Part II - Requirements for the Management of Certification Programmes

SECTION 1: Requirements for Food Safety Certification Programmes - Ownership and Management

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only Compliant	FOR GFSI only Feedback GFSI
1.1 Certification Programme Development and Maintenance						
1.1.1	The Certification Programme Owner shall be an organisation that is a legal entity, or an organisation which is a partnership of legal entities. The Certification Programme cannot be developed, managed or owned by a Certification Body or group of Certification Bodies.	Yes	Freshcare is an Australian Company, Limited by Guarantee. The owner-members of Freshcare comprise peak industry bodies (PIBs) within the Australian fresh produce sector. Freshcare operates as not for-profit, industry benefit organisation. The principal object of the Company is to promote the development of the agriculture, horticulture and viticulture resources of Australia through the development and maintenance of certification standards and the provision of training and support services to industry. Further to the principal object, the ancillary objects of the Company are to: (a) manage and administer the development of Freshcare; (b) ensure that Freshcare meets the needs of its customers and is recognised nationally and internationally; and (c) generally to do all other things that appear to the Company to be incidental or conducive to the attainment any of these objects.	Freshcare Company Registration Certificate Freshcare Constitution - 3.0 Purpose - page 5 Freshcare Owner Members Listing	Yes	
1.1.2	The certification process must not be 'self-promoting' or 'self-expanding' by mandating that a product or service to be certified must contain components, which are certified under a standard owned by the Certification Programme.	Yes	The Freshcare certification process does not mandate any product or service be certified in such a way that it could be considered as 'self promoting' or 'self expanding'. Freshcare does require that all product represented for sale as Freshcare certified is sourced from businesses certified to Freshcare or an equivalent food safety system; and conversely that where product is supplied to a business for packing and onwards distribution, that service business must be certified to Freshcare or an equivalent food safety system. Once Freshcare is GFSI benchmarked, that compliance requirement will state 'Freshcare or alternate GFSI benchmarked standard'	Freshcare Food Safety and Quality Standard v4 (FSQ4.1.1) - F11.2 (page 31). New: 14/5/2019- Freshcare Food Safety and Quality Standard v4.1 - F11 specifically F11.2 - 1.2All produce represented for sale as Freshcare certified must be: •Grown by a business currently certified to Freshcare Food Safety & Quality Standard or alternate, approved GFSI benchmarked standard (See Appendix A-F11) •Packed by a business currently certified to Freshcare Food Safety & Quality Standard or alternate, approved GFSI benchmarked standard (See Appendix A-F11). Appendix references: GLOBALG.A.P.Integrated Farm Assurance (Option 1 only) SQFFood Safety Code for Primary Production Food Safety Code for Manufacturing Food Safety Code for Storage and Distribution BRCGlobal Standard for Food Safety Global Standard for Agents and Brokers	Yes	
1.1.3	The Certification Programme Owner shall ensure that the Certification Programme has been developed and maintained with the participation of technically competent representatives of direct stakeholders, or has been subjected to formal review by such parties and subsequently determined as appropriate. For each scope of recognition, the number and interests of the stakeholder representatives involved with the Certification Programme development shall be reflective of the sector of the food supply chain for which the scope of the Certification Programme is intended.	Yes		Freshcare Technical Committee (FTC) Guidelines - June 2014 14/5/2019 Technical Steering Committee - Freshcare Technical Steering Committee Guidelines REF1904 incorporates Mission, Charter, mandate, Code of Conduct, Composition, Process, Decision making criteria Freshcare TSC Register - FSQ 2019 and Two examples of engagement letters; Agenda 190411 Minutes - to be provided at desk audit Freshcare Procedures Manuals - section	Yes	See last review on site FTC membership provided, Freshcare are updating guideline Current members of FTC is required
1.1.4	The Certification Programme Owner shall ensure that during the development of the Certification Programme, it has been subjected to extensive stakeholder consultation and due consideration has been given to comments received from stakeholders during the consultation.	Yes	As outlined above, Freshcare considers extensive stakeholder consultation as being essential for the effective development, review and ongoing maintenance of any standard. Consideration and appropriate response is afforded to all feeback received. This process can be demonstrated through stakeholder correspondance and responses.	14/5/2019 - Stakeholder reference Group - Freshcare Stakeholder Reference Group Guidelines REF1904 incorporates Mission, Charter, mandate, Code of Conduct, Composition, Process, Decision making criteria Freshcare SRG Register - FSQ 2019 and three examples of engagement letters Agenda 190429Minutes - to be provided at desk audit	Yes	
1.1.5	The Certification Programme Owner shall have a standard used by an Accreditation Body as the scope of certification.	Yes	Freshcare is accredited to ISO / IEC 17065	JAS-ANZ letter of confirmation in folder (part II - Section 1 - 1.1)	Yes	Freshcare Code of Practice Food Safety & Quality Edition version 4 2016
1.1.6	The Certification Programme Owner shall have a system based on the appropriate internationally recog- nised standard: ISO / IEC 17065 for product Certification Bodies or ISO / IEC 17021 for management system Certification Bodies.	Yes	The Freshcare system is based on the requirements of ISO / IEC17065. The Freshcare Certification Body criteria are written so as to provide guidance on the application of ISO/IEC17065.	The Freshcare system is based on the requirements of ISO / IEC17065. The Freshcare Certification Body criteria are written so as to provide guidance on the application of ISO/IEC17065.	Yes	
1.1.7	The Certification Programme Owner shall have a clearly defined scope of certification commensurate to the GFSI scope(s) of recognition, and the standard and system shall specify the requirements for supporting systems and procedures to ensure that users are fully aware of compliance obligations.	Yes	The Freshcare Food Safety and Quality Standard v4 (FSQ4.1) is applicable to 'growers' (aligned to GFSI B1 - farming of plants) and 'grower-packers' (aligned to GFSI D - Pre-processing handling of plant products)	The Freshcare Food Safety and Quality Standard v4 (FSQ4.1.1) is applicable to 'growers' (aligned to GFSI B1 - farming of plants) and 'grower-packers' (aligned to GFSI D - Pre-processing handling of plant products)	Yes	

1.1.8	The Certification Programme Owner shall have a scope of certification in accordance with the requirements of ISO / IEC 17065 or ISO / IEC 17021.	Yes	Freshcare is an accredited standard under ISO / IEC 17065 - Requirements for bodies certifying products, processes and services	The scope of certification is confirmed in letter of confirmation from JAS-ANZ. in folder (part II - Section 1 - 1.1) Reference to Freshcare FSQ4.1.1 being an accredited standard under ISO/IEC17065 is included on the JAS-ANZ website 'As this is a product scheme, applicants also need to comply with ISO/IEC 17065:2012 – Conformity assessment - Requirements for bodies certifying products, processes and services' 14/5/2019 - this has been included in the front page of Freshcare Rules v4.3 June 2019 This document details the requirements of businesses participating in the Freshcare Program, including the application of ISO/IEC 17065:2012 and GFSI Benchmarking Requirements v7.2. •Where Freshcare Standard(s) is used throughout this document, it refers to o•Freshcare Food Safety & Quality (Accredited) (GFSI v7.2 Scopes BII and D) In this instance supply chain includes the marketing group which is excluded form this benchmark. Freshcare crop list Ref1901 additionally refers to the scope of certification for each standard	Yes	The Freshcare Program provides certification options for businesses with the following scope of operations: Grower; Grower and Packer; Packer; - (Rules 3.1) - at office assessment check if Marketing groups included in GFSI scope
1.1.9	The Certification Programme Owner's standard and other defined normative documents shall be established by consensus and issued using a formalised and documented approval process.	Yes	The Freshcare standard and associated normative documents are established by concensus through a regular review and update process. The documents are controlled through the review process by a strictly managed version control process. All Freshcare normative documents are identified by a version number and/or date. All changes to Freshcare normative documents are communicated to all stakeholders in writing. The current version of all normative documents published by Freshcare are available for stakeholders, including Certification Bodies to download from the Freshcare website via FreshcareOnline login access. The Freshcare Rules and Standards are also publically available on the Freshcare	Documented in the Freshcare Management System: Procedures - Standard Management, FTC, SRG. 14/5/19- Freshcare Procedure Manual Sections 5 (SRG) and 6 (TSC) and 7 (Document Review) Refer to "decision making " in TSC and SRG Guidelines, specifically "Decision Making " to show the process for TSG and SRG consensus Normative documents are then reviewed using a comprehensive final review process (the GM Compliance oversees) and is conducted according to Freshcare procedures Manual	Yes	Discuss as required review by stakeholders at office assessment
1.1.10	The Certification Programme Owner shall ensure that all the Certification Programme's normative documents shall be appropriately controlled and publicly available. The normative documents submitted to GFSI shall be translated in English and their translation appropriately controlled.	Yes	As above	14/5/19 - Freshcare Food Safety and Quality Standard v4.1 June 2019 Freshcare Certification Body Criteria -v2.2 June 2019 Freshcare Rules - Version 4.3 - June 2019	Yes	Freshcare Food Safety and Quality Standard v4 (FSQ4.1) -2016 Freshcare Certification Body Criteria -v2.1 April 2018 Freshcare Rules - Version 6.2 - 4.2 June 2018
1.1.11	The Certification Programme Owner shall ensure that there shall be a system in place to ensure that stakeholders and other interested parties can make effective contact with the Certification Programme Owner, or authorised authority, to clarify any interpretation.	Yes	Stakeholders are actively encouraged to contact Freshcare re. any aspect of program management or standard interpretation. The invitation to engage is included in the introductary section of the Freshcare Standard, the Freshcare Rules and the Freshcare Certification Body Criteria. An open invitation to engage is extended to all stakeholders. A contact / feedback form is included on the Freshcare website.	Freshcare Food Safety and Quality Standard v4 (FSQ4.1.1) - Code Review Process - page 5 Freshcare Certification Body Criteria - Introduction - page 2 Freshcare Rules - Version 6.2 - June 2018 - Introduction - page 2 14/5/19 Freshcare Food Safety and Quality Standard v4.1 June 2019- Standard review process (Page 5) Freshcare Certification Body Criteria -v2.2 June 2019 Introduction (page 2)	Yes	
1.1.12	The Certification Programme shall be subject to formal internal review annually and, where appropriate, revised.	Yes	The Freshcare Certification Program is subject to a formal internal review annually, encompassing all normative documents and associated resources and management tools.	Internal Review Template + Internal Review - October 2018 in folder (part II - Section 1 - 1.1) 14/5/2019 - Refer to Freshcare procedures manual - Internal Audit section 3 (page 7). The internal audit comprises of review of internal processes as well as the review of the standards (normative documents); Refer Internal audit schedule 2018-2020 for when reviews are scheduled to occur	Yes	
1.1.13	The Certification Programme's normative documents shall be re-issued as appropriate, in accordance with the revision of or significant changes to the GFSI Benchmarking Requirements.	Yes	Freshcare undertakes a formal program review annually, or more frequently in consideration of: # changes to a Freshcare Standard # changes to the Freshcare Rules # changes to operational proceedures and / or policy # changes to GFSI Benchmark requirements Where appropriate Freshcare's normative documents are updated and re-issued.	14/5/2019 - Refer to Freshcare procedures manual - Internal Audit section 3 (page 7). The internal audit comprises of review of internal processes as well as the review of the standards (normative documents); Refer Internal audit schedule 2018-2020 for when reviews are scheduled to occur	yes	
1.1.14	Where the Certification Programme Owner makes any changes to the standard or other defined normative documents that are relevant to the recognition of the benchmarking status, these changes shall be brought to the attention of the GFSI Technical Manager.	Yes	Changes to the Freshcare standards or any other normative documents are communicated to all stakeholders. The GFSI (Technical Manager) is a key stakeholder and would be advised of changes through that mechanism. In reality the GFSI Technical Manager would be provided with advanced notification when any normative document is at a final draft stage, thus ensuring early engagement and ongoing compliance.	Freshcare Technical Committee (FTC) Guidelines - June 2014 14/5/2019 Technical Steering Committee - Freshcare Technical Steering Committee Guidelines REF1904 incorporates Mission, Charter, mandate, Code of Conduct, Composition, Process, Decision making criteria Freshcare TSC Register - FSQ 2019 and Two examples of engagement letters; Agenda 190411 Minutes - to be provided at desk audit Freshcare Procedures Manuals - section 8	yes	
1.1.15	The Certification Programme Owner shall ensure that the formal review shall assess the management of the Certification Programme, whether the Certification Programme's standard is current, and address any issues or concerns raised by stakeholders. The review and any arising actions shall be fully documented.	Yes	Freshcare undertakes a formal program review annually, or more frequently in consideration of: # changes to a Freshcare Standard # changes to the Freshcare Rules # changes to operational proceedures and / or policy # changes to GFSI Benchmark requirements The review is fully documented. Where appropriate Freshcare's normative documents are updated and re-issued.	Internal Review Template + Internal Review - October 2018 in folder (part II - Section 1 - 1.1) 14/5/2019 - Refer to Freshcare procedures manual - Internal Audit section 3 (page 7). The internal audit comprises of review of internal processes as well as the review of the standards (normative documents); Refer Internal audit schedule 2018-2020 for when reviews are scheduled to occur	Yes	section 6 covers stakeholder review annually
1.1.16	The Certification Programme Owner shall not allow products produced under the conforming Certificate- tion Programme to be labelled, marked or described in any manner which implies they meet specific food safety criteria.	Yes	Freshcare does not allow the use of the Freshcare name, corporate logo or certification logo on a product, consumer level packaging, or at point of sale in direct connection to a single product.	Freshcare Rules (13.3) 14/5/19 - Freshcare Rules - Version 4.3 - June 2019- Clause 15 (page 13) specifically 15.2 (and included reference to consumer facing packaging)	Yes	

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SECTION 1: Requirements for Food Safety Certification Programmes - Ownership and Management

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only Compliant	FOR GFSI only Feedback GFSI
1.2 Integrity program						
1.2.1	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 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.	Yes	The performance expectations of Freshcare Certification Bodies are clearly defined in the Certification Body Agreement and Certification Body Criteria. Compliance with the performance indicators as stated is assessed through a series of activities including, but not limited to: # audit report reviews (ongoing) # complaint monitoring and management (ongoing) # operational performance review (ongoing) # annual CB review (frequency may vary with performance) # regular CB management meetings The focus of ongoing monitoring and assesment activities is structured in consideration of client / assessment numbers. However all Freshcare CBs are subject to the same level of rigour in compliance assessment.	Freshcare Certification Body Criteria (4.1.1.6) - page 4 - compliance with all aspects of the CB criteria is assessed through that documented criteria Freshcare Certification Body Services Agreement (6.4) - page 4 + Schedule - page 11 Freshcare Certification Body Review - Template (blank) The procedure for Certification Body Performance Management (Ref1809) has been formalised and is in review for incorporation into the Freshcare Management system. A copy of the draft wording is included (Part II - Section 1 - 1.2) Example of Certification Body Audit Report Review - BSI (Part II - Section 1 - 1.2) Example Agenda for CB Review (includes operational performance review) CB E (Part II - Section 1 - 1.2) CB Review Template - CB E - in folder (Part II - Section 1 - 1.2) CB Review Letter - CB E - in folder (Part II - Section 1 - 1.2) Schedule of completed / scheduled CB reviews 2018 - in folder (Part II - Section 1 - 1.2) 14/5/2019 - Refer to Freshcare procedures manual - Internal Audit section 3 (page 7). The internal audit compromises of review of internal processes as well as the review of the standards (normative documents); Refer Internal audit schedule 2018-2020 for when reviews are scheduled to occur	Yes	
1.2.2	A risk based programme of office audits and announced, but unscheduled, audits of accredited Certification Bodies shall also be in place.	Yes	The frequency of CB reviews (office) is at a minimum annual, but will vary with risk and performance. In accordance with the CB Agreement, Freshcare is required to give 7 days notice for an unscheduled review of audit / records. In reality this timeframe has never been enacted and immediate access has always been granted.	Freshcare Certification Body Criteria (4.1.1.6 iii) - page 5 Freshcare Certification Body Services Agreement (6.4.1) - page 4 CB Review Template - CB E - in folder (Part II - Section 1 - 1.2) CB Review Letter - CB E - in folder (Part II - Section 1 - 1.2) Schedule of completed / scheduled CB reviews 2018 - in folder (Part II - Section 1 - 1.2) 14/5/2019 - Refer to Freshcare procedures manual - Internal Audit section 3 (page 7). The internal audit comprises of review of internal processes as well as the review of the standards (normative documents); Refer Internal audit schedule 2018-2020 for when reviews are scheduled to occur	Yes	

Part II - Requirements for the Management of Certification Programmes

SECTION 2: 2 Requirements for Food Safety Certification Programmes – System

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.1 Relationship with Accreditation Bodies					**Compliant**	**Feedback GFSI**
2.1.1.	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.	Yes	Compliance with the requirements of ISO17065 is clearly stated as a requirement in the Freshcare CB Criteria and the CB Agreement. These requirements are assessed in the Accreditation Body (JAS-ANZ) audit process. JAS-ANZ provided a letter of acknowledgement when Freshcare was first accredited.	Freshcare Certification Body Criteria (4.1.1) - page 4 Freshcare Certification Body Services Agreement (6.1.1) - page 3 JAS-ANZ letter to Freshcare 20-06-16 (see folder 1.1 Develop & Maint) A formal MOU with JAS-ANZ re. Certification Body compliance expectations and reporting has been established. (Part II - Section 2 - 2.1)	Yes	
2.1.2.	The Certification Programme Owner shall ensure that all activities resulting in the issuing of certificates are delivered by Certification Bodies, which are accredited by Accreditation Bodies members of the International Accreditation Forum (IAF) in compliance with ISO / IEC 17065 or ISO / IEC 17021 and are signatories to the Multilateral Recognition Arrangement (MLA) for the appropriate scope. All the IAF MLA signatories demonstrate conformance with ISO / IEC 17011.	Yes	Compliance with the requirements of ISO17065 is clearly stated as a requirement in the Freshcare CB Criteria and the CB Agreement. Freshcare Certification Bodies 'Australian Certified Organic - ACO) and SAI Global are in the process of adding Freshcare to the scope of their accreditation (contingent on client numbers), they are however already accredited with ISO / IEC 17065 for other programs.	Refer JAS-ANZ website and IOAS website - check quarterly.	Yes	JAS-ANZ is a signatory for MLA by IAF for ISO 17065
2.1.3.	The Certification Programme Owner shall formally appoint a representative in charge of contact with the Accreditation Bodies.	Yes	All contact with accrediation bodies is directed through the Freshcare Business Manager. This responsibility is included in the Position Description (PD).	Freshcare Business Manager PD in folder (Part II - Section 2 - 2.1) 14/5/19- General Manager Compliance has been appointed and commenced 29/4/2019. Position detailed in attached	Yes	Please provide the PD
2.1.4	The Certification Programme Owner shall have an agreement in place with the Accreditation Bodies to ensure that, the Certification Programme Owner is informed if a Certification Body has its accreditation withdrawn or suspended by an Accreditation Body.	Yes	The requirement to notify Freshcare of accreditation being withdrawn or suspended is clearly stated as a requirement in the Freshcare CB Criteria and the CB Agreement. These requirements are assessed in the Accreditation Body (JAS-ANZ) audit process.	Freshcare Certification Body Criteria (4.1.1.9) - page 5 Freshcare Certification Body Services Agreement (6.1.3) - page 3 A formal MOU with JAS-ANZ re. Certification Body compliance expectations and reporting has been established. In folder (Part II - Section 2 - 2.1)	Yes	

Part II - Requirements for the Management of Certification Programmes

SECTION 2: 2 Requirements for Food Safety Certification Programmes – System

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.2 Relationship with Certification Bodies					**Compliant**	**Feedback GFSI**
2.2.1	The Certification Programme Owner shall ensure that it has contractual and enforceable arrangements with all Certification Bodies approved to operate their Certification Programme.	Yes	Freshcare has contractual and enforceable arrangements with all the Freshcare approved Certification Bodies. The current agreements are 3 year agreements, with opportunity for additional (sucessive) tenure periods of one year. These requiements are documented in the Certification Body Criteria 4.1.1. - Legal Requirements and re-inforced in the Certification Body Agreement.	Freshcare Certification Body Criteria (4.1.1) - page 4 Freshcare Certification Body Services Agreement CB A service agreement - Sept 2017 (Part II - Section 2 - 2.2) 14/5/2019 - attached Freshcare CB Agreement - CB B - Executed 14.03.2018	Yes	
2.2.2	The Certification Programmes recognised by GFSI shall be in alignment with the internationally recognised accreditation standards ISO / IEC 17065 or ISO / IEC 17021 to ensure that Certification Bodies operate to a consistently high standard. Certification Programme Owners) shall ensure to only have contractual arrangements with accredited Certification Bodies.	Yes	Freshcare is accredited to ISO / IEC 17065 under JAS-ANZ. All Freshcare approved Certification Bodies are required to be accredited. Freshcare Certification Bodies 'Australian Certified Organic - ACO and SAI Global are in the process of adding Freshcare to the scope of their accreditation (contingent on client numbers), they are however already accredited with ISO / IEC 17065 for other programs	Freshcare Certification Body Criteria (4.1.1.1) - page 4 Freshcare Certification Body Services Agreement (6.1.1) - page 3 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 4.1.1.4 and 4.1.1.5 (page 5); 3 months to apply to AB and 12 months to complete process.	Yes	
2.2.3	The Certification Programme Owner shall ensure that the accreditation standard used by all national Accreditation Bodies for the scope of their Certification Programme is consistent and, where appropriate, facilitates a harmonised agreement on behalf of the contracted Certification Bodies.	Yes	As a single market standard, Freshcare is only currently accredited under JAS-ANZ. Freshcare has a close working relationship with JAS-ANZ and all documentation used / the accredation standard is consistent for all Certification Bodies.	CB B uses another AB (IOAS), ands this is in place.	Yes	
2.2.4	The Certification Programme Owner , as part of their contractual arrangements with Certification Bodies, shall ensure that direct dialogue between the Certification Programme Owner and the Accreditation Body takes place in the event that a Certification Body has had its accreditation withdrawn or suspended	Yes	The requirement to notify Freshcare of accreditation being withdrawn or suspended is clearly stated as a requirement in the Freshcare CB Criteria and the CB Agreement.	Freshcare Certification Body Criteria (4.1.1.9) - page 5 Freshcare Certification Body Services Agreement (6.1.3) - page 3	Yes	
2.2.5	The Certification Programme Owner shall ensure that the scope of accreditation of a Certification Body (related to GFSI scopes) shall be precisely defined in terms of the sector of application reference (e.g. product categories or services) of the conforming food safety Certification Programme, including revision numbers and / or dates and is publicly available.	Yes	Freshcare provides food safety certification services to the fresh produce and related sectors as detailed in the Freshcare Crop List. The scope of the individual Freshcare Standards is clearly defined in the Freshcare Rules. Freshcare Food Safety & Quality Standard v4 (FSQ4.1) provides certification to growers and grower packers. Freshcare requires approved Certification Bodies to apply for each standard for which they wish to offer certification services	Freshcare Crop List Freshcare Rules - Version 4.2 - June 2018 (3.0 Scope) - page 6 14/5/19 - refer to Freshcare Rules v4.3 June 2019 - 1 - terms and definitions (page 4) GFSI Scopes has been crossed referenced. FSQ - Supply chain is outside the scope of this benchmark activity	Yes	
2.2.6	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.	Yes	Freshcare is accredited to ISO / IEC 17065 under JAS-ANZ. All Freshcare approved Certification Bodies are required to be accredited. Freshcare Certification Bodies 'Australian Certified Organic - ACO and SAI Global are in the process of adding Freshcare to their scope of accreditation.	Freshcare Certification Bodies - Scope of Accreditation Certificates of accreditation for all accredited CBs (Part II - Section 2 - 2.2) 14/5/2019 - see attached CB Accreditation certificates - . CB F still pending accreditation. 12/08/2019 - CB F accredited 26/06/2019	Yes	
2.2.7	If a Certification Body has a pending application for extension of their scope with an Accreditation Body, the Certification Programme Owner shall acknowledge and hold written notification of such a circumstance from the Certification Body.	Yes	Freshcare Certification Bodies are required to submit an application in writing to extend the scope of their Freshcare approval. This documentation is acknowledged on receipt and provides evidence of process.	Freshcare Certification Body Criteria (4.1.1.8) - page 5	Yes	
2.2.8	In the event that the range of certification services offered by a Certification Body is wider than the range of those accredited, the limits and scope of the accreditation shall be made clear by the Certification Body and publicly available.	Yes	The non accredited Freshcare Certifications are clearly communicated in the Certification Body Criteria. Each individual Certification Body is required to advise accredited v non accredited standards in their public communications.	Freshcare Certification Body Criteria (Introduction) - page 1 Freshcare website has been updated to clearly differentiate between accredited and non-accredited certifications. Links are provided to Accreditation Body for further clarity. Certification Body information has also been updated to clearly illustrate certification (accredited / non accredited) offered 14/5/19 - Refer attachment Approved CB and Scopes as per Freshcare website.	Yes	

2.2.9	In the event that the range of certification services offered by a Certification Body are wider than those accredited, any ambiguity in relation to the scope of services offered by the Certification Body for a Certification Programme shall be resolved by the Certification Programme Owner in consultation with the Certification Body concerned.	Yes	Freshcare has a close working relationship with all our Certification Bodies and issues raised by Freshcare, CB or wider stakeholders are addressed and resolved in a consultative process.	Freshcare website has been updated to clearly differentiate between accredited and non-accredited certifications. Links are provided to Accreditation Body for further clarity. Screenshot Freshcare website (Part II - Section 2 - 2.2) Certification Body information is also being updated to clearly illustrate certification (accredited / non accredited) offered. Updated info to 'go live' late November. 14/5/19 - Refer attachment Approved CB and Scopes as per Freshcare website.	Yes	
2.2.10	In the event that the range of certification services offered by a Certification Body are wider than those accredited, services that are outside the scope of the accreditation shall be distinguished from those that are accredited.	Yes	The non accredited Freshcare Certifications are clearly communicated in the Certification Body Criteria. Each individual Certification Body is required to advise accredited v non accredited standards in their public communications.	Freshcare Certification Body Criteria (Introduction) - page 1 Freshcare website has been updated to clearly differentiate between accredited and non-accredited certifications. Links are provided to Accreditation Body for further clarity. Certification Body information has also been updated to clearly illustrate certification (accredited / non accredited) offered. Updated info to 'go live' late November. Screen shot will be added to info folder on completion 14/5/19 - Refer attachment Approved CB and Scopes as per Freshcare website.	Yes	Updated
2.2.11	The Certification Programme Owner shall have a procedure in place to ensure that Certification Bodies that are seeking accreditation for the scope of a Certification Programme shall be accredited within one year from the date of application to an Accreditation Body.	Yes	To be included in updated Certification Body Criteria Update CB Management - Process - Proceedure	Currently not stated in Freshcare CB Criteria or Contract - to be included in review following completion of GFSI process. Criteria to be included = 3 months to lodge application and 12 months for completion of process 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 4.1.1.4 and 4.1.1.5 (page 5); 3 months to apply to AB and 12 months to complete process. .	Yes	
2.2.12	In the event that accreditation is not granted within this period, the Certification Programme Owner shall ensure that the Certification Body contract shall be terminated and potential actions reviewed. In situations, where there is a delay, the Certification Body shall provide a plan to the Certification Programme Owner for approval to achieve accreditation.	Yes	To be included in updated Certification Body Criteria Update CB Management - Process - Proceedure	Currently not stated in Freshcare CB Criteria or Contract - to be included in review following completion of GFSI process. 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 4.1.1.4 and 4.1.1.6 (page 5)	Yes	
2.2.13	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.	Yes	A auditor register is included in the FreshcareOnline database, detailing all required information.	Freshcare Database - Office Visit Freshcare database - auditor register (PDF extract). (Part II - Section 2 - 2.2) 14/5/2019 - Refer attachment - active auditors at 13052019.(108 currently active) This is a listing from Freshcare database and is backed in by records held: two examples provided	Yes	
2.2.14	The Certification Programme Owner shall have a system in place to ensure that Certification Bodies notify the Certification Programme Owner of changes to ownership, management personnel and management structure or constitution in a timely manner.	Yes	Freshcare has a close working relationship with all our Certification Bodies. Organisational structure and responsibilities are communicated in accordance with Section 5.0 of the Certification Body Criteria. Changes such as those listed are communicated through the Freshcare Business Manager.	Freshcare Certification Body Criteria (4.1.1.8) - page 5 Updated CB Criteria reference (5.1) - page 8 Whilst covered in the existing document, this requirement will be more clearly stated in the updated CB criteria 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 5.1.2 (page 9).	Yes	
2.2.15	The Certification Programme Owner shall have a system in place to ensure that where there is any possible conflict or problem, which could result in bringing their Certification Programme or GFSI into disrepute, the Certification Programme Owner and the Certification Body agree on appropriate actions and notify GFSI.	Yes	Whilst this is covered in the spirit of both the Certification Body Criteria and Certification Body Agreement, the notification to GFSI is not stated.	Currently not stated in Freshcare CB Criteria or Contract - to be included in review following completion of GFSI process. 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 7.9 (page 20) and c4ross references Clause 17 of the certification Body services agreements (template provided) The requirement for notification to GFSI is included in the Freshcare Procedures Manual (Governance)	Yes	

2.2.16	The Certification Programme Owner shall have in place procedures to ensure a Certification Body notifies them of any withdrawal or suspension of certification of a supplier.	Yes	All approved certification Bodies are required to report all certification activity, including withdrawals and extensions through FreshcareOnline, the Freshcare certification database. This is in accordance with the requiremenst of section 7.11 of the Certification Body Criteria and section 9.0 of the Freshcare Rules.	Freshcare Certification Body Criteria (7.11) - page 15 Freshcare Rules - Version 4.2 - June 2018 (9.0 Audit deferral, suspension and withdrawal) - page 10 As all updates are logged via the Freshcare database, this information is automatically updated and notified to Freshcare. Full database demo can be arranged at or prior to office visit. This requirement will be more clearly stated in the updated CB criteria 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 6.12.3 (page 18) and Freshcare Rules v4.3 June 2019 - Clause 10 - specifies the grounds under which a suspension can occur and 10.4 specifies withdrawal and responsibility who is notified and removal of details from public registers.	Yes	
2.2.17	The Certification Programme Owner shall ensure that Certification Bodies have in place an agreement with certified organisations ensuring that the Certification Programme Owner is informed of any significant public food safety incidents, such as significant regulatory food safety non-conformities, product recalls, etc. Certification Bodies shall have procedures in place to ensure the integrity of certification is maintained after such notification.	Yes	The requirement for notification as listed in included in section 4.4 of the Freshcare Rules. The requirements of the 'Certification Body - Client Agreement' are detailed in section 7.2.4 of the Certification Body Criteria. The disclosure of food safety incidents, regulatory breeches and recalls is a requirement of section 7.2.4 (ix)	Freshcare Certification Body Criteria (7.2.4) - page 12 Freshcare Rules - Version 4.2 - June 2018 (4.4) - page 7	Yes	
2.2.18	The Certification Programme Owner shall ensure that the Certification Body has a system in place to evaluate conformance with the Certification Programme's standard and fully complies with other associated requirements of the Certification Programme	Yes	The evaluation of conformance to the Freshcare standard itself is covered in section 7.4 of the Certification Body Criteria.	Freshcare Certification Body Criteria (7.4) - page 13	Yes	
2.2.19	The Certification Programme Owner shall ensure that the Certification Body operates an effective and fully implemented quality system. The quality system shall be fully documented and used by all relevant Certification Body personnel. Within the Certification Body, there shall be a designated employee responsible for the quality system's development, implementation and maintenance. This designated employee will have a reporting role to the organisation's executive and shall also have the responsibility for reporting on the performance of the quality system for the purposes of management review and subsequent system improvement.	Yes	All Freshcare approved Certification Bodies are required to have implemented an effective internal management system to ensure full compliance with the requirements of ISO / IEC 17065 and the Freshcare Program, as detailed in section 8.0 of the certification Body criteria. The structural / organisation requirements of Certification Bodies are detailed in section 5.0 of the certification body criteria.	Freshcare Certification Body Criteria (8.0) - page 16 and (5.0) - page 9	Yes	
2.2.20	The Certification Programme Owner shall ensure that the Certification Body re-evaluates the supplier(s) to assess compliance with the Certification Programme standard in the event of: I significant changes which could affect the safety of product, II changes to the requirement of the Certification Pro- gramme standard, III changes of ownership or management of the supplier, IV or if the Certification Body has reason to believe there could be compliance issues in relation to certification.	Yes	The Freshcare Certification Body Criteria, section 7 covers the re-evaluation of participating business activities, including: changes that may impact food safety, which are assessed through a scope review / upgrade (7.9.5) changes to requirements of the standard, which are advised to all participating businesses and assesed at audit (7.1) changes to business information (7.2 & 7.3) complaincs issues, assessed through an unnanounced audit process (7.9.6)	Freshcare Certification Body Criteria (7.0) - page 11 and 15	Yes	

2.2.21	The Certification Programme Owner shall ensure that the Certification Body makes available at all times to the Certification Programme Owner the following information: I Authority under which the organisation operates. II A statement in relation to its certification system, including information on rules and procedures for granting, maintaining, extending, suspending and withdrawing certification of its clients. III Evaluation procedures and certification processes in relation to the Certification Programme. IV Details of the rights and requirements of Applicants and clients such as the use of logos and marks and the way in which a client can use information in rela- tion to certification. V Details of complaints, appeals and disputes procedures. VI A comprehensive list of all clients certificated against the scope of the Certification Programme's standard.	Yes	To ensure that the information as listed is available at all times to Freshcare, these requirements are set out in full in the Certification Body Criteria, and routinely monitored, as well as fomally assessed at an annual review: I. Freshcare Certification Body Agreement II.This detail is set out in section 7.0 and 8.0 of the CB criteria. III.As above IV detailed in CB Criteria 4.1.3 and Freshcare Rules 13.0 and in the Freshcare Style Guide V CB Criteria 7.13 VI a report detailing the list of certified clients is available through the FreshcareOnline database, it is also uploaded regularly to the Freshcare website as a 'quick search' function.	Freshcare Certification Body Criteria (7.4) - page 13 Freshcare Rules 13.0 Freshcare Style Guide As all certification information / updates are required to be logged via the Freshcare database, this information is automatically updated and notified to Freshcare. Full database demo can be arranged at or prior to office visit. The data sourced from the Freshcare database is used to upload to the JAS-ANZ register by each individual CB, with the exception of IOAS who does not opertae a public register. It is also used to inform the Freshcare certification search function. Data is exported from the Freshcare database in excel format - copy attached (Oct 2018) (Part II - Section 2 - 2.8) CB Criteria re Freshcare Online 4.1.4.2 + JASANZ register (rules 8.3) 14/5/19 - as the Freshcare database is used for the logging of all audit activities, 2.2.21v - is addressed via upload of the audit data to Freshcare system by the CB . A full list of current certified and uncertified site is attached "Certified and uncertified sites FSQ as at 13052019" in terms of the other sub points - the Freshcare Certification Body Criteria v2.2 June 2019 - 7Cluase 7 - pages 19/20) outline what CB is required to maintain and access to Freshcare to this information	Yes	
2.2.22	The Certification Programme Owner s shall ensure that the Certification Body requires all staff involved with the certification process to sign a contract or agreement, which clearly commits them to: I Complying with the rules of the organisation, with particular reference to confidentiality and indepen- dence from commercial or personal interests. II Declaring any issues in relation to personal conflicts of interest. III The Certification Body shall clearly document and make known to its employees all requirements of ISO / IEC 17065 or ISO / IEC 17021 relating to personnel.	Yes	All Freshcare auditors must be employed or contracted by an approved certification body. They are required to sign a contract detailing their commitment with all Freshcare requirements including those listed.	Freshcare Certification Body Criteria - (6.1.3) - page 11 and Appendix 1.0 - Freshcare Auditor Requirements	Yes	
2.2.23	The Certification Programme Owners shall ensure that the Certification Body holds and maintains records regarding the qualifications, training and experience of all staff involved in the certification process. All records shall be dated. The information shall include, as a minimum: I Name and address of trainees. II Organisational affiliation and position held. III Educational qualifications and professional status. IV Experience and training in the relevant fields of competence in relation to the Certification Programme's requirements. V Details of performance appraisal(s).	Yes	Freshcare requires information on all auditors (employed and contract) is held by the Certification Body; and is in compliance with Freshcare auditor requirements. This information is reviewed, both for completeness and compliance at the Certification Bodies' annual review.	Freshcare Certification Body Criteria - Appendix 1.0 - Freshcare Auditor Requirements Review of performance appraisal information will be added to the CB Criteria and to the Review Template used at the Certification Body Audits (2019 template currently being updated) 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 - 5.2.5 - and specifically 5.2.5.6 (pages 10/11) includes reference to all personnel involved in eh Freshcare certification process and requirements for performance included 5.2.5.6	Yes	

Part II - Requirements for the Management of Certification Programmes

SECTION 2: 2 Requirements for Food Safety Certification Programmes – System

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.3 Certification Body Personnel Competence: General					**Compliant**	**Feedback GFSI**
2.3.1	The Certification Programme Owners shall ensure that the Certification Body employ personnel who has the competence required to meet all management, administrative, technical and auditing functions within the organisation.	Yes	This requirement is clearly stated in the Certification Body Criteria, sections 5.1 and 6.1. Compliance with this requirement is assessed on an ongoing basis through the monitoring of operational performance and the logging of any issues of concern. Specific areas of non conformance will be revisited as part of the annual certification body review process.	Certification Body Criteria (5.1) - page 9 and (6.1) - page 9	yes	
2.3.2	In terms of Auditor Competence - Education, Experience and Personal Attributes, the Certification Programme Owners shall ensure that Certification Bodies: • have systems and procedures in place to ensure that auditors conducting assessments meet the capabilities described in ISO / IEC 17065 or ISO / IEC 17021, independently of the scope of accreditation, • ensure that auditors have the required education including a Hazard Analysis and Critical Control Point (HACCP) training course or equivalent and experience applicable to the following sector and sub-sector scopes as per the table below, • base the recognition of the scopes for auditors on the sectors described in the table in the full Benchmarking Requirements documents part II pages 7 to 10	Yes	Auditor competance is a key focus of all certification body review opportunities. In addition to meeting the capabilities described in ISO/ IEC17065 as detailed in the Freshcare Certification Body Criteria, Freshcare auditors must fully statisfy the Auditor Requirements as detailed in Appendix 1.0 of the certification body criteria. It is the responsibility of the certification body to nominate auditors by scope, all Freshcare auditors are required to be able to meet the requirements of both B1 and D. (NOTE: Fruit and Veg experience seems to be missing in the ref for Scope D)	Freshcare Certification Body Criteria - Appendix 1.0 - page 17 Freshcare requires experience in the horticultural sector, as detailed in the Certification Body Criteria (Appendix 1.0 - Freshcare Auditor Requirements): vi. have demonstrated experience in auditing on-farm programs; vii. have demonstrated experience in horticultural production systems including but not limited to the farming of plants and the packing/pre-processing of plant products; The descriptive terminology used aligns with that used in Australian legislation at both a Federal (FSANZ) and State Level and we believe fully covers the requirements for "experience in Fruit, Veg, herbs and spices, grasses (sugar)' Freshcare has very specific educational requirements for auditors, as detailed in the in the Certification Body Criteria (Appendix 1.0 - Freshcare Auditor Requirements), including Lead Auditor Training (Food Safety), HACCP training, Chemical User Training, Freshcare Code specific training. And specific professional development requirements: x. demonstrate annual completion of professional development activities, including but not limited to Certification Body auditor training/calibration and Freshcare refresher training and assessment for the Freshcare Code(s) being audited. 14/5/19 - Ap[appendix 1.0 Freshcare Auditor requirements - has been amended in detail to include required GFSI competencies for scopes.	yes	
2.3.2.1	The Certification Programme Owner shall have in place a clearly defined sector of application reference (e.g. product or service) for which Certification Bodies can apply for a scope of accreditation. The auditors employed by the Certification Body shall be able to demonstrate competence in these sectors of application. Where a Certification Body applies for a new or an extension to the scope of activity in relation to a sector of reference, the Certification Programme Owner shall ensure that there is a procedure in place to verify the competence of the auditors of the Certification Body.	Yes	Freshcare only operates in the fresh produce sector. The Freshcare Food Safety and Quality Standand (FSQ4.1) is for growers and grower / packers - B1 and D.	Freshcare Crop List (see folder 2.2 Relation Cert Bodies) Certification Bodies apply for the scope of accreditation against a specific standard - in this instance Food Safety and Quality - FSQ4.1. The auditor requirements as detailed in the in the Certification Body Criteria (Appendix 1.0 - Freshcare Auditor Requirements), clearly state the required competence relevant to that standard. iii. have successfully completed a Freshcare auditor training course for the Freshcare Code(s) being audited and, have achieved the required pass mark in the written assessment; When a certification body applies for a new scope of accreditation, they are required to demonstrate they have completed that process with the accreditation body and they are required to provide evidence of auditor competence in relation to that extended scope, completing (or updating) a Freshcare auditor profile form and submitting as part of their evidence of compliance. (Part II - Section 2 - 2.2) Competence is not assessed by crop grouping, as risk is more closely aligned to production regime, rather than crop type. The auditor assessment process will determine competence for fresh produce - growing and packing	Yes	

2.3.2.2	The auditor performing audits for the Certification Body shall have experience in the food or associated industry including at least two years full time work in quality assurance or food safety functions in food production or manufacturing, retailing, inspection or enforcement or the equivalent.	Yes	This criteria does not necessarily 'fit' the auditors available and auditing in the fresh produce sector in Australia. Very few would have had 2 years full time work in the disciplines mentioned, but most come with strong farm and QA / food safety extension and support experience.	The auditor requirements are detailed the Certification Body Criteria (Appendix 1.0 - Freshcare Auditor Requirements). We ask for experience as follows: vi. have demonstrated experience in auditing on-farm programs; vii. have demonstrated experience in horticultural production systems including but not limited to the farming of plants and the packing/pre-processing of plant products; There is currently no 'time criteria' associated with this experience, this can be considered in an updated criteria, however we would strongly resist the inclusion of 'at least two years full time work in quality assurance or food safety functions in food production or manufacturing, retailing, inspection or enforcement or the equivalent'. The competence of the auditor to work in the Freshcare Produce sector is judged on compliance with the criteria + assessed through the witness assessment process. In the 18 years Freshcare has operated, our greatest auditor concern / source of complain has been highly qualified QA / food safety auditors not having an understanding for or empathy with primary producers. Known in industry as the 'Capital City Auditor Issue', we have worked actively with CBs to encourage the development of a network of experienced rural auditors. 14/5/19 - Ap[appendix 1.0 Freshcare Auditor requirements - has been amended in detail to include required GFSI competencies for scopes. Specifically: *Experience in the food or horticultural production systems including at least two years full time (or equivalent) work in quality assurance or food safety functions in food production systems (such as manufacturing, retailing, inspection or enforcement) or the equivalent.*	yes	
2.3.3	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.	Yes	Freshcare requires annual professional development activities and assessment for all auditors. This may be delvered by Freshcare when there are major system updates / changes e.g. release of a new standard, or internally by the Certification Body on a more regular basis. These training and assessment requirements are detailed in section 6.1.2 of the certification body criteria	Freshcare Certification Body Criteria (6.1.2) - page 10 ADDED NOTE REQUIREMENT For INTIAL APPROVAL OF AUDITORS NOT ONGOING 12.08.2019 - This has been added into the CB Criteria and the revised criteria issued to CB's on 9/8/2019 5.3.3: 5.3.3.1 Certification Bodies shall have an auditor calibration program in place which includes: i. Review of audit reports and gathered data; ii. Auditor training (at least once every 12 months, or more frequently in response to performance feedback or program changes); iii. Client and/or auditor feedback provided by Freshcare; and iv. Specific program in place customised to the auditor and more specifically for new auditors/ trainees, where limited in auditing experience. For new auditors to Freshcare this shall include a program of minimum 10 days audits (across at least 5 audit activities) with a combination of observations, witness and audit report reviews to assess their performance.	Partly	Finding raised at office visit
2.3.4	The Certification Programme Owner shall ensure that the Certification Bodies have in place an annual programme, which shall include at least five on site audits at different organisations against the relevant GFSI approved standard to maintain sector and Certification Programme knowledge.	Yes	Compliance with this requirement in detailed in the Certification Body Criteria 4.1.1.6 (i)	Freshcare Certification Body Criteria (4.1.1.6 i) - page 5 14/5/19 - Ap[appendix 1.0 Freshcare Auditor requirements - has been amended in detail to include required GFSI competencies for scopes (including required number of audit days)	Yes	

2.3.4.1.	In specific situations, where this requirement cannot be met, the Certification Programme Owner shall assure that Certification Bodies have in place an annual programme, which shall include at least five on site audits against GFSI approved standards and at least one annual onsite audit against the relevant GFSI approved standard.	Yes	This is not currently acceptable to Freshcare, but will be considered in a future review of the certification body criteria	14/5/19 - Apppendix 1.0 Freshcare Auditor requirements - has been amended in detail to include required GFSI competencies for scopes; specifically *Required Number of Audit days - have conducted at least five separate Freshcare audits during the preceding twelve months (any variation to this requirement is only at the discretion of Freshcare).* also 5.2.5.3 (page 10 of CB criteria - to *include ai v.Specific program in place customised to the auditor and more specifically for new auditors/ trainees, where limited in auditing experience.* In regards to meeting this (and previous clause) in particular - we have based it on current wording for other GFSI standards, such as Global GAP, that currently do not stipulate the amount of CB witnesses to only 1 every 4 years, our is currently 1 every 3 ; Please review in detail what we have proposed (for both the e clauses 2.3.4 and 2.3.4.1 and 2.3.3	Yes	
2.3.5	The Certification Programme Owner shall assure that Certification Bodies have a structure in place requiring that in order to extend scope, an auditor must undergo a programme of training in the new sector, conduct supervised audits and must be assessed and signed off as competent by the Certification Body to conduct audits in the new sector.	Yes	Freshcare mandates training against each Freshcare standard and the associated auditor assessment. It is then the responsibility of the Certification Body to undertake the applied auditor assessment process.	FSQ4.1 Trainer and Auditor Assessment Freshcare Food Safety and Quality applies to growers and grower-packers of whole fresh produce. Auditors are required to comply with the requirements as detailed in the Certification Body Criteria (Appendix 1.0 - Freshcare Auditor Requirements). Freshcare does not differentiate between crop sectors. Competence is not assessed by crop grouping, as risk is more closely aligned to production regime, rather than crop type. The auditor assessment process will determine competence for fresh produce - growing and packing If an additional standard is to be added to the auditors scope the process is as outlined in 2.3.2.1. above. 14/5/19 - Appendix 1.0 Freshcare Auditor requirements - The differentiation between farming and packaging/ pre-processing has been included. as it is recognised that competency in both scopes is a requirement to audit to FSQ 4.1 (page 20) when additional scopes are added, the criteria will be updated again. also - Freshcare training requirements for Auditors REF1901 specifies program specific Freshcare training structure	Yes	Does not detail the different sectors
2.3.6	The Certification Programme Owner shall ensure that the Certification Bodies have a structure in place so that auditors keep up to date with industry sector best practice, food safety and technological developments, have access to and are able to apply relevant laws and regulations. The Certification Bodies shall maintain written records of all relevant training undertaken.	Yes	The requirements with respect to auditor traning and currancy of information are detailed both in the Certification Body Criteria - section 6.1 - Certification Body Personell and in Appendix 1.0 - Freshcare auditor requirements.	Freshcare Certification Body Criteria (6.1) - page 9 and Appendix 1.0 - Freshcare Auditor Requirements 14/5/19 - Appendix 1.0 Freshcare Auditor requirements - this has been included under CPD component (page 22)	Yes	Examples of yearly freshcare training to be provided as in Appendix 1.0
2.3.7	The Certification Programme Owner shall ensure that the Certification Bodies have a system in place to ensure auditors conduct themselves in a professional manner. The following includes examples of required personal attributes and behaviour: • Ethical; i.e. fair, truthful, sincere, honest and discreet, • Open minded; i.e. willing to consider alternative ideas or points of view, • Diplomatic; i.e. tactful in dealing with people, • Observant; i.e. actually aware of physical surroundings and activities, • Perceptive; i.e. instinctive, aware of and able to understand situations, • Versatile; i.e. adjusts readily to different situations, • Tenacious; i.e. persistent, focussed on achieving objectives, • Decisive; i.e. timely conclusions based on logical reasoning, • Self-reliant; i.e. acts independently whilst interacting effectively with others, • Integrity; i.e. aware of need for confidentiality and observes professional codes of conduct.	Yes	The qualities and qualifications of Freshcare auditors are detailed in the Freshcare Certification Body Criteria. It is the responsibility of each Certification Body to ensure adequate training and awareness takes place, with a particu;lr focus on the elements list. This process is assessed annually as part of the Certification Bodies annual review; follow-up on any concerns re. the conduct of a particular auditor will occur from time to time.	Freshcare Certification Body Criteria - Appendix 1.0 - Freshcare Auditor Requirements 14/5/19 - this has also been expanded into the Appendix 1.0 Freshcare Auditor requirements under performance (page 21/22) attachment - Freshcare Certification Body Review - ACO 22-11-2018	Yes	Evidence of review to be provided

Part II - Requirements for the Management of Certification Programmes

SECTION 2: 2 Requirements for Food Safety Certification Programmes – System

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.4 Auditor Competence Process Requirements					**Compliant**	**Feedback GFSI**
	The Certification Programme Owner shall have in place a means to ensure that all new auditors have successfully completed the relevant GFSI Knowledge Exam for pre and / or post farm gate. A current valid record to demonstrate successful completion of the relevant GFSI Knowledge Exam shall be available from an examination provider that meets the below requirements: • The examination provider shall not be from a product, process, service, and management system certification body or an accreditation body. • If a third-party exam provider is contracted by the Certification Programme Owner to administer the exam, they shall be accredited to ISO/IEC 17024 • Certification Programme Owner may offer the GFSI Knowledge Examination provided they demonstrate conformance to the requirements defined in this clause	Partly	All Freshcare auditors, nominated to undertake Freshcare audits by Freshcare approved Certification Bodies must meet the stated Freshcare auditor requirements as detailed in the Certification Body Criteria (Appendix 1) and are required to: a) Complete Freshcare auditor training b) Sucessfully complete the auditor assessment c) undertake a program of on-farm training, accompanied audits and witness audits as per the certification bodies stated (and reviewed by Freshcare) regime. Additional information re. the GFSI Knowledge Exam is needed to complete this section.	Freshcare Certification Body Criteria - Appendix 1.0 - Freshcare Auditor Requirements 14/5/19 -Appendix 1.0 - Freshcare auditor criteria - this has been incorporated - new auditors Post 1 July 2019 all others from 31 Dec 2021; page 22 and then specifics 23/24 at this stage GFSI CPO *(SQF., BRC and GG) are the common schemes in Au, so these will be recognised mutually., others can be assessed on an as needs basis we have stipulated at the point - GFSI approved service provider can be only used,	Partly	Finding raised at office visit
	The examination provider shall have procedures in place to manage the exam questions and answers in alignment with the relevant clauses of the ISO/IEC 27001 Information Security Management System requirements as stated below to ensure the integrity and security of the questions, exam, process and personal data legal compliance for all exam types being delivered (electronic, paper, etc.):			NA - External provider Holds	Partly	Finding raised at office visit
2.4.1.	• Documented procedures are in place to ensure that the exam questions and standard answers shall be treated confidentially. These should include provision for the security of the exam questions during the exam process unauthorised copies and print-outs of the exam questions and standard answers, and communication about the exam questions and standard answers with unauthorised personnel. If the exam is being provided in paper, the security of how the exam is transported and stored must be documented	No		NA - External provider Holds	Partly	Finding raised at office visit
	• Documented procedures are in place to ensure that the exam questions and standard answers shall not be shared with external / third party, unless those can demonstrate compliance to the requirements of this clause.			NA - External provider Holds	Partly	Finding raised at office visit
	• Documented Procedures are in place to ensure access to the exam questions and standard answers is restricted to authorised personnel. Consideration shall be taken for office housekeeping, computer security best practices, and management and secured storage of any copies of the set of questions or devices containing them			NA - External provider Holds	Partly	Finding raised at office visit
	• Documented procedures on the delivery of the results of the candidate exam results for analysis and item performance			NA - External provider Holds	Partly	Finding raised at office visit
2.4.2.	The examination provider shall manage the exam process in conformance with the relevant clauses of ISO/IEC 17024:2012 as stated below: • Documented procedures for the roles and responsibilities for examination administrators shall be in place to ensure individuals are trained in administering the examination. o Procedures in place to prevent fraudulent exam practices including: Requiring candidates to sign a non-disclosure indicating their commitment to not release confidential examination materials or participate in any fraudulent activities; o Requiring the presence of an authorized proctor; o Preventing access to any unauthorized aids or materials o Monitoring results for indicators of cheating			NA - External provider Holds	Partly	Finding raised at office visit
2.4.3	The examination provider shall access and use the latest GFSI approved exam question and answer sets for pre and / or post farm gate appropriately associated with the domains to be tested, and shall have a procedure in place to demonstrate the management of the versions. Examination results shall be reported back to GFSI's designated examination development provider that includes the results of all responses within the exam so that item performance can be analysed.			NA - External provider Holds	Partly	Finding raised at office visit
2.4.4	GFSI provides the exam questions and standard answers in English. If the auditor completes the exam in a different language, the Certification Programme Owner shall be able to demonstrate how the integrity of the questions and evaluation was preserved during the translation.			Only English offered for Australian market	Partly	Finding raised at office visit
2.4.5	The exam process shall be managed to ensure that: • The credentials of the candidate match the candidate name • The correct time is allowed to complete the exam • The exam is delivered in the chosen language of the candidate • The exam is supervised (proctored) to comply with clause 2.4.2 • Upon completion, the answer set is identifiable to the candidate and secured from tampering			NA - External provider Holds	Partly	Finding raised at office visit
2.4.6	The exam candidate's answers to the GFSI exam questions shall be evaluated by authorised, trained and competent personnel using the standard answers provided with the questions and the result assessed against the GFSI designated pass score.			NA - External provider Holds	Partly	Finding raised at office visit

2.4.7	A record that the candidate has successfully completed the GFSI Knowledge Examination shall be issued to the candidate where applicable. This shall include as a minimum: • The name of the examination provider • The name of the certification programme owner (if different from examination provider) • The name of the candidate • The question set i.e. Pre and / or Post Farm Gate, version number, language • The result of the examination (pass / fail) • The date of examination • Issue date of this examination record (and if applicable expiry date) • Contact details of the examination provider • The document reference number / candidate number	Yes		Freshcare procedures manual v1.2 Aug 2019 - 4.4.4 Freshcare will maintain records in accordance with the GFSI criteria and include: •Auditor Record (Exam Record) oThe name of the examination provider oThe name of the Certification Programme Owner (if different from examination provider) oThe name of the auditor oThe question set i.e. Pre and / or Post Farm Gate, version number, language. oThe result of the examination (pass / fail) oTh e date of examination oIssue date of this examination record (and if applicable expiry date) oContact details of the examination provider oThe document reference number / candidate number •Freshcare oCandidate full name oExam Question set (Pre and / or Post Farm Gate), version number, language oDate and place of examination oExam conditions, paper / electronic, name and contact details of examination provider oInformation identifying the examination proctor oCompleted examination document oExam results including score oExam certificate details as per Auditor Record above The records for all these criteria shall be maintained for minimum 5 years, unless a subsequent exam supersedes the current record. Records are maintained in the following location: FreshcareOnline, against each auditor's "person" record.	Partly	Finding raised at office visit
2.4.8	The examination provider shall maintain full records for each examination / candidate for a minimum period of 5 years or as long as the records relate to the latest examination. This shall include: • Candidate full name • Exam Question set (Pre or Post Farm Gate), form version number, language • Date and place of examination • Exam conditions, paper/electronic, name and contact details of examination provider • Information identifying the examination proctor • Completed examination document • Exam results including score • Details of special accommodations, if needed • Exam record details as per 2.4.7 above	Yes		Freshcare procedures manual v1.2 Aug 2019 - 4.4.4 Freshcare will maintain records in accordance with the GFSI criteria and include: •Auditor Record (Exam Record) oThe name of the examination provider oThe name of the Certification Programme Owner (if different from examination provider) oThe name of the auditor oThe question set i.e. Pre and / or Post Farm Gate, version number, language. oThe result of the examination (pass / fail) oTh e date of examination oIssue date of this examination record (and if applicable expiry date) oContact details of the examination provider oThe document reference number / candidate number •Freshcare oCandidate full name oExam Question set (Pre and / or Post Farm Gate), version number, language oDate and place of examination oExam conditions, paper / electronic, name and contact details of examination provider oInformation identifying the examination proctor oCompleted examination document oExam results including score oExam certificate details as per Auditor Record above The records for all these criteria shall be maintained for minimum 5 years, unless a subsequent exam supersedes the current record. Records are maintained in the following location: FreshcareOnline, against each auditor's "person" record.	Partly	Finding raised at office visit
2.4.9	Certification Programme Owners shall mutually recognize the positive GFSI exam results of each other's auditors for Pre and / or Post Farm Gate	Yes	CB criteria page 22 Annex 1	CB criteria page 22 Annex 1	Yes	

Part II - Requirements for the Management of Certification Programmes

SECTION 2: 2 Requirements for Food Safety Certification Programmes – System

Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.5 Audit Programme					**Compliant**	**Feedback GFSI**
The certification programme owner shall have a clearly defined and documented audit frequency programme, which shall ensure:						
2.5.1	The certification programme owner shall have a clearly defined and documented audit frequency programme: ▪ Ensuring a minimum audit frequency of one audit per year of an organisation's facility and quality system and has the scope to assess all elements of the certification programme's standard. ▪ Defining the frequency of audit for each product category covered by the scope of the certification programme. ▪ considering a number of factors to decide the audit frequency such as previous audit history, concerns about compliance with a Certification Programme's standard, seasonality of product, significant capacity increases, structural changes, changes in product technology or changes in product type. The Certification Programme Owner must clearly define the rationale for the determination of frequency within the Certification Programme.	Yes	As a certification program only serving the fresh produce sector, many of the Freshcare participating businesses are seasonal businesses. Freshcare food safety and quality audits are conducted annually during the harvest season, or during operational months (suply chain standard). These requirements are clearly defined in bothe the Freshcare Rules and the Certification Body Criteria.	Freshcare Certification Body Criteria (7.3.4) - page 12 Freshcare Rules - Version 6.2 - June 2018 (4.4) - page 9 Freshcare has a clearly defined and documented audit frequency program - it requires an annual audit during the harvest season for all participating businesses, as stated in both the Freshcare CB Criteria and Freshcare Rules. If an audit outcome is not satisfactory a follow up visit may be scheduled to review and close CARs, but this does not alter the stated / required audit frequency. 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 -6.4 page 13 a audit cycles - and also Freshcare Rules v4.3 June 2019 - Clause 6 -audit process makes it clear for the certified business	Yes	
2.5.2.	The Certification Programme Owner shall ensure that, irrespective of the defined minimum audit frequency, the Certification Body undertakes additional surveillance audits if there is evidence or suspicion of non-conformity within an organisation.	Yes	There is an expection that this should occur, but it is not currently explicitly stated within the Certification Body Criteria.	14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 -6.4 page 13 a audit cycles - (specifically 6.4.1) and also Freshcare Rules v4.3 June 2019 - Clause 7 -audit process makes it clear for the certified business The example referred to is attached as pdf'd email, further details can be look at during desk audit	Yes	
2.5.3	The Certification Programme Owner shall ensure that unannounced audits, which can offer a greater degree of assurance compared to announced audits, shall be available as a preferred option in the programme offered by the Certification Programme. Reports, certificates and grading systems shall clearly identify whether audits are announced or unannounced.	Yes	Currently, unannouned audits are scheduled at the discretion of Freshcare, such audits deemed necessary to protect the interests and integrity of the Freshcare Program. An increased number of unannounced audits is planned and, consideration will also be given to offering unannouced audits as a routine selection for all clients.	Freshcare Certification Body Criteria (7.9.6) - page 15 Freshcare Rules - Version 6.2 - June 2018 (4.4) - page 9 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 - 6.6 - (page 15) includes unannounced program requirements also Freshcare Rules v4.3 June 2019 - Clause 7 -audit process makes it clear for the certified business The Freshcare database and associated records (certificates etc) are currently being amended to	yes	
2.5.4	If a Certification Programme Owner has standards that include the growing or production of seasonal products and, therefore, require some limited flexibility of audit frequency to allow effective auditing of seasonal products, these variations to audit frequency shall be clearly defined.	Yes	Freshcare clearly defines the requirements for seasonal producers. The management of compliance for seasonal production is undertaken by the individual certification bodies, ensuring audits are scheduled and completed within the window of opportunity.	Freshcare Certification Body Criteria (7.3.4) - page 12 Freshcare Rules - Version 6.2 - June 2018 (4.5 vii) - page 7 The requirements stated above are strongly enforced. Element 7.9.2 of the CB Criteria requires that Freshcare is advised if an audit is not conducted in the nominated timeframe. A letter may be provided to a grower to assist in the management of a certification gap. Consideration may be given to an audit outside the criteria on a case by case basis in consideration of cause. e.g. scheduling mistake by Certification Body, auditor unavailability, now grower needing certification to supply product already harvested and held in store (e.g. apples). In this instance the certification anniversary month would be set in harvest and thus the initial certificate would be valid for less than 12 months. Examples of correspondence relating to this type of scenario is included (Part II - Section 2 - 2.5) 14/5/19 - - Freshcare Certification Body Criteria v2.2 June 2019 - 6.3.4 (page 13) audit within the harvest period	Yes	Unclear if it is acceptable to audit after the harvest season has finished
2.5.5	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 effectively 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. The rationale shallinclude criteria ensuring theeffectiveness of the audit such as the level and depth of assessment of management systems and GAP / GMP / GDP requirements and premises / systems assessment (e.g. product lines, products and product categories).	Yes	The duration of a Freshcare audit will vary significantly with both scope and size of business. On average audits range from 4hrs to 8hrs dependant on the size and complexity of the business. There are a huge range of business operations under Freshcare Certification, from seasonal mono crops where the product is contract grown and harvested, to multisite growing / packing operations. Freshcare takes the process of monitoring audit duration very seriously.	Freshcare Certification Body Criteria (7.3.6) - page 13 Determination of audit duration is based on sectorial / crop / regional experience as well as individual business scope and complexity. In scheduling, auditor time is generally allocated by the day or half day. 14/5/19 - - Freshcare Certification Body Criteria v2.2 June 2019 6.5 page 14/15; audit duration stipulated "guidance" on what CB has to follow when determining durations. The attachment "audit duration per audit" is from the Freshcare database as CB's are now required to r[report durations per audit activity for monitoring by Freshcare (this reporting	Yes	
2.5.6	The Certification Programme Owner shall have in place monitoring procedures to ensure that contracted Certification Bodies comply with the defined audit duration criteria and that appropriate actions are taken if a Certification Body does not meet the defined requirements.	Yes	The audit duration is reviewed routinely through audit reports (and changes actioned as appropriate). The audit duration is reviewed again at the annual Certification Body review meeting.	Changes to the Freshcare database (effective 12th November) will automate this process and enable improved review, analysis and reporting. An example of correspondence relating to this activity is included (Part II - Section 2 - 2.5) 14/5/19 - - Freshcare Certification Body Criteria v2.2 June 2019 6.5 page 14/15; audit duration stipulated "guidance" on what CB has to follow when determining durations. The attachment "audit duration per audit" is from the Freshcare database as CB's are now required to r[report durations per audit activity for monitoring by Freshcare (this reporting commenced Nov 2018) This will be assessed as part of the 6 mo0nthly CB review process and KPI monitoring for each CB	Yes	A number of audits on the list provided are under the minimum requirements

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Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.6 Audit Reporting					**Compliant**	**Feedback GFSI**
2.6.1	The Certification Programme Owner shall have in place a clearly defined system for the generation and issue of audit reports.	Yes	Freshcare mandates what must be included in the audit report, the format of reporting used is at the discretion of the Certification Body. Audit reports are generated, managed and issued by each certification body. Post audit, the audit report is uploaded into the FreshcareOnline database for review and approval. Once approved the audit report and CAR details are accessible on line by the auditee This is documented in the Freshcare Certification Body Criteria, section 7 The operational aspects of audit management and certificate issue are documented in the FreshcareOnline user guide	Freshcare Certification Body Criteria (7.2) - page 12 FreshcareOnline User Guide for Certification Bodies Ref 1706 The audit questions, ordering and response requirements are set by Freshcare. The actual format in which the audit is documented by the auditor - paper, excel, custom App is up to the individual CB. All audit reports are reported into the Freshcare system and to participating businesses in a PDF format Example audit reports (AusQual and SciQual) are included (Part II - Section 2 - 2.6), both No CAR and Open CAR examples. The associated Certificates are also included. 14/5/19 - Freshcare do not define audit report template - but includes requirement for the transmission of information from the normative documents in Freshcare Certification Body criteria v2.2 June 2019 (7.2 ii page 19)	Yes	
2.6.2	Where scoring, ranking and grading systems are applied these shall be clearly explained by the Certification Programme Owner and publicly available.		Not applicable - There is no scoring used in Freshcare		Yes	N/A - no scoring
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.	Yes	This information is captured on all audit reports and is monitored and reviewed as part of the Certification Body review process.	Audit duration (on site time) is included on the audit cover sheet. Example audit reports are included (Part II - Section 2 - 2.6), 14/5/19 - - Freshcare Certification Body Criteria v2.2 June 2019 6.5 page 14/15; audit duration stipulated "guidance" on what CB has to follow when determining durations. The attachment "audit duration per audit" is from the Freshcare database as CB's are now required to r[report durations per audit activity for monitoring by Freshcare (this reporting commenced Nov 2018) This will be assessed as part of the 6 mo0nthly CB review process and KPI monitoring for each CB	Yes	
2.6.4	The audit report shall contain evidence that all the relevant criteria of the GFSI scope(s) of recognition have 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.	Yes	In completing this benchmark process, we are confident that all relevant GFSI criteria (by scopes of recognition) will be met through certification to the relevant Freshcare standards	14/5/2019 - current FSQ4.1 audit report attached as example "Example - Business (xyz) Audit Report_020419 FINAL". This report as attached will not currently meet all GFSI requirements, as these will be captured in release of v 4.1. Once an initial audit against FSQv4.1 is conducted a copy of the audit report generated will be made available for GFSI.	Yes	
2.6.5	When non-conformities are identified, clear and concise details of the non-conformities shall be provided in the audit report.	Yes	Non-conformities are detailed in the audit report and also listed separately within the FreshcareOnline Database, for ease of management, reporting and closure.	This information is also accessible by the participating business through their logon to the secure FreshcareOnLine database. A full database tour can be organised prior to the office audit if you feel this would be of value. 14/5/2019 - current FSQ4.1 audit report attached as example "Example - Business (XYZ) Audit Report_020419 FINAL" and includes a full CAR report	yes	
2.6.6	The Certification Programme Owner shall ensure appropriate confidentiality is in place and that the audit report is only released at the discretion of the contracted client. Ownership of the audit report, determination of details made available and authorisation for access shall remain with the contracted client.	Yes	The audit report is only accessible by the Certification Body, the contracted client and Freshcare. The audit report can not be released to anyone without the express approval of the client.	REF 4.5.3 CB CRITERIA 4.5.3. Information gathered in the conduct of a Freshcare audit is confidential and shall remain the property of the client. The information cannot be released to any entity other than Freshcare or the Accreditation Body, without the authorisation of the client, unless required by law. 14/5/19 Freshcare Certification Body Criteria v2.2 June 2019 - 4.6.2 (page 9) and Freshcare Rules v4.3 June 2019 - Clause 5.5ix - (page 7) that this is to be in the contract to the client (accessible to Freshcare and Accreditation Body) .	Yes	4.5.3

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Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only	FOR GFSI only
2.7 The Management of Certification					**Compliant**	**Feedback GFSI**
The certification programme owners shall ensure that the following criteria are in place in the arrangements made with the Certification bodies:						
2.7.1	A clearly defined system for the granting, suspension and withdrawal of certification services by Certification Bodies for the scope of their Certification Programme.	Yes	The Freshcare requirements re. the granting, suspension or withdrawal of certification is detailed in section 7.11 of the Certification Body Criteria. This then refers to the detail provided in Freshcare Rules 9 - audit deferral, suspension and withdrawal	Freshcare Certification Body Criteria (7.11) - page 15 Freshcare Rules - Version 6.2 - June 2018 (9) - page 12	yes	
2.7.2	Corrective action plans and evidence of implementation submitted by non-conforming organisations for the Certification Body to verify that the organisation fully meets the requirement of the Certification Programme's standard.	yes	The process for audit reporting, corrective actions and subsequent follow-up for audit closure, is documented in both the CB criteria and the Freshcare Rules	Freshcare Certification Body Criteria (7.0) - page 11 Freshcare Rules - Version 6.2 - June 2018 (7.0) - page 10 CB Criteria section 7.0 outlines audit reporting. Section 7.4.5 details management of non conformances with reference to the Freshcare Rules (7-Certification Process) The Rules are to be updated following the GFSI benchmark process (all required changes at one time) the revised wording is included (Part II - Section 2 - 2.7), This change addresses both timing and action for Critical CARs, and revised close out periods for Major and Minor CARs. 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 - 6.9 - certification decision (6.9.4 - page 17) - all CAR closed prior o certification granted and Freshcare Rules v4.3 June 2019 - Clause 8 - certification process (ii - certification pending) when CAR open; Critical addressed within 48 hours (clause 8.2 i c)	Yes	
2.7.2.1	Verification of the corrective action plan by a Certification Body takes the form of further on-site assessment or the scrutiny of submitted documentation including updated procedures, records and photographs assessed by a technically competent member or group within the Certification Body.	Yes	All Freshcare Audit reports are reviewed on submission, prior to release to the certified business. The reviewer ensures that audit reporting is adequate and that all CARs raised are both fair and appropriate. CAR closure can be face to face or remote		Yes	
2.7.2.2	All evidence of corrective action are returned, completed and verified by the Certification Body, within a timescale defined with the Certification Programme Owner , before certification can be awarded.	Yes	The audit and reporting process is undertaken, by all CBs, utilising the functionality of the Freshcareonline database. The system does not allow a certificate to be issued until the associated CARs had been closed.	Freshcareonline user guide - Certification Bodies (refer 2.6 Audit Reporting) 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 - 6.9 - certification decision (6.9.4 - page 17) - all CAR closed prior o certification granted and Freshcare Rules v4.3 June 2019 - Clause 8 - certification process (ii - certification pending) when CAR open; Critical addressed within 48 hours (clause 8.2 i c)	Yes	
2.7.3	The Certification Programme Owner 's system for granting the approval of certification services to Certification Bodies for the scope of their Certification Programme shall include the requirement that each assessment report is given a thorough technical review prior to granting, suspending, withdrawing or renewing certification. For the review process to be effective it shall ensure that: • reviewers are impartial and technically capable of understanding the content of reports. • reports are accurately assessed to demonstrate satisfactory evidence of compliance with the Certification Programme. • all applicable requirements of the standard have been fully covered, using any supporting notes made during the assessment by a suitably qualified auditor. • the scope of the report covers the scope applied for by the audited organisation and the report provides satisfactory evidence that all areas of the scope have been fully investigated. • all areas of non-conformity have been identified and effective corrective actions have been taken to resolve these non-conformities.	Yes	The audit and reporting process is undertaken, by all CBs, utilising the functionality of the Freshcareonline database. The system does not allow a certificate to be issued until the associated CARs had been closed.	The requirements for the thorough technical review of all audit reports is detailed in CB Criteria 7.5 (page 13). The certification decision is made following the review process. 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 - 6.8- review process (page 16) and 6.9 - certification decision (6.9.1 - page 17) - certification decision post review process.	Yes	Which section of the user guide should I refer to
2.7.4	The Certification Body shall have in place a clearly defined and publicly available appeals procedure.	Yes	All Freshcare approved certification bodies are required to comply fully with section 7.13 - Complaints and Appeals. Complaince is assessed, as a mimimum, annually, as part of the Freshcare Certification Body review and calibration process.	Freshcare Certification Body Criteria (7.13) - page 16 14/5/19 - 14/5/19 - Freshcare Certification Body Criteria v2.2 June 2019 - 6.13 - complaints and appeals 6.13.2 page 18; and Freshcare Rules v4.3 June 2019 - Clause 13 - complaints for the reference of certified businesses in this process	Yes	
2.7.5	The Certification Programme Owner shall have in place a certificate template, which specifies the information required to be included on a certificate.	Yes	The Certification template is designed and managed by Freshcare and issuesd to each certification body for the production and issuing of Freshcare certificates. The standard (Regulat Audit) template, differs from a scope extension certificate, which references back to the original audit / certificate.	Freshcare Certificate Template - Example - Ref1702 - Regular Audit Freshcare Certificate Template - Example - Ref1702 - Scope Extension	Yes	

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Clause Number	Certification Programme Application Requirement	Compliant?	Certification Programme Information - Narrative text	Supporting Documentation Reference	FOR GFSI only Compliant	FOR GFSI only Feedback GFSI
2.8 Data Management						
2.8.1	The Certification Programme Owner shall have in place a clearly defined data management system holding and maintaining data for the effective management and operation of the Certification Programme.	Yes	The Freshcareonline database was developed to efficiently and effectively manage the reporting and data management requirements of the Freshcare program. The database has unique stakeholder interfaces for all stakeholder groups e.g. trainers, certification bodies, participating businesses. The requirements to report through the database is clearly outlined in the Certification Body Criteria, section 4.1.4 The actual use of the database is explained through a series of user guides.	Freshcare Certification Body Criteria (4.1.4) - page 7 Freshcareonline user guide - Certification Bodies (refer 2.6 Audit Reporting)	Yes	
2.8.2	The Certification Programme Owner shall ensure that the data management system shall incorporate data in relation to the requirements of the GFSI Benchmarking Requirements and the annual assessment questionnaire. This will include as a minimum: • Number of approved auditors. • Number of certificates issued. • Number of delisted sites.	Yes	All the stated information can be easily accessed from FreshcareOnline.	The following reports have been run from the FreshcareOnLine database: 14/5/19 - updated data available: refer attachments: Active Auditors as at 13052019 (108) Certificates Issue FSQ4.1 as at 13052019 (last 12 months 3090) Certified and uncertified sites FSQ as at 13052019	Yes	