food defence and food fraud	A
F3 Planting materials	A & B	F13 Product identification and traceability	A & B
F4 Chemicals	A & B	F14 Incident management, recall and withdrawal	A & B
F5 Fertilisers and soil additives	A & B		

Key changes to the Rules – Multiple sites

- Multiple sites may be registered under a single Freshcare registration only if they operate under a single management system and geographically allow (approx. **100km/ *1.5-2-hour travel**) for all sites to be visited as part of a single reported audit.

*** previously 50km/ 1hr travel**

Key changes to the Rules – Freshcare representative for the business

- Each business participating in the program shall have least one (1) representative of the management complete approved training, as required by the Freshcare Standard(s):
 - Where this person leaves, the business shall require a new trained representative to commence training * **within three (3) months.**
- * **previously no time line**

Freshcare Standard FSQ4.2

CHANGES TO THE STANDARD

MI Property Map

NEW CHECKLIST (optional)

What you need to do:

There is an **optional** checklist to help you:

- Locate all infrastructure – sheds, chemical stores, cool rooms
- Locate all water sources and infrastructure
- Include all growing sites
- Identify any areas that are contaminated
- Include any sewer, septic or seepage areas
- Include waste disposal storage areas

If you are confident that your property map currently complies, you **don't** need to use the new checklist.

M1 Property Map Checklist

Business name:

Date:

A property map is documented and maintained. The map identifies – checklist

Property boundaries buildings and facilities

- | | |
|--|---|
| <input type="checkbox"/> property boundaries | <input type="checkbox"/> buildings and sheds |
| <input type="checkbox"/> external roads | <input type="checkbox"/> farm houses |
| <input type="checkbox"/> surrounding facilities (school, sports fields, residential) | <input type="checkbox"/> on-farm roads and access points |
| <input type="checkbox"/> local activities (eg: other agricultural enterprises, waste treatment plants) | <input type="checkbox"/> toilet facilities, septic tanks and seepage pads |
| | <input type="checkbox"/> worker accommodation and facilities |

Production areas and infrastructure

- | | |
|---|--|
| <input type="checkbox"/> growing sites | <input type="checkbox"/> bulk fuel storage, including underground tanks |
| <input type="checkbox"/> production/packing and storage areas | <input type="checkbox"/> storage sites for general waste |
| <input type="checkbox"/> water sources, extraction points and delivery infrastructure | <input type="checkbox"/> storage sites for controlled wastes (empty chemical containers awaiting collection) |
| <input type="checkbox"/> chemical storage areas | <input type="checkbox"/> dip sites (postharvest, livestock) & disposal trenches/evaporation ponds |
| <input type="checkbox"/> chemical mixing areas and equipment clean-down areas | <input type="checkbox"/> areas that are contaminated (persistent chemicals, heavy metals, fertilisers, waste, physical contaminants) |
| <input type="checkbox"/> fertiliser and soil additive storage | |
| <input type="checkbox"/> composting/ageing and mixing/loading areas | |

MI Organisational Chart

NEW FORM TEMPLATE (optional)

What you need to do:

There is an **optional** form template to assist you to:

- identifying workers responsible for the management of food safety & quality
- report relationships of all workers whose roles may affect food safety & quality

If you are confident that your Organisational Chart currently complies with the requirements, you **don't** need to use the new form template.

M1 Organisational Chart

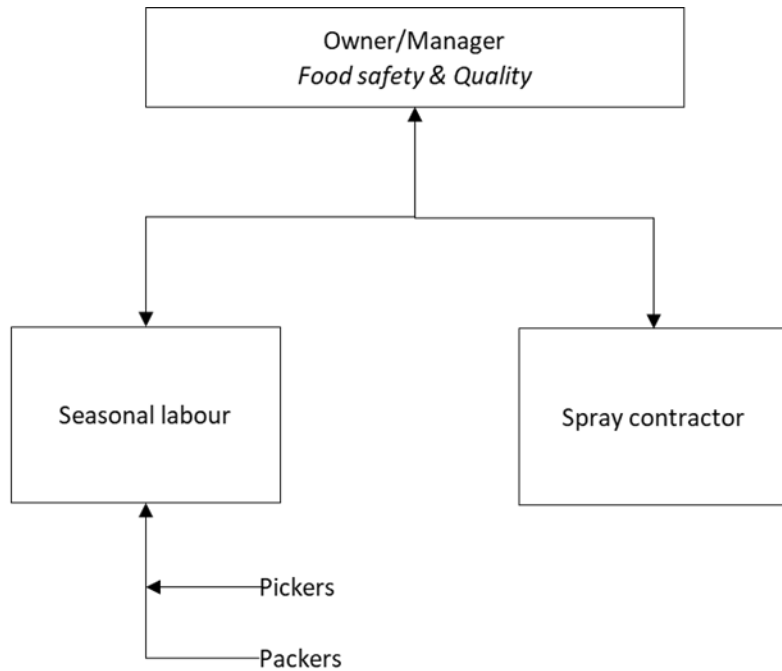
EXAMPLE

Business name: _____

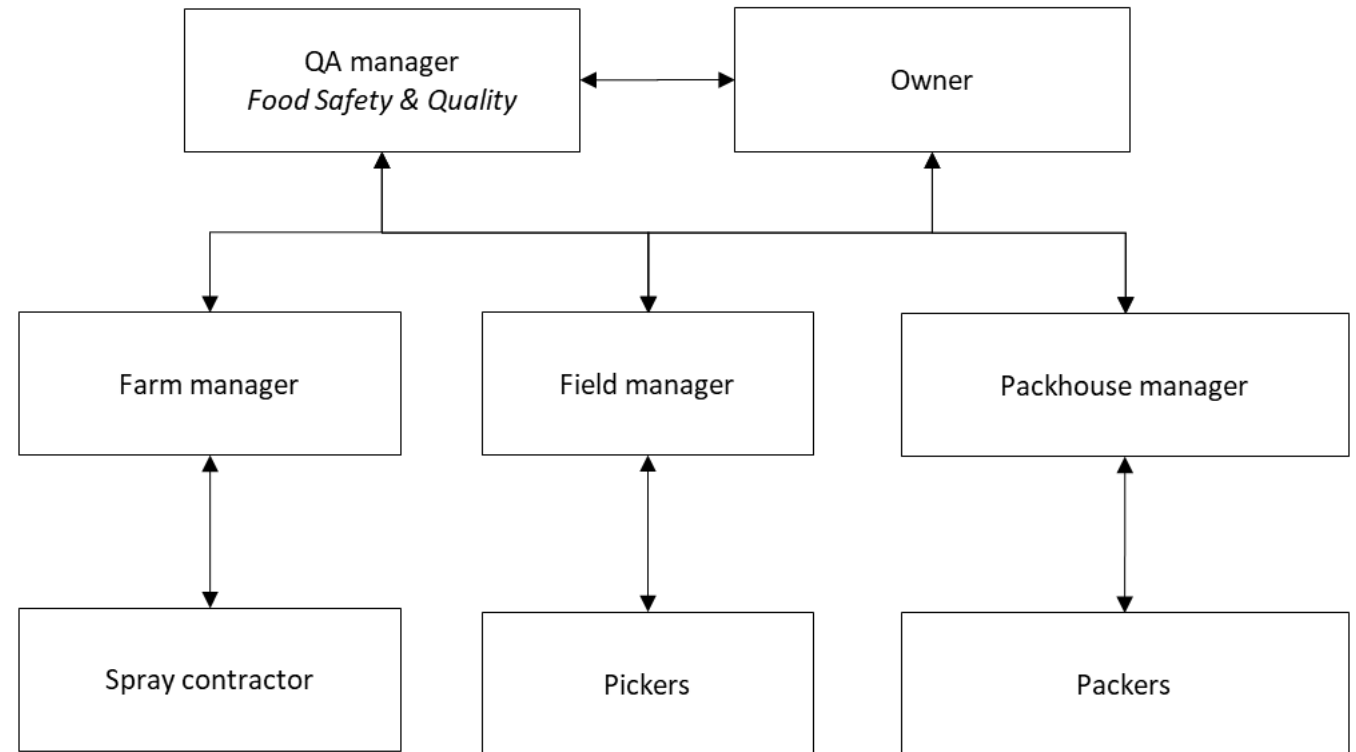
Date: _____

Organisational Chart identifying workers responsible for the management of food safety & quality and reporting relationships of all workers whose roles may affect food safety & quality (insert/draw).

Simple Structure



Complex structure



MI Food Safety Culture

- NEW FACTSHEET ONLY
- NO NEW FORMS

What you need to do:

Food Safety Culture is achieved through strict compliance to all elements of the Freshcare Food Safety & Quality Standard 4.2.

Your system records will include evidence of this.

OPTIONAL

Businesses can further identify where improvements in food safety culture can be driven, through using tools such as the FSANZ Food Safety Culture² resources

- Step 1 – Know:

<https://www.foodstandards.gov.au/foodsafety/culture/Documents/food-safety-culture-questionnaire.pdf>

- Step 2 – Do:

<https://www.foodstandards.gov.au/foodsafety/culture/Documents/food-safety-culture-checklists.pdf>

- Step 3 – Follow Through:

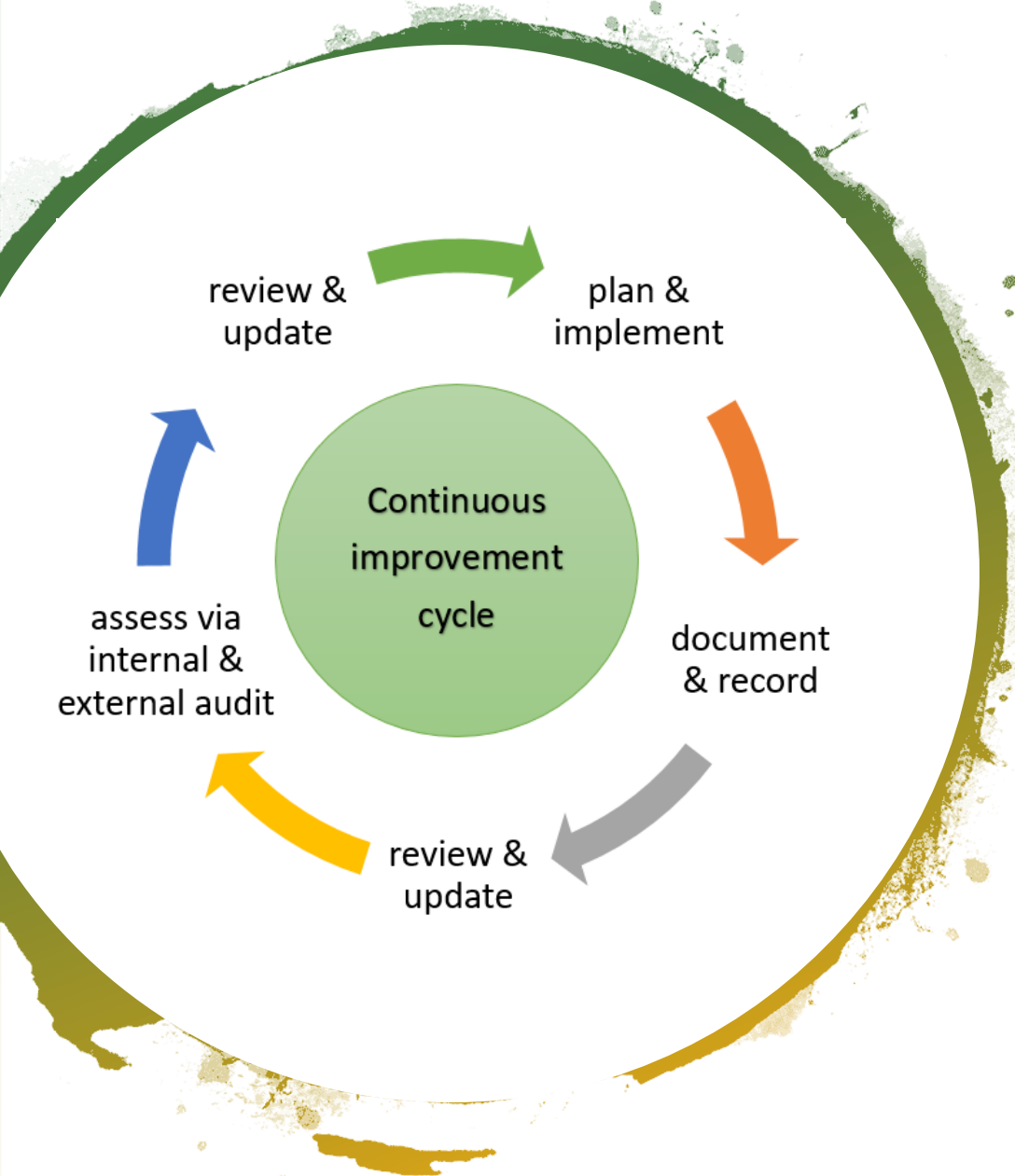
<https://www.foodstandards.gov.au/foodsafety/culture/Documents/Step%203%20for%20web%20-%20Track%20and%20improve%20July%202019.pdf>

What is food safety culture?

Food Safety Culture is defined as “shared values, beliefs and norms that affect mindset and behaviour toward food safety in, across and throughout an organisation and industry – vertically and horizontally.”

The Freshcare Standards have been the driver for keeping food safety front-of-mind, for Australian businesses in the fresh produce supply chain through:

- the embedded continuous improvement cycle,
- promoting program ownership and management commitment,
- a focus on training and development of workers, and
- the application and implementation of the program across the whole business.



M3 Training and Development

- **AMENDED FORM**

What you need to do:

1. The owner or appropriate senior manager completes a review of training to support food safety and quality and:
 - identify worker needs for re-training
 - identify opportunities for professional development
 - ensure appropriate qualifications and licenses are maintained.
2. Complete the **amended** M3 Training Record – Internal FSQ form and existing M3 Training record – Other form **going forward**
3. Add any new training to the Management Review minutes

OR

4. Use your M4 internal audit comments section to record the review (M3.2.5 page 5)



What you need to do:

- Training is an important element in addressing food safety culture.
 - Workers should be encouraged to notify the owner or senior manager if they identify a process, task or area where further workplace training or external training may be required.
- A review of training is conducted at least annually
 - A review will help identify any new training needs of workers, or refresher training that may be required to ensure adequate knowledge is present for all tasks undertaken.
 - This review should also highlight any qualifications, licenses and permits that are due for renewal.

Business name: *Great Australian Produce*

Training is provided to workers who complete tasks relevant to the Freshcare Food Safety & Quality Standard. Once training is delivered, the trainee is required to sign and date the relevant box.

Trainee Name:					
Training by Standard Element		Elements completed:	Date of training:	Trainer Name:	Signature of Trainee:
<u>R1 – 10</u>	Freshcare Rules	<i>Steve H</i>	<i>02/11/2020</i>	<i>Alex Grower</i>	<i>Steve Hort</i>
<u>M1-5</u>	Management	<i>Steve H</i>	<i>02/11/2020</i>	<i>Alex Grower</i>	<i>Steve Hort</i>
<u>F1</u>	Hazard analysis	Not required as training up to date			
<u>F2</u>	Growing site	Not required as training up to date			
<u>F3</u>	Planting materials	Not required as training up to date			
<u>F4</u>	Chemicals	Not required as training up to date			
<u>F5</u>	Fertilisers and soil additives	Not required as training up to date			
<u>F6</u>	Water	Not required as training up to date			
<u>F7</u>	Allergens	Not required as training up to date			
<u>F8</u>	Premises, facilities, equipment, tools, packaging and vehicles	Not required as training up to date			
<u>F9</u>	Animals and pests	Not required as training up to date			
<u>F10</u>	People (including food safety instructions)	<i>Steve H</i>	<i>02/11/2020</i>	<i>Alex Grower</i>	<i>Steve Hort</i>
<u>F11</u>	Suppliers	Not required as training up to date			
<u>F12</u>	Food defence and food fraud	Not required as training up to date			
<u>F13</u>	Product identification and traceability	<i>Steve H</i>	<i>02/11/2020</i>	<i>Alex Grower</i>	<i>Steve Hort</i>
<u>F14</u>	Incident management, recall & withdrawal	Not required as training up to date			

M3 Training record – other (example)

Business name: Great Australian Produce

A record of internal and external training is kept.

Once training is delivered, the trainee is required to sign and date the relevant box.

Name of trainee	Name of trainer or training provider	Topic of training	Date of training and expiry date (when applicable)	Signature of trainee
<i>Alex Grower</i>	<i>Chemcert</i>	<i>Chemical user training</i>	<i>14/08/13 (exp. 2018)</i>	<i>F.Care</i>
<i>Fred Care</i>	<i>Chemcert</i>	<i>Chemical user training</i>	<i>14/08/13 (exp. 2018)</i>	<i>F.Care</i>
<i>Ian Farm</i>	<i>Forklift Training Aust.</i>	<i>Fortlift user course</i>	<i>17/11/13</i>	<i>I. Farm</i>
<i>Dee Good</i>	<i>SMARTtrain</i>	<i>Chemical user training</i>	<i>10/10/14 (exp. 2019)</i>	<i>Dee Good</i>
<i>Dee Good</i>	<i>Forklift Training Aust.</i>	<i>Fortlift user course</i>	<i>17/11/13</i>	<i>Dee Good</i>

THIS FORM HAS NOT CHANGED



What you need to do:

Check if you have evidence of successful completion of farm chemical user course or equivalent training qualification

The following national competencies (or validated equivalent) must be included in all farm chemical user training qualifications:

- AHCCHM306 - Prepare and apply chemicals for hand held application equipment **OR**
- AHCCHM307 - Prepare and apply chemicals to control pest, weeds and diseases

AND

- AHCCHM304 – Transport and store chemicals

What you need to do:

Check if you can show competency in chemical handling

- If you have completed a farm chemical user course in the past, and can show competency, you will not need to update your qualification (unless your state legislation requires it).

Competency of worker can be demonstrated by:

- confirmation via worker consultation regarding chemical handling, application and disposal techniques.
- other chemical records i.e. application records, records of calibration.



M4 Internal Audit

- **AMENDED
FORM**

What you need to do:

1. Complete the **amended** M4 Internal Audit report before your external audit (use your old internal audit as a guide)
2. Have your FSQ4.2 Internal Audit Report available at your next audit from 3 May 2021

Business name:	<i>Great Australian Produce</i>		
Completed by:	<i>Alex Grower</i>	Signature:	<i>A Grower</i>
		Date of completion:	<i>06 November 2020</i>

Workers completing sections of this internal audit are independent of the practices being assessed (where possible).

Element	Compliance Criteria	Yes or No	Comments/further actions required
R	Freshcare Rules		
R1	The Scope of Certification of the business is in accordance with the Rules.	Yes	<i>Our scope is passionfruit and new scope to be melons on new block. Action: notify CB of changes</i>
R10	The Freshcare Logo is used by the Business (where used the below questions need to also be checked):	No	<i>This is not used by us.</i>
	- The Freshcare Logo has been approved by Freshcare		
	- The Freshcare Logo contains the correct information		
	- The Freshcare logo is NOT on consumer facing packaging (punnets, flow-wrap etc, cartons that is final product packaging)		

Element	Compliance Criteria	Yes or No	Comments/further actions required
F1	Hazard analysis		
F1.1	Conduct risk assessments for persistent chemicals.		
F1.1.1	Risk assessments are conducted for each growing site to determine the risk of persistent chemical contamination of produce from the soil/growing medium. A record is kept. (See Appendix RA-F1.1).	Yes	Up to date, last amend 30/09/2020
F1.1.2	If the risk assessments conducted in F1.1.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.1).		Not applicable - as low risk for passionfruit.
F1.2	Conduct risk assessments for heavy metals.		
F1.2.1	Risk assessments are conducted for each growing site to determine the risk of heavy metal contamination of produce from the soil/growing medium. A record is kept. (See Appendix RA-F1.2).	Yes	Up to date, last amend 30/09/2020
F1.2.2	If the risk assessments conducted in F1.2.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.2).		Not applicable - as low risk for passionfruit.
F1.3	Conduct risk assessments for fertilisers and soil additives.		
F1.3.1	Risk assessments are conducted for all growing sites to determine the risk of microbial contamination of produce from fertilisers and/or soil additives. A record is kept. (See Appendix RA-F1.3).	Yes	Up to date, last amend 30/09/2020.
F1.3.2	If the risk assessments conducted in F1.3.1 determine the risk of the hazard is high, relevant control measures, monitoring and verification activities are implemented. (See Appendix RA-F1.3).		Not applicable - as low risk for passionfruit.
F1.4	Conduct risk assessments for preharvest water.		
F1.4.1	Risk assessments are conducted for all preharvest water used to determine the risk of microbial contamination of produce from preharvest water. A record is kept. (See Appendix RA-F1.4).	Yes	Up to date, last amend 30/09/2020

M4 Management Review

- AMENDED FORM

What you need to do:

- Complete a management review using the **amended** M4 Management Review before your external audit **or** at least annually

Business name: *Great Australian Produce*

Date: 02/11/2020

AGENDA ITEMS

- | | |
|--|--|
| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Previous Meeting Minutes <input checked="" type="checkbox"/> Follow-Up of previous Customer Complaints, Non-conformance, Corrective and Preventative Action (as required). <input checked="" type="checkbox"/> Current Customer Complaints and feedback <input checked="" type="checkbox"/> Deficiencies Identified by Corrective and Preventative Action Reports that may require changes to procedures or practices <input checked="" type="checkbox"/> Internal Audit Results <input checked="" type="checkbox"/> External Audit Results and preparation | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Any Planned testing, Micro, <u>MRL</u>, Water tests. <input checked="" type="checkbox"/> Review of Approved Suppliers <input checked="" type="checkbox"/> Continuing suitability and effectiveness of the Quality Management System, Quality Policy and Measurable Objectives <input checked="" type="checkbox"/> Any Regulatory requirements that requires addressing <input checked="" type="checkbox"/> Training needs review <input checked="" type="checkbox"/> Traceability test and Mock recall (where required) completed <input checked="" type="checkbox"/> Any Other Relevant Business: <ul style="list-style-type: none"> <i>New Block preparation</i> <i>New staff</i> |
|--|--|

MINUTES AND DETAILS OF ACTIONS REQUIRED

Worker(s) responsible

Due by

2020 External audit completed successfully. Great job by all of the team.

N/A

N/A

*The preparation for the new block is underway. Withholding periods to be met for compost applied- 90 days.**Steve H**05/02/2021**Task: Property map to be documented for new block**Steve H**02/12/2020**Task: Internal audit to be completed to check everything in place for new block**Alex G**05/01/2021**Task: New staff required for new block planting activities, target February/ March to complete induction**Alex G**15/02/2021**No complaints received in last 6 months, despite orders having increased by 20%.*

N/A

N/A

*Task: Steve's Chemical Certificate expires July 2021. Training Course to be arranged**Peter P**01/05/2021*

F13 Traceability

- **AMENDED
FORM**

What you need to do:

- Complete the **amended** F13 Harvest, packing and dispatch record

OR

- Keep equivalent records such as delivery dockets, spray diary records, consignment notes or computer records as evidence of harvest, delivery, packing and dispatch where applicable

F13 Traceability Test

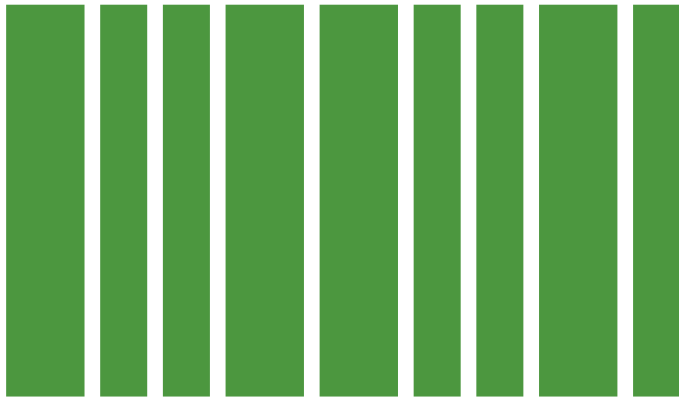
- **NEW FORM**

What you need to do:

- Complete the **new** F13 Traceability Test form as evidence of a traceability test exercise.
- For all produce harvested and packed by a business, it is essential that **each** business is able to quickly and accurately trace product back to the previous point in the process, whether it is for your own product or supplied product.
- The product traceability system must be tested at least **annually** to verify full traceability of produce from production to its destination/immediate customer (or vice versa) is achieved.
- The Form F13 - Traceability Review is available to complete this, however a business may use other recording methods to demonstrate compliance.
- The traceability exercise can be conducted in conjunction with the mock recall exercise (packers under HARPS).

As a minimum your system should be able to identify the points in the process where product has been handled

- Any pre-harvest chemical and fertilizer applications and the withholding periods have been met.
- Harvest records, including location of harvest, crop/variety, date, quantity.
- Any post-harvest treatment records (where applicable).
- Packing records, including packing date and/or batch identification, quantity.
- Records of packaging used, including type, date and quantity (where applicable).
- Records of product that has been sent to another supplier for treatment or packing (where applicable).
- Product release and dispatch records, including customer and/or destination.



Form - F13 Traceability test

EXAMPLE

Business name: <i>Great Australian Produce</i>	Date: <i>05/11/2020</i>
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Product handled by the business is traceable "one step down" (point of production) and "one step up" (destination/ intended customer).

Crop Selected to Trace	<i>Passionfruit</i>	Variety	<i>Misty Gem</i>
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Growing Locations	Site Address(es)	<i>Main - 1230 Road Highway Sweetv</i>	Block(s)/ Beds	<i>B</i>	Row(s)	<i>61-80</i>
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GROWER FILLS IN THIS SECTION ONLY

Pre-Harvest Treatments	Spray Diary checked and <u>WHP</u> met? <i>Y</i> / <u>N</u> / N/A (Circle)	Post-Harvest Treatments	Records checked and <u>WHP</u> met? <i>Y</i> / <u>N</u> / <u>N/A</u> (Circle)	Comments
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Product Harvested	Date of Harvest	Quantity	Grade <i>(where applicable)</i>	Produce received from other suppliers*		
				Supplier	Quantity	Received date/ Batch code
Refer <u>F13</u> Harvest, Packing and Dispatch Record.	<i>15/03/20</i>	<i>200kg</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>

*If produce is not sourced from other growers - this is N/A

Product Packed	Date of Packing	Quantity	Grade	Packaging Materials Used		
				Type	Quantity	Batch code
Refer <u>F13</u> Harvest, Packing and Dispatch Record.	<i>16/03/20</i>	<i>10 x 18L cartons</i>	<i>N/A</i>		<i>10</i>	<i>AZ65448</i>
	<i>16/03/20</i>	<i>10</i>	<i>N/A</i>		<i>10</i>	<i>TG1569</i>

PACKER FILLS IN ALL SECTIONS

Product Dispatch	Batch details	Quantity	Customer &/or destination	Consignment or dispatch reference	Dispatch date
Refer Dispatch Records	<i>20200316</i>	<i>10</i>	<i>Sarah's Cakes - Sydney</i>	<i>N5587</i>	<i>17/03/20</i>
	<i>20200316</i>	<i>10</i>	<i>Joels Market - <u>Melb</u></i>	<i>N5586</i>	<i>16/03/20</i>

Product selected has been able to be successfully traced.

Name: <i>A Grower</i>	Signature: <i>A Grower</i>	Date: <i>05/11/2020</i>
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F6 Water

- **NEW TECH. INFO FOR WATER TESTING (WHERE APPLICABLE)**

Australian approved methods for E. coli in water

- Check with your approved laboratory that the following methods are used.
- Australian approved methods for E. coli in water:
 - Membrane filtration method:
 - based on AS/NZS 4276.7, results are reported in colony forming units CFU/100mL,
 - the limit of detection of this method is 1 CFU/100mL.
 - Most probable number (MPN):
 - based on AS/NZS 4276.6, results are reported in MPN/100mL,
 - the limit of detection is 1 MPN/100mL.
 - Defined substrate technology (DST):
 - based on AS/NZS 4276.21, results are reported in MPN/100mL,
 - the limit of detection is 1 MPN/100mL.
- For all intents and purposes 1 CFU = 1 MPN.
- **NOTE:** Limitation of MPN/DST methods is that reporting results are limited to outcomes from a predefined table i.e. a sample with 100 CFU via membrane filtration will give a result of 126 MPN. Hence why often limits are set at 126 MPN/100mL rather than 100 CFU/100mL.

Interpretive guidelines

- **Add the new guidelines to your Freshcare manual**
- **Remove any old versions**

Form examples

- **Add the new examples to your Freshcare manual**
- **Remove any old versions**

Resources - factsheets

- **Add the new factsheets to your Freshcare manual**
- **Remove any old versions**

What's Next...

Update your manual
with the amended or
new forms

Complete the new M4
Internal Audit

Continue keeping
relevant records

You will be audited to
FSQ4.2 from 3 May 2021

Be ready for your
2021 audit

Certification Bodies

- Remember to contact a Freshcare approved Certification Body to book your Freshcare audit

OR

- Complete the audit quote request form on Freshcare website

For more information, visit:

www.freshcare.com.au/auditing-and-certification/certification-bodies/

Freshcare Approved CB's:

- **AUS-QUAL Pty Ltd**
- **ACO Certification**
- **BSI Group ANZ Pty Ltd**
- **Mérieux NutriSciences Certification**
- **NASAA Certified Organic (from 2021)**
- **SAI Global**
- **Sci Qual International Pty Ltd**
- **SGS Australia Pty Ltd**



Need more help?

For more information, visit:

www.freshcare.com.au

www.citrusaustralia.com.au