



HARPS

HARMONISED AUSTRALIAN
RETAILER PRODUCE SCHEME

**HARPS Standard
Version 2.0
Scheme Rules**

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HARPS

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HARPS Scheme Rules

1. Introduction

In 2012, Horticulture Innovation Australia Ltd (now known as Hort Innovation) initiated a project to harmonise the food safety certification standards 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 suppliers 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 Tier 1 or Tier 2 suppliers, that is, they pack into retailer-branded packaging or bulk loose packs.

The HARPS Standard is a set of elements, over-and-above the GFSI Schemes, which the Customer participants agree are fundamental for the delivery of safe produce to their consumers. In addition to being a food safety standard, HARPS has been designed to assist suppliers to comply with legal and trade legislation.

Through the harmonisation process, multiple retail requirements have been combined and simplified to ensure a streamlined and more efficient means for suppliers to achieve food safety certification and approval.

The Harmonised Australian Retailer Produce Scheme (HARPS) requires participating fresh produce suppliers to be audited to an approved GFSI Scheme appropriate to the scope of activities conducted by their business.

Figure 1: GFSI Schemes Underpinning the HARPS Standard

| GFSI Scheme | Application for | Excludes |
|--|--|--|
| BRCGS for Food Safety | Packers | Growers |
| BRCGS Agents and Brokers Standard | Agents and Brokers | Growers and packers Transport & Distribution Wholesale Ripening |
| SQF Food Safety Code | Primary Production Manufacturing Storage and Distribution | |
| GLOBALG.A.P. Integrated Farm Assurance | Growers and Packers | |
| Freshcare Food Safety & Quality | Growers and Packers | |
| Freshcare Supply Chain Standard | Packers and handlers Storage Ripening Transport & Distribution Wholesale Brokerage & Virtual Brokering Providore | Growers |

The combination of an approved GFSI scheme *plus* HARPS approval will satisfy all Customers who participate in this program.

In June 2020, the HARPS Standard Version 1.0 was reviewed and updated based on suggestions and feedback gathered from the HARPS Technical Advisory Group (H-TAG) and wider stakeholders.

The HARPS Standard Version 2.0 has been published as of 17th October 2022. Transition to Version 2.0 must be completed by 17th April 2023 for Tier 1 suppliers and 18th October 2023 for Tier 2 suppliers.

This document, HARPS Scheme Rules Version 2.0, replaces all previous versions of the HARPS Scheme Rules.

HARPS is managed and administered on behalf of the participating Customers by One Direction ANZ Pty Ltd.

1.1 Participation and Scope

1.1.1 Participation

HARPS applies to Tier 1 and Tier 2 Suppliers, as defined in the HARPS Decision Graphic, who supply whole, fresh produce to participating Australian retailers and food service businesses, the Customers.

The HARPS Decision Graphic can be found on the HARPS website at <https://harpsonline.com.au/tools-and-templates/>.

Some additional processes to grading and packing are permitted under the HARPS program as outlined in the standard.

HARPS does not apply to suppliers of value-added or processed fruit and vegetables, including bagged salads and sliced mushrooms. Suppliers of those products need to implement separate Customer required standards.

Tier 3 suppliers are required to implement a customer recognised GFSI Scheme only.

HARPS is voluntary and application for approval is open to all eligible fresh produce Suppliers who are, or may wish to, supply the participating Customers.

The Customer participants in HARPS are:

Aldi Stores

Coles Supermarkets

Costco

Harris Farm Markets

HelloFresh

Metcash

Woolworths

Suppliers may be invited into the program by one or more of the participating Customers or may apply directly with their chosen HARPS approved Certification Body.

Approval under the HARPS program will only be granted to suppliers that meet the relevant Standard as set out in these Scheme Rules.

1.1.2 Scope

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

The HARPS scope is aligned with the following GFSI Industry Scopes:

- BI: Farming of Plants (other than grains and pulses);
- BIII: Pre-process Handling of Plant Products.
- FII: Food Broker/ Agent; and
- G: Provision of Storage and Distribution Services.

1.2 Terms, Definitions, Legislative and Normative References

1.2.1 Terms and Definitions

Throughout the HARPS Standard, various terms are used. The meaning and definition of these terms is provided in *Appendix 3 - Glossary*.

1.2.2 Legislative and Normative References

Suppliers who participate in HARPS must comply with the legislation as outlined in all relevant sections of the Food Standards Code published by Food Standards Australia New Zealand (FSANZ), the Competition and Consumer Act administered by the Australian Competition & Consumer Commission along with relevant state and local legislation and regulations as per the country of production and the country of sale.

It is also recommended that suppliers consult with their agricultural, scientific, and regulatory advisors, as and when required.

1.3 Database Information

Audit outcomes and approval data will be held in an on-line database administered by One Direction ANZ Pty Ltd.

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

HARPS Customers will have access to the approval status of each site, the audit outcome summary, corrective actions raised during the audit and certificate of sites that are supplying them.

The HARPS auditor will ask the auditee which Retail Customers they supply, typically during the opening meeting. Businesses must provide the auditor which customer they supply, along with the respective Tier status. If the Retail customer is unknown (for a Tier 2 supplier only) the auditor must be advised. This information is used to allow the Retail customer to access the audit outcome data as described above.

From time-to-time a retail customer may request access to the audit outcomes for a supplier, directly with the supplier (e.g., via email). This occurs when the retailer has not been nominated as a customer by the supplier during the audit. Permission must be sought by the retailer before access to a supplier's audit data is made available via the HARPS database.

Corrections / amendments to information in the database must be submitted in writing to the One Direction ANZ Pty Ltd HARPS Administrator.

2. Scheme Approval Standard

2.1 Application Process

Tier 1 or Tier 2 suppliers seeking approval may be invited by one or more of the participating Retailers or may apply directly for HARPS approval via a HARPS approved Certification Body (CB). For further information on approved Certification Bodies refer to Appendix 2.

Participation in the HARPS program requires the Supplier to be certified to an approved GFSI Scheme (BRCS, Freshcare or GLOBALG.A.P. or SQF) and compliant to all applicable elements of the HARPS Standard.

The Certification Body will instruct the Supplier regarding where to access further technical information related to the HARPS Standard. This includes the HARPS Internal Audit Checklist that the Supplier can use to prepare for the HARPS audit. Once prepared for the HARPS audit, an approved

third-party auditor will conduct a full independent audit, as per the Standard outlined further in this document.

When the Supplier is deemed to have met the Standard of both the GFSI Scheme and the HARPS Standard, as determined by the third-party audit, the Supplier will be considered for approval under the HARPS Program.

When approved, the Supplier will be issued with a HARPS Certificate by the Certification Body via the HARPS database.

2.2 Audit Standard

The HARPS component of the audit may not be conducted as a stand-alone audit unless written authorisation has been granted by HARPS and all relevant Customers.

Standard Audit Process

Suppliers participating in the program will be audited against their selected GFSI Scheme and the HARPS Standard 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 GFSI Scheme, including unannounced audits.

When the Supplier is deemed to have complied with the Standard for both the GFSI Scheme and the HARPS Standard, the Supplier will be considered for approval under the HARPS Program.

Documentation

All documentation, such as procedures, records, forms, specifications, test results etc., must be documented, i.e., written, and available for review. Where the Standard states that a procedure shall be in place, written documentation of the procedure shall be developed and available at audit.

Once approved, the Supplier will be issued with a HARPS Certificate.

Procedures and their records maintained by the Tier 1 on behalf of the Tier 2 Supplier

In some instances, e.g. where it is more appropriate for shelf-life testing to be conducted at a stage of supply closer to the final distribution to the customer, e.g. due to product ripening, arrangements can be made so that the responsibility of an element of its specific details are conducted by the Tier 1 supplier, or conversely by the Tier 2, such as product testing, where records of testing are retained by the Tier 1 supplier. In all cases, these arrangements must be developed and agreed upon by both parties, documented and available upon request.

Two-Part Audit Process

Suppliers may choose to have separate audits for the two components of the HARPS program. Part One (audit against the GFSI Scheme), and Part Two (audit against the HARPS Standard) must be conducted **by the same Certification Body**.

Suppliers wishing to undertake a Two-Part audit must obtain written authorisation from their Certification Body and each respective Customer. Contact with your Certification Body as a first step to ascertain availability to conduct a Two-part audit is encouraged. The audit against the HARPS Standard must be conducted within twenty-eight (28) days of the last day of the GFSI Scheme audit. It is the responsibility of the Supplier to liaise with the Certification Body to ensure that Part One and Part Two of the audit are conducted within this period.

When the Supplier is deemed to have complied with both the GFSI Scheme and the HARPS Standard, the Supplier will be considered for approval under the HARPS Program. When approved, the Supplier will be issued with a HARPS Certificate.

Audits conducted under extraordinary circumstances

In the event that an audit shall occur under extraordinary circumstances, the supplier nominated GFSI standard rules apply. HARPS does not have an overarching set of rules in relation to these events.

2.3 Selecting the GFSI Standard

The Tier 1 or Tier 2 Supplier must select from one of the GFSI Schemes as shown in *Appendix 1-Standard Matrix*. Any restrictions shown for a specific Customer must be observed.

The Supplier must ensure that they select a GFSI Scheme which is:

- Applicable to their produce category/ies;
- Applicable to the activities undertaken on site; and
- Acceptable to all participating Customers that they currently, or intend to, supply.

2.4 Selecting the Certification Body

Standard Audit Process

The Supplier must select from one of the Certification Bodies as shown in the HARPS Approved Certification Bodies (for Tier 1 and 2 suppliers) matrix on the HARPS website.

This matrix indicates the Certification Bodies that each Customer will accept. The Supplier must ensure that they select a Certification Body that is:

- Approved to audit against the selected GFSI Scheme; and
- Acceptable to all the participating Customers that they currently, or intend to, supply.

Two-Part Audit Process

Suppliers that choose to undergo the Two-Part Audit process must select a Certification Body for the GFSI Scheme from one of the Certification Bodies as shown in the HARPS Approved Certification Bodies (for Tier 1 and 2 suppliers) matrix on the HARPS website.

The Supplier must use the same Certification Body for the HARPS Standard audit. The audit of HARPS Standard must be conducted within twenty-eight (28) days of the last audit day of the GFSI Scheme. It is the responsibility of the Supplier to liaise with their Certification Body to ensure that Part One and Part Two of the audit are conducted within this period.

2.5 Approval of Auditors

Auditors of the HARPS Standard must meet the following criteria:

- Be approved to audit by one or more GFSI Schemes, with a relevant industry scope (e.g. Intensive Horticulture, Primary Production);
- Be contracted to or employed by one or more of the HARPS approved Certification Bodies; and
- Successfully complete the HARPS Auditor Approval Program.

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

2.6 The Audit Cycle

2.6.1 Initial Approval – Internal Audit Document

Prior to their initial approval audit, suppliers are encouraged to use the HARPS Internal Audit Document. For suppliers that are new to HARPS, this will be issued by the Certification Body when the audit has been scheduled. Suppliers are encouraged to return this to the Certification Body no less than two weeks prior to the audit. The HARPS Internal Audit Document is available on the HARPS website at www.harpsonline.com.au

2.6.2 Seasonal Production - Initial Approval Audit

The Initial approval Audit must be conducted as per the audit protocols of the selected GFSI Scheme.

The Initial approval audit for suppliers of seasonal produce must be conducted during the time of major production or as per the audit protocols of the selected GFSI Scheme, if different. That means that audits cannot be conducted during the “off” season.

Where suppliers are supplying a range of products with different seasons, the initial approval 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 approval Audit. Ongoing audits must be scheduled to ensure all products in scope for HARPS approval are covered during the audit, taking into consideration both product and process risk.

2.6.3 Surveillance Audits

Surveillance audits must be conducted as per the audit protocols of the selected GFSI Scheme.

2.6.4 Re-Approval Audits

To maintain approval, the re-approval audit must be conducted as per the audit protocols of the selected GFSI Scheme.

2.6.5 Audit Frequency

Audits of HARPS Standard must be conducted at the frequency required by the selected GFSI Scheme. The HARPS Standard must be audited in combination with all initial certification, surveillance, re-certification audits scope upgrade audits and unannounced audits of the GFSI Scheme.

2.6.6 HARPS Unannounced Audits

When specifically requested by one or more of the Customers participating in the HARPS Program, the HARPS Program may require a Supplier to undergo an additional and separate unannounced audit of the HARPS Standard.

Unannounced audits of the HARPS Standard will be conducted by a Certification Body designated by HARPS on behalf of the Customers requesting the audit.

2.6.7 Attendance at audit by Retail personnel

From time-to-time, personnel employed by the retail customer may attend the audit as an observer. This observation activity may be for the purpose of observing the auditee or the auditor.

2.6.8 Involvement of external consultants at the HARPS audit

The involvement of an external food safety consultant during the HARPS audit is limited to observation only. These consultants are not permitted to manage the HARPS audit on behalf of their client, or to participate by offering advice and responses to the auditor’s questions whilst the audit is taking place.

2.6.9 Non-Conformances and Corrective Action

Critical Non-Conformances

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

- 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.

In the event of a critical audit outcome, the Certification Body, HARPS Administrator, and the Retail Customer(s) will discuss the audit outcome to determine next steps. This discussion may involve determining short and long-term timeframes for Corrective Action Closeout, stock isolation/management and the assessment of training needs.

Major Non-Conformances

A Major Non-Conformance will be raised against the HARPS Standard when any of the following has been identified during the audit:

- i. A substantial failure to meet the Standard of any applicable clause of the HARPS 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 is likely to result in a system element breakdown.

Where one or more Major Non-Conformances have been raised, they must be closed out within twenty-eight (28) days of the last day of the audit. Downgrading of Major Non-Conformances is not permitted.

Minor Non-Conformances

A Minor Non-Conformance will be raised against the HARPS Standard when the following has been identified during the audit:

- Where an applicable clause of the HARPS Standard has 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 within twenty-eight (28) Days of the last day of the audit.

2.6.10 Notification to retailers of adverse audit outcomes

Retail customer(s) will be notified of any “Red” audit outcomes at the end of the audit. A Red audit outcome relates to an audit resulting in a critical and/or four (4) or Major Non-Conformances being raised.

2.6.11 Extension and Exemption Requests

2.6.11.1 Extension Requests

- Requests for extensions must first be made with your respective (retail) customer(s), irrespective of whether your business is a Tier 1 or Tier 2 supplier. Retailers will manage any requests directly with their Tier 1 supplier, therefore Tier 2 suppliers should discuss the need for an extension with their Tier 1 customer(s).
- Provide details on the nature of the request, e.g. an extension to a closeout timeframe, along with any supporting information/evidence to your respective retail customer(s), first using the HARPS Extension Form.
- Once approval has been obtained by necessary parties, please provide this completed form and any accompanying approval emails to harps@harpsonline.com.au
- In the subject header please type HARPS EXTENSION request followed by the Company Name.
- HARPS will notify your respective Certification Body of the approval once this form is processed.

2.6.11.2 Exemption Requests

- Requests for exemptions must first be made with the HARPS administrator.
- Provide details of the nature of the request along with any supporting information/evidence to harps@harpsonline.com.au using the HARPS Exemption Form.

- In the subject header please type HARPS EXEMPTION request followed by the Company Name.
- HARPS will notify your business via email along with the respective Certification Body of the outcome once the request has been processed.

2.6.12 Audit Reports

A summary of the Non-Conformances for both the HARPS Standard and GFSI Scheme will be provided in writing to the Supplier on the last day of the audit and uploaded into the HARPS database within 10 working days from the last day of the audit by the Certification Body.

The register of approved sites will be available to all of the HARPS Customers, however, only those Customers actively trading with a site will have access to the actual audit report, i.e. permission from the supplier must be sought first.

The HARPS Scheme Administrator, One Direction ANZ Pty Ltd makes the decision to grant, suspend, withdraw, or refuse approval to a Supplier 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 approval is suspended or withdrawn, this will be indicated on the database and applicable Customers will be notified by the HARPS Scheme Administrator.

Note: Failure to gain or maintain approval may affect the Supplier's ability to trade with the Customers participating in the program. Each customer/retailer will advise the Supplier of any impacts upon trade.

2.7 Approval

2.7.1 Granting Approval

All Non-Conformances against the GFSI Scheme and the HARPS Standard must be closed before approval under HARPS is granted.

The decision to grant approval will be made by the HARPS Scheme Administrator based on the audit outcome and recommendations from the relevant Certification Body.

2.7.2 Issuing Certificates

Certificates will be issued on behalf of the HARPS Scheme Administrator by the Certification Body.

Certificates will be in soft copy format, or hard copy on request, and will typically be valid for one (1) year in line with the GFSI Certificate expiry date, amendments to this timeframe will be based on certificate extensions or where the audit was conducted later than the audit anniversary a shorter timeframe would apply.

2.7.3 Suspending Approval

Approval will be suspended if a Supplier:

- Undertakes a HARPS audit and the GFSI program is suspended.
- Fails to undertake any corrective action activity within the timeframe required, i.e., there is no evidence provided to the Certification Body to address the non-conformance(s).
- Fails to close out all corrective actions within the timeframe required;
- Fails to undertake an audit prior to the Certificate expiry date; or
- Breaches the contractual agreement with the selected Certification Body.

Instances of suspension will be managed on a case-by-case basis by the HARPS administrator with involvement by business and the respective Certification Body and Retail customer(s) as needed.

Businesses that have been suspended may be required to re-apply for HARPS approval as per the rules stated under Section 2.7.5.

2.7.4 Withdrawing Approval

Approval will be withdrawn if a Supplier:

- Has been withdrawn from the GFSI program;
- Fails to respond to communication (reminders) to address non-conformances within three (3) months of the audit date;
- Refuses to allow an audit prior to the certificate expiry date;
- Has been found to be falsifying records; or
- Has appointed an administrator, receiver or liquidator over its assets or becomes bankrupt or insolvent.

Businesses that have been withdrawn from HARPS cannot be re-instated unless the rules stated under Section 2.7.5 is followed and an approval to proceed to audit is granted by the HARPS administrator.

2.7.5 Re-applying for HARPS Approval post-withdrawal

To re-apply for HARPS approval post withdrawal from HARPS, a senior management representative from the business must provide a letter of application to the HARPS administrator at harps@harpsonline.com.au outlining the following criteria:

- The reason for suspension or withdrawal and the activity or action plan taken by the business since the change in status;
- The retail customer(s) the business plans to supply (regardless of whether the business is a Tier 1 or Tier 2 supplier); and
- Justification as to why the business should be re-instated on the HARPS program.

The application letter will be forwarded to the respective retail customer(s) by the HARPS administrator, and all parties will make a formal decision for re-instatement.

2.7.6 Changing Scope Approval

When a Supplier decides to add products or processes/activities to the scope of approval, they must do so as per the Standard of their selected GFSI Scheme and advise their Certification Body who must notify the HARPS Scheme Administrator.

Any exceptions to the product scope for HARPS (e.g. products that have been minimally processed) agreed to by the HARPS administrator and retail customer(s) shall be documented and available for review by the auditor during audit.

2.7.7 Changing Certification Body

When a Supplier decides to change Certification Body, they must do so as per the Standard of their selected GFSI Scheme and advise both the outgoing and incoming Certification Body who must notify the HARPS Scheme Administrator.

2.7.8 Change of Ownership

When a Supplier undergoes a change of ownership, they must notify their Certification Body and follow the Standard of their selected GFSI Scheme. The Certification Body must provide the HARPS Scheme Administrator with new ownership details and give any updated information regarding approval status and or audit status in regard to the GFSI Scheme.

2.7.9 Change of Location

When a Supplier relocates to new premises, they must notify their Certification Body and follow the Standard of their selected GFSI Scheme. The Certification Body must provide the HARPS Scheme Administrator with any updated information regarding approval status and or audit status in regard to the GFSI Scheme.

When a Supplier has moved to a new location, the HARPS Certificate will be suspended until a new approval audit has been conducted and completed at the new location.

2.8 Scheme Control and Monitoring

2.8.1 Control

Overall control of the HARPS Program will be exercised by One Direction ANZ Pty Ltd, on behalf of the HARPS participating Customers.

2.8.2 Monitoring

One Direction ANZ Pty Ltd 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 One Direction ANZ Pty Ltd based on individual case-by-case circumstances.

The full onus of responsibility for compliance with the HARPS Standard is on the suppliers' participating in the Scheme and not on One Direction ANZ Pty Ltd or its agents or any other third party.

2.9 Appeals

2.9.1 Appeals on the GFSI Scheme

One Direction ANZ Pty Ltd will not and cannot be involved in any appeals against issues raised as a result of the audit against the GFSI Scheme. Appeals of this nature must follow the protocols as stated by the owner of the relevant GFSI Scheme and in compliance with the Certification Body's Complaints and Appeals process.

2.9.2 Appeals on the HARPS Standard Audit

A Supplier may appeal the HARPS audit outcome directly with the Certification Body in the first instance, and then One Direction ANZ Pty Ltd in the second instance. The appeal to HARPS should be received in writing (via email and addressed to the HARPS Administrator at One Direction ANZ Pty Ltd) within two weeks of receipt of the initial audit report.

Should the Certification Body agree to revise and re-issue the HARPS Standard audit report, this shall be notified in writing to both the Supplier and One Direction ANZ Pty Ltd.

Should One Direction ANZ Pty Ltd agree to review and then uphold the appeal, the Certification Body will be advised to re-issue the HARPS Standard audit report, and the amended report will be forwarded by the Certification Body to both the Supplier and One Direction ANZ Pty Ltd.

2.10 Complaints

Any participant Supplier 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 One Direction ANZ Pty Ltd. All such complaints will be acknowledged and followed up.

2.11 Fees

A HARPS Royalty fee is in place and goes directly back to HARPS for ongoing maintenance of the scheme. A fee schedule is available on the HARPS website at <https://harpsonline.com.au>.

The audit costs associated with HARPS approval will be specific to each individual business and depend on the scope of operations, such as growing, packing or ancillary services, and how many retailers are being supplied. This may also affect the duration of the audit.

The Certification Body conducting the audit(s) will provide a written quote of their costs in advance of the audit and should detail any inclusions or exclusions such as travel costs, additional charges for time required to close out any corrective actions and so on.

2.12 Revision Updates and Coding

The HARPS Program and the HARPS Standard 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 One Direction ANZ Pty Ltd on behalf of the HARPS Program Members and notification of changes will be issued to all participating Certification Bodies and suppliers.

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 at <https://harpsonline.com.au>.

3. Regulatory Standard

3.1 Use of the HARPS Corporate Logo

The HARPS corporate logo may be used by a certified business upon written permission from HARPS in accordance with the HARPS Logo Guidance Document available via HARPS website.

Businesses must apply in writing to use the HARPS name and corporate logo, and, upon approval, HARPS will provide the HARPS logo artwork for use.

The HARPS corporate logo may be used by a certified business subject to the following Standard:

1. Make a request in writing and pay the associated annual fee for use of HARPS logo artwork;
2. Use the HARPS logo in accordance with the HARPS Logo Guidance Document;
3. Only use the HARPS logo in connection with products grown and/or packed in accordance with the Standard of the GFSI Scheme and HARPS Standard; and
4. A business must immediately cease using the corporate logo if its annual approval has expired, is suspended or is withdrawn.

3.2 Disclaimer

One Direction ANZ Pty Ltd and participating member of the HARPS Program and/or participating Customers 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 Standard or supporting documents such as the HARPS Standard Guidance document.

3.3 Copyright

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

A1 APPENDIX 1 – Standard Matrix

| GFSI Scheme | Application for | Excludes |
|--|--|--|
| BRCGS for Food Safety | Packers | Growers |
| BRCGS Agents and Brokers Standard | Agents and Brokers | Growers and packers Transport & Distribution Wholesale Ripening |
| SQF Food Safety Code | Primary Production Manufacturing Storage and Distribution | |
| GLOBALG.A.P. Integrated Farm Assurance | Growers and Packers | |
| Freshcare Food Safety & Quality | Growers and Packers | |
| Freshcare Supply Chain Standard | Packers and handlers Storage Ripening Transport & Distribution Wholesale Brokerage & Virtual Brokering Providore | Growers |

Written approval must be sought from the Retail Customer/s prior to implementation of any multi-site standard.

A2 APPENDIX 2 – HARPS Approved Certification Bodies

This document is subject to change from time to time. Please refer to the document available on the HARPS website available on the HARPS website www.harponline.com.au or call the HARPS Helpline on 1300 852 219 for assistance.

A3 APPENDIX 3 – Glossary

| Term | Suggested Definition | Source |
|---|---|---|
| Ancillary Services | <p>Ancillary services, that is support services, may be provided within the business onsite and include processes such as ripening and fumigation.</p> <p>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.</p> | New definition for HARPS |
| Allergen | <p>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.</p> | Freshcare Code of Practice Food Safety and Quality |
| AS 4454 | <p>An Australian Standard that specifies Standard 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 Standard for composts, mulches, soil conditioners and related products that have been derived largely from compostable organic materials and which meet the minimum Standard as set out in this Standard.</p> | AS 4454—2012 (Incorporating Amendment No. 1): Composts, soil conditioners and mulches |
| Australian Competition and Consumer Legislation | <p>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.</p> | https://www.accc.gov.au/about-us/australian-competition-consumer-commission/legislation |
| Biosolid | <p>Solid or semisolid by-product obtained from treated sewage or wastewater</p> | Freshcare Code of Practice Food safety and Quality |
| Contamination | <p>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.</p> | Freshcare Code of Practice Food Safety and Quality |
| Culture | <p>Food safety culture means the shared values, beliefs and norms that affect mind-set and behaviour toward food safety in, across and throughout an organization.</p> | GFSI A Culture of Food Safety Position Paper |

| Term | Suggested Definition | Source |
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| 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 Standard 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 |

| Term | Suggested Definition | Source |
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| Floodwater | Water that washes over growing sites from an unintended overflow of a water source beyond its normal limits. | New definition for HARPS |
| Food Defence | Procedures adopted to assure the security of food and drink and their supply chains from malicious and ideologically motivated attack leading to contamination or supply disruption. | PAS 96:2017: Guide to protecting and defending food and drink from deliberate attack. |
| Food Fraud | Dishonest act or omission, relating to the production or supply of food, which is intended for personal gain or to cause loss to another party. | PAS 96:2017: Guide to protecting and defending food and drink from deliberate attack. |
| 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 | <p>A list of Standard 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:</p> <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 |

| Term | Suggested Definition | Source |
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| Illness | <p>A disease, condition or period of sickness affecting the body that may have the potential to result in contamination of produce.</p> <p>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.</p> | New definition for HARPS |
| ISO 17021 | An internationally recognised standard that contains principles and Standard 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 -- Standard for bodies providing audit and certification of management systems |
| ISO 17025 | An internationally recognised standard that specifies the general Standard 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 Standard for the competence of testing and calibration laboratories |
| ISO 17065 | An internationally recognised standard that specifies Standard aimed at ensuring that Certification Bodies operate certification schemes in a competent, consistent, and impartial manner. | ISO 17065:2012 Conformity assessment – Standard 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 |
| Medium Care | Medium Care Standard refer to additional measures that must be taken to control the cleanliness of the product handling environment. | New definition for HARPS |
| 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 |
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| Non- Conformance - Critical | <p>A Non-Conformance against the HCRs/Australian Retailer Standard which is raised where there is seen to be:</p> <ul style="list-style-type: none"> 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 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; iii. A breach of regulation in either the Country of Production or the Country of Sale; or iv. Falsification of records relating to food safety controls. | New definition for HARPS |
| Non- Conformance - Major | <p>A Non-Conformance which is raised where there is:</p> <ul style="list-style-type: none"> i. A substantial failure to meet the Standard 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 | <p>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.</p> | New definition for HARPS |
| Packing Area | <p>Any area where produce is handled, including areas where produce is packed in field.</p> <p>Handling includes, but is not limited to, producing, collecting, harvesting, preparing, packing produce.</p> | New definition for HARPS |

| Term | Suggested Definition | Source |
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| 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 Standard 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 |
| 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 |
| 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 |

| Term | Suggested Definition | Source |
|---------------------------------------|--|---|
| 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 |



HARPS Helpline

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