



**GFSI** BENCHMARKING REQUIREMENTS VERSION 2024

# PART III **REQUIREMENTS FOR THE CONTENT OF PROGRAMMES**

## *H* Provision of Food Safety Services

*Part III of the GFSI Benchmarking Requirements defines the key elements required in a Certification Programme in relation to:*

- **Hazard and Risk Management Systems;**
- **Food Safety Service Provision Management Systems;**
- **Good Industry Practices.**

This document applies to Certification Programmes applying for the scope of recognition H – Provision of Food Safety Services. These cover the provision of services to the following industries having an impact on food safety, including but not limited to:

- primary production,
- food and feed manufacturing,
- packaging manufacturing,
- wholesaling and food retail.

The requirements – named key elements – were identified by a multi-stakeholder group including industry experts to ensure relevance to this scope while ensuring harmonisation of food safety programmes across industry. The requirements have been designed to be service agnostic and are therefore generic in nature and follow a risk-based approach. Examples of the services that would be considered include, though this is not an exhaustive list:

- Labour Service Providers
- Calibration Services
- Consultancy Services
- Maintenance Contracting
- Laundry
- Pest Control
- Chemical Management Services
- Contract Cleaning
- Hygiene Product Management Services

## Exclusions

There are three (3) services, which are specifically excluded from Scope H by virtue of the fact that they are covered by existing GFSI Benchmarking requirements, namely:

- Catering (GFSI scope E)
- Brokers and Agents (GFSI scope FII)
- Storage and Distribution (GFSI scope G).

Other services may be excluded from Scope H, based on agreement between the customer and service provider and based on risks to the customers' food safety management system and shall be agreed and documented.

Although the structure of the key elements defined in this Part III of the Benchmarking Requirements allows a service agnostic implementation, some of the key elements may be specific to the service included in this scope.

GFSI-recognised Certification Programme Owners are required to address each key element outlined in this document for Hazard and Risk Management Systems, Food Safety Service Provision Management Systems and Good Industry Practices, in addition to the requirements laid in Part II.

The detailed content of each individual Certification Programme must however be independently developed and is not expected to be a direct copy of the GFSI Benchmarking Requirements.

GFSI has defined in a Glossary terms used in key elements. Part IV, the Glossary, is an integrated part of the GFSI Benchmarking requirements and definitions shall be applied accordingly in Certification Programmes.

Certification Programmes requiring Certification Bodies to operate according to ISO / IEC 17021 shall ensure they meet the ISO 22000 requirements as well as the Benchmarking Requirements for applicable sectors outlined in Part III. If this was not possible, then ISO 22000 requirements shall prevail.

Certification Programmes requiring Certification Bodies to operate according to ISO / IEC 17065 shall ensure they meet the Benchmarking Requirements for applicable sectors outlined in Part III.

The Codex Alimentarius Guidelines on food hygiene and its HACCP annex constitutes an internationally-recognised reference for food business operators and competent authorities to oversee food safety. As such, in addition to the following key elements, the service provider shall ensure that the provided service is aligned to best industry practices and the Codex Alimentarius General Principles of Food Hygiene.

## SECTION 1: HAZARD AND RISK MANAGEMENT SYSTEMS REQUIREMENTS

CLAUSE NUMBER	CLAUSE NAME	REQUIREMENTS
<b>HRMS H 1</b>	Hazard and Risk Management System	<p>A Hazard and Risk Management System including prerequisite programmes shall be implemented to control all relevant food safety hazards, including allergens, and to ensure they do not increase the food safety risks as a consequence of the service provided.</p> <p>This system shall be systematic, comprehensive and shall take into consideration relevant law (of the country(ies) where the service is provided).</p>
<b>HRMS H 2</b>	Hazard and Risk Management System	The scope of the Hazard and Risk Management System shall be defined per service provided, the impact that service might have to the food business and the Food Safety Management System they operate.
<b>HRMS H 3</b>	Hazard and Risk Management System	The Hazard and Risk Management System shall be applicable to the risk associated with the service provided.
<b>HRMS H 4</b>	Hazard and Risk Management System	The Hazard and Risk Management System shall be reviewed annually, or more often in case of any change that impacts food safety.

## SECTION 2: FOOD SAFETY SERVICE PROVISION MANAGEMENT SYSTEMS REQUIREMENTS

CLAUSE NUMBER	CLAUSE NAME	REQUIREMENTS
<b>SPM H 1</b>	Management Responsibility	A clear organisational structure identifying the job functions, responsibilities, reporting relationship of at least those employees whose activities affect food safety shall be established, implemented and maintained. This shall include provisions for absences of those employees.
<b>SPM H 2</b>	Management Commitment and Food Safety Culture	Evidence of the senior management's commitment to establish, implement, maintain and continuously improve the Food Safety Service Provision Management System shall be provided. This shall include elements of food safety culture, at a minimum consisting of: communication, training, feedback from employees and performance measurement on food safety related activities.
<b>SPM H 3</b>	Management Review	The senior management shall review all elements of the Food Safety Service Provision Management System, including the Hazard and Risk Management System, annually, or more often in case of any change that impacts food safety, to ensure their continuing suitability and effectiveness.
<b>SPM H 4</b>	Food Safety Legislation	Procedures shall be established, implemented and maintained to ensure compliance with applicable food safety legislation (of the country(ies) where the service is applied).
<b>SPM H 5</b>	Food Safety Service Provision Management System	The elements of the Food Safety Service Provision Management System shall be established, implemented, maintained and continuously improved and shall have a scope appropriate to the range of service activities to be covered.
<b>SPM H 6</b>	Food Safety Policy and Objectives	A clear, concise and documented Food Safety Service Provision policy shall be in place, as well as measurable objectives specifying the extent of the service provider's commitment to drive continuous improvement and meet the food safety needs.
<b>SPM H 7.1</b>	Food Defence	When performing the service in their own premises, a food defence threat assessment procedure shall be established, implemented and maintained to identify potential threats and prioritise food defence measures.

<b>SPM H 7.2</b>	Food Defence	When performing the service in their own premises, a documented food defence plan shall be in place specifying the measures implemented to mitigate the public health risks from any identified food defence threats.
<b>SPM H 7.3</b>	Food Defence	This food defence plan shall be supported by the Food Safety Service Provision Management System.
<b>SPM H 7.4</b>	Food Defence	When performing the service at the customer's premises, the service provider shall ensure they don't compromise customer food defence measures.
<b>SPM H 8.1</b>	Service Fraud	<p>A service fraud vulnerability assessment procedure shall be established, implemented and maintained to identify potential vulnerability to food safety and prioritise fraud mitigation measures.</p> <p><i>Examples: using diluted chemicals or inferior products, non-food grade materials, fraudulent certificates, calibration, etc.</i></p>
<b>SPM H 8.2</b>	Service Fraud	A documented service fraud plan shall be in place specifying the measures implemented to mitigate the food safety and public health risks from the identified service fraud vulnerabilities.
<b>SPM H 8.3</b>	Service Fraud	This service fraud mitigation plan shall be supported by the organisation's Food Safety Service Provision Management System.
<b>SPM H 9.1</b>	Documentation Requirements	A procedure shall be established, implemented and maintained for the management and control of documented information required to demonstrate the effective operation and control of services and the Food Safety Service Provision Management system.
<b>SPM H 9.2</b>	Documentation Requirements	All the above-mentioned documented information shall be securely stored for the time period required to meet customer and legal requirements, effectively controlled and readily accessible when needed.
<b>SPM H 10.1</b>	Specified Requirements/ Specifications of Service	A system shall be established, implemented and maintained to define appropriate specified requirements/ specifications of services and Service Level Agreements (SLAs) which assess customer specific requirements (related to relevant legislation, certifications, relevant industry knowledge, etc.).

<b>SPM H 10.2</b>	Specified requirements/ Specifications of service	Contracts or formal agreements shall be established, implemented and maintained with the customer. They shall clearly define service specifications (including SLA and any customer specific measurable objective) and shall ensure that the potential food safety risks associated with the service have been addressed.
<b>SPM H 10.3</b>	Specified requirements/ Specifications of service	Specified requirements/ specifications of service (including SLAs) and performance shall be regularly reviewed with the customer.
<b>SPM H 10.4</b>	Specified requirements/ Specifications of materials	Specified requirements or specifications shall be established, implemented and maintained for all materials used in the provision of services. They shall include key data to meet customer and legal requirements.
<b>SPM H 10.5</b>	Specified requirements/ Specifications of materials	Specified requirements/specifications of materials shall be regularly reviewed.
<b>SPM H 11</b>	Procedures	Effective procedures and instructions shall be established, implemented and maintained for all processes and operations having an effect on food safety.
<b>SPM H 12</b>	Resource Management	The appropriate resources needed to establish, implement, maintain, review and improve the Food Safety Service Provision Management system shall be identified and assigned.
<b>SPM H 13.1</b>	Purchasing and Supplier Performance	A purchasing procedure shall be established, implemented and maintained to ensure that all inputs to the provision of services, including externally sourced materials and outsourced and sub-contracted services, which have an effect on food safety, conform to specified requirements or specifications as well as food safety and regulatory requirements.
<b>SPM H 13.2</b>	Purchasing and Supplier Performance	A procedure for the evaluation, approval and continued monitoring of suppliers used in provision of services which have an effect on food safety shall be established, implemented and maintained. This procedure shall include contingency to continue to safely provide the required service in emergency situations. The results of evaluations, investigations and follow up actions shall be recorded.

<b>SPM H 13.3</b>	Purchasing and Supplier Performance	Outsourced and sub-contracted services that may have an effect on food safety shall be identified and controlled. Such controls shall be documented in the Food Safety Service Provision Management System.
<b>SPM H 14.1</b>	Traceability	Based on risk, procedures shall be established, implemented and maintained to ensure resources, services and materials used in service provision can be identified.
<b>SPM H 14.2</b>	Traceability	Documented tests of the traceability system shall be undertaken annually, or more often if required, to ensure this is operating effectively.
<b>SPM H 15</b>	Management of Change to Service Provision	A service design and development procedure shall be established, implemented and maintained for new services or changes to services or associated processes to ensure safe and legal services are provided.
<b>SPM H 16</b>	Allergen Management	Where applicable, an allergen management plan shall be established, implemented and maintained. This shall include a risk assessment of allergen cross-contamination and implemented controls to reduce or eliminate that risk.
<b>SPM H 17.1</b>	Control of Measuring and Monitoring Devices	The equipment/devices used to measure parameters critical to ensure food safety shall be identified.
<b>SPM H 17.2</b>	Control of Measuring and Monitoring Devices	The identified equipment/devices shall be regularly calibrated; calibration shall be traceable to a national or international standard or equivalent method.
<b>SPM H 18</b>	Service Product Labelling and Product Information	Any product provided and/or used in the delivery of the service shall be labelled according to the applicable legislation in the country of intended use.
<b>SPM H 19</b>	Laboratory Testing	Where applicable, a procedure shall be established, implemented and maintained to ensure that analyses of service provision products critical to food safety are undertaken by competent laboratories and using appropriate sampling and testing methods and that such analyses are performed in accordance within the applicable requirements of ISO/ IEC 17025.
<b>SPM H 20</b>	Internal Audit	An internal audit procedure shall be established, implemented and maintained, to ensure that internal audit is performed regularly, based on risks and on any significant change which might impact food safety; it shall cover all elements of the Food Safety Service Provision Management System, to verify its effectiveness and support its continuous improvement.

<b>SPM H 21</b>	Complaint Handling	Internal auditor shall be competent and independent from the audited area/ process.
<b>SPM H 22</b>	Serious Incident Management	An incident management procedure shall be established, implemented and maintained, and shall be tested for effectiveness, based on various representative scenario, annually or more often if appropriate. This shall include planning for withdrawal and recall of materials used in the service, as appropriate.
<b>SPM H 23</b>	Control of Non-conformity	A procedure shall be established, implemented and maintained to ensure that any resulting non-conforming service impacting food safety is clearly identified, controlled and communicated to the customer.
<b>SPM H 24</b>	Corrective Actions	A procedure shall be established, implemented and maintained for the determination, implementation and effectiveness of corrective actions, in the event of any significant non-conformity relating to food safety.
<b>SPM H 25</b>	Communications	A system shall be established, implemented and maintained for effective communication with all internal and external stakeholders on any event which might impact the ability of the service provider to continue providing safe services. This may include but is not limited to changes to key personnel, certification status, changes in legislation, emergency situations, etc.
<b>SPM H 26</b>	Cyber Security	A process shall be established, implemented and maintained to ensure digital data and systems are protected against fraudulent activity / malicious attack, where applicable, and meet relevant regulatory requirements.



## SECTION 3: GOOD INDUSTRY SECTOR PRACTICE REQUIREMENTS

Good Industry Practices (GIPs) apply to all service providers as indicated, both fixed and mobile, and don't include customer GIP requirements which may be additionally required.

As a prerequisite, service providers attending customer sites shall adhere to all customer requirements in relation to food safety.

<b>GIP H 1</b>	Site Environment	Sites related to the provision of services shall be located and maintained to prevent contamination and to enable the reception, storage, production and distribution of products and services in a manner which minimises food safety risks.
<b>GIP H 2</b>	Site Design, Construction, Layout and Product Flow	Sites related to the provision of services, both the exterior and the interior, shall be suitable for the intended purpose and shall be designed, constructed and maintained to minimise food safety risks.
<b>GIP H 3</b>	Product Contamination Risk and Segregation	Systems shall be established, implemented and maintained to prevent or minimise risk of contamination and cross-contamination covering all aspects of food safety in the provision of the service.
<b>GIP H 4</b>	Employee Facilities	Employee facilities including personal hygiene and toilet facilities, shall be provided, designed, operated and maintained to minimise food safety risks.
<b>GIP H 5.1</b>	Personal Hygiene, Protective Clothing and Medical Screening (for employees, contractors and visitors)	Documented personal hygiene standards shall be established, implemented and maintained to minimise food safety risks. They shall include medical screening as required by local legislation.
<b>GIP H 5.2</b>	Personal Hygiene, Protective Clothing and Medical Screening (for employees, contractors and visitors)	Suitable protective clothing shall be provided based on food safety risks.
<b>GIP H 6</b>	Training	Procedure shall be established, implemented and maintained to ensure and verify that all employees are trained, retrained as necessary to have an understanding in food safety, hygiene and service provision commensurate with their activity.
<b>GIP H 7</b>	Housekeeping, Cleaning and Disinfection	Procedure of housekeeping, cleaning and disinfection shall be established, implemented and maintained. Cleaning activities shall not represent a food safety risk.

<b>GIP H 8</b>	Housekeeping, Cleaning and Disinfection	Cleaning facilities, equipment and chemical materials shall be suitable for their intended use and stored and used appropriately. Access to cleaning materials shall be limited to authorised personnel.
<b>GIP H 9</b>	Rework	Where appropriate, reworked materials used in the provision of services shall be managed to minimise food safety risks and not to compromise traceability.
<b>GIP H 10</b>	Site Inspections/Checks	Where appropriate, a programme of site inspections/ checks shall be established, implemented and maintained to ensure that inspections/checks are performed regularly, based on risks and on any significant changes which might impact food safety; it shall cover the site environment, to ensure it is maintained in a suitable condition to ensure food safety.
<b>GIP H 11</b>	Air and Water Quality	Where appropriate, air, compressed air, water (including ice and steam) in any form which could impact food safety shall be fit for purpose. They shall be regularly monitored, and adequately stored and handled in order to minimise food safety risks.
<b>GIP H 12</b>	Waste Management	A procedure shall be established, implemented and maintained for the collection, storage and disposal of waste material.
<b>GIP H 13</b>	Pest Control	Where appropriate, a pest management programme shall be established, implemented and maintained to minimise food safety risks.
<b>GIP H 14</b>	Reception of Purchased Materials	Where appropriate, procedures for the reception of purchased materials used in service provision shall be established, implemented and maintained to assure that materials do not present food safety risks in their use.
<b>GIP H 15</b>	Transport	Where appropriate, all containers and vehicles used for transportation of service products in a way that could impact food safety shall be designed, constructed and maintained to minimise food safety risks.
<b>GIP H 16</b>	Storage	Service products shall be held and stored in designated areas to minimise food safety risks.
<b>GIP H 17</b>	Stock Management	Where appropriate, a procedure shall be established, implemented and maintained to ensure that materials are used in the correct order respecting stock rotation disciplines and within the allocated shelf life as part of the service provision.

**GIP H 18**

## Equipment

Equipment shall be suitable for the intended purpose. Equipment shall be designed, constructed, maintained, cleaned, disinfected, calibrated (where appropriate) used and stored to minimise food safety risks.

**GIP H 19**

## Maintenance

Where appropriate, effective planned and preventive maintenance shall be in place for the site and equipment to minimise food safety risks.