



HARPS

HARMONISED AUSTRALIAN
RETAILER PRODUCE SCHEME

HARPS Standard
Version 2.0

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A close-up photograph of a green leaf with prominent, thick red veins. The leaf surface is covered with numerous small, clear water droplets, giving it a fresh and glistening appearance. The veins are arranged in a complex, branching pattern across the leaf's surface.

Introduction

Acknowledgements

The continuing support and technical expertise provided by the HARPS Retailer and Technical Committees are gratefully acknowledged.

Transition Requirements to HARPS Standard Version 2.0

The HARPS Standard Version 2.0 has been published as of 17 October 2022 and transition to this version will need to occur according to the timeline shown in Figure 1.

Figure 1 HARPS Standard Version 2.0 Transition



Scheme Background

In 2012, Horticulture Innovation Australia Ltd (now known as Hort Innovation) initiated a project to harmonise the food safety certification requirements of the major retailers in Australia. The result of this project is the **Harmonised Australian Retailer Produce Scheme (HARPS)**.

The scheme is voluntary, and application is open to all fresh produce businesses that undertake the following activities:

- Grow produce for retail sale or food service;
- Pack produce for retail sale or food service;
- Operate as an aggregator, distributor, broker or agent supplying produce for retail sale or food service; or
- Are Suppliers or subcontracted Suppliers, that is they pack into retailer-branded packaging or bulk loose packs.

The Retail Customers in the HARPS program are shown below. These are the businesses that have agreed to accept the HARPS program as a replacement to their own bespoke requirements and also sell the products covered within the defined scope to the final consumer.

The term 'Customer' that is used throughout HARPS documents refers to these, this means the business purchasing from you. For Tier 2 Suppliers this is the Tier 1 Supplier, and for Tier 1 Suppliers this is the HARPS Retail Customers. Where the term 'Customer' is used, this refers to **all** impacted or relevant Customers.

The HARPS Standard is a set of criteria that provide an additional level of prescription above the basic Food Safety Global Food Safety Initiative (GFSI) Standards, which the Retail Customers agree are fundamental for the delivery of safe produce to Australian consumers. In addition to food safety requirements, HARPS also include requirements relating to legal and trade legislation. HARPS is a retailer-led scheme that addresses the pain-points experienced by retailers that have occurred through customer complaints, rejections at retailer Distribution Centres, product withdrawals and

product recalls.

Through the harmonisation process, multiple retail requirements have been combined and simplified to ensure a streamlined and more cost-effective way for produce suppliers to achieve appropriate food safety certification with a single scheme covering the needs of many retailers.

HARPS is managed and administered by One Direction ANZ Pty Ltd on behalf of the participating Retail Customers. Hort Innovation owns all HARPS intellectual property and have granted a management licence to One Direction ANZ.

HARPS Retail Customers

The Retail Customers in the HARPS Scheme are:

ALDI Stores	Coles Supermarkets	Costco	Harris Farm Markets
HelloFresh	Metcash	Woolworths	

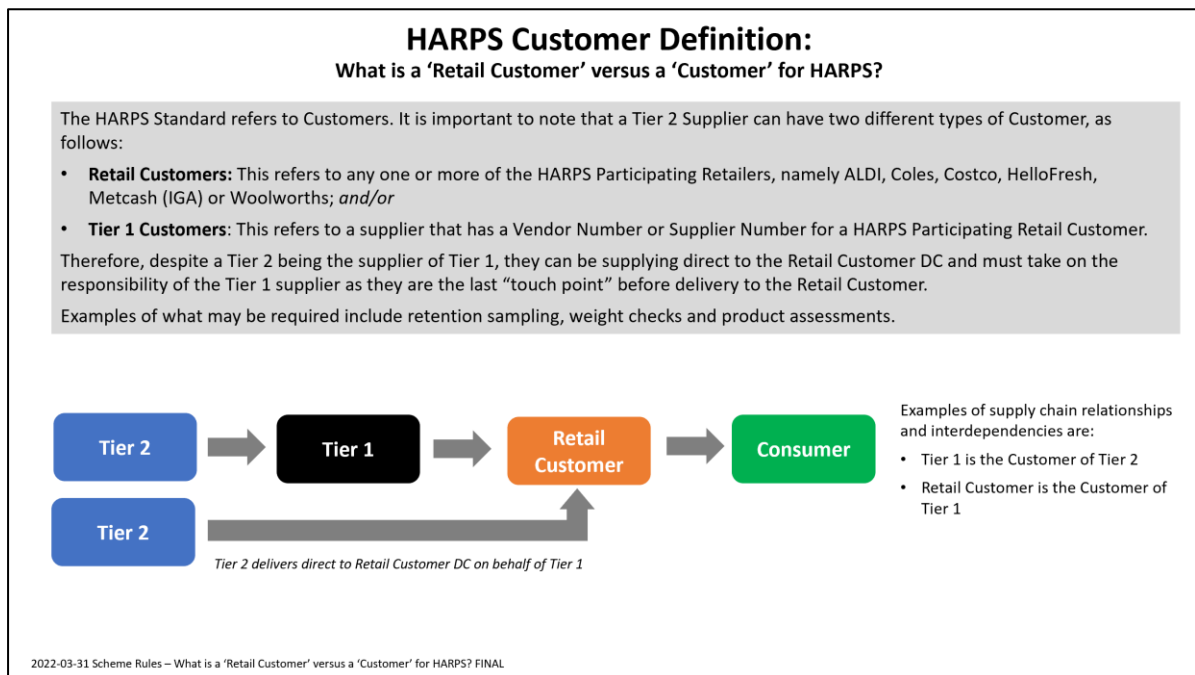
Scope

The scope of the HARPS Standard is for the growing and packing of whole produce (whole fruit, whole vegetables and in-shell nuts). The scope does not include the processing or value-adding of produce.

The scope covers all operations from site selection and preparation, growing, harvesting, packing, storage, ripening and distribution. The addition of food service providers as HARPS Retail Customers has not led to an adjustment on the scope or increase in rigour of HARPS. The scope remains as whole fruit and vegetables and in-shell nuts.

The HARPS Standard defines 'Retail Customers' and 'Customers' differently as shown in Figure 2.


Figure 2: Definition of Retail Customer versus Customer



The HARPS Standard specifically applies to Tier 1 and Tier 2 Suppliers as defined in the HARPS Decision Graphic. However, Tier 1 and 2 Suppliers are responsible to manage Tier 3 Suppliers as Approved Suppliers.

The HARPS Decision Graphic explains the different tiers and associated requirements in more detail and is shown in Figure 3.

Figure 3: HARPS Decision Graphic



HARPS
HARMONISED AUSTRALIAN
RETAILER PRODUCE SCHEME

Decision Graphic: Is HARPS required for my business?

v4.0 May 2022

HARPS is a retailer-led scheme designed to assist with compliance to food safety, legal and trade legislation for suppliers to the major grocery retailers in Australia

Tier 1	Tier 2	Tier 3	Out of Scope
<p>Your business has a Vendor or Supplier Number to a HARPS Participating Retailer*.</p>	<p>Your business packs or re-packs any of the following:</p> <ul style="list-style-type: none"> Loose product with PLU/Databar stickers applied as specified by a HARPS Participating Retailer*; Retail-branded pre-packs; Retail Returnable Plastic Crates (RPC's); Proprietary-branded pre-packs; Loose product in final retail packaging, packed to a retail specification destined for a HARPS Participating Retailer*; <p style="text-align: center;">OR</p> <p>Your business is an Approved Supplier to a Tier 1 business, who supplies to a HARPS Participating Retailer* (in final retail packaging);</p> <p style="text-align: center;">OR</p> <p>Your business is a supplier of ancillary services^v</p>	<p>Your business supplies bulk produce (not in final retail packaging) for further packing to a Tier 1 or Tier 2 supplier;</p> <p>When a sales transaction (i.e. you do not handle the product) is made from one wholesaler to another wholesaler, the seller does not require HARPS approval, only certification to the approved GFSI Scheme.</p>	<p>Your business processes fresh produce (e.g. value-adding such as bagged salads, fresh cuts, sliced mushrooms/carrots, shelled nuts etc.). Your business requires food safety certification to a scheme as required by your retailer customer.</p> <p style="text-align: center;">OR</p> <p>Your business is a virtual broker (agent or merchant) that does not qualify as a Tier 1, 2 or 3 supplier (i.e. you do not physically handle the product).</p>
<p style="background-color: #2e5496; color: white; padding: 5px; text-align: center;">Action Required</p> <p>Your business requires HARPS approval, this includes certification to an approved GFSI Scheme** and the HARPS requirements.</p> <p style="text-align: center;"> ✔ GFSI Scheme AND ✔ HARPS </p>	<p style="background-color: #2e5496; color: white; padding: 5px; text-align: center;">Action Required</p> <p>Your business requires HARPS approval, this includes certification to an approved GFSI Scheme** and the HARPS requirements.</p> <p style="text-align: center;"> ✔ GFSI Scheme AND ✔ HARPS </p>	<p style="background-color: #2e5496; color: white; padding: 5px; text-align: center;">Action Required</p> <p>Your business is required to be certified to an approved GFSI Scheme**.</p> <p style="text-align: center;"> ✔ GFSI Scheme </p>	<p style="background-color: #2e5496; color: white; padding: 5px; text-align: center;">Action Required</p> <p style="text-align: center; color: red; font-weight: bold; font-size: 24px;">✘</p> <p style="text-align: center; color: red; font-weight: bold;">NO ACTION</p>

Do you have a query?
Call the HARPS Helpline
1 300 852 219
or email harps@harpsonline.com.au

* HARPS Participating Retailer(s): ALDI, Coles, Costco, Helloworld, Metcash (IGA), Woolworths
 ** Approved GFSI Schemes: BRGS, Freshcare, GLOBALG.A.P., SQF. Refer to <https://harpsonline.com.au/growers-and-suppliers/> for further information.
^v Ancillary Services: Services including ripening, brokerage activities (agent or merchant), storage and cooling (where product handling and traceability are the responsibility of the Ancillary Service supplier).

* Also available on the HARPS website.

Underpinning GFSI Schemes

Under the HARPS Scheme Rules, approval will only be granted once a Tier 1 or Tier 2 Supplier is certified to one of the following GFSI Schemes *plus* the HARPS Standard. Tier 3 Suppliers are required to implement a recognised GFSI Scheme only.

Figure 4 shows the applicable GFSI Schemes.

Figure 4: GFSI Schemes Underpinning HARPS Standard

Standard	Application for	Excludes
BRC Global Standard for Food Safety	<ul style="list-style-type: none"> • Packers 	<ul style="list-style-type: none"> • Growers
BRC Agents and Broker Standard	<ul style="list-style-type: none"> • Agents & Brokers 	<ul style="list-style-type: none"> • Growers • Packers • Transport & Distribution • Wholesale • Ripening
SQF Food Safety Code – Primary Production	<ul style="list-style-type: none"> • Primary Production • Packing 	<ul style="list-style-type: none"> • Manufacturing • Storage & Distribution
SQF Food Safety Code – Manufacturing	<ul style="list-style-type: none"> • Manufacturing 	<ul style="list-style-type: none"> • Primary Production • Storage & Distribution
SQF Food Safety Code – Storage & Distribution	<ul style="list-style-type: none"> • Storage & Distribution 	<ul style="list-style-type: none"> • Primary Production • Manufacturing
GLOBALG.A.P Integrated Farm Assurance	<ul style="list-style-type: none"> • Growers & Packers 	
Freshcare Food Safety & Quality Standard	<ul style="list-style-type: none"> • Growers & Packers 	<ul style="list-style-type: none"> • Storage • Ripening • Transport & Distribution • Wholesale • Brokerage & Virtual
Freshcare Supply Chain Standard	<ul style="list-style-type: none"> • Packers & Handlers • Storage • Ripening • Transport & Distribution • Wholesale • Brokerage & Virtual Brokerage • Provedore 	<ul style="list-style-type: none"> • Growers

*Applicable schemes depend on scope and risk. Please refer to your Retail Customer(s) if unclear.

** GLOBALG.A.P. Multisite Option: Each Retail Customer must approve any suppliers wishing to work under the multisite option.

HARPS Standard Version 2.0 Implementation

For Suppliers who are already approved to HARPS Standard Version 1, transition to Version 2.0 needs to occur as per the prescribed transition date.

This will necessitate the site updating all Food Safety Program documentation and collection of records to meet the requirements of the new version.

An introductory HARPS Version 2.0 Transition Course and Version 1.0 to Version 2.0 Changes Document will take you through the key changes and updates to the HARPS Standard.

The audit process will occur as previously.

For new Suppliers to the HARPS Scheme, it is recommended to use the Pre-Assessment Checklist that can be found on the HARPS website <https://harpsonline.com.au/tools-and-templates/> to get audit ready.

An audit can be scheduled with one of the approved Certification Bodies listed on the HARPS Website <https://harpsonline.com.au>.

The HARPS Standard has been designed to be audited together with the GSFI Scheme and shall occur during a period of production and / or packing.

If there is a reason to delay an audit or an exemption is sought, agreement must be first be provided by the Customer(s). Following this, the HARPS Extension and Exemption Request Form must be submitted to HARPS as described in the form. The form can be downloaded from the HARPS website at <https://harpsonline.com.au/tools-and-templates/>.

Document Structure

The following section includes all of the Elements and Requirements of the HARPS Standard Version 2.

The Element Requirements need to be implemented in full.

A separate document providing guidance for each element is available from the HARPS website <https://harpsonline.com.au>.

Guidance suggests possible ways of being compliant with the element, but is not mandatory. The guidance text does not form part of the auditable standard.

The following is the structure of each of the standard elements.

Element	Requirement	Document	Tier
Element Number	Requirement Title Requirement text.	Document Type that addresses the requirement.	Supplier Tier that needs to address the requirement.



Standard Requirements

1.0 GFSI Schemes and Approved Suppliers

Element	Requirement	Document	Tier
1.1.	<p>GFSI Certification</p> <p>Suppliers shall maintain Certification to a HARPS approved GFSI Scheme.</p>	Record	1 & 2

Element	Requirement	Document	Tier
1.2	<p>Certification Scope</p> <p>All products and ancillary services provided to the Customer shall be included in the scope of GFSI program certification.</p>	Record	1 & 2

Element	Requirement	Document	Tier
1.3	<p>Approved Supplier Register</p> <p>Suppliers shall ensure that a register of current Approved Suppliers is available and maintained.</p>	Record	1 & 2

Element	Requirement	Document	Tier
1.4	<p>HARPS Decision Graphic</p> <p>Suppliers shall ensure their Approved Suppliers meet the actions required by the HARPS Decision Graphic, refer to Introduction.</p>	Record	1 & 2

2.0 Specifications

Element	Requirement	Document	Tier
2.1	<p>Customer Specifications and Approval</p> <p>A Register shall be developed and maintained that includes all products along with the corresponding specification that is supplied to the Customer.</p> <p>Finished Product Specifications shall be developed by the Customer or developed by the Supplier and approved by the Customer.</p> <p>Finished Product Specifications shall be reviewed whenever the product or process changes, or at least every 12 months.</p> <p>Changes to Product Specifications shall be approved in writing by the Customer before implementation occurs. Records of approval shall be kept.</p>	Record	1 & 2

Element	Requirement	Document	Tier
2.2	<p>Approved Supplier Access to Specifications</p> <p>Tier 1 Suppliers shall ensure that Approved Suppliers that supply product in final Retail Customer packaging have access to the relevant product, packaging and labelling specifications.</p>	Record	1

Element	Requirement	Document	Tier
2.3	<p>Tier 2 Specification Access</p> <p>Tier 2 Suppliers shall ensure that they have access to the relevant product, packaging and labelling specifications as provided by the Tier 1 Supplier.</p>	Record	2

Element	Requirement	Document	Tier
2.4	<p>Finished Product Specification</p> <p>Where the Supplier develops a finished product specification, the specification shall include all relevant information required by the Customer and shall comply with Australian legislation including the Food Standards Code, National Trade Weight Measurement Regulations and Australian Competition and Consumer Law.</p>	Record	1

Element	Requirement	Document	Tier
2.5	<p>Product Assessment</p> <p>Product assessments shall occur at a minimum twice per product per production day, at the beginning and end of each run.</p> <p>Non-conformance to criteria shall be documented and corrective action undertaken, with the results made available to the Customer upon request.</p> <p>Customers shall be immediately advised of food safety issues if product has been despatched to the Customer.</p> <p>Further action shall be taken as agreed between the Supplier and the Customer.</p>	Record	1 & 2

Element	Requirement	Document	Tier
2.6	<p>Supporting Data and Validation Evidence</p> <p>Maintain current supporting and validation data for the finished product shelf-life validation, data supporting the Nutrition Information Panel (NIP) and packaging requirements and specifications.</p>	Record	1 & 2

3.0 Retention Samples and Shelf-life

Element	Requirement	Document	Tier
3.1	<p>Shelf-Life Validation</p> <p>Shelf-life validation of finished product in final packaging shall occur on all new products (bulk and pre-pack) prior to first sale or when unit size, packaging materials or format of a finished product is altered, or when a significant change to the process has occurred.</p>	Record	1

Element	Requirement	Document	Tier
3.2	<p>Supply Chain Testing</p> <p>Supply chain product performance testing, unless low risk of quality and safety impacts are documented, shall be undertaken as part of shelf-life validation, including elements such as elevated temperatures, transport and ripening where relevant.</p> <p>Supporting documentation shall be made available and records of validation maintained.</p>	Record	1

Element	Requirement	Document	Tier
3.3	<p>Shelf-Life Validation at Last Touch Point</p> <p>Shelf-life Validation, including labelled weight compliance, shall be conducted at least annually for pre-packed and bulk products and records of validation maintained.</p> <p>The responsibility sits with the last touch point for the product before delivery to the Retail Customer DC.</p> <p>Corrective actions are required if shelf-life is inadequate or net weight is not maintained over shelf-life.</p>	Record	1 & 2

Element	Requirement	Document	Tier
3.4	<p>Retention Samples</p> <p>Representative retention samples of loose and pre-packed products shall be kept at a daily to weekly frequency based on a documented assessment of product safety and quality risks as well as volume of product supplied.</p> <p>The rationale for the actual retention sampling shall be recorded and reviewed at least annually or if there are significant changes of risk.</p>	Record	1 & 2

Element	Requirement	Document	Tier
3.5	<p>Retention Sampling Duration</p> <p>Retention samples shall be retained for the entirety of the shelf-life of pre-packed and bulk products under the recommended storage conditions.</p> <p>Retention samples shall be assessed against specifications at end of shelf-life.</p> <p>Corrective actions shall be taken if product does not meet regulatory or shelf-life requirements.</p>	Record	1 & 2

4.0 HACCP Training

Element	Requirement	Document	Tier
4.1	<p>HACCP Training</p> <p>The HARPS Practitioner shall complete HACCP Training by a Registered Training Organisation (RTO) or a local or international equivalent.</p> <p>A Statement of Attainment, or equivalent, confirming successful completion shall be maintained and in Australia include the following preferred Units of Competency (UOC) as a minimum:</p> <ul style="list-style-type: none"> ○ <i>FBPFSY2002 Apply Food Safety Procedures</i>; and ○ <i>FBPFSY3002 Participate in a HACCP Team</i>. <p>The training shall be delivered either face-to-face or online. Online training must be live/ trainer-led (i.e. allows for meaningful interaction between the trainer and trainee in real-time).</p> <p>Not all RTOs offer the two preferred UOCs stated above. Any of the following UOCs listed below may be completed in combination that addresses an understanding of:</p> <ul style="list-style-type: none"> ○ The Principles of HACCP; ○ Conducting a risk assessment; ○ Implementing HACCP in the workplace; and ○ Teamwork, good agricultural and hygiene practices. <p>The Unit Codes <i>FBPFSY2002 Apply Food Safety Procedures</i> and <i>FBPFSY3002 Participate in a HACCP Team</i> shaded green in Table 1 below are the preferred UOCs. However, completion of these two units is not mandatory provided any combination of the two units listed below is completed.</p> <p>Examples of possible UOC combinations to satisfy Element 4.1 are shown below in the Guidance Section.</p> <p>Where a business' representative (now called the HARPS Practitioner) has previously met the training requirements of HARPS v1.0 Element 5.1, this training is considered compliant under HARPS v2.0 Element 4.1.</p>	Record	1 & 2

Element	Requirement	Document	Tier
4.2	<p>Refresher HACCP Training</p> <p>The HARPS Practitioner shall undertake Refresher HACCP Training (RHT) once every three years.</p> <p>The Refresher HACCP Training shall be conducted by a Registered Training Organisation (RTO) (or a local or international equivalent) or a Certified Trainer affiliated with an RTO.</p> <p>Refresher HACCP Training shall be trainer-led and can be delivered either online or face-to-face.</p>	Record	1 & 2

5.0 Labelling and Packaging

Element	Requirement	Document	Tier
5.1	<p>Label Claim Validation</p> <p>Claims on Retail Customer branded label and packaging, i.e. nutritional, marketing and sustainability claims, shall be validated prior to commencing supply for Tier 1 Suppliers as well as Tier 2 Suppliers that are responsible for the design of Retail Customer branded packaging.</p> <p>Claims must be verified for the supply period and the contracted supply period and records shall be maintained.</p>	Record	1 & 2

Element	Requirement	Document	Tier
5.2	<p>Artwork Approval</p> <p>Prior to packaging being used, or when changes occur, a record of approval from the Retail Customer, via the portal or email communication, must be kept.</p> <p>This applies to all Retail Customer branded artwork.</p> <p>Once approved, the Tier 1 Supplier shall provide copies of the artwork to all approved Tier 2 Suppliers.</p>	Record	1

Element	Requirement	Document	Tier
5.3	<p>Packaging and Labelling Review</p> <p>All packaging and labelling shall be reviewed for legal and customer compliance when changes occur.</p> <p>This element also applies to Tier 2 Suppliers if they are designing their own packaging and labelling.</p>	Record	1 & 2

Element	Requirement	Document	Tier
5.4	<p>Packaging and Labelling Compliance on Receiving</p> <p>A procedure shall be developed to ensure that packaging and labelling materials are assessed to ensure they comply with specifications, and records are kept demonstrating that on receipt to the site that materials are correct and current.</p> <p>Records of assessments shall be maintained.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
5.5	<p>Label Checks</p> <p>Packaging, labelling and date coding shall be checked to ensure accuracy and legibility for each product variant.</p> <p>Checks shall be undertaken daily on each production run, at the start and end of a production run, and when packaging replenishment occurs.</p> <p>Checks shall also be undertaken when packing resumes after downtime on the product line.</p>	Record	1 & 2

Element	Requirement	Document	Tier
5.6	<p>Off-Line Label Checks Prior to Packing</p> <p>For Suppliers who print their own labels or code packaging off-line, checks shall be conducted to ensure the correct coding has been applied at the point of printing.</p>	Record	1 & 2

Element	Requirement	Document	Tier
5.7	<p>Record of Packaging and Labelling Checks</p> <p>Records of packaging and labelling checks shall be maintained, including a copy of the actual label being applied.</p> <p>The first label of all issued labelling materials shall be signed-off and verified by an appropriately trained person.</p>	Record	1 & 2

Element	Requirement	Document	Tier
5.8	<p>Storage of Packaging Material</p> <p>Packaging shall be stored within a secure and dedicated area that is kept clean and free from pests.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
5.9	<p>Packaging and Labelling Identification</p> <p>Packaging and labelling materials shall be appropriately identified and used as intended.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
5.10	Authorised Personnel Access Only authorised personnel shall have access to packaging and labelling.	Procedure	1 & 2

Element	Requirement	Document	Tier
5.11	Packaging and Labelling Storage at Production Line Only the packaging and labelling specific to product being packed shall be made available for use at the time of packing and shall be stored in a clearly identified location in close proximity to its point of use.	Procedure	1 & 2

Element	Requirement	Document	Tier
5.12	Counting of Unused Packaging Material Label records shall include a count of unused packaging material being returned to the storage location.	Procedure	1 & 2

Element	Requirement	Document	Tier
5.13	Line Clearance and Unused Packaging At the end of a production run, the production line must be fully cleared of label and packaging material. Unused packaging shall be fully covered when returned to the storage location.	Procedure	1 & 2

Element	Requirement	Document	Tier
5.14	Excess Label Destruction Unused, pre-coded packaging shall be destroyed, and the volume of packaging disposed of documented.	Record	1 & 2

Element	Requirement	Document	Tier
5.15	<p>HARPS Logo Requirements</p> <p>Where the HARPS logo is used on packaging or for external business communication, use shall comply with the HARPS Logo Style Guide rules and specifications.</p>	Record	1 & 2

6.0 Personal Hygiene

Element	Requirement	Document	Tier
6.1	<p>Handwashing Facilities</p> <p>All sites shall have handwashing facilities that are easily accessible to all personnel, contractors and visitors.</p>	Policy	1 & 2

Element	Requirement	Document	Tier
6.2	<p>Sufficient Facilities</p> <p>The number of facilities for all produce handlers shall be adequate to support the number of employees.</p>	Policy	1 & 2

Element	Requirement	Document	Tier
6.3	<p>Facilities Separate to Toilets</p> <p>For packhouses these facilities shall be separate to those used as toilet handwashing facilities.</p>	Policy	1 & 2

Element	Requirement	Document	Tier
6.4	<p>Water Quality and Consumables for Handwashing</p> <p>All hands shall be washed with soap and dried using paper towels or air dryers.</p> <p>Packhouse and in-field handwashing facilities shall be connected to or otherwise provided with a supply of water which is tested as E. coli <1 cfu / 100 ml.</p> <p>Where this quality water is not available in-field, irrigation quality water is acceptable, provided that after drying hands this is followed with the use of an alcohol solution (minimum 60%) based hand sanitiser.</p>	Record	1 & 2

Element	Requirement	Document	Tier
6.5	<p>Replenishment of Handwashing Consumables</p> <p>Consumables for handwashing facilities must be replenished to ensure availability at all times.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
6.6	<p>Hairnets and Suitable Protective Clothing</p> <p>When a risk to product is identified, all employees, visitors and contractors shall wear a hairnet and other suitable protective clothing when working around exposed product.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
6.7	<p>Facial Hair Covers</p> <p>For workers, visitors or contractors with facial hair, all facial hair shall be covered by beard nets when packing or inspecting final packed product.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
6.8	<p>Illness Return to Work Policy</p> <p>A return-to-work policy shall be documented and implemented for staff returning to work after suffering a communicable disease.</p>	Policy & Record	1 & 2

Element	Requirement	Document	Tier
6.9	<p>Contamination from Illness or Injury Procedure</p> <p>A documented procedure shall be implemented detailing actions to be taken when illness or injury results in a contamination incident.</p> <p>Incidents shall be documented.</p>	Procedure & Record	1 & 2

7.0 Recall

Element	Requirement	Document	Tier
7.1	<p>Product Recall</p> <p>All Customers shall be notified of a product recall from sale within sixty (60) minutes of the decision to recall product being made.</p> <p>This means a Tier 2 Supplier must inform their Tier 1 Customer and the Tier 1 Supplier its Retail Customer.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
7.2	<p>Product Withdrawal</p> <p>All Customers shall be notified of a product withdrawal from sale within sixty (60) minutes of the decision to withdraw product being made.</p> <p>This means a Tier 2 Supplier must inform their Tier 1 Customer and the Tier 1 Supplier its Retail Customer.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
7.3	<p>Mock Recall</p> <p>A mock recall, including mass balance check, shall be completed on one product supplied to any Customer at least annually.</p> <p>Where possible, different products shall be tested in each mock recall.</p> <p>One hundred percent (100%) of product shall be accounted for within two hours.</p> <p>An actual recall conducted within the last twelve (12) months may be used provided the process and product have not changed.</p>	Record	1 & 2

8.0 Allergens

Element	Requirement	Document	Tier
8.1	<p>Allergen Labelling Compliance</p> <p>Allergen statements on product labels shall comply with Customer allergen labelling policies (where applicable).</p> <p>Approval shall be sought from the Customer when the allergen status of a product changes or allergen statements on product labels are altered.</p> <p>The Customer shall approve changes in writing before implementation occurs.</p> <p>Records of approval shall be maintained.</p>	Record	1

Element	Requirement	Document	Tier
8.2	<p>Allergen Claims</p> <p>Allergen related claims shall be verified at a frequency based on a documented risk assessment and include, as a minimum, raw material testing (i.e. fruit waxes), cleaning verification and full allergen screen testing.</p> <p>Supporting documentation shall be maintained.</p>	Record	1 & 2

9.0 Premises, Equipment and Maintenance

Element	Requirement	Document	Tier
9.1	<p>Equipment Register</p> <p>A register of all equipment shall be developed and maintained, with multiple pieces of the same equipment individually identified.</p> <p>The register shall identify permitted use in specified packing and storage areas.</p> <p>This applies to product contact equipment (e.g. washing baths, conveyors and harvest aids), measuring and detection equipment, processing and picking tools and maintenance tools.</p>	Record	1 & 2

Element	Requirement	Document	Tier
9.2	<p>Equipment Register Compliance</p> <p>Controls shall be implemented to manage compliance to the register, including compliance by visitors and contractors.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
9.3	<p>Equipment Cleanability</p> <p>All equipment used in production and for packing shall be designed and accessible to facilitate effective cleaning.</p>	Policy	1 & 2

Element	Requirement	Document	Tier
9.4	<p>Equipment Assessment and Maintenance</p> <p>Equipment shall be frequently assessed to ensure it is in good condition.</p> <p>Equipment shall be maintained according to a planned maintenance schedule.</p>	Record	1 & 2

Element	Requirement	Document	Tier
9.5	<p>Wooden Items Management</p> <p>Procedures shall be in place to ensure wooden tools, field bins and pallets are regularly inspected to assess the condition and suitability for use.</p> <p>Damaged wooden items which present a risk to product shall be removed from use.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
9.6	<p>Knife Maintenance</p> <p>Knife and blade sharpening shall be conducted away from product and packaging.</p> <p>Used knives or blades shall be disposed of in a way that prevents further contamination.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
9.7	<p>Condition of Workshops, Storage Areas and Tools</p> <p>Workshop, storage areas and tools shall be in good condition, stored in a clean and safe manner and shall not present a risk to product.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
9.8	<p>Prevention of Contamination from Maintenance</p> <p>Procedures shall be in place to minimise the risk of contamination to product from any scheduled or unscheduled maintenance.</p> <p>All maintenance equipment used in production or packing facilities shall be accounted for upon return.</p>	Procedure	1 & 2

10.0 Cleaning

Element	Requirement	Document	Tier
10.1	<p>Management Responsibility for Cleaning</p> <p>A Suitable Management Representative shall be responsible for the cleaning program with responsibilities clearly documented.</p>	Policy	1 & 2

Element	Requirement	Document	Tier
10.2	<p>Effective and Safe Cleaning</p> <p>Procedures shall be in place to ensure facilities and equipment, including harvesting equipment and product storage areas, are effectively cleaned at a suitable frequency.</p> <p>This procedure shall ensure appropriate segregation of product to prevent contamination.</p> <p>The frequency of cleaning shall be based on a documented risk assessment.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
10.3	<p>Cleaning of Storage Equipment</p> <p>Any equipment used to store product shall be cleaned to prevent further contamination.</p>	Record	1 & 2

Element	Requirement	Document	Tier
10.4	<p>Deep Cleaning Requirements</p> <p>A procedure shall be developed showing deep cleaning activities, with a minimum frequency of activity and verification at the commencement and end of each season.</p> <p>For sites that operate continuously, regular deep cleaning activities shall be part of the on-going cleaning program.</p> <p>The frequency of deep cleaning shall be based on a documented risk assessment.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
10.5	Unsuitable Cleaning Tools Wire brushes, steel wool and sponges shall not be used in storage or packing areas.	Procedure	1 & 2

Element	Requirement	Document	Tier
10.6	Porous Cleaning Item Requirements Porous cleaning items such as cloths and scouring pads shall be of a contrasting colour to product and assessed for cleanliness and condition prior to use.	Procedure	1 & 2

Element	Requirement	Document	Tier
10.7	Squeegee Requirements Squeegees shall be of single blade construction and maintained in a clean condition.	Procedure	1 & 2

Element	Requirement	Document	Tier
10.8	Mop Requirements Mops used in storage or packing areas shall be clean and intact.	Procedure	1 & 2

Element	Requirement	Document	Tier
10.9	Compressed Air and High-Pressure Water Requirements Compressed air lines and high-pressure water hoses shall not be used during cleaning unless there are demonstrated benefits that outweigh the risk of equipment and environmental contamination. Supporting documentation shall be maintained.	Procedure	1 & 2

Element	Requirement	Document	Tier
10.10	Return of Cleaning Equipment All cleaning equipment used in production or packing facilities shall be accounted for upon return.	Record	1 & 2

Element	Requirement	Document	Tier
10.11	Cleaning Records Cleaning records shall be maintained, and cleaning activities verified by a suitable management representative to ensure that cleaning has been effectively undertaken.	Record	1 & 2

Element	Requirement	Document	Tier
10.12	Records of Cleaning Training and Proficiency Records shall be kept demonstrating staff training and assessment of proficiency in cleaning effectively.	Record	1 & 2

11.0 Foreign Object Control

Element	Requirement	Document	Tier
11.1	<p>Foreign Object Control</p> <p>A documented procedure for foreign object control shall be implemented covering activities from harvest through to packing, storage and dispatch (or as per the process scope).</p> <p>The procedure shall include details of how control is maintained of soft (flexible) plastics, hard and brittle plastics, wood, cardboard and paper, glass and metal.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
11.2	<p>Foreign Object Detection Systems</p> <p>A risk assessment shall be used to identify if a Supplier requires a Foreign Object Detection System.</p> <p>All foreign object detection systems shall be appropriate and validated for the processes employed and have an effective product rejection device.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
11.3	<p>Operation of Foreign Object Detection Systems</p> <p>Where metal detectors or other foreign object detection systems are used, checks of the equipment shall be conducted using a method defined and documented by the equipment manufacturer.</p> <p>The frequency of checks shall be based on risk and at a minimum at the start and end of a production run.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
11.4	<p>Knife, Pin and Blade Control</p> <p>Knives and snips must be controlled regardless of their point of use i.e. in-field, packing and storage areas as well as in office facilities such as lunchrooms.</p> <p>Knives shall be signed in and out for in-field and packaging areas and checked for integrity before use.</p> <p>Cardboard packaging shall be opened using safe knives.</p> <p>Drawing or map pins and snap blades shall not be used in any circumstance in production and storage areas, as well as in offices located within these areas.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
11.5	<p>Prohibited Items for Production and Storage Areas</p> <p>Use of the following items shall not be permitted in production and storage areas and shall be controlled within offices and other areas located within these: drawing or map pins, metal office staples, paper clips or other metal office fastenings and hole punches.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
11.6	<p>Detectable Equipment</p> <p>Where a Foreign Object Detection System is installed, detectable versions of equipment are required.</p> <p>Detectable versions of equipment required in processing areas shall be in use (where available), such as pens and clipboards.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
11.7	<p>Foreign Object Audits</p> <p>Foreign object audits shall be implemented and conducted.</p> <p>The frequency of audits shall be defined, with the frequency based on risk.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
11.8	<p>Investigation of Foreign Object Audit Findings</p> <p>Findings of foreign object audits shall be investigated with the results of the investigation and corrective actions documented.</p>	Record	1 & 2

Element	Requirement	Document	Tier
11.9	<p>Scope of Foreign Object Investigations</p> <p>This includes reported items, findings from detection systems and foreign object audits.</p>	Record	1 & 2

Element	Requirement	Document	Tier
11.10	<p>Trending and Corrective Actions for Foreign Object Findings</p> <p>Foreign object findings shall be documented and trended to establish any common sources and action shall be taken to mitigate future occurrences.</p> <p>Investigations shall involve liaison with raw material Suppliers where appropriate.</p>	Record	1 & 2

12.0 Product Testing

Element	Requirement	Document	Tier
12.1	<p>Microbiological, Chemical and Heavy Metal Testing Program</p> <p>A documented Microbiological, Chemical and Heavy Metal assessment and testing program shall be implemented that meets the requirements detailed in the Food Standards Code.</p> <p>Microbiological, Chemical, and Heavy Metal Testing shall be undertaken as per the requirements of the GFSI scheme (including any local regulations) and additional specified Retailer requirements and/or specifications.</p> <p>Where products are purchased from multiple growers, testing of each supplier's produce, by product type, shall be completed at a minimum frequency of once per year/season, or at the frequency defined by the Retail Customer.</p> <p>The Tier 1 Supplier is responsible for ensuring all of their Tier 2 Suppliers are made aware of Retail Customer testing requirements, if over and above the GFSI scheme's (including any local regulations) requirements.</p> <p>Testing shall be completed by an ISO 17025 (or equivalent) certified laboratory accredited by NATA (or equivalent) for the product category and test(s) being undertaken.</p> <p>Records of testing shall be maintained.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
12.2	<p>Chemical Residue Testing of All Agricultural Products</p> <p>Chemical residue testing of produce destined for sale to the Customer shall be undertaken against Maximum Residue Limits (MRLs) as detailed in the Food Standards Code.</p> <p>MRL testing must be conducted for all Agricultural Products applied to produce.</p>	Record	1 & 2

Element	Requirement	Document	Tier
12.3	<p>Escalation of Testing Breaches</p> <p>If Microbiological, Chemical or Heavy Metal testing indicates a breach of legal or Retail Customer required limits, all impacted Customers that have received the affected batch shall be notified within sixty (60) minutes of the site receiving the results.</p> <p>Notifications shall be by phone and followed up by email.</p>	Procedure	1 & 2

13.0 Growing

Element	Requirement	Document	Tier
13.1	<p>Exclusion of Human Effluent and Biosolids</p> <p>Treated and untreated fertilisers and soil additives made from human effluent or Biosolids shall not be used on growing sites or potential growing sites.</p> <p>Raw sewage flow into irrigation water sources shall not be allowed.</p>	Policy	1 & 2

Element	Requirement	Document	Tier
13.2	<p>Suitability of Growing Site</p> <p>A risk assessment shall be conducted and documented for each growing site to ascertain the suitability for growing fresh produce.</p> <p>Risk assessments shall be reviewed and updated when changes occur that may impact the likelihood or severity of the hazards.</p>	Record	1 & 2

Element	Requirement	Document	Tier
13.3	<p>Treatment of Manure</p> <p>Businesses that purchase treated manure must buy this from a company where the process is certified to AS4454 Composts, Soil Conditioners and Mulches (or an international equivalent).</p> <p>Businesses that treat their own manure must have their process certified to AS4454 (or an international equivalent).</p> <p>Green waste must not be introduced into the process.</p>	Record	1 & 2

Element	Requirement	Document	Tier
13.4	<p>Management of Raw Manure and Green Waste</p> <p>Where the harvestable part of the crop is grown in or within 1 metre of the ground surface or is harvested from the ground and the crop may be eaten uncooked, the following processes require an exclusion period of between 45 and 180 days:</p> <ul style="list-style-type: none"> • Application of raw manure; or • Application of un-composted green waste; or • Livestock stocking. <p>The specific exclusion period is dependent on the mean maximum growing temperature and the Fresh Produce Safety Centre Decision Trees shown in the HARPS Guidance Document.</p> <p>Where raw manure and un-composted green waste applied to growing sites, these shall be incorporated into the soil immediately after application, and for annual crops, prior to sowing or transplanting.</p> <p>Storage sites for all raw manure and un-composted green waste shall be off-site or located, constructed and maintained to minimise the risk of contaminating produce. If on-site, storage shall be indicated on a property map.</p> <p>Equipment used to apply raw manure and un-composted green waste shall be dedicated for this purpose or thoroughly cleaned and sanitised after use.</p>	Policy & Record	1 & 2

Element	Requirement	Document	Tier
13.5	<p>Risk Assessment for Water Sources</p> <p>A risk assessment shall be conducted for each in-use water source, taking potential contamination situations and the characteristics of the crop, irrigation technique and other factors into account.</p> <p>Microbial water quality shall be verified at a frequency dependent upon the level of risk identified.</p>	Record	1 & 2

Element	Requirement	Document	Tier
13.6	<p>Management of Crops after Flooding</p> <p>Produce that comes into contact with floodwater shall not be sold to Retail Customers.</p>	Procedure	1 & 2

14.0 Calibration and Weight Checks

Element	Requirement	Document	Tier
14.1	<p>Weight Verification Requirements</p> <p>The Retail or Tier 1 Customer shall define the frequency and method of verifying finished product weight.</p> <p>If requirements are not defined by the Customer, all finished products shall meet the minimum net label weight or volume or count at the end of shelf-life, considering weight loss over the product life.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
14.2	<p>Average Quantity System</p> <p>The Average Quantity System and e-mark shall only be applied with written agreement by the Customer.</p> <p>Where the Average Quantity System is applied, sampling plans and records shall demonstrate compliance.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
14.3	<p>Customer-Brand Check Weighing and Overpack</p> <p>All Retailer-branded pre-packed products shall be subject to 100% weight checks to verify labelled net weight plus required overpack using a check-weighing system.</p> <p>Records must be kept.</p>	Record	1 & 2

Element	Requirement	Document	Tier
14.4	<p>Automated Check Weigher Requirements</p> <p>Where in-line, automated check weighers of finished product are in use, records of weight checks for the start, middle and end of every production run for every product pack size shall be maintained.</p>	Record	1 & 2

Element	Requirement	Document	Tier
14.5	<p>Supplier-Branded Pre-pack Weight Checks</p> <p>For all other pre-packed supplier-branded products, when product is subject to 100% weight checks, cross-check records shall be kept demonstrating compliance on an hourly basis.</p> <p>Minimum net weight product is subject to 100% weight check.</p> <p>Cross-checks shall be carried out on an externally certified trade measurement scale.</p>	Record	1 & 2

Element	Requirement	Document	Tier
14.6	<p>Weight Cross-Check Records</p> <p>For Supplier-branded pre-packed product that is not subject to 100% weight checking, cross-check records demonstrating compliance shall be kept every 15 minutes at a minimum.</p> <p>Cross-checks shall be carried out on an externally certified trade measurement scale.</p>	Record	1 & 2

Element	Requirement	Document	Tier
14.7	<p>Bulk Product Weight Checks</p> <p>Bulk products shall equal the weight and/or count as stated on the Customer's finished product specification and the shipper carton or crate at the time of delivery to the Customer, considering weight loss over product life, including during ripening.</p> <p>Records of weight checks at the start, middle and end of each production run of each bulk carton size shall be maintained.</p>	Record	1 & 2

Element	Requirement	Document	Tier
14.8	<p>Scale Verification Requirements</p> <p>A procedure shall be implemented to ensure scales and check weighers used for retail pre-packs and bulk loose product shall be verified for accuracy at a defined frequency.</p> <p>This shall be no less than once per day before commencement of the production day.</p> <p>Records of verification shall be maintained.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
14.9	<p>Packaging Tares</p> <p>Procedures shall be in place to calculate and verify packaging tares are used at a suitable frequency to ensure the actual product net weight or volume is measured accurately.</p> <p>Records of verification shall be maintained.</p>	Procedure & Record	1 & 2

Element	Requirement	Document	Tier
14.10	<p>Scale Calibration</p> <p>Certified test weights shall be used to verify scale and check weigher accuracy.</p> <p>The mass of the test weight shall be at or slightly above the maximum weight to be measured for a product.</p> <p>If in-line check weighers do not allow for the use of test weights, the certified test weight shall be used as part of a cross reference method.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
14.11	<p>External Certification of Trade Measurement Scales</p> <p>A master trade measurement scale (used for pre-packing) and certified test weights shall be externally tested and certified at a frequency recommended by the certifier.</p> <p>If no recommendations have been made, this shall take place annually.</p>	Record	1 & 2

15.0 Product Sold or Given to Staff

Element	Requirement	Document	Tier
15.1	<p>Retail Customer Branded Product Disposal to Staff</p> <p>Retail Customer branded product shall not be sold through staff, factory, or other retail outlets unless branding is removed.</p> <p>Retail Customer branding shall be removed completely when product is given freely to staff.</p> <p>If Retail Customer branding cannot be removed from staff giveaways, Retail Customer branding shall be defaced and/or marked as “factory second – not for sale”.</p> <p>All products sold or given freely to staff shall comply with relevant Federal and State Legislation.</p>	Procedure	1 & 2

Element	Requirement	Document	Tier
15.2	<p>Retail Customer Branded Product Donation to Charity</p> <p>Where Suppliers wish to donate Retail Customer branded product to a charity, written authorisation shall be obtained from the relevant Retail Customer prior to the donation.</p> <p>The Supplier shall maintain a log which records the date of donation, product details, batch numbers, use-by or best before dates, quantities and reason for donation.</p> <p>Donations that have been approved by the Retail Customer and entered into the logbook do not require removal or defacing of branding.</p>	Record	1 & 2

16.0 Insurance

Element	Requirement	Document	Tier
16.1	Insurance Certificate of Currency A Certificate of Currency evidencing Product and Public Liability Insurance of such an amount as considered acceptable by the Customer shall be maintained as a controlled document.	Record	1

- END OF STANDARD -

Appendix A - Glossary

Term	Suggested Definition	Source
Agricultural Products	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 the property, production areas and on harvested produce. It includes post-harvest chemicals used on-product such as fruit waxes, sanitisers and fungicides. It also includes cleaning agents and sanitisers and grease, oils and lubricants used for maintenance.	New definition for HARPS
Ancillary Services	Ancillary services, that is support services, may be provided within the business onsite and include processes such as ripening and fumigation. Ancillary services provided on a different site within the business require that site to be approved. Ancillary services provided by a different party require that party to be managed as an approved supplier.	New definition for HARPS
Allergen	A substance that can cause hypersensitive immune response (allergic reaction) in some consumers. The reaction may potentially be life-threatening after exposure by ingestion, inhalation or contact with skin.	Freshcare Code of Practice Food Safety and Quality
AS 4454	An Australian Standard that specifies requirements for organic products and mixtures of organic products used to amend the physical and chemical properties of natural or artificial soils and growing media. It specifies physical, chemical, biological, and labelling requirements for composts, mulches, soil conditioners and related products that have been derived largely from compostable organic materials and which meet the minimum requirements as set out in this Standard.	AS 4454—2012 (Incorporating Amendment No. 1): Composts, soil conditioners and mulches
Australian Competition and Consumer Legislation	Legislation (The Competition and Consumer Act 2010) that covers most areas of the market: suppliers, wholesalers, retailers, and consumers. Its purpose is to enhance the welfare of Australians by promoting fair trading and competition, and through the provision of consumer protections.	https://www.accc.gov.au/about-us/australian-competition-consumer-commission/legislation
Biosolid	Solid or semisolid by-product obtained from treated sewage or wastewater	Freshcare Code of Practice Food safety and Quality
Contamination	The introduction or occurrence of a direct produce food safety hazard or indirect produce food safety hazard through the environment e.g. growing site, water sources.	Freshcare Code of Practice Food Safety and Quality

Term	Suggested Definition	Source
Customer	A party that purchases product from the Supplier. In the HARPS Standard, the Customer of a Tier 2 Supplier is the Tier 1 Supplier and the Customer of a Tier 1 Supplier is the relevant retailer or food service member participating in the HARPS Scheme.	New definition for HARPS
Document - Policy	The HARPS Standard requires recorded evidence for compliance with the specific Elements. Where indicated, this must be in the form of a policy that sets out how the Supplier is going to comply with the element.	New definition for HARPS
Documents - Procedure	The HARPS Standard requires recorded evidence for compliance with the specific Elements. Where indicated, this must be in the form of a procedure that sets out actions to be taken by the Supplier's employees to be compliant with the Element.	New definition for HARPS
Document - Record	The HARPS Standard requires recorded evidence for compliance with the specific Elements. Where indicated, this must be in the form of a record that captures information showing compliance with the requirements of the Element.	New definition for HARPS
Down Time	Down Time includes significant breaks in production such as meal breaks, scheduled maintenance, significant maintenance due to breakdowns, shift change over or emergency evacuations. Brief interruptions for minor line adjustments during a production run is not considered down time.	New definition for HARPS
Effluent	The out-flow water or wastewater from any water processing system or device.	Freshcare Code of Practice Food Safety and Quality
Employee	All people employed by the business, including family members.	Adapted from Freshcare Code of Practice Food Safety and Quality
Fertilizer and Soil Additive	Products that are added to the soil to improve fertility and structure and control weeds. Examples are inorganic (chemical) fertilizers, lime, gypsum and those of organic origin such as animal manure, sawdust, compost, compost tea, seaweed, fish-based products, and other biological compounds.	Freshcare Code of Practice Food Safety and Quality
Floodwater	Water that washes over growing sites from an unintended overflow of a water source beyond its normal limits.	New definition for HARPS
Foreign Object	Any material that is not intended to be present in or with the product. Examples include, but are not limited to glass, hard plastic, wood, metal, paper, string, tape, maintenance debris, pens, paperclips, personal effects (i.e. mobile phones), staples, packaging.	New definition for HARPS

Term	Suggested Definition	Source
Food Service	Food service encompasses all of the activities, services and business functions involved in preparing and serving food to people. It includes restaurants from fine dining to fast food, and institutional food preparation operations at locations such as schools and hospitals, and other speciality vendors such as food truck operators and catering businesses.	New definition for HARPS
Food Standards Code	A list of requirements for food sold in Australia and New Zealand, administered by Food Standards Australia New Zealand. The Code is given legal force through Commonwealth, state and territory and New Zealand food legislation and covers: <ul style="list-style-type: none"> • general food standards (including labelling and genetically modified food), • specific food product standards, and • Australian food safety standards. 	New definition HARPS
GFSI (Global Food Safety Initiative)	Independent forum made up of major retailers, food service companies and manufacturers with the aim of improving food safety. It benchmarks International Standards, leading to international recognition of audit results.	New definition for HARPS
Growing Site	Areas or structures where produce is grown, and where the site history or characteristics are different, inputs to the growing system are different (i.e. different irrigation water supply), different types of produce are grown or where produce is treated differently (i.e. different chemical treatments).	Freshcare Code of Practice Food Safety and Quality
HACCP (Hazard Analysis Critical Control Point)	The methodology of identifying and assessing product and growing / production related hazards, and the process of controlling and monitoring defined hazards.	New definition for HARPS
HARPS Practitioner	A representative of the organisation that is an employee and who is responsible for managing implementation of HARPS.	New definition for HARPS
Illness	A disease, condition or period of sickness affecting the body that may have the potential to result in contamination of produce. Illnesses that can contaminate and be passed on through food include, but are not limited to, Hepatitis A and those caused by Giardia, Salmonella and Campylobacter.	New definition for HARPS
ISO 17021	An internationally recognised standard that contains principles and requirements for the competence, consistency and impartiality of the audit and certification of management systems of all types (e.g. quality management systems) and for bodies providing these activities.	ISO 17021-1: 2015 Conformity assessment -- Requirements for bodies providing audit and certification of management systems

Term	Suggested Definition	Source
ISO 17025	An internationally recognised standard that specifies the general requirements for the competence to carry out tests and/or calibrations, including sampling. It covers testing and calibration performed using standard methods, non-standard methods, and laboratory-developed methods. It is applicable to all organizations performing tests and/or calibrations i.e. laboratories.	ISO 17025:2005 General requirements for the competence of testing and calibration laboratories
ISO 17065	An internationally recognised standard that specifies requirements aimed at ensuring that Certification Bodies operate certification schemes in a competent, consistent, and impartial manner.	ISO 17065:2012 Conformity assessment – Requirements for bodies certifying products, processes and services
Mass Balance	The quantitative reconciliation of process inputs to process outputs minus yield adjustments, rework, and waste. Also known as 'Quantity check'.	WQA Version 8: Glossary of Terms
MRL (Maximum Residue Limit)	The maximum allowable levels of agricultural and veterinary chemicals in agricultural produce entering the food chain. Generally, set by local regulatory bodies i.e. Australian Pesticides and Veterinary Medicines Authority.	Australian Pesticides and Veterinary Medicines Authority
National Trade Measurement Regulations	A series of legislative documents, administered by the National Measurement Institute, which establishes a national system of units and standards of measurement and provides for the uniform use of those units and standards throughout Australia to ensure traceability of measurement.	New definition for HARPS
Non- Conformance - Critical	A Non-Conformance against the HCRs/Australian Retailer Standard which is raised where there is seen to be: <ul style="list-style-type: none"> i. A breakdown of controls at a Critical Control Point, pre-requisite program or other process step and judged likely to cause a significant food safety risk; ii. A breach of regulation in either the Country of Production or the Country of Sale; or iii. Falsification of records relating to food safety controls. 	New definition for HARPS

Term	Suggested Definition	Source
Non- Conformance - Major	A Non-Conformance which is raised where there is: <ul style="list-style-type: none"> i. A substantial failure to meet the requirements of any clause of the HCRs/Australian Retailer Produce Standard; ii. A situation is identified which would, on the basis of available objective evidence, raise significant doubt as to the conformity of the product; or iii. A lack or deficiency in the Quality Assurance System producing unsatisfactory conditions that carry a food safety or quality risk and likely to result in a System element breakdown. 	New definition for HARPS
Non- Conformance - Minor	A Non-Conformance which is raised where a clause of the Australian Retailer Produce Standard has not been fully met but does not lead to an immediate risk to food safety and quality.	New definition for HARPS
Packing Area	Any area where produce is handled, including areas where produce is packed in field. Handling includes, but is not limited to, producing, collecting, harvesting, preparing, packing produce.	New definition for HARPS
Recall	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.	Freshcare Code of Practice Food Safety and Quality
RTO (Registered Training Organisation)	Training providers registered by the Australian Skills Quality Authority to deliver nationally recognized courses and accredited Australian Qualifications Framework (AQF) VET qualifications.	New definition for HARPS
Scope	The extent of the area or subject matter that something deals with or to which it is relevant, i.e. sites, produce, and process covered by Approval.	New definition for HARPS
Shall	The word 'shall' is used in the HARPS Standard for required elements and means that the element's requirements must be adhered to.	New definition for HARPS
Storage Area	Any area where produce is stored after harvest. Includes in-field, raw material and packaging storage areas.	New definition for HARPS

Term	Suggested Definition	Source
Suitable Management Representative	A suitable management representative is an individual that has been trained and authorised (by management) and works actively in the business to ensure that the required policies or procedures required of the food safety and quality plan have been effectively implemented and maintained. Examples of Management Representatives may be the business owners or quality personnel, operation or production line managers or supervisors.	New definition for HARPS
Supplier	The grower / packer of product to which Approval applies.	New definition for HARPS
Supplier – Tier 1	A Supplier as defined in the HARPS Decision Graphic as Tier 1.	New definition for HARPS
Supplier – Tier 2	A Supplier as defined in the HARPS Decision Graphic as Tier 1.	New definition for HARPS
Supplier – Tier 3	A Supplier as defined in the HARPS Decision Graphic as Tier 3.	New definition for HARPS
Treated Fertilizer or Soil Additive	Fertilizer or soil additive derived from natural sources that has been treated to achieve levels of E. coli cfu <100/g and Salmonella Not Detected/50g.	Freshcare Code of Practice Food Safety and Quality
Untreated Fertilizer or Soil Additive	Fertilizer or soil additive derived from natural sources that has not been treated or does not achieve levels of E. coli cfu <100/g and Salmonella Not Detected/25g.	Freshcare Code of Practice Food Safety and Quality
Validation	Obtaining evidence that a control measure or combination of control measures, if properly implemented, is capable of controlling a hazard to a specified outcome.	Codex Alimentarius (2008) Guidelines for the validation of food safety control measures
Verification	The application of methods, procedures, tests and other evaluations, in addition to monitoring to determine whether a control measure is or has been operating as intended	Codex Alimentarius (2008) Guidelines for the validation of food safety control measures
Visitor	A person that enters growing, packing or storage areas that is not employed or contracted by the Supplier.	New definition for HARPS
Withdrawal	A food withdrawal is action taken to remove food from the supply chain where there is no food safety risk, or the food safety risk has not yet been confirmed.	Freshcare Code of Practice Food Safety and Quality

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