

HARPS

Harmonised Australian Retailer Produce Scheme



Scheme Rules

Version 1.0

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1.0 Introduction

In 2012 Horticulture Innovation Australia Limited (now Horticulture Innovation Australia) initiated a project, using cross-industry levies and funds from the Australian Government, to harmonise food safety certification requirements for the major retailers in Australia. **The result of this project is the Harmonised Australian Retailer Produce Scheme (HARPS).**

The aim was to reduce the considerable costs resulting from the adoption, maintenance and auditing of multiple systems by individual suppliers and growers whilst retaining the focus, importance and value that audits provide in the production of safe, high quality produce for consumers. The project resulted in the alignment of the major grocery retailers in Australia to accept a suite of Food Safety standards that will allow growers and packers to complete a single audit against a single standard that will satisfy all stakeholders, rather than audits against multiple standards.

Australia's major grocery retailers, including ALDI, Coles, Costco, Metcash and Woolworths, came together collaboratively under the Strategic Working Group (SWG) to identify and develop a harmonised solution that will help reduce the cost and complexity for growers in meeting the requirements of different retailers. The project was supported by the Australian Competition and Consumer Commission (ACCC) and the Australian Food and Grocery Council (AFGC).

The grocery retailers have all agreed to accept a suite of standards, including:

- Safe Quality Food Code (SQF)
- British Retail Consortium Global Standard for Food Safety (BRC)
- GLOBALG.A.P. Integrated Farm Assurance Scheme and the Produce Safety Standard (GLOBALG.A.P.)
- Freshcare Food Safety and Quality Code of Practice (Freshcare)

The swg retailers identified requirements in addition to the above standards and harmonised these additional elements that are common to, and accepted by, all stakeholders down to approximately 90 elements (termed the Harmonised Customer Requirements or HCRs).

The Harmonised Australian Retailer Produce Scheme (HARPS) requires participating horticultural suppliers to be audited to an approved external standard (base scheme) appropriate to their business processes and activities (as per Appendix 1), plus the HARPS Requirements.

The combination of the base scheme plus the HARPS certification will satisfy any single and multiple customers/retailers who participate in this program.

The Harmonised Australian Retailer Produce Scheme is managed and administered by PMA Australia & New Zealand (PMA-ANZ).

1.1 Participation and Scope

1.1.1 – Participation

The HARPS program applies to suppliers of whole, fresh produce to Australian retailers. It does not apply to suppliers of value-added or processed fruit and vegetables.

The HARPS program is voluntary and application for certification is open to all eligible fresh produce businesses who are, or may wish to, supply the customers/retailers who participate in this program. Produce businesses may be invited into the program by one or more of the participating customers/retailers, or may apply directly to the PMA. Please refer to the HARPS website for further information: <http://harpsonline.com.au>

Certification under the HARPS program will only be granted to fresh produce businesses that meet the relevant requirements as set out in these Scheme Rules.

Customers/Retailers:

- 1 ALDI
- 2 Coles
- 3 Costco
- 4 Metcash
- 5 Woolworths

Produce Businesses:

- 1 All vendors growing whole produce for retail sale
- 2 All vendors packing whole produce for retail sale
- 3 All distributors / brokers / agents supplying whole produce for retail sale

1.1.2 - Scope

The scope of the HARPS program is for the growing and packing of whole produce. It does not include the processing or value-adding of produce.

Please refer to page 5 for further detail on the GFSI Industry Scopes applicable to HARPS.

Module 1	Primary Production (GFSI Industry Scope B1)
<i>Applicability</i>	All vendors growing whole produce for retail sale
<i>Scope</i>	From site selection through to harvesting / in-field packing and transport to customer
<i>Comments</i>	None
Module 2	Packing (GFSI Industry Scope D)
<i>Applicability</i>	All vendors packing whole produce for retail sale
<i>Scope</i>	<p>From receipt of product to site through to receipt by Customer, includes on-farm and standalone pack houses and including activities such as, but not limited to, trimming / washing / waxing / bunching and brushing. The purpose and <i>intent</i> of these activities are to improve the visual presentation of the product but not to significantly change the appearance or nature of the product, and to further minimize the risk of presence and/or contamination by pests, foreign objects and field debris, which may or may not include sanitizing or other postharvest treatments to extend shelf-life.</p> <p>It is important to stress that the activity (trimming / washing / waxing / bunching / brushing etc.) is completed based on the assumption that the product will subsequently be washed and/or cooked before use, and that the activity is NOT completed with the <i>intent</i> to avoid or replace the need for washing and/or cooking before use.</p>
<i>Comments</i>	<p>Excludes in-field packing (included in Primary Production module). Excludes value-add and "substantially transformed" produce (see Processing module); and</p> <p>Berries will be included but be subject to additional elements listed under the Common HARPS Requirements to account for consumers who do not wash the product prior to consumption due to their delicate structure and form.</p>

1.2 - Terms, Definitions, Legislative and Normative References

1.2.1 - Terms and Definitions

Throughout the HARPS Requirements, various terms are used. The meaning and definition of these terms is given in the Reference in Appendix 3 - Glossary.

1.2.2 - Legislative and Normative References

Produce businesses who enter the HARPS program must do so under the understanding that their business will comply with the legislation as outlined in all relevant sections of the Australia New Zealand Food Standards Code published by Food Standards Australia New Zealand (FSANZ), along with relevant local legislation and regulations as per the country of production and the country of sale.

It is also recommended that produce businesses consult with their agricultural, scientific and regulatory advisors and services of the PMA, as and when required.

1.3 - Database Information

Audit outcomes and certification data will be held in an on-line data base which will be administered by PMA-ANZ.

Certification Bodies will access and upload information into the data-base as audits and / or non-conformance close-outs occur.

HARPS retailer members will have access to the certification status of each site, but will only be able to access the full audit reports of sites which are supplying them.

Corrections / amendments to information in the database must be submitted in writing to the PMA-ANZ HARPS Administrator.

2.0 Scheme Certification Requirements

2.0.1 - Application Process

Produce businesses seeking certification may be invited by one or more of the participating customers/retailers or may apply directly to PMA - ANZ.

Participation in the HARPS program requires the produce business to be fully compliant to relevant section of their nominated external Food Safety Standard (BRC, SQF, Freshcare or GLOBALG.A.P) in addition to all applicable elements of the HARPS Requirements.

The produce business must then contact their Certification Body to advise that they wish to enter the program. The Certification Body will respond to the produce business, instruct the supplier as to where to see further technical information related to the HARPS Requirements, including the HARPS Pre-assessment, after which a full independent audit will be carried out by an accredited third party as per the requirements outline further in this document.

When the produce business is deemed to have complied with the requirements of both the base / external standard and the HARPS Requirements as determined by independent audit, the produce business will be considered for certification under the HARPS Program.

When certified, the produce business will be issued with a Certificate by the Certification Body.

2.0.2 - Audit Requirements

The HARPS component of the audit may not be conducted as a stand-alone audit unless written authorization has been granted by the PMA and all relevant customers/retailers.

Standard Audit Process:

Produce businesses participating in the program will be audited against their selected base / external standard and the HARPS Requirements in a combined audit conducted by the one certification body. The HARPS component of the audit will be undertaken for every initial certification, surveillance and re-certification audit required by the external standard.

When the produce business is deemed to have complied with the requirements of both the base / external standard and the HARPS Requirements, the produce business will be considered for certification under the HARPS Program.

When certified, the produce business will be issued with a HARPS Certificate.

Two Part Audit Process:

Produce businesses may choose to have separate audits for two components of the HARPS program. Part One (the audit against the base / external standard) may be conducted by one certification body and Part Two (the audit against the HARPS Requirements) may be conducted by a second certification body, or the two parts may be conducted by the same Certifying Body.

Produce businesses wishing to undertake a Two Part audit must obtain written authorization from each of the relevant customers/retailers. The HARPS audit must be conducted within twenty-eight (28) days of the last day of the base scheme audit. It is the responsibility of the produce business to

liaise with both certification bodies (where applicable) to ensure that Part One and Part Two of the audit are conducted within this time frame.

When the produce business is deemed to have complied with the requirements of both the base / external standard and the HARPS Requirements, the produce business will be considered for certification under the HARPS Program.

When certified, the produce business will be issued with a HARPS Certificate.

2.1 Selecting the base Food Safety Standard

The produce business must select from one of the base Food Safety standards as shown on *Appendix 1 Standard Matrix*. This matrix indicates the various customers/retailers and the external Standard that each customer will accept.

The produce business must ensure that they select an external standard which is:

- 1 Applicable to their produce category/ies
- 2 Applicable to the activities undertaken on site
- 3 Acceptable to all the participating customers/retailers that they currently, or intend to, supply to.

2.2 - Selecting the Certification Body

Standard Audit Process:

The produce business must select from one of the Certification Bodies as shown on *Appendix 2 – Certification Body Matrix*. This matrix indicates the various customers/retailers and the Certification Body that each customer will accept.

The produce business must ensure that they select a Certification Body that is:

- 1 Approved to audit against the selected external Food Safety Standard
- 2 Acceptable to all the participating customers/retailers that they currently, or will, supply to.

Two Part Audit Process:

Produce businesses that choose to undergo the Two Part Audit process must select a Certification Body for the base Food Safety Standard from one of the Certification Bodies as shown on *Appendix 2 – Certification Body Matrix*. This matrix indicates the various customers/retailers and the Certification Body that each customer will accept.

The produce business must ensure that they select a Certification Body for the base Food Safety Standard audit which is:

- 1 Applicable to their produce category/ies
- 2 Applicable to the activities undertaken on site
- 3 Acceptable to all the participating customers/retailers that they currently, or intend to, supply to.

The produce business must then select a certification body for the HARPS Requirements audit from the list of certification bodies provided in the HARPS column of the *Appendix 2 –Certification Body Matrix*.

The HARPS audit must be conducted within twenty-eight (28) days of the last audit day of the base scheme. It is the responsibility of the produce business to liaise with both certification bodies to ensure that Part One and Part Two of the audit are conducted within this time frame.

2.3 Approval of Auditors

Auditors of the HARPS Requirements must meet the following criteria:

- 1 Be approved to audit by one or more of the external standard owners, with a relevant industry scope (e.g. – Intensive Horticulture, Primary Production)
- 2 Be contracted to or employed by one or more of the HARPS– approved Certification Bodies
- 3 Be approved by one or more of the applicable customers/retailers
- 4 Successfully complete the HARPS Auditor Approval Program

Details of the HARPS Auditor Approval Program are available through PMA-ANZ or the HARPS website: <http://harpsonline.com.au>

2.4 The Audit Process

2.4.1

2.4.2 - Initial Certification Pre-Audit Self-Assessment

Prior to their initial certification audit, produce businesses are required to conduct a pre-audit self-assessment. This self-assessment must include all relevant elements of the selected base Food Safety standard (BRC, SQF, Freshcare or GLOBALG.A.P.) and all applicable elements of the HARPS Requirements.

Produce businesses that are already fully certified against the external standard may choose to only conduct a self-assessment against the HARPS component.

The pre-audit self-assessment will be reviewed by the auditor during the initial certification audit.

The pre-audit self-assessment template will be issued by the certification body when the audit has been scheduled and must be returned to the certification body no less than two weeks prior to the audit. The pre-audit self-assessment template is also available on the HARPS website:

<http://harpsonline.com.au>

The pre-assessment is only required to be completed once – prior to the initial HARPS certification

audit. Completion of the Pre-assessment is mandatory. The auditor will be required to review the Pre-assessment checklist on site at the time of audit if the produce business has failed to return the completed Pre-assessment prior to the HARPS audit taking place.

2.4.3 - Initial Certification Audit

The Initial Certification Audit must be conducted as per the audit protocols of the selected base standard. This may or may not include a separate desk audit or document review prior to the site audit.

2.4.4 - Seasonal Production - Initial Certification Audit

The Initial Certification Audit for producers of seasonal produce must be conducted during the time of major production or as per the audit protocols of the selected base standard if different. (I.e. audits cannot be conducted during the “off” season)

Where producers are supplying a range of products with different seasons, the initial certification audit must be conducted during the season which covers the highest volume of product for sale. Records and documentation for “off season” produce will be reviewed during the initial certification audit.

2.4.5 - Surveillance Audits

Surveillance Audits must be conducted as per the audit protocols of the selected base standard. This may or may not include a separate desk audit or document review prior to the site audit.

2.4.6 - Re-certification Audits

The Re-certification Audit must be conducted as per the audit protocols of the selected base standard. This may or may not include a separate desk audit or document review prior to the site audit.

2.4.7 - Audit Frequency.

HARPS Requirements audits will be conducted at the frequency required by the selected base standard. The HARPS Requirements must be audited in combination with all initial certification, surveillance, re-certification audits and unannounced audits (where applicable) of the base standard. If the site has chosen to undergo the Two Part Audit process, both Part One and Part Two audits must be conducted within twenty-eight (28) working days of each other.

2.4.8 – HARPS Unannounced Audits.

When specifically requested by one or more of the customers/retailers participating in the HARPS Program, the owners of the HARPS Program may require a produce business to undergo an additional and separate unannounced audit of the HARPS Requirements.

Unannounced audits of the HARPS Requirements will be conducted by a Certification Body designated by the PMA on behalf of the customers/retailers requesting the audit.

2.4.9 - Non-Conformances and Corrective Action

2.4.9.1 - Critical Non-conformances

A Critical non-conformance will be raised against the HARPS Requirements when any of the following has been identified during the audit:

2.4.9.1.1 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.

2.4.9.1.2 A breach of regulation in either the Country of Manufacture or the Country of Sale.

2.4.9.1.3 Falsification of records relating to food safety controls.

Where one or more Critical non-conformances have been raised, they must be closed out or Downgraded within 3 Days of the last day of the audit and a full re-audit required within 28 Days (or as per the external standard's protocols if applicable).

2.4.9.2 - Major Non-conformances

A Major non-conformance will be raised against the HARPS Requirements when any of the following has been identified during the audit:

2.4.9.2.1 A substantial failure to meet the requirements of any applicable clause of the HARPS Requirements

2.4.9.2.2 A situation is identified which would, on the basis of available objective evidence, raise significant doubt as to the conformity of the product.

2.4.9.2.3 A lack or deficiency in the Q.A. System producing unsatisfactory conditions that carry a food safety or quality risk and likely to result in a System element breakdown.

Where one or more Major non-conformances have been raised, they must be closed out within 14 Days of the last day of the audit. Down-grading of Major non-conformances is not permitted.

2.4.9.3 - Minor Non-conformances

A minor non-conformance will be raised against the HARPS Requirements when the following has been identified during the audit:

2.4.9.3.1 Where an applicable clause of the HARPS Requirements not been fully met but does not lead to an immediate risk to food safety and quality.

Where one or more Minor non-conformances have been raised, they must be closed out or Downgraded within 28 Days of the last day of the audit.

2.4.10 Audit Reports

A summary of the non-conformances for both the HARPS Requirements and external standard will be provided in writing to the produce supplier on the last day of the audit and uploaded into the PMA-ANZ database within 10 working days from the last day audit.

The complete HARPS audit report will be provided in writing to the produce business along with the full external standard audit report either within 15 working days from the last day of the audit or as per the external standards' requirements (whichever is sooner).

The register of certified sites will be available to all of the HARPS retailer members, however only those members actively trading with a site will have access to the actual audit report.

2.5 Certification

2.5.1 - The scheme administrator (PMA-ANZ) makes the decision to grant, suspend, withdraw or refuse certification to a produce business under the HARPS Program. The decision is made primarily on the basis of the audit findings and upon recommendation from the certification body, but other factors (such as failure to meet regulatory compliance or previous audit history) may be taken into consideration.

In the event that certification is suspended or withdrawn, this will be indicated on the database and applicable customers/retailers will be notified by the HARPS owner (PMA).

Note: Failure to gain or maintain certification may affect the produce business's level of trade with the customers/retailers participating in the program. Each customer/retailer will advise the produce business of any impacts upon trade.

2.5.2 - Granting Certification

All non-conformances against the base standard and the HARPS Requirements must be closed out before certification under the Harmonised Australian Retailers' Produce Scheme is granted.

The decision to grant certification will be made by the PMA-ANZ based on the audit outcome and recommendations from the relevant certification body/ies.

2.5.4 - Issuing Certificates

Certificates will be issued on behalf of PMA-ANZ by the certification body. Certificates will be in soft copy (or hard copy on request) and will be valid for one year from the last day of the HARPS certification audit.

2.5.5 - Suspending Certification

Certification will be suspended if a produce business:

- 2.5.5.1 Fails to undertake any corrective actions
- 2.5.5.2 Fails to close out all corrective actions within the timeframe required
- 2.5.5.3 Fails to undertake an audit prior to the certificate expiry date or breaches the contractual agreement with the selected Certification Body.

2.5.6 - Withdrawing Certification

Certification will be withdrawn if a produce business:

- 2.5.5.4 2.5.6.1 Fails to close out all corrective actions within 6 months of the certification audit
- 2.5.6.2 Refuses to allow an audit prior to the certificate expiry date
- 2.5.5.5 Has been found to be falsifying records
- 2.5.5.6 Has appointed an administrator, receiver or liquidator over its assets or becomes bankrupt or insolvent.

2.5.7 - Changing Certification Scope

When a produce business decides to add products or processes/activities from the scope of certification, they must do so as per the requirements of their selected base standard and advise their Certification Body who will in turn notify PMA-ANZ.

2.5.8 - Changing Certification Body

When a produce business decides to change certification body, they must do so as per the requirements of their selected base standard and advise both the outgoing and incoming Certification Body to notify PMA-ANZ.

2.5.9 - Change of Ownership

When a produce business undergoes a change of ownership they must notify their certification body and follow the requirements of their selected base standard. The certification body must provide PMA-ANZ with new ownership details and give any updated information regarding certification status and or audit status in regards to the base standard.

2.5.10 - Change of Location

When a produce business relocates to new premises they must notify their certification body and follow the requirements of their selected base standard. The certification body must provide PMA-ANZ with any updated information regarding certification status and or audit status in regards to the external standard.

When a produce business has moved to a new location the HARPS certificate will be withdrawn until a new certification audit has been conducted and completed at the new location.



Certification/ Certification of attainment awarded to

COMPANY NAME

COMPANY ADDRESS

This company has been assessed by Certification Body and found to meet the requirements of the

Harmonised Australian Retailer Produce Scheme

Version 1.0

Product Scope

Process Scope

Initial Audit Date:

Audit Date:

Re-audit Due Date:

Certificate Issue Date:

Certificate is valid to:

Certificate Number:*YrSite

Signature:

Title:

Certification Body Logo

Issued by PMA Australia-New Zealand

2.6 – Control and Monitoring

2.6.1 - Control

Overall control of the HARPS Program will be exercised by the Produce Marketing Association Australia – New Zealand (PMA-ANZ) on behalf of the Harmonised Australia Retailers' Produce Scheme participant customers/retailers.

2.6.2- Monitoring

PMA-ANZ reserves the right to carry out audits, announced or unannounced, for the purpose of verifying auditor performance and/or site compliance with the HARPS Program or to determine that corrective actions specified during the audit have been implemented and addressed sufficiently to warrant a non-conformance close-out. The period of notice of such checks / audits will be decided by PMA-ANZ based on individual case-by-case circumstances.

The full onus of responsibility for compliance with the HARPS Requirements is on the produce businesses participating in the Scheme and not on PMA-ANZ or its agents or any other third party.

2.7 Appeals

2.7.1 - Appeals on the External Standard

The PMA-ANZ will not and cannot be involved in any appeals against issues raised as a result of the audit against the base standard. Appeals of this nature must follow the protocols as stated by the owner of the relevant base standard.

2.7.8 - Appeals on the HARPS Requirements Audit

A produce business may appeal the HARPS audit outcome directly with the certification body in the first instance, and then the PMA-ANZ in the second instance. The appeal should be received in writing (via email, and addressed to the HARPS Administrator at PMA-ANZ) within two weeks of receipt of the finished audit report.

Should the certification body agree to revise and re-issue the HARPS Requirements audit report, this shall be notified in writing to both the produce business and the PMA-ANZ.

Should the PMA-ANZ agree to review and then upholds the appeal, the certification body will be advised to re-issue the HARPS Requirements audit report and the amended report will be forwarded by the certification body to both the produce business and the PMA-ANZ.

2.8 Complaints

Any participant produce business may make a complaint with regard to the audit or any other aspect of the operation of the HARPS Program.

All complaints must be in writing and must be addressed to PMA-ANZ.

All such complaints will be acknowledged and followed up.

2.9 Revision Updates and Coding

The HARPS Program and the HARPS Requirements will undergo review at the scheme owner's discretion, in light of new knowledge, changing industry practice, changing regulations and changing customer expectations.

All reviews will be conducted and authorized by the PMA-ANZ on behalf of the HARPS Program Members' and notification of changes will be issued to all participating certification bodies and produce businesses.

The Header and Footer of each page on these documents show the title of the document, the version, date of issue and the number of pages in the document.

Current versions of all HARPS documents can be found on the HARPS website:

<http://harpsonline.com.au>

3.0- Disclaimer

PMA-ANZ and participating member of the HARPS Program and / or participating customers/retailers accept no liability or responsibility whatsoever by reason of negligence or otherwise in relation to any use or reliance on the information in the HARPS Requirements.

3.1 Copyright

Copyright protects this document and any/all attachments. Unauthorized reproduction of this document or any part of the HARPS Scheme and Program and / or the HARPS Requirements is not permitted.

APPENDIX 1 – Standard Matrix

	BR	GLOBALG.A.	Freshcare	SQF
Applicable business type/s	Packhouses	Growers; Grower-Packers	Growers; Grower-Packers	Growers; Grower-Packers; Packhouses
RETAILER RESTRICTIONS				
Aldi	No restrictions.	No restrictions.	No restrictions.	Level 3 only.
Coles	No restrictions.	Single site certification only. Option 1 only.	Single site certification only.	Level 3 only. Single site certification only.
Costco	No restrictions.	TBC	TBC	Level 3 only. TBC
Metcash	No restrictions.	Single site certification only. Option 1 only.	No restrictions.	Level 3 only. Single site certification only.
Woolworths	No restrictions.	No restrictions.	No restrictions.	Level 3 only.

Notes:

BRC – The BRC standard only applies to pack houses, it does not include agricultural operations. Sites who choose to be certified under the BRC standard for their packing operations but who both grow *and* pack and who wish to use BRC for their packing operations must also choose a second standard for their agricultural activities.

GLOBALG.A.P. – The GLOBALG.A.P. Scheme has several “Options” for certification. Please ensure you select a Certification Option which is accepted by *ALL* your customers/retailers. This standard also offers multi- site certification. Please ensure that the type of certification you select is accepted by *ALL* your customers/retailers.

Freshcare – Freshcare offers multi-site certification. Please ensure that the type of certification you select is accepted by *ALL* your customers/retailers.

SQF – SQF has several “Levels” of certification. Please ensure you select a Certification Level which is accepted by *ALL* your customers/retailers. This standard also offers multi-site certification. Please ensure that the type of certification you select is accepted by *ALL* your customers/retailers.

APPENDIX 2 – Certification Body Matrix

	BR	GlobalGAP	Freshcare	SQF	HARPS
Aldi	Any JAS-ANZ (or equivalent) accredited Certification Body.	Any JAS-ANZ (or equivalent) accredited Certification Body.	Any JAS-ANZ (or equivalent) accredited Certification Body.	Any JAS-ANZ (or equivalent) accredited Certification Body.	AsureQuality Aus-Qual BSI SAI Global SGS Merieux
Coles	AsureQuality Aus-Qual BSI SAI Global SGS Merieux	AsureQuality Aus-Qual BSI SAI Global SGS	Aus-Qual BSI SAI Global SGS Merieux	AsureQuality Aus-Qual BSI SAI Global SGS Merieux	AsureQuality Aus-Qual BSI SAI Global SGS Merieux
Costco	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>
Metcash	AsureQuality BSI SAI Global SGS	AsureQuality BSI SAI Global SGS	BSI SAI Global SGS	AsureQuality BSI SAI Global SGS	AsureQuality Aus-Qual BSI SAI Global SGS Merieux
Woolworths	AsureQuality Aus-Qual BSI SAI Global SGS Merieux	AsureQuality Aus-Qual BSI SAI Global SGS Merieux	AsureQuality Aus-Qual BSI SAI Global SGS Merieux	AsureQuality Aus-Qual BSI SAI Global SGS Merieux	Aus-Qual BSI SAI Global

Notes:

Not all Certification Bodies are eligible to audit under every base standard. Not all Certification Bodies are accepted by every customer/retailer.

Please ensure you select a Certification Body that is both eligible to audit the base standard you have selected *AND* is accepted by *ALL* your customers/retailers.

APPENDIX 3 – Glossary

Term	Suggested Definition	Source
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
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
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
Customer	A party that purchases produce from the Supplier.	New definition for HARPS
Direct Supplier	A supplier that has a direct commercial relationship with the customers using the Australian Retailer Fresh Produce Scheme and HCR Standard.	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

Term	Suggested Definition	Source
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
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)	<ul style="list-style-type: none"> • 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

Term	Suggested Definition	Source
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
Indirect Supplier	A primary producer / grower, supplying bulk product for further handling and/or packing by a Direct Supplier or Sub-Contractor/Co-Packer.	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
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

Term	Suggested Definition	Source
Non-Conformance - Critical	A Non-Conformance against the HCRs/Australian Retailer Standard which is raised where there is seen to be: i - A break-down 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 Manufacture or the Country of Sale. iii - Falsification of records relating to food safety controls.	New definition for HARPS
Non-Conformance - Major	A Non-Conformance which is raised where there is: 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. iii - A lack or deficiency in the Q.A. 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 HCRs/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 certification.	New definition for HARPS

Term	Suggested Definition	Source
Storage area	Any area where produce is stored after harvest. Includes in-field, raw material and packaging storage areas.	New definition for HARPS
Sub-Contractor / Co-Packer	An external party supplying any product under contract to a Direct Supplier or other Sub-Contractor /Co-Packer, which is exclusively for the customers of the HCRs/Australian Retailer Standard.	New definition for the HARPS
Supplier	The grower / packer of produce to which certification applies.	New definition for the HARPS
TPECS (Training Provider Examination Certification Scheme)	A competency-based training program designed to reflect contemporary and innovative learning and assessment practices and demonstrate that applicants achieve the level of knowledge competence required for Exemplar Global personnel certification.	BSI Learning Marketplace Exemplar Global
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/50g.	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
VITAL	A standardized allergen risk assessment tool developed by the Allergen Bureau for use by food producers. VITAL allows food producers to assess the impact of allergen cross contact and provides information on appropriate precautionary allergen labelling to be applied to products.	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

