Application information

A. Benchmark assessment team and date

Certification programme information	
Certification programme Name(s)	**Freshcare Food Safety & Quality Standard – Edition 4.1 (FSQ4.1) 1 July 2019**
Certification programme owner name and address	Freshcare Limited Suite B30 Level1 Market Plaza Building, Sydney Markets Homebush West NSW 2140
Certification programme owner name, email, contact number	Email: fiona@freshcare.com.au Telephone: +61 2 8039 9999
Date of previous application if application	
Benchmark Leader name and contact details	Katharine Smithers Email: Katharine.smithers@jas-anz.org Mbl +61 419 164 629
GFSI Technical Manager name	Marie-Claude Quentin
Interpreter's name (if applicable)	N/A
Date of this office assessment	31/07-1/08/19
Language (e.g. English or other)	English

B. Benchmark assessment scopes

GFSI Scopes of Recognition		Scopes of Recognition Applied For	Final Valid Scopes of Recognition
AI	Farming of Animals		
AII	Farming of Fish		
BI	Farming of Plants	**X**	**X**
BII	Farming of Grains and Pulses		
C	Animal Conversion		
D	Pre-process Handling of Plant Products	**X**	**X**
E I	Processing of Perishable Animal Products		
E II	Processing of Perishable Plant Products		
E III	Processing of Perishable Animal and Plant Products (Mixed Products)		
E IV	Processing of Ambient Stable Products		
FI	Production of Feed		
L	Production of (Bio) Chemicals		
M	Production of Food Packaging		

Executive summary and recommendations to the board

A. Summary of assessment

The purpose of the GFSI assessment was to evaluate that the Food Safety certification programme "Freshcare Food Safety & Quality Standard – Edition 4.1 (FSQ4.1) 1 July 2019**"** is compliant with the defined requirements as set out in the GFSI Benchmarking requirements 7.2.

The assessment comprised of a preliminary Desk Review, completed remotely by the BL (Benchmark Leader) in May and early June 2019. This comprised of one spreadsheet for the GFSI Benchmarking Requirements Part II and two spreadsheets to cover the GFSI Benchmarking Requirements Part III for each scope of recognition applied (see Annex 1).

All findings raised, concerning the requirement of additional information were provided in writing and discussed with the CPO on 14th June 2019 during the 'Call to go through findings".

As there were no critical findings the CPO progressed to the next stage.

An assessment agenda was provided and accepted by the CPO. The agenda was fully realised during the office assessment on 31st July and 1st August 2019. The GFSI Technical Manager was available remotely and was part of conference call, the GFSI BL was present throughout. The office assessment achieved the objective of verifying compliance to the GFSI Benchmarking Requirements Part II, with the exception of the 10 part nonconformities raised. Compliance to GFSI Part III was confirmed with no nonconformities raised.

The findings are in (list of issues raised) and were signed by all three parties (CPO, BL and TM – sent by email).

The findings are summarised by:

- 10 certificates had not yet been issued in the new version of the certification programme, and the reports had not all been technically reviewed.
- The certification bodies accreditation schedule had not been updated to version 4.1 of the Freshcare's certification programme.
- The auditors register and requirements were being updated and the GFSI Knowledge Exam process was being added.

Considering the type of findings, the timelines for the submission of the CAP was confirmed for 15 days.

A corrective action plan was provided after 15 days and Freshcare kept the Benchmark Leader up to date on changes. A review of evidence provided by Freshcare was undertaken during a call on 9th October 2019 and on 10th October 2019 the final evidence was provided.

This was reviewed and confirmed to be compliant 28th October 2019.

B. Recommendations to the GFSI board

Placeholder.

Placeholder

1) Placeholder
2) Placeholder

Results of assessment and office visit

A. Executive summary

- **Overview.**

Freshcare Limited is a company limited by guarantee. The Freshcare food safety and quality standard is used by over 4509 organisations, with 2951 certified organisations to version 4, issued in Australia through 7 accredited certification bodies (six with JAS-ANZ and one with IOAS).

Both Accreditation Bodies are member of the International Accreditation Forum (IAF) members and signatories to the Multilateral Recognition Arrangement (MLA)

The Freshcare Standard subject to the benchmarking assessment are:

Freshcare Food Safety & Quality Standard – Edition 4.1 (FSQ4.1) 1 July 2019.

- **General compliance, strengths and weaknesses.**

During the office visit the following personnel were interviewed: Chairman, Business Manager, GM-Compliance, Standards and Compliance Manger, and Business Administrator, and documents, performance data and other management data was reviewed.

To ensure stakeholder consultation Freshcare have representation through a Stakeholder Reference Group. Freshcare appoints a Stakeholder Reference Group (SRG) annually to provide guidance and broader industry perspective in the development and management of the Freshcare Standards and operational documents. The SRG comprises, but is not limited to representatives of retail, wholesale, supply chain and government.

Freshcare also appoints a Technical Steering Committee (TSC) to provide technical direction to the Freshcare Standard(s). The TSC comprises, but is not limited to technical experts from the public and industry sectors experienced in developing management systems for horticultural industries (i.e. fresh produce). Formal review of the certification programme is undertaken at the management review.

All certification programme documents are available on the website as free download. Webinars and newsletters are also available to provide stakeholders with up to date information and notice of any changes.

In the Integrity Programme all CB's are on an annual year office cycle, this is subject to review of risk with results from office, desktop reviews and other inputs which can result in additional office visits. The integrity Programme was sampled using three Certification Bodies. KPI's can be seen to be monitored, from the records reviewed. Improvements in the Integrity programme were noted from the 2018 application.

Contracts with Accreditation bodies were sampled with 2 reviewed, and one was in place.

Information of auditor records was retrieved from the system. This was sampled with a selection of 4 auditors from different certification bodies. Not all records had been updated, this was being reviewed and processed by Freshcare.

The certification process was reviewed, however by the time of the office visit, 10 certificates had not been issued against the assessed version of the Freshcare programme, and the review also included the information provided in the response to findings raised during the office visit. A sample of five certified clients were reviewed. Audit duration was recorded and seen to be meeting Freshcare requirements.

NCR and audit summary were verified. The certificates from the sample reviewed were found to meet the requirements.

There have been no unannounced audits this year.

The portal has been operational for a number of years for the issue of certificates.

Strengths of the CPO were noted to include the close relationship with the certification bodies, the improvement made to the integrity program in the past year, and training in its standards and documentation provided to uses of the standards (i.e. farmers).

- **Changes made to the certification programme following the benchmarking assessment.**

To be completed once CPA has been provided.

B. Time and location details

	Location	People present GFSI, consultant, CPO. Names and roles	Date and time
Self-assessment desktop review	Remote	Katharine Smithers	May- June 2019
Feedback calls	Remote	Fiona Grime – GM Compliance Marie-Claude Quentin- GFSI Technical Manager Katharine Smithers- Benchmark leader	14/06/19
Office visit	Sydney	Fiona Grime – GM Compliance Jacinta Fong – Standards and Compliance Manager Jo McCloskey- Business Manager Dorothy Theore – Business Administrator Clare Hamilton Bate GM Industry Development Ashley Hughes – Admin Assisstant Charlotte Whooley Admin Assisstant Allan Dail - Chairman Marie-Claude Quentin -GFSI Technical Manager (remote for call and closing meeting) Katharine Smithers -Benchmark leader	31/07-1/08/19
Call to go over evidence provided from Findings	Remote	Fiona Grime – GM Compliance Katharine Smithers- Benchmark leader	9/10/19

C. List of issues raised

GFSI Benchmarking requirement part	Clause	Non-conformity	Partly / no	Action from CPO	Recommendation from Benchmark leader	Decision from GFSI technical manager
10 certificates have to be issued to the version of the benchmark standard.	Application details	No certificates have been issued to version 4.1 of the standard. 5 audits have occurred.	No	File: Refer Folder Client Files Certificates available for: R & G Merenda GD & LJ Lerch PS Lalli & RK Lalli Gows Produce Perfection Berries Caboolture Fragapane Farms Creekside Fresh Pty Ltd NT Golden Produce Pty Ltd Landsdale Strawberries Reidy's Bananas Pty Ltd - Cowley	10 certificates have now been issued CLOSED KJS 28/10/19	Action and implementation acceptable.
The Certification Programme Owner shall not allow products produced under the conforming Certification Programme to be labelled, marked or described in any manner which implies they meet specific food safety criteria	Part II 1.1.16	The Freshcare logo Style guide Specification has not been updated in accordance to the Freshcare rules to ensure that Product is not labeled implying that it meets a specific food safety criteria.	Partly	This was updated during the audit.	CLOSED KJS 1/08/19	Action and implementation acceptable.
The Certification Programme Owner shall have a system of key performance indicators in place for Certification Bodies, which are monitored by a series of measures including complaints procedures and report screening procedures. The monitoring of key	Part II 1.2.1	Template for the annual review at certification bodies has been not yet been updated for CB criteria version 2.2.	Partly	This has been finalised. File Freshcare Certification Body Annual Audit Template 20190812	CLOSED KJS 14/08/19	Action and implementation acceptable.

performance indicators shall be carried out according to a risk based programme, which is based on the number, size and complexity of assessments carried out by a Certification Body.						
The Certification Programme Owner shall have an agreement with their respective Accreditation Bodies (AB) to ensure accredited Certification Bodies comply with the requirements of ISO 17065 or ISO 17021	Part II 2.1	There is no record of communication of requesting an agreement with IOAS. IOAS have not been provided with a copy of the updated CB criteria July 2019	Partly	6/8/19 - Communications with IOAS have commenced. MOU drafted and sent for review. CB Criteria emailed, along with copies of Standard and Normative documents on 02/08/19 Meeting booked for late September to finalise all plans. File: Finding 4 - IOAS and Freshcare Correspondace	CLOSED KJS 14/08/19	Action acceptable, please confirm signing of MoU
The Certification Programme Owner shall ensure that Certification Bodies undertaking audits against a GFSI recognised food safety Certification Programme have the named Certification Programme included in their scope of accreditation	Part II 2.2.6	The accreditation schedules covered FSQ version 4 and not 4.1 and the Freshcare Certification Body Criteria version 2 not 2.2.	Partly	IOAS have issued letter to ACO dated 13.09.2019 FG and KS at JASANZ have had a discussion. JASANZ have agreed to checklist assessment by CB's. The required material has been provided to JASANZ. At 01.10.2019 JASANZ has said transition policy is at management for approval, expected 04.10.19. Transition policy and details provided by JASANZ on 09.10.19 and subsequently issued to CB's for finalisation by 21/12/2019. File: IOAS and Freshcare Correspondence Finding 5 - 190913 Freshcare amendments ltr ACO Finding 5 - 20191009 JASANZ transition policy	KJS CLOSED 25/10/19 Process in place for CB's to have schedules updated to version4.1	Action and implementation acceptable.

				Finding 5 - JASANZ Freshcare FSQ4.1 and CB criteria V2.2 Transition policy doc IOAS: have commenced review and have agreed to ACO undertaking self-assessment process. File: IOAS and Freshcare Correspondence JASANZ – TBC		
The Certification Programme Owner shall have in place a register of approved auditors that includes the details of the auditors' competence, education, relevant experience and scope(s) of activity, and applicable Certification Bodies. The register shall remain current and be made available to GFSI during the office visit	partII 2.2.13	The auditor registration is currently to version 4 and not 4.1 The Trainer and auditor Open Book Assessment (Incorporating Edition 4.1 amends), have been produced this have yet to be completed. The first session is planned for 28th August 2019. This assessment is the pathway to auditor approval from version 4 to 4.1 Not all auditors on the register have a Freshcare Auditor Profile	Partly	Auditor Criteria has been revised. On the system, the auditors are approved to the standard level (FSQ), not the individual editions of the standard, and this will not change, but there is a calibration against the standard level, of which the assessment forms part of. This will be provided for completion. <u>Assessment</u>: File: Nicole and Patti (AQ) FSQ4.1 Evidence; Adrienne FSQ4.1 Link – Evidence; <u>Profiles:</u> File: Freshcare Auditor Profiles Aug 2019 GFSI (for Alex and Aron)	4/10/19 KJS CLOSED Auditor update requirements sent to CB's and spreadsheet tracking in place for completion.	Action and implementation acceptable.
Please see GFSI Benchmarking Requirements EXAM	Part II 2.4.1 – 2.4.8	Although Freshcare will use Prometric for the auditor exam the process has not yet been finalised with Prometric. Communication has occurred and GFSI have confirmed that they will also communicate with Prometric once Freshcare provide their contact details.	Partly	FG has updated procedure to include GFSI exam components for Freshcare to manage. Still an issue that the material cannot be released until CPO status obtained. File: Freshcare Internal Procedures Manual – September 2019 v1.3; section 4.4.4 Freshcare GFSI Exam Certificate Example GFSI Contract Update - the Glue (IT) 20191004 TP 11 GFSI Exam Record 20190830	Freshcare updated their process and will accept other GFSI recognised CPO exam. Operation issues could not be finalised and the option of provided the exam in paper form is now how the exam will be	Action and implementation acceptable.

				TP 11a GFSI Exam attendance record 20191008 Example of document retained against auditor File storage and access restrictions	issued. Process was reviewed and Templates for records and certificates reviewed. Once recognition is provided then Freshcare will have access to exams so the process can be validated then. CLOSED KJS 25/10/19	
The Certification Programme Owner shall clearly define the expected duration of audits and the rationale for the determination of the duration of the audit; it is expected the duration of an on-site audit to be typically two days for the manufacture of processed products and one day for primary production, in order to electively assess an organisation's systems and premises against the Certification Programme's standard and provide confidence in the certification process. There shall be clear criteria in place, which specify the justification for deviation from these typical durations.	Part II 2.5.5	The justification for the reduction of Audit duration from 4 hours to 3.5 was not provided for one of the audits reviewed.	Partly	PS Lalli & RK Lalli Attached File: Ausqual PS Lalli & RK Lalli	KJS 4/10/19 CLOSED Justification had been provided and sufficient time spent on site. The audit was completed conjunction with another audit and 6 hours were spent onsite and 1.5 hours producing the report. Freshcare monitor audit duration monthly currently to ensure compliance, and then this will	Action and implementation acceptable.

					convert to Quarterly March 2020	
The Certification Programme Owner shall assure that Certification Bodies have a programme for Auditing Skills Assessment. This should include as a minimum that auditors will be assessed on their performance in a combination of ten audit days and five audits in accordance with the Certification Body's written programme and as a prerequisite to meeting applicable requirements of the GFSI recognised Certification Programme	Part II 2.3.3	Freshcare have not assured that Certification Bodies have a programme for Auditing Skills Assessment. This should include as a minimum that auditors will be assessed on their performance in a combination of ten audit days and five audits in accordance with the Certification Body's written programme and as a prerequisite to meeting applicable requirements of the GFSI recognised Certification Programme	Partly	This has been added into the CB Criteria and the revised criteria issued to CB's on 9/8/2019 Assessment of their readiness for this will be conducted at 2019 office visits, however the criteria does not come in to place until commencing FSQ4.1 audits, therefore some will be in place for 2019; most not until 2020 File: issue of CB Criteria (revised) and auditor process: Freshcare Certification Body Criteria Version 2.2 revised 20190809 Freshcare Auditor Process 20190801	KJS 4/10/19 CLOSED Updated CB requirements and Freshcare Auditor Process now in place. To confirm compliance will all new auditors for FSQ version 4.1 meet this requirement. KJS 14/08/19 Further details required. Freshcare Certification Body Criteria Version 2.2 revised 20190809 referes an auditor	Action and implementation acceptable.
2.6.3 The Certification Programme Owner shall ensure that the audit report incorporates details of the duration of the audit; this information shall be monitored by the Certification Programme Owner . 2.6.4 The audit report shall contain evidence that all the relevant criteria of the GFSI scope(s) of recognition have	Part II 2.6.2 – 2.6.5	The audit reports had not yet undergone the technical reviews by certification body and the cover pages had not been provided in all cases to verify the required content.	Partly	File: Refer Folder Client Files Full reports and Certificates available for: PS Lalli & RK Lalli Gows Produce Perfection berries R& G Merenda GD & LJ Lerch Creekside Fresh The cover pages meet the appropriate content.	FSQ4.1_Creekside Fresh_FINAL AUDIT REPORT MNCert FSQ4.1 PS Lalli & RK Lalli Audit Report AUS-QUAL FC FSQ Perfection Berries Caboolture Pty AUS-QUAL	Action and implementation acceptable.

been checked during the audit and clearly express where the site complies, or not. The audit report shall be available on request for the GFSI Integrity Programme review. 2.6.5 When non-conformities are identified, clear and concise details of the non-conformities shall be provided in the audit report					FSQ4.1 R & G Merenda (Merieux) Reports reviewed CLOSED KJS 28/10/19	

Signed for the certification programme owner	Signed – benchmark leader	signed for GFSI
Name and position FIONA GRIME GM- COMPLIANCE FRESHCARE LTD. 01/08/2019	Name and position Katharine Sutters 1/08/2019	Name and position

results of public stakeholder consultation

A. Executive summary

- **Overview.**

B. List of issues raised

			Answer from CPO	Recommendation from Benchmark leader	Decision from GFSI technical manager

Placeholder.

Placeholder

1) Placeholder
2) Placeholder

ANNEX I – Final assessment spreadsheet

ANNEX II – placeholder Placeholder