



FSSC DEVELOPMENT PROGRAM

GUIDANCE DOCUMENT TRANSPORT AND STORAGE SERVICES (G)

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1. PURPOSE

This document provides guidance for FSSC Development Program (conforming) organizations on how to implement the Program requirements for their specific sector. This is a voluntary document that aims to provide practical information, clarifications and support to organizations and are therefore not mandatory for use.

2. INTRODUCTION

The FSSC Development Program is a food safety system assessment program designed for organizations to demonstrate the conformance of their food safety system.

The Program is owned by the not-for-profit organization, Foundation FSSC, that has an independent governance structure.

The Program was developed taking into account requirements and elements from the Codex HACCP standard and ISO 22000, including the relevant technical specifications for the applicable sector. The structure of the Program document aligns with that of the FSSC 22000 Scheme.

What is the purpose of the FSSC Development Program and why is it needed?

- With a growing world population, there is an increasing need for affordable and safe food products. To fulfil this need, Foundation FSSC offers the FSSC Development Program, which fits the needs of small and medium-sized enterprises (SMEs) in the food supply chain and their customers to achieve a conforming food safety system.
- Organizations that conform to the FSSC Development Program requirements have the added benefit of being listed on the FSSC website which increases transparency and safety throughout the food supply chain.
- Integrating the FSSC Development Program in vendor or supplier assurance programs also further supports larger food organizations in contributing to the food safety of their SME suppliers.

The sectors covered within the scope of the FSSC Development Program include:

- Food and feed manufacturing
- Catering and food service
- Production of Food/Feed Packaging and packaging materials
- Retail, wholesale and E-commerce, and
- Transport and storage

It can benefit both ingredient manufacturers that supply to other food/feed manufacturers and those that supply to retailers and food service organizations.

The Program is ideal for organizations that are not yet familiar or ready for full food safety management system certification. The Program requirements are therefore more specifically detailed to aid in the implementation process. Organizations can start by implementing an effective food safety system according to the requirements of this Program and then build on it until the system meets the full requirements of the FSSC 22000 Scheme for food safety management system certification.

The assessment requirement documents established per sector lays out an easy-to-use solution for organizations when developing their food safety system. Sector specific self-assessment templates are also available in order for organizations to assess themselves against the requirements of the Program.

3. SCOPE

This FSSC Development Program Guidance Document is meant as a guideline for the Storage and Transport Services (Category G) sector, to provide practical information and guidance on implementing the FSSC Development Program Sector Assessment Requirements.

4. SECTOR ASSESSMENT REQUIREMENTS: STORAGE AND TRANSPORT SERVICES (FCC G)

Sector requirements are normative and defined in the assessment requirements of the Program as set out in Part 1, Table 1. Based on the scope of the organization, the relevant sector requirements are determined against which an organization will be assessed. Refer to Part 2 of the Program document and the related Sector Assessment Requirements document(s) on our website for further details.

5. GUIDANCE FOR IMPLEMENTATION

This section provides guidance for the majority of the sector assessment requirements. Guidance has not been provided where the requirement was thought to be sufficiently self-explanatory.

A reminder that the information included within the guidance column in the below table(s) is voluntary and not designed to be exhaustive and cover every situation, but rather provide guidance and examples for implementation of the requirements. The sector assessment requirements included within the first column is however mandatory, as this is a replica of the sector assessment requirements for which an organization will be assessed against.

In this document, the following verbal forms are used:

- “shall” indicates a requirement that has to be met as it directly corresponds with the corresponding assessment requirement;
- “should” indicates a recommendation;
- “need/s to” indicates an action is necessary to demonstrate compliance.

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| 1. Food Safety System Requirements | | |
| 1.1 | Leadership and commitment | |
| 1.1.1 | Evidence shall be available to demonstrate that management is committed to providing sufficient and necessary resources to develop, implement and maintain their food safety program to comply with customer and legal requirements. | <p>Guidance:</p> <p>Top management shall ensure that sufficient resources are available. Resources include human and financial resources, infrastructure e.g., tools, equipment, etc. The organization should monitor the current and projected workload and schedules to ensure that adequate food safety system resources are provided, when and where needed.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Capex planning. • Onsite observations. |
| 1.1.2 | Senior management shall ensure that employees are aware of their responsibilities related to food safety including the importance of the food safety program. | <p>Guidance:</p> <p>Top management to assign the relevant roles in relation to the food safety system, in order to ensure employees are aware of their responsibilities relating to food safety and the importance of the food safety system. In some organizations, there could be a limited number of persons with the required competence available to carry out the tasks required; it could be useful to plan for sharing of roles and responsibilities. Such plans are valuable during holidays, when managers are away from the facility or in cases of accident or illness.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Job descriptions, work instructions, duty statements, organization charts, manuals, procedures. • Top management needs to determine how to communicate the relevant responsibilities to employees. |

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| 1.1.3 | The organization shall maintain the appropriate legal registration for a food storage/distribution establishment, when required by legislation. | <p>Guidance: The organization needs to identify its statutory and regulatory requirements related to its food storage/distribution operation and maintain compliance.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Business license registration, local authority approval of a food storage/distribution establishment (where applicable), inspection reports, compliance certificate, legal register, actions taken to address legal noncompliance, etc. |
| 1.2 | Organizational roles, responsibilities and authorities | |
| 1.2.1 | The organization shall establish a clear organizational chart outlining the organizations' structure. | <p>Guidance: The organization needs to document its structure to define how the organization's activities are organized, directed, and coordinated; encompassing roles and reporting relationships.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Organogram/organizational chart. |
| 1.2.2 | Documented roles, responsibilities and authorities related to food safety and legality shall be defined, implemented, communicated and understood in a manner to ensure product safety. | <p>Guidance: The key issue is to make sure responsibilities and authorities at all levels are clearly defined, communicated and understood by all personnel, at all levels within the organization and to make sure that individuals are assigned to manage each of the food safety and legality related activities and roles.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documents reflecting roles, responsibilities and authorities of the processes of the food safety system e.g., job descriptions, procedures, responsibility and authority matrix; competency matrix; manuals; work instructions, etc. <p>Examples of responsibilities that can be assigned:</p> <ul style="list-style-type: none"> • Conducting a hazard analysis - Food safety team, • Development of food safety objectives - Relevant managers, • Development of the food safety policy - Top management, |

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| | | <ul style="list-style-type: none"> External customer communication - Customer services, Conform to food safety requirements - All personnel, relevant to their area of work. |
| 1.3 | Externally developed elements of the food safety system | |
| 1.3.1 | <p>Externally developed elements of the food safety system shall be verified to ensure they cover and are suitable for the activities of the organization.</p> <p>The responsibility for the operation of the food safety system still belongs to the organization.</p> <p>Note: externally developed elements may include PRPs, the hazard analysis and the hazard control plan.</p> | <p>Guidance:</p> <p>Identify elements within the food safety system which are established using externally developed elements. Determine if the externally developed elements are applicable to your site, its activities, processes and products, and adapt them where necessary. Ensure to also implement, maintain and update the elements in line with the requirements of this Program relevant to these elements.</p> <p>Examples of elements that can be developed externally:</p> <ul style="list-style-type: none"> PRPs, hazard analysis, hazard control plan, recall procedure, traceability system, etc. <p>For example, where an organization utilizes an externally developed hazard analysis, the organization is still responsible to review the hazard analysis and ensure it fully covers all the processes and activities of the site, that it is suitable for the operation and that it fully meets the requirements of Section 3 - HACCP control, of the Assessment Requirements for the FSSC Development Program. This includes that all relevant hazards have been identified and are effectively addressed within the hazard analysis.</p> |
| 1.4 | Competence | |
| 1.4.1 | <p>The organization shall ensure that all people are adequately trained in food safety and practices according to their job responsibilities.</p> <p>Training records shall be maintained.</p> | <p>Guidance:</p> <p>Develop and implement a training program/plan to train personnel in food safety and practices in accordance with their area of work and job responsibilities.</p> <p>Check that the employees with activities related to food safety are well aware of their responsibilities and are competent to fulfill them.</p> <p>Where employees are found to lack the required competence, implement a corrective action process and evaluate its effectiveness.</p> <p>Maintain records to demonstrate employee competency.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Training program/plan; competency matrix; proof of training e.g., training attendance register and/or certificate; evidence of competency evaluation; competency evaluation interview record; CV; etc. |
| 1.4.2 | <p>All new personnel (including maintenance personnel) shall be effectively trained on hygiene requirements, allergen awareness, cleaning, and pest control awareness.</p> | <p>Guidance:</p> <p>Implement a training program to ensures that all new personnel including personnel involved in maintenance activities receive training on hygiene requirements, allergen awareness, cleaning, and pest control awareness before starting work.</p> <p>The training program needs to include all personnel including full time, part time and temporary employees.</p> <p>Training should be easy to understand and provided in local language.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Training records for new personnel (including maintenance personnel), training material/content, trainer competency records, etc. |
| 1.4.3 | <p>A HACCP training program shall be in place, for the HACCP/food safety team and those responsible for the operation of the hazard control plan.</p> | <p>Guidance:</p> <p>Implement a training program that includes HACCP training for relevant personnel including for the food safety team (incl. team leader) and those responsible for the operation of the hazard control plan e.g., for the hazard control plan operators and those personnel monitoring CCP(s) and OPRP(s), etc.</p> <p>The food safety team leader should have externally provided HACCP training, and once trained then the food safety team leader can provide training to the food safety team members.</p> <p>For training for the personnel responsible for the operation of the hazard control plan, specify the frequency of training and develop site specific training content that addresses site-specific CCP(s) and OPRP(s).</p> <p>The training content can be adjusted to suit the training audience, for example the food safety team may require a longer and more in-depth training session, than an operator who is only responsible for one of the CCP(s) or OPRP(s).</p> |

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| | | <p>Training should be easy to understand and provided in local language.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • HACCP training records, training material/content, trainer competency records, etc. |
| 1.4.4 | <p>A refresher training program shall be documented and implemented. All relevant personnel shall receive refresher training, to ensure personnel remain aware of all procedures necessary to maintain the food safety of the products produced.</p> | <p>Guidance:</p> <p>Make sure that the training program also includes refresher training for all personnel. The program should be routinely reviewed and updated where necessary, including when there are updates to standards and regulations. Systems need to be in place to ensure that all personnel remain aware of all procedures necessary to maintain food safety.</p> <p>Training should be easy to understand and provided in local language.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Refresher training plan/schedule, refresher training records, training material/content, trainer competency records, etc. |
| 1.4.5 | <p>A documented training program shall be in place and effectively implemented for all personnel whose work can impact food safety.</p> | <p>Guidance:</p> <p>Implement a training program for all personnel whose work can affect food safety. Personnel can include for example, but not limited to, those responsible for purchasing, receiving, storage, repackaging (if applicable), packing, dispatch, transport, quality, technical, maintenance, etc.</p> <p>The program should include all levels within the organization such as shopfloor personnel, supervisors, managers and top management.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Training program/plan, training needs analysis, proof of training e.g., training attendance register and/or certificate. |
| 1.4.6 | <p>Food defense awareness training shall be in place.</p> | <p>Guidance:</p> <p>Implement a training program that includes food defense. This training can be included as part of other food safety-related training.</p> |

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| | | <p>For those responsible for developing the food defense program, they should receive training covering food defense threat assessment methodology and possible mitigation measures. All personnel shall receive general food defense awareness training.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Food defense training plan, food defense training records, training material/content, evidence of competency evaluation, etc. |
| 1.5 | Communication | |
| 1.5.1 | External communication | |
| 1.5.1.1 | <p>Food safety requirements or technical guidance, from statutory and regulatory authorities, customers and industry organizations, shall be available and kept up to date.</p> | <p>Guidance:</p> <p>Ensure that there is mechanism for the proper transfer of information between external stakeholders (customers, suppliers, contractors, industry organizations, statutory and regulatory authorities) and the organization. Understand, implement and maintain external interested party requirements. Implement a system to ensure that the organization is kept up to date with changes in external interested party requirements.</p> <p>Compile a register of all related requirements.</p> <p>Subscribe to automatic updates on changes (where possible).</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Customer specifications, supplier specifications, regulatory and statutory register, copies of relevant regulations and standards (hard or soft copy), emails, contracts, subscription to journals, membership to associations, meeting minutes, attendance at trade shows or conferences, automatic updates on changes, etc. |
| 1.5.1.2 | <p>Effective arrangements for communicating with external stakeholders (suppliers and contractors, customers, statutory and regulatory authorities, and industry organizations) shall be established, implemented and maintained. A designated</p> | <p>Guidance:</p> <p>Establish a communication plan or similar documented arrangement to define the channels of external communication.</p> <p>This may include information on what to communicate, who is responsible for the communication, when to communicate, with whom to communicate, how to communicate and why the communication is needed.</p> |

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| | and responsible person shall be identified to manage these communications. | Ensure that designated persons have defined responsibility and authority to communicate externally including persons responsible for customer and consumer communication including complaints. Examples of evidence: <ul style="list-style-type: none"> Documented communication arrangements such as a communication procedure or communication plan/matrix; emails; customer and consumer complaint records, etc. |
| 1.5.1.3 | Organizations shall inform their Conformity Assessment Body within three (3) working days of the commencement of the events or situations listed below: <ul style="list-style-type: none"> • Serious events that impact the food safety system, legality and/or the integrity of the conformity statement, as a result of a Force majeure, natural or man-made disasters (e.g., war, strike, terrorism, crime, flood, earthquake, malicious computer hacking, etc.); • Serious situations where the integrity of the conformity statement is at risk and/or where the Foundation can be brought into disrepute. These include, but are not limited to (1) recalls, (2) actions imposed by regulatory authorities as a result of a food safety issue(s), where additional monitoring or forced shutdown of the site/facility is required, (3) legal proceedings, prosecutions, malpractice, and negligence; and (4) fraudulent activities and corruption. | Guidance: Establish and implement a process for managing the communication of serious events and serious situations. Ensure that the procedure includes the notification of the Conformity Assessment Body within 3 working days of the commencement of the serious event and/or serious situation. Make sure that the correct contact details are available i.e. contact name, email address and telephone number. Ensure that there is a system in place to regularly verify and update contact details. Refer to Appendix 1 of the Program document for a definition of a serious event. Examples of evidence: <ul style="list-style-type: none"> • Email records, incident report, corrective action details, communication procedure/register, etc. |

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| 1.5.1.4 | Records of communication with suppliers, contractors, customers, statutory and regulatory authorities, and industry organization, shall be maintained. | <p>Guidance: Ensure that evidence of external communication is retained as documented information.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Emails, meeting minutes, contracts or service level agreements, etc. |
| 1.5.2 | Internal communication | |
| 1.5.2.1 | Senior management shall ensure effective internal communication within its organization on all relevant information related to food safety and legality, including when changes relevant to the food safety system occur. | <p>Guidance:</p> <p>In relation to internal communication, ensure that sufficient relevant information and data relating to food safety and legality is available to all relevant personnel involved with the various operations and procedures of the organization, including when changes occur that are relevant to the food safety system.</p> <p>The organization should establish a process to ensure that the food safety team is informed in a timely manner of intended changes to products/goods, packaging, processes, technologies, supplier and customer requirements, statutory and regulatory requirements, new or emerging food safety hazards, etc.</p> <p>The food safety team needs to manage the change once identified, and determine the impact on the organization's food safety system and take the necessary actions to manage the change.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Emails, meeting minutes incl. food safety team meetings, noticeboards, documents that describe how communication is conducted internally, etc. |
| 1.6 | Documented information | |
| 1.6.1 | Records shall be available to demonstrate that the organization complies with the food safety system, including all applicable regulatory and customer food safety requirements. | <p>Guidance:</p> <p>Develop and establish documented information to ensure effective operation of the food safety system and operations.</p> <p>Ensure that the documented information is understood by personnel and relevant interested parties, and that information is accessible, legible and useful.</p> |

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| | | <p>Documented information in the form of records needs to be retained as evidence of the results achieved or activities performed, in order to demonstrate effective implementation of the food safety system requirements and compliance with applicable regulatory and customer requirements.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Written procedures and records (paper and electronic). <p>Examples of records include, however are not limited to, the following:</p> <ul style="list-style-type: none"> • Receiving or incoming goods records • Dispatch and vehicle check records • Temperature check records • Product release records • Quality check records • Equipment inspection records e.g., knife checks, glass and hard plastic checks • Cleaning records • Pest control records • Waste disposal records • Test results (e.g., microbial test results, allergen swab results) • Site inspection reports • COAs or COCs • Internal audit records |
| 1.6.2 | <p>Records shall be:</p> <ul style="list-style-type: none"> • genuine and maintained in good condition, to preserve legibility. • securely stored and accessible. • protected from unintended alterations, and alterations or corrections to completed records shall be approved and justification for this maintained. | <p>Guidance:</p> <p>Records need to be completed to capture a true reflection of the activities and protected from being damaged, for example by water damage or spillages, intentional adulteration or misuse etc.</p> <p>Records shall be legible (clear and easy to read).</p> <p>Records shall be securely stored and access restricted to those who need to use the records. Records should be stored in clearly identified files if using a hard copy system. Where records are saved electronically they shall be backed up to prevent loss and evidence to demonstrate this needs to be available.</p> |

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| | Electronic records shall be secured and backed up to prevent loss. | Implement a system to control making changes to completed records, such as rules against the use of correction fluid/tape; where a justified correction needs to be made, make a clear cross-out/line through the incorrect text, the person making the correction should initial next to the correction, and require an additional signature to approve or support the change, including clear justification for the change. Examples of evidence: <ul style="list-style-type: none"> • Completed records. Demonstrate who can access the records. • File location with labelled files, or named folders when using an electronic system. • For electronic systems, implement a file back-up system that runs at planned intervals or scheduled times such as daily or weekly or bi-weekly and have evidence available to demonstrate that back-ups have been completed as planned. |
| 1.6.3 | The organization shall set timescales for record retention which comply with regulatory or customer requirements. Where there are no regulatory or customer requirements, records shall be kept covering the shelf life of the product as a minimum. | Self-explanatory. |
| 1.7 | Procedures | |
| 1.7.1 | Procedures shall be documented, implemented and maintained for all processes and operations that affect food safety. | Guidance: A procedure is defined as a specified way to carry out an activity or a process. Procedures relevant to a food safety system include, however are not limited to, the following: <ul style="list-style-type: none"> • Receiving/Incoming goods procedure • Cleaning and disinfection procedure • Pest control procedure • Personal hygiene procedure |

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| | | <ul style="list-style-type: none"> • Allergen management procedure • Waste management procedure • Supplier management procedure • Dispatch procedure • Storage procedure • Transportation / Distribution procedure • Verification procedure • Traceability procedure • Recall and withdrawal procedure • Complaint handling procedure • Communication procedure • Product release procedure • Nonconforming product procedure • Nonconformity and corrective action procedure • Procedures relating to processes/services • Procedures relating to CCPs and OPRPs <p>Ensure that procedures are controlled and protected from unauthorized changes.</p> <p>The document control should allow for documents to be easily identified with a document name/title, document reference number, document issue or revision date, and the name of the author and approver of the document. In some instances, it may be required to translate the documents into various languages, depending on the native languages of the personnel and it is advisable to make sure that the information is not complex and that it is easy to understand.</p> <p>There should be a process to review and approve new and existing documented information.</p> <p>Make sure that documented information is protected from unauthorized changes, loss of confidentiality and damages.</p> <p>Obsolete documented information should be prevented from circulation.</p> <p>A master document list is a useful tool for controlling documented information.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Hard copy or soft copy (electronic) procedures. • Procedures being available at points of use. • Interviewing of personnel relating to procedures relevant to their area of work. |
| 1.7.2 | Procedures shall be clearly communicated to relevant personnel. | <p>Guidance:</p> <p>Implement a system to communicate what procedures exist within the food safety system.</p> <p>Make procedures available for personnel use with various levels of access, such as reading only, reading and editing and or the ability to download. Communicate through training when new people join the organization or department, or when there are new or updated procedures. Procedures should also be available at points of use.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Training attendance registers. • Evidence can include emails with links to the relevant procedures. • Demonstrate that relevant procedures are available at the point of use. |
| 1.8 | Traceability System | |
| 1.8.1 | The traceability system shall be implemented and maintained to uniquely identify incoming material from suppliers, through all stages of storage and the first stage of the distribution route of the end product. | <p>Guidance:</p> <p>Ensure traceability of all incoming material/product received in the organization through all stages of the storage activities, and the first stage of the distribution route.</p> <p>A process also needs to be implemented to maintain the traceability of repacked/re-labeled materials/products.</p> <p>Allocate a numbering system that uses either lot codes, batch numbers, receiving dates, best before dates or expiry dates to trace.</p> <p>Examples of evidence:</p> <p>Receiving/incoming goods records that capture the following details:</p> <ul style="list-style-type: none"> • material/product received, • supplier/customer name, |

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| | | <ul style="list-style-type: none"> • date received, • best before/expiry date, • batch number/lot code, • quantity received, • temperature checks, if applicable, • indicate if COA/COC has been received and whether it meets the specification, include a section for comments in case additional information is required, such as follow up on COC/COA not being received, • whether the product is approved for release, • details/signature of the authorized person, i.e. the person receiving the material. <p>Repacking/relabeling records that capture the following details:</p> <ul style="list-style-type: none"> • material/product, • date of repacking/relabeling, • quantity of product repacked/re-labeled, • batch number/lot code, • best before/expiry date, • details/signature of the authorized person. <p>Dispatch records that capture the following details:</p> <ul style="list-style-type: none"> • product dispatched, • vehicle identification, • customer/client name, • date dispatched, • best before/expiry date, • batch number/lot code, • quantity dispatched, • temperature checks, if applicable, • indicate if COA/COC has been supplied with the product, where applicable, • vehicle checks, • details/signature of the authorized person, i.e. the person dispatching the material. |

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| 1.8.2 | <p>The traceability system shall be fully operational and effective, and shall consider as a minimum the:</p> <ul style="list-style-type: none"> a) relation of lots of received materials to the end products; b) repacking/relabeling of materials/products; c) distribution of the end product. <p>The organization shall ensure that goods (at minimum their packaging) are visually inspected upon receipt and again at dispatch, including the verification of the quantity and identification of goods received or dispatched.</p> <p>The organization shall ensure that applicable statutory, regulatory and customer requirements are met.</p> | Self-explanatory. |
| 1.8.3 | <p>The traceability process shall incorporate all relevant records of:</p> <ul style="list-style-type: none"> • receipt • repacking/relabeling • distribution. <p>Traceability shall be ensured and recorded until delivery to the customer.</p> | Self-explanatory. |
| 1.8.4 | <p>There shall be clear labelling procedures that ensure continuous identification of the product through all stages of storage and distribution.</p> | Self-explanatory. |

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| 1.8.5 | <p>The effectiveness of the traceability system shall be verified and tested (backwards and forwards) at least annually.</p> <p>The verification of the system shall include the reconciliation of quantities of materials/products received and distributed.</p> | <p>Guidance:</p> <p>Implement a schedule to conduct an annual traceability exercise to follow materials/products through to the next in line customer, as well as a backwards trace to when the materials/products were received. The organization should also trace all the relevant related records e.g., for PRPs, OPRPs, and CCPs.</p> <p>A mass balance exercise shall be done to trace the quantities of materials/products received and compare it to the quantities of materials/products distributed.</p> <p>The organization should specify a specific duration that the traceability exercise should be completed within such as 4 hours, and include how long the exercise took to complete in the traceability exercise record.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Traceability procedure. • Traceability exercise schedule. • Records of traceability exercises and their outcomes and related actions. |
| 1.8.6 | <p>The system shall be documented, updated as necessary and records shall be maintained.</p> | <p>Self-explanatory.</p> |
| 1.8.7 | <p>Logistic units and goods picked from logistic units, throughout the transport and storage process, shall be assigned with identifier(s). These shall as a minimum include identification and quantities, supplier identification, dates of receipt of goods, and best before dates.</p> | <p>Guidance:</p> <p>Assign identifiers to all logistics units, such as but not limited to:</p> <ul style="list-style-type: none"> • Serial shipping container code • Logistic unit code • License Plate Number (LPN) • Logistics Label Number (LLN) • Pallet or Load ID • Barcodes, etc. |
| 1.8.8 | <p>Where applicable, identifier(s) shall include requirements for temperature or other control conditions during transport and storage.</p> | <p>The organization needs to be able to trace the following types of information, based on the identifiers:</p> <ul style="list-style-type: none"> • identification of goods |

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| | | <ul style="list-style-type: none"> • quantities of goods • supplier identification • dates of receipt of goods • best before/expiry dates of goods • temperature and controlled conditions relevant to the goods (e.g., humidity) <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Evidence of the identifiers used. • Records to demonstrate that the identifiers can be used to trace the required information and that the required information has been recorded. |
| 1.8.9 | <p>Where logistic units are assembled by the organization, records shall be retained for time and date, the identifier of the logistic unit and the inventory of stock of the logistic unit.</p> | <p>Guidance:</p> <p>Before implementation, clarify what constitutes a logistic unit within your operations. Examples of a logistic unit can include:</p> <ul style="list-style-type: none"> • A pallet of goods prepared for dispatch, • A crate or case assembled for delivery, • A container filled with inventory. <p>Implement records for each logistic unit assembled by the organization, including date and time, identifier, inventory of stock of the logistic unit, at a minimum.</p> <p>Select the system that you will use to maintain records. For example, an ERP (Electronic Resource Planning) system, an Excel spreadsheet, or paper-based record keeping.</p> <p>An example of a process flow:</p> <ul style="list-style-type: none"> • Prepare logistic unit (e.g., pallet, case, container), • Scan or assign unit identifier (e.g., apply barcode label), • Pick and pack items, verifying against the pick list, • Record each item (either by scanning or manual entry) • Log completion date and time (automated preferred where possible), • Save or export record into your system or physical file, • Verify record before unit is dispatched. |

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| 1.9 | Food safety incident management | |
| 1.9.1 | Withdrawal/recall | |
| 1.9.1.1 | The organization shall have an effective incident management procedure for all products including incident reporting, communicating with interested parties, and management of product withdrawal and recall. | <p>Guidance:</p> <p>Implement a procedure defining what will be done when incidents occur that result in product withdrawal and/or product recall needing to be initiated.</p> <p>The procedure needs to define the incident reporting process, how to manage the product withdrawal and product recall process (incl. step-by-step instructions), as well as identify designated responsible persons for:</p> <ul style="list-style-type: none"> • being part of the incident team • undertaking decisions relating to product recall/withdrawal • communicating internally with the relevant departments • communicating externally with customers, consumers, regulatory authorities, the media and other external stakeholders. <p>Up to date contact information shall be maintained.</p> <p>The procedure needs to clearly define how to identify, locate and remove affected products from all the necessary points in the supply chain including a step-by-step process. This may include whether products are to be returned to the facility, or whether they are to immediately be sent for disposal, and evidence of disposal maintained. It may also refer to the procedure for handling of potentially unsafe products. Refer to guidance on handling of potentially unsafe products further down in this guidance document, next to the relevant clause.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • A documented procedure for Incident management/Product recall and withdrawal. • Records of actual incidents that have occurred including for product recall and withdrawal. • Signed appointment letters or job descriptions for designated responsible person(s). |
| 1.9.1.2 | This shall include having systems in place to ensure that products failing to meet requirements are identified, located and removed from all necessary points of the supply chain. | |
| 1.9.1.3 | A designated responsible person shall be identified to provide information to customers, consumers and regulatory authorities. | |

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| 1.9.1.4 | <p>The incident management system shall be reviewed, tested and verified at least once a year and records thereof shall be maintained.</p> | <p>Guidance:</p> <p>Schedule to conduct mock recall and withdrawal exercises at least once a year.</p> <p>Define what records should form part of the exercise, this can be included in a mock recall/withdrawal checklist.</p> <p>Implement a mass balance to reconcile the amount of affected product received vs the amount of affected product recalled/withdrawn.</p> <p>The organization should specify a specific duration that the mock recall/withdrawal exercise should be completed within such as 4 hours, and include how long the exercise took to complete in the mock recall/withdrawal exercise record.</p> <p>Legislation and customer requirements need to be addressed.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Records of exercises and their outcomes and related actions. |
| 1.9.1.5 | <p>All incidents shall be recorded and assessed to establish their severity and the risk to the consumer.</p> <p>Relevant actions shall be taken to address the risks identified.</p> | <p>Self-explanatory.</p> |
| 1.9.2 | Emergency preparedness and response | |
| 1.9.2.1 | <p>Top Management shall ensure procedures are in place to respond to potential emergency situations or incidents that can have an impact on food safety which are relevant to the role of the organization in the food chain.</p> <p>Note: Emergency situations include natural disasters, environmental accidents, bioterrorism, workplace accidents, public</p> | <p>Guidance:</p> <p>Implement a procedure to manage the impact on food safety when an emergency situation/incident arises and include an emergency preparedness and response plan.</p> <p>For each identified emergency situation that could possibly occur, define how to respond to the emergency situation and what measures would be implemented to manage the impact on food safety during/after the emergency situation.</p> |

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| | health emergencies and other accidents, e.g. interruption of essential services such as water, electricity or refrigeration supply. | For each potential emergency situation, define who will be responsible to respond to and manage the situation, what measures need to be implemented, how the situation will be monitored, etc. |
| 1.9.2.2 | Documented information shall be established and maintained to manage these situations and incidents. | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented procedures for emergency preparedness and response. • In the case an actual emergency situation occurred, provide documented evidence of how the situation was effectively responded to and managed. • Emergency contact list with the latest contact information. • Internal and external communication procedures. • Evidence that relevant personnel have been trained on how to respond to and manage these situations. |
| 1.10 Nonconformity and corrective Action | | |
| 1.10.1 | <p>When a nonconformity occurs, the organization shall:</p> <ul style="list-style-type: none"> • react to the nonconformity and take appropriate correction to deal with the immediate issue; • undertake a root cause analysis to determine the cause of the nonconformity; • implement suitable and effective corrective action in a timely manner to prevent recurrence, and • maintain records there-of. | <p>Ensure that there is defined process to appropriately respond to a deviation against the food safety system. Implement procedures that describe how to manage nonconformities when they are identified. Examples of nonconformities can include: out of specification testing results (for end product, product inputs, environment, etc.), food safety incidents, justified customer/consumer complaints, CCP and OPRP failures/deviations, process control loss, internal audit findings, PRP verification deviations, etc.</p> <p>The procedure needs to define the process that needs to be followed when a nonconformity arises:</p> <ul style="list-style-type: none"> • Undertake immediate corrections to deal with the nonconformity identified. This includes handling of potentially unsafe product as a result of the nonconformity that was identified (refer to handling of potentially unsafe product clause for further guidance). For example, where a nonconformity was raised due to an employee not adhering to the personal hygiene requirements as jewelry was observed to have been worn, examples of correction may include instructing the employee to remove the jewelry and confirming that the jewelry has been removed before the employee continues with their tasks. |
| 1.10.2 | The organization shall have a documented procedure for nonconformity management and corrective actions. | |

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| | | <ul style="list-style-type: none"> • Conduct a root cause analysis to determine the root cause of the nonconformity in order for action to be taken to prevent the nonconformance from recurring. Root cause analysis includes asking investigative questions until the causes of the non-conformities or deviations are identified. Various methods to determine the root cause are available such as the Five Whys method, the Six M's method (Machines, Materials, Methods, Manpower, Measurement and Mother Nature), the Fishbone diagram method, etc. For example, in relation to the nonconformity regarding the employee not adhering to the personal hygiene requirements, the root cause analysis may look as follows: <ul style="list-style-type: none"> ○ Why 1: Why was the employee wearing jewelry? The employee was not aware that they could not wear jewelry. ○ Why 2: Why was the employee not aware that they could not wear jewelry? This was a new employee to the site who had not been trained on the hygiene requirements. ○ Why 3: Why had the new employee not yet undergone hygiene training? The food safety team leader (FSTL), who was responsible for induction training, was not aware a new employee had commenced working for the organization. ○ Why 4: Why was the FSTL not aware? Relevant department manager was not aware that they needed to inform the FSTL when a new employee was due to commence work. ○ Why 5: Inadequate training of the relevant department managers on the related procedure which identified that they needed to inform the FSTL when a new employee was to commence work. • Implement suitable and effective corrective action in a timely manner to prevent recurrence of the nonconformity. The severity of the non-conformity should determine the extent of the action to be taken, although all deviations should be addressed. For example, in relation to the nonconformity regarding the employee not adhering to the personal hygiene requirements, the corrective action taken may have included immediate training of the new employee on the hygiene requirements as well as all other trainings that are required to be undertaken at the time of induction. And, the relevant department managers being trained on the procedure that defines |

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| | | <p>that the FSTL shall be informed prior to a new employee commencing work, so that all relevant trainings can be provided.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Nonconformity management and corrective action procedure. • Nonconformity log and trending. • Completed nonconformity and corrective action reports. |
| 1.11 | Complaint Handling | |
| 1.11.1 | <p>A documented complaint management program shall be in place and effectively implemented for the management of customer and consumer complaints relating to food safety (not quality), including analysis of trends.</p> | <p>Guidance:</p> <p>Establish and implement a documented program for the management of customer and consumer complaints relating to food safety, including what actions will be taken when food safety complaints are received.</p> <p>This should include responsibility to receive, capture, investigate, communicate internally and respond to the complaint.</p> <p>Maintain a log of all food safety related complaints for trending purposes, and undertake trending. Determine if actions need to be taken as a result of any trends identified.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Complaint handling procedure, customer/consumer complaint log, completed records reflecting investigation details, including root cause analysis and corrective actions taken for justified complaints. Results of trending and related actions taken. |
| 1.11.2 | <p>Records of all customer and consumer complaints, including investigations and corrective actions for food safety issues, shall be maintained.</p> | <p>Self-explanatory and as above.</p> |

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| 2. Pre-Requisite Programs | | |
| 2.1 Construction and layout of buildings | | |
| 2.1.1 | The facility shall be of suitable size and located, designed, constructed and maintained so as to reduce the risk of contamination and enable the storage and distribution of safe and legal products. | <p>Guidance: Follow the applicable local legislation for storage and distribution operations. Consider local activities and the site environment, which may have an adverse impact on finished product integrity, with measures to prevent contamination. Where measures have been put in place to protect the site from potential contaminants, flooding, etc. it needs to be reviewed in response to any changes.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Certificate of acceptability for food premises that is approved by the local authority. |
| 2.1.2 | The facility shall be effectively maintained, cleaned and disinfected (where appropriate) to prevent physical, chemical and microbiological product contamination. | Self-explanatory. |
| 2.1.3 | The grounds and surrounding areas of the facility shall be maintained and kept free of waste and accumulated debris. Vegetation surrounding the facility shall be tended or removed and not attract and harbor pests. Any potential harborage, such as decommissioned equipment, should be removed. | Self-explanatory. |
| 2.1.4 | Buildings shall be provided with adequate ventilation. | <p>Guidance: A sufficient flow of natural and artificial airflow, either through ventilation systems, windows, doors and openings that are screened and made of material that is suitable for</p> |

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| | | the transport and storage environment of the product handled, needs to be provided to prevent condensation or excessive dust. |
| 2.1.5 | Buildings shall be protected from pest entry. | <p>Guidance: All external openings should be screened for pests.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Include screens or wire mesh on windows, strip curtains on external doors, ceiling and extractor fans should also be screened with wire mesh or suitable coverings that do not hinder or block ventilation. |
| 2.1.6 | Where outside space is used for storage, stored items shall be protected from weather or pest damage. | <p>Guidance: Provide suitable protection of the material stored outside.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Installation of overhead canopies, coverings, double layers of outer packaging material to cover the materials stored outside. |
| 2.1.7 | Appropriate packing conditions shall be provided for unpacked or packed goods, including relevant temperature or humidity requirements. | <p>Guidance: Consider the type of goods that need to be packed in the environment and provide the required environmental controls, e.g. temperature, humidity and air cleanliness. Ensure that packaging is compatible with product sensitivity and transport conditions (shock, vibration, moisture, etc.). Clearly label goods with handling instructions, temperature/ humidity range, and expiry information if relevant.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Where repacking of temperature sensitive products takes place, cold rooms should be provided. • Schedules for calibration of thermometers, data loggers and hygrometers etc. • Records from verification activities. |

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| 2.2 | Layout of premises and workspace | |
| 2.2.1 | The organization's premises and workspace shall be designed and maintained to reduce the risk of contamination and enable the storage and distribution of safe and legal products. | Self-explanatory. |
| 2.2.2 | Structures, surfaces and materials that come in contact with food shall be easy to maintain, cleanable and where appropriate allow for disinfection. Materials of construction shall be resistant to the cleaning system applied. | <p>Guidance:</p> <p>Surfaces should be made from stainless steel or other durable material. Cleaning regimes should be suited to the type of environment that will not create an opportunity for cross contamination of the product type handled/ manufactured by the organization. Cleaning methods for example, water with detergent should not be absorbed by wooden structures or surfaces, or metal surfaces should not experience any corrosion because of applied methods of cleaning or the cleaning agents used.</p> |
| 2.2.3 | Adequate drainage and waste disposal systems and facilities shall be provided and well maintained. They shall be designed and constructed so that the likelihood of contaminating food or the water supply is avoided. | <p>Guidance:</p> <p>The design of waste accumulation and collection should be from clean to dirty areas and not find its way back to where open product is being handled.</p> <p>Waste-water should flow away from clean areas, and machinery and piping arranged so that, wherever feasible, process waste water goes directly into a drain.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Floor plan to map out the flow of clean vs dirty water, including drainage and be able to show that there is no risk of contamination. |

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| 2.2.4 | Internal structures and fittings The organization shall design and maintain: | |
| | <ul style="list-style-type: none"> • floors, walls, doors, openings, ceilings and overhead fixtures to a degree of hygiene appropriate to the operation; | <p>Guidance:</p> <p>Floors - suitably hard-wearing to meet the demands of the process, impervious, and withstand cleaning materials and methods.</p> <p>Walls - made of durable material and finished and maintained to prevent the accumulation of dirt, minimize condensation and mold growth, and facilitate cleaning.</p> |
| | <ul style="list-style-type: none"> • ceilings and overhead fixtures that are constructed and finished to minimize the build-up of products, foreign matter, dirt and condensation, and the shedding of particles; | Self-explanatory. |
| | <ul style="list-style-type: none"> • external openings (e.g. doors, windows) to prevent entry of foreign matter, including pests, appropriate to the operation; | <p>Guidance:</p> <p>External doors have to be close fitting or adequately proofed, also to prevent pest ingress. These should include additional screening depending on the nature of operational activities. Where plastic strip curtains are present, it needs to be maintained in good condition, clean, fitted correctly, and not pose a food safety risk.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • External doors are suitable and external openings are appropriate for the type of the operation. • Openings include strip curtains, wire mesh screens, double door systems or air curtains as appropriate. |
| | <ul style="list-style-type: none"> • floors and joints to avoid stagnant water; | Self-explanatory. |

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| | <ul style="list-style-type: none"> drains to prevent entry of foreign matter and pests and to be appropriate to the operation, to be cleanable and repairable. | <p>Guidance: Floor drains should be durable and be able to withstand abrasive cleaning and disinfection chemicals, they must be easy to clean to prevent bacteria, and there should not be cracks that will allow ingress of pests.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Install screens and catch traps that allow the flow of water but not have gaps so large that rats and mice or crawling insects can gain access into the storage areas. |
| 2.2.5 | <p>The lighting shall be of the appropriate intensity and design to ensure that food safety practice is effective. Light fixtures shall be protected to ensure that materials, product or equipment are not contaminated in the case of breakages.</p> | <p>Guidance: Natural and artificial light need to be provided to allow for the correct operation of processes, inspection of product and effective cleaning.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> If hard plastics and other types of breakable material are used to cover light fixtures, these have to be protected against breakage, e.g. have a layer of film that will catch the hard plastic in case it breaks to prevent contaminating the products handled. Lighting Design - adequate lux levels for visibility, inspections, and hygiene appropriate to the operational activities and in line with local legislation. Use shatterproof covers or protective shields to avoid contamination from broken bulbs. |
| 2.2.6 | <p>The movement patterns of materials, products and people, and the layout of equipment, shall be designed to protect against potential contamination sources.</p> | <p>Guidance: Plan for a flow from clean to dirty areas and not back, including consideration of:</p> <ul style="list-style-type: none"> access points for personnel and routes of movement for personnel access points and routes of movement for goods and materials including packaging routes for waste removal routes for the movement of rework location of staff facilities, including changing rooms, toilets, canteens and smoking areas any area where time segregation is used to complete different activities |

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| | | <p>Examples of evidence:</p> <p>Site map defining the movement patterns of materials, products and people, including the layout of equipment.</p> |
| 2.3 | Utilities | |
| 2.3.1 | <p>The provision and transportation routes for utilities to and around transport and storage areas shall be designed or arranged allow for the segregation of goods to minimize the risk of contamination and enable the storage and distribution of safe and legal products/goods.</p> | <p>Guidance:</p> <p>Utilities such as water, air, steam, electricity, gases, drainage, etc., and their physical layout and movement routes, shall not contribute to cross-contamination or interfere with safe storage and distribution of goods.</p> <p>They should support food safety, product legality, and logistical hygiene in warehousing and distribution operations.</p> <p>Examples of evidence:</p> <p>Utility Route Design and Placement should:</p> <ul style="list-style-type: none"> • Avoid Overhead Exposure • Avoid Shared Routing for High-Risk and Low-Risk Zones <p>Utility Design that considers:</p> <ul style="list-style-type: none"> • Hygienic Design Principles - use of food-grade, corrosion-resistant materials. • Segregation of Clean and Dirty Area - drainage, air ducts should not allow backflow from dirty to clean zones. Use backflow preventers on water lines. • Clearly separate potable vs. non-potable water lines with clear signage or identification. <p>Utility monitoring schedules and records.</p> |
| 2.3.2 | <p>Processes shall be in place to ensure that the quality of water and ice does not compromise the food safety of the finished product.</p> | <p>Guidance:</p> <p>Implement a water quality testing and steam testing procedure as relevant to your products and cleaning activities. The sampling points, scope of the test and frequency of analysis defined based on risk, taking into account the source of the water, on-site storage, distribution routes and usage.</p> |

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| | <p>The facility shall be equipped with clean or potable water inlets appropriate to the intended use.</p> | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Water quality test results including the microbiological and chemical quality of water used. • If the organization uses municipal water, the local municipality water report can also be used. |
| <p>2.3.3</p> | <p>Potable and non-potable water pipes shall be identified, and a system shall be in place to prevent the cross-contamination of potable water by non-potable water.</p> | <p>Guidance:</p> <p>Implement a system to identify potable and non-potable water pipes by physically marking the actual pipes, or another form of unique identification or utilize a mapping system such as the building floor plans for example to be able to identify the location of pipes. Identify on the map the flow of potable and non-potable water.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Building plan layout or utility drawings: Color-coded or uniquely labelled to differentiate potable and non-potable lines, their routes and end uses. • Pipe identification tags or color-coding specifications: Referencing a documented scheme (e.g., blue for potable, yellow/grey for non-potable). • Testing and Verification Records - to verify microbiological testing, Chemical analysis and Cross-connection test records. |
| <p>2.3.4</p> | <p>Suitable and sufficient ventilation shall be provided to remove excess or unwanted steam, dust and odors, and air shall not flow from contaminated areas to clean areas.</p> | <p>Guidance:</p> <p>In case the building structure does not contain external windows and openings that can be screened, the organization should install appropriate extraction fans that will assist with removing excess steam, dust and odors, especially in areas where excess steam, dust or odors are produced. Check that the flow of air is designed to move away from clean areas and that reflux is avoided.</p> <p>The Engineering team can be used to set this up or it can be achieved by outsourcing the service from example the ventilation/ fan manufacturers.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Sufficient air vents and ducts • No evidence of condensation or excess dust |

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| 2.3.5 | Controls shall be in place for compressed air and other gas systems, where there is a direct or indirect food safety risk. | <p>Guidance:</p> <p>The organization needs to implement controls based on the risk assessment to ensure that the compressed air and other gases that are used do not introduce a risk of contamination to the products. These can include choosing to use oil free compressors, food grade compressed air and the application of monitored filters and filter changes at planned intervals.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Engineering drawings showing pipelines, filtration stages, and point-of-use installations. • Commissioning reports verifying correct installation and initial testing. • Supplier specifications for compressors, filters, dryers, and gas regulators. • Material certifications for parts that contact food or the food environment. • Preventive maintenance logs, Calibration certificates, Service reports, Filter change records • Monitoring and Testing Records (e.g. microbiological test results and Particulate and oil mist test results). |
| 2.4 | Waste disposal | |
| 2.4.1 | The organization shall have a program in place for the collection and disposal of waste material. | Self-explanatory. |
| 2.4.2 | Suitable provisions shall be in place for the storage and removal of waste, which prevents product contamination. | <p>Guidance:</p> <p>Provide dedicated space for suitable waste storage facilities/containers. The waste container and waste storage will be determined by the type of waste being stored/collected, e.g. dry or wet waste, and the placement in the facility. Waste containers in storage must be properly closed, and regularly emptied and cleaned to prevent product contamination. The frequency of removals and cleaning needs to be defined. Waste storage should prevent the attraction of pests and pest harborage.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Visual inspection: confirm suitable waste containers and waste storage areas provided, regularly emptied, clean and not overflowing. |
| 2.4.3 | Containers designated for inedible products, waste or by-products shall be clearly marked and properly utilized linked to their intended purpose and use. | <p>Containers shall be:</p> <ul style="list-style-type: none"> • clearly identified, • designated for ease of use and effective cleaning, • well maintained to allow cleaning, and where required disinfection, • emptied at defined and appropriate frequency |
| 2.4.4 | The organization shall have in place a documented waste management program including the identification of waste; waste collection; and containment, removal and disposal of waste. | <p>Guidance:</p> <p>Write up a procedure that defines the controls in place regarding waste, addressing who will be responsible for waste removal, i.e. will it be managed internally or outsourced, the method and frequency of removal and disposal.</p> <p>Controls around the sign-off of waste that leaves the premises to ensure that no unnecessary losses are experienced, issuance of records of waste disposal, including waste sent to recycling, and hazardous waste such as certificates of safe disposal.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented waste management program. • List of approved waste control service providers • Records of waste disposal, particularly products waste and the specific instructions to be followed to ensure safe disposal. |
| 2.4.5 | Labelled materials, products or printed packaging designated as waste shall be disfigured or destroyed to ensure that trademarks cannot be reused. | <p>Guidance:</p> <p>Prior to disposing of labelled products or rejected packed and labelled materials, organizations need to have implemented a process to disfigure or destroy it. Methods could include tearing up the labels, destroying them by writing over the product labels using material that cannot be removed or wiped off, such as permanent markers etc. If it is printed flexible packaging, ensure to physically tear it apart so that it cannot be used</p> |

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| | | by somebody else outside the organization to fraudulently pack products in or resell discarded, rejected products. Examples of evidence: <ul style="list-style-type: none"> • Documented Label and Printed Material Destruction Procedure • Obsolete Label and Packaging Disposal Procedure • These procedures could be included as part of the Waste Management Procedure |
| 2.5 | Equipment suitability, cleaning and maintenance | |
| 2.5.1 | Equipment, containers and surfaces in direct or indirect contact with water and food shall not be a source of contamination. | Guidance: Refer to the FSSC Guidance document on Equipment management for hygienic design of equipment, available on the FSSC website |
| 2.5.2 | Equipment, containers and surfaces in direct contact with food shall: <ul style="list-style-type: none"> • be designed and constructed to ensure that they can be cleaned, disinfected, drained, inspected and maintained. • be smooth, accessible and have cleanable surfaces. • be made from material compatible with the intended products and cleaning chemicals/methods. • not be penetrated by holes, nuts and/or bolts on its framework. • have piping and ductwork (where relevant) which is cleanable, drainable and with no dead ends. | Guidance: Refer to the FSSC Guidance document on Equipment management for hygienic design of equipment, available on the FSSC website |

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| | <ul style="list-style-type: none"> have product contact surfaces which are impermeable and rust or corrosion free. | |
| 2.5.3 | Forklifts and other driven transport trolleys shall be clean, well maintained and of suitable type to avoid contamination through emissions. | Self-explanatory. |
| 2.5.4 | Manufacturer’s instructions shall be followed to install, use and maintain equipment which may affect food safety. | Self-explanatory. |
| 2.5.5 | Maintenance | |
| 2.5.5.1 | The organization shall establish and implement a documented program/ system of planned, preventive and corrective maintenance to ensure an adequate level of food safety in the facility. | <p>Guidance: Identify all equipment in the storage and transport environment, including spares that are not used as frequently, with the type of service/maintenance required for each of the equipment. The service/maintenance frequency needs to be based on the manufacturer's specifications and the risk to food safety. Lastly determine if the service will be carried out internally or if it will be outsourced. If it is to be outsourced, the details of the service provider should be included in the schedule, and maintenance records maintained.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> A documented procedure detailing what preventive and corrective maintenance activities will be carried out, the schedule showing the frequency, responsible person as well as dates. If service providers are used, remember to include them under the controls in place for management of outsourced activities. |
| 2.5.5.2 | A documented hygiene and clearance procedure shall be in place and effectively implemented for all maintenance activities. | <p>Guidance: The hygiene and clearance procedure needs to define the requirements for cleaning and hygiene after all maintenance activities in the storage and transport environment to avoid potential cross contamination. This includes a sign off or approval from designated</p> |

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| | | <p>personnel e.g. a food safety team member or relevant manager, that cleaning has been conducted, all tools have been accounted for and removed, and no potential cross-contamination is visible.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • The documented maintenance procedure. • Evidence of hygiene clearance following maintenance, e.g. release maintenance slips that can also be incorporated in the maintenance worksheets/ job cards etc. |
| 2.5.5.3 | <p>Equipment failure, and defects to premises, which are essential to food safety shall be identified, assessed and documented to enable prompt actions and improvement of the maintenance program.</p> | <p>Guidance:</p> <p>Include in the procedure what actions must be taken when equipment fails, including:</p> <ul style="list-style-type: none"> • the responsibility for communication • record keeping of the failures, and • what actions were taken. <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Maintenance procedure and records of breakdowns and actions taken to resolve them. |
| 2.6 | Management of purchased materials and incoming goods | |
| 2.6.1 | <p>The organization shall control purchasing processes to ensure that all externally sourced materials (e.g., packaging/labels for repacking/relabeling, etc.) and services conform to specifications and contractual agreements, to ensure product safety.</p> | <p>Guidance:</p> <p>The purchasing process shall be controlled to ensure food safety and be based on specifications and contractual agreements. This includes all externally sourced materials and services. Design and implement a procedure that describes how purchasing or sourcing of materials, such as packaging/labels for repacking/relabeling, etc.) and service providers will be controlled, including what criteria will be used to determine whether a supplier/service provider is acceptable or can be approved.</p> <p>Product specifications should be established and maintained for reference and made available to the Procurement team to use at the stage of purchasing.</p> |

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| | | <p>All suppliers and service providers need to be identified and listed within a verifiable document e.g. an approved suppliers and services list. The following information should be captured as a minimum:</p> <ul style="list-style-type: none"> • name of the products/ material/ packaging/ service sourced, • name and address of the service provider, supplier and secondary supplier (if available, secondary suppliers are recommended in case of shortages), address of the supplier, contact person with contact details, how purchasing criteria are being met e.g. type of third-party certification that they hold, evaluation method and frequency, etc. <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Purchasing procedure or supplier and services approval procedure; • Approved supplier list, supplier audit schedule, certifications that the supplier or service provider holds or is affiliated with. These should always be the latest, i.e., for example the most valid FSSC 22000 certificate or Development Program conformity statement. |
| 2.6.2 | <p>Purchased materials that have an impact on food safety shall be sourced from approved suppliers that are identified, evaluated, and monitored.</p> | <p>Guidance:</p> <p>Identify the purchased materials that are required for the operational activities of the organization that will have an impact on food safety.</p> <p>Set criteria for each supplier and conduct an analysis of whether they meet the criteria or not, depending on risk of identified gaps against the set criteria, establish risk-based monitoring program, such as supplier audits, submission of latest valid third-party certification, supplier questionnaire etc.</p> <p>Stricter requirements should be established the higher the risk to food safety.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented supplier list, written criteria of what qualifies a supplier as approved. • Example: a completed supplier questionnaire confirming the status of the organization and their commitment to food safety, evidence of supplier third-party certification either in electronic or hard copy format. |

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| | | <ul style="list-style-type: none"> Evidence of reviews conducted on information received from the suppliers and how they were approved. |
| 2.6.3 | <p>Purchased materials shall be inspected upon delivery.</p> | <p>Guidance: Incoming materials shall be inspected upon delivery. Part of the incoming inspection should include confirmation that what is being received is what was ordered, that it is clean, intact, protected by outer case packaging, that there is no visible physical contamination such as glass, hard plastics, broken pieces of wood or torn paper, moisture damage etc.</p> <p>There should be a designated authorized person who is assigned the role of conducting receiving inspections.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Completed receiving records confirming that inspections are done for all materials received, this should have a section that shows that there was a decision made to either accept or reject the inspected material with reasons. |
| 2.6.4 | <p>Records shall be kept of purchased materials with the identification of the supplier and documented information relevant to food safety.</p> | <p>Self-explanatory.</p> |
| 2.6.5 | <p>Delivery vehicles shall be checked prior to, and during unloading to verify the quality and safety of the material has been maintained during transit (e.g. integrity of seals, free from infestation, temperature records where applicable).</p> <p>Delivery vehicles and deliveries that do not conform with specifications shall be refused or their access limited to a controlled area</p> | <p>Self-explanatory.</p> |

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| | until the product has been disposed of or returned to the supplier. | |
| 2.6.6 | Results of evaluation, inspection and monitoring of suppliers and purchased materials, investigations, analyses and follow up actions shall be recorded. | <p>Guidance: Maintain records of the evaluations that are conducted, based on the outcomes of the monitoring program, i.e. if the program requires that the supplier must be audited, then records of audits need to be available and show that the frequency has been met. If, for example, the program requires that the supplier needs to have evidence of third-party certification, then copies of the latest valid certificates have to be available on file. An overall analysis of results should be made available to identify any follow up actions and confirmation that issues identified have been resolved by the supplier.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Filed records of completed evaluations. |
| 2.6.7 | Outsourced activities which have an impact on food safety shall be sourced from approved contractors that are identified, evaluated, and monitored. | <p>Guidance: Identify what services are required for the operational activities of the organization that need to be outsourced. Set criteria of what needs to be in place with each service provider and conduct an analysis of whether they meet the criteria or not, depending on risk of identified gaps against the set criteria. Establish a risk-based monitoring program, such as service provider audits, submission of service level agreements or contracts, questionnaires etc. Stricter requirements should be established the higher the risk to food safety.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented service provider list for outsourced activities • Written criteria of what qualifies a provider as approved. • Evidence of reviews conducted on information received from the service providers and how they got approved. • Evaluation and monitoring records |

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| 2.6.8 | Outsourced activities which have an impact on food safety shall be recorded with the identification of contractors. | Self-explanatory. |
| 2.6.9 | <p>Procedures shall be available and implemented for the approval and monitoring of all suppliers whose materials or services affect product safety.</p> <p>The results of the evaluations and follow-up actions shall be recorded.</p> | <p>Guidance:</p> <p>Define in the procedure how suppliers are selected, what criteria the different suppliers must meet before they are approved, the frequency of monitoring, assigned responsibilities for communicating with suppliers and what documented information is required for each supplier.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented supplier approval and monitoring procedure. • Records of supplier evaluations and re-evaluation showing the criteria and evidence that has been met. • Evidence that the set timelines for frequencies have been achieved or adhered to. |
| 2.7 | Measures for prevention of cross-contamination | |
| 2.7.1 | The organization shall ensure that appropriate facilities (e.g., physical barriers) and effective measures and procedures are in place to minimize the risk of any potential physical, chemical or microbiological contamination of the product. | Self-explanatory. |
| 2.7.2 | Physical contamination control | |
| 2.7.2.1 | Where brittle materials are used, periodic inspection requirements and defined procedures in the case of breakage shall be put in place. | Self-explanatory. |

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| | Brittle materials, such as glass and hard plastic components in equipment, should be avoided where possible. Records for monitoring of brittle materials (glass and hard plastic) shall be in place, including in the case of breakage. | |
| 2.7.3 | Chemical contamination control | |
| 2.7.3.1 | Measures shall be in place to prevent contamination of foods or food contact materials by chemicals (e.g. cleaning agents, disinfectants, lubricants, pesticides, etc.). | <p>Guidance: Implement measures and specify rules related to the control of all chemicals as listed in the requirements. Specify purchasing of chemicals from approved suppliers who can provide confirmation of the food safety status and registration of chemicals. Define controlled storage practices such as locked storage, authorization of issuing and usage of chemicals and maintaining records.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Approved chemical supplier list. • Food safety and usage information of chemicals, e.g. MSDS |
| 2.7.3.2 | The organization shall ensure the chemicals used: | |
| | <ul style="list-style-type: none"> • have been approved by competent authorities for its intended use, where applicable; | <p>Guidance: Ensure to source all chemicals from an organization that can provide information of its registration, approval and information such as safety data sheets and certificates of conformance.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Material safety data sheets, COC's and approved suppliers list. |
| | <ul style="list-style-type: none"> • are applied according to the manufacturers/product instructions | <p>Guidance:</p> |

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| | (concentrations, temperature, mechanical action/method of application, waiting time before rinsing, if any, etc.); | Implement the application procedures in line with the usage instructions contained in the data sheets and supplier's product specifications. Examples of evidence: <ul style="list-style-type: none"> Procedures, completed records of chemical dilution and usage logs etc. |
| | <ul style="list-style-type: none"> are applied by competent personnel; | Self-explanatory. |
| | <ul style="list-style-type: none"> are labelled; | Guidance: All chemicals on-site should have clear, legible, and durable labels, showing the following information: <ul style="list-style-type: none"> Product name, Hazard classification or pictograms (as per System of Classification and Labelling of Chemicals/ Occupational Safety Health Act / or local regulations), Instructions for safe handling, Expiry/Use by dates if applicable, Lot numbers or supplier traceability, Original labels shall not be removed Labels should be maintained even on secondary containers (i.e., when decanted from bulk to smaller containers or bottles). The labelling should support: <ul style="list-style-type: none"> Prevention of misuse Emergency response in case of spills, accidental consumption or exposure, Training and awareness for food handlers and maintenance staff. Examples of evidence: <ul style="list-style-type: none"> Confirmation during site inspection that all chemicals, including lubricants are clearly labelled. |
| | <ul style="list-style-type: none"> are stored separately from food and food contact materials, in a locked or secured area; and | Self-explanatory. |

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| | <ul style="list-style-type: none"> lubricants coming into contact with food and water shall be approved for food contact purpose. | <p>Guidance: Organizations shall only use approved lubricants. Clearly label and store lubricants separately from food substances and ingredients. Ensure to clean up spills and dispose of lubricants appropriately to avoid the contamination of water and food.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Food grade lubricant information. List of approved food-contact Lubricants, certificates of food-grade compliance for lubricants used. |
| 2.8 | Allergen management | |
| 2.8.1 | <p>A documented program shall be in place to control allergens and prevent cross-contamination of product through all stages of storage and distribution.</p> <p>Note: consideration shall be given to the management of allergens in the case of spillages due to damage of goods/ packaging.</p> | <p>Guidance: Develop, implement, and maintain a documented allergen control program that is:</p> <ul style="list-style-type: none"> Integrated into the food safety system, Based on a hazard analysis and risk assessment, Specific to the allergens relevant to your products, materials, and transport and storage environment, Consider how allergen spillages will be handled in case of broken or damaged packaging, Reviewed periodically and updated as necessary. <p>Examples of evidence:</p> <ul style="list-style-type: none"> Documented allergen control, procedure or program, Documented allergen hazard analysis, Evidence of control measures, validation and verification activities. |
| 2.8.2 | <p>Regulations and appropriate customer requirements shall be addressed in the development of the allergen control program.</p> | <p>Guidance: Identify relevant food safety laws and regulations related to allergens in all markets where your product is sold.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> Local laws, labelling legislation and Food Allergen Labelling and Consumer Protection Act (FALCPA), Codex Alimentarius, Customer specifications and contractual agreements etc. |
| 2.8.3 | <p>Potential causes of cross-contamination shall be identified and procedures established for the handling of all goods to avoid cross contamination.</p> | <p>Guidance:</p> <p>Implement a systematic identification, control, and prevention of food safety hazards — particularly allergen cross-contamination — during all stages of storage and transportation.</p> <p>Consider all incoming goods, materials and finished products when identifying the risk of allergen cross-contamination.</p> <p>Risks of cross-contamination (e.g., from improper storage, handling, or equipment use) can be considered during the hazard analysis.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Allergen risk assessment and control plan (can be included in the hazard analysis and HACCP plans). Allergen procedures that details hygiene and handling practices for all goods and finished products where a cross-contamination risk has been identified, and documented actions to address cross-contamination by allergens. |
| 2.9 | Cleaning and Disinfection | |
| 2.9.1 | <p>Documented cleaning and disinfection procedures shall be in place and effective, including monitoring and verification activities, to ensure the cleanliness of the facility and equipment.</p> <p>Records of monitoring and verification shall be maintained.</p> | <p>Guidance:</p> <p>Establish written Standard Operating Procedures (SOPs) or Sanitation Operating Procedures for cleaning and disinfection tasks. These should include:</p> <ul style="list-style-type: none"> Objective - Purpose of the cleaning (e.g., remove allergens, prevent microbial growth, remove debris) Scope - Equipment, areas to be cleaned, or items covered Frequency - Daily, per shift, weekly, monthly, or based on usage Responsibility - Designated staff or department Cleaning materials - Approved chemicals, sanitizers, and cleaning tools. |

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| | | <ul style="list-style-type: none"> • Dilution and contact time - Specific concentrations and exposure durations • Method - Step-by-step instructions (e.g., pre-rinse → detergent wash → rinse → sanitize) • Safety precautions - PPE, ventilation, chemical handling. <p>The procedure needs to include monitoring activities, verification activities, records to be kept and how to handle nonconformities.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Cleaning and Disinfection procedures • Cleaning schedules • Planned cleaning verification activities • Corrective actions for deviations. |
| 2.9.2 | <p>Operating procedures shall specify:</p> <ul style="list-style-type: none"> • The premises/areas (including vehicles, logistic units), and equipment subjected to cleaning and disinfection, • A description of the process or method of cleaning, • Frequency of cleaning, | <p>Guidance:</p> <p>The cleaning program or operating procedure shall specify the name the of the areas (including vehicles, logistic units), and / or equipment to be cleaned.</p> <p>Guidance:</p> <p>The process or method of cleaning refers to how the cleaning should be done (e.g. cleaning in place, cleaning out of place, dismantling and removal of parts, fogging, foaming or manual cleaning and tools to be used),</p> <p>Which chemicals to use (e.g. concentration, minimum contact time), and</p> <p>Verification methods (e.g., ATP testing, swabbing).</p> <p>Guidance:</p> <p>Frequency refers to how often each of the areas/ equipment will be cleaned. This can be after use, daily, weekly, every two weeks, monthly, quarterly or annually depending on the use and risk to food safety. Example - high level structures such as mezzanine floors might need quarterly to half yearly cleaning, whereas the cold stores and vehicles would be more frequent.</p> |

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| | <ul style="list-style-type: none"> Responsibility for cleaning, | <p>Guidance:</p> <p>Reference the responsible person to clean each area or piece of equipment, and if an additional person should be assigned with the task to verify and sign off on the cleaning activity.</p> |
| | <ul style="list-style-type: none"> Cleaning agents and tools, | <p>Guidance:</p> <p>Include what chemicals shall be used and the use of cleaning tools such as mops, buckets, brushes, squeegees, microfiber cloths or disposable wipes, Spray bottles or automated sprayers, Floor scrubbers or vacuums.</p> <p>Designated tools should be used for different areas based, sharing of tools should be avoided where possible to reduce the risk of contamination</p> |
| | <ul style="list-style-type: none"> Source of water, and | <p>Guidance:</p> <p>Include the source of the water to be used for cleaning e.g. rainwater, municipal water or treated water, recycled/reclaimed water, etc.</p> <p>The decision should be based on the risk to food safety, for example, recycled water can be used to clean toilets and external grounds, but might not be suitable for cleaning food contact surfaces, utensils and containers etc.</p> |
| | <ul style="list-style-type: none"> Monitoring and verification arrangements for the effectiveness of cleaning, including frequency of these activities. | <p>Guidance:</p> <p>Develop a monitoring and verification schedule that includes:</p> <ul style="list-style-type: none"> routine checks to verify that cleaning activities have been carried out as planned, that the intended hygiene or contamination-control objectives have been achieved, and that cleaning activities are documented and traceable for internal assurance and regulatory compliance. <p>Arrangements can include the following:</p> <p>Visual inspections by persons other than the ones who performed the cleaning.</p> |

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| | | <p>Microbiological Testing, ATP (Adenosine Triphosphate) Testing, Allergen Testing, Residue Analysis and trend analysis review of results to identify recurrent issues or system failures.</p> <p>Frequency - which can range from after cleaning, daily, weekly or monthly.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> The monitoring and verification schedule, verification records, verification results, trend reports etc. |
| 2.9.3 | <p>Cleaning equipment and chemicals shall be clearly marked, stored in a segregated area away from product, equipment, packaging and suitable for intended use.</p> | <p>Guidance:</p> <p>Use a standardized color-coding system to designate cleaning tools by area. Clearly label specific items to say for example, "Allergen Area Use Only". Assign cleaning tools to specific zones and track via cleaning logs or audits.</p> <p>Cleaning chemicals:</p> <p>Keep chemicals in manufacturer-labelled containers when possible.</p> <p>If decanting is needed, use durable, food-safe containers and ensure proper labelling with product name, concentration, hazards, and expiry date has been transferred from the original container.</p> <p>Labels should be resistant to water and chemicals.</p> <p>Storage:</p> <p>Storage Areas should be Physically Separate, and enclosed or locked when not in use. Ensure the area is well-ventilated to avoid chemical buildup which might be hazardous to the personnel handling the chemicals.</p> |
| 2.9.4 | <p>Cleaning equipment shall be fit for purpose and utilized in accordance with the manufacturer's instructions and in such a way that cleaning and/or disinfection is effective.</p> | <p>Guidance:</p> <p>The equipment used for cleaning should be appropriate for the type of soil or contamination to be cleaned (e.g., protein, fat, mineral, allergen, microbial load). It should be compatible with the surfaces and equipment being cleaned, meaning it should not cause abrasion or damage) to the cleaned surface.</p> |

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| | | <p>It should support hygienic design principles—easy to clean, disinfect, and maintain. It can be used effectively and safely in the facility's specific operational and environmental conditions without causing undesirable results.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Foaming Units - Correct dilution, nozzle pressure, spray patterns. • Brushes, Mops - should be color-coded, material-specific, periodically replaced before they cause physical contamination risks. • High-Pressure Washers - Prevent aerosolization near food contact surfaces. • Fogging/Misting Systems - Ensure uniform coverage, correct disinfectant. |
| 2.10 | Pest Control | |
| 2.10.1 | <p>An effective pest control program shall be in place to reduce or eliminate the risk of pest infestation, which shall:</p> | <p>Guidance:</p> <p>Establish and implement pest control procedures that identify the types of pests to be controlled, the frequency of servicing should be based on the risk related to the industry/sector, surrounding, product type etc.</p> <p>Appoint a registered pest control service provider that will be able to conduct treatment of the facility without the risk of contaminating products and processing areas.</p> <p>Nominate an internal person to liaise with the service provider and report back to the food safety team on pest control issues.</p> <p>Train employees on pest control procedures and what they need to be looking out for.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Service level agreement with the pest control service provider, pest control procedures, facility map with traps and detectors indicated, Inspection logs, Treatment records, training records. |
| | <ul style="list-style-type: none"> • be appropriate to the goods, process and facility; | <p>Guidance:</p> <p>Design the pest control strategy program based on the:</p> |

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| | | <p>Type of goods (e.g., dry grains vs. fresh produce), for example grain will attract rodents and birds whereas fresh produce might attract flies and bees.</p> <p>Consider product sensitivity (e.g., ready-to-eat foods vs. shelf-stable goods) and implement stricter controls based on stored product.</p> <p>Facility layout and environmental exposure.</p> |
| | <ul style="list-style-type: none"> have identified and designated a competent person(s) to manage the program and related activities; | <p>Self-explanatory.</p> |
| | <ul style="list-style-type: none"> identify target pests (e.g., rodents, insects and birds), relevant to the organization and operation; | <p>Guidance: The type of operation of the organization will determine what kind of pests will need to be monitored, treated and controlled.</p> <p>Examples: Grains or produce - likely to attract rodents, stored product insects etc. Dairy, bakery, meat - may attract flies, cockroaches and beetles. Packaging and storage areas - risks might include moths, birds, and rodents. Ready-to-eat products - require stricter controls against all pests, especially flies and rodents due to pathogen risk to finished products being high risk. Therefore, identify the target pests based on your type of environment, type of materials handled, types of products produced, surrounding areas (paved/wild vegetation, densely populated, industrial areas etc., coastal or marine).</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> The list of target pests based on the risk analysis. Service level agreement with the service provider including the target pests where the service is outsourced. |
| | <ul style="list-style-type: none"> have documented plans, methods, schedules and control procedures; and | <p>Guidance: Document a Pest Control Plan that outlines the structure and intent of the program. Contents of the plan can include the following:</p> |

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| | | <ul style="list-style-type: none"> Objectives (e.g., prevent pest ingress, eliminate active infestations) Scope (entire facility, with zonal risk classification) Target pests (e.g., rodents, insects, birds, other wildlife) Roles and responsibilities (internal team vs. external pest control contractor) Pest contractor details: license, contact info, and scope of service etc. <p>Examples of evidence:</p> <ul style="list-style-type: none"> The documented plan, including inspection schedules and records to confirm effectiveness. |
| | <ul style="list-style-type: none"> include documentation of the chemicals used. | <p>Guidance:</p> <p>As part of the records maintained on file, include a pesticide usage log to monitor chemical usage.</p> <p>The use of pesticides should be restricted to the service provider technicians, the designated site pest control officer and competent personnel who have been adequately trained on the use of pesticides.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Pesticide usage log MSDS for chemicals used |
| 2.10.2 | <p>Pest-monitoring programs shall include the placing of detectors and traps in key locations to identify pest activity.</p> <p>A map of detectors and traps shall be maintained. Detectors and traps shall be sufficient in number, designed for purpose, placed in appropriate positions and located to prevent potential contamination of materials, products or facilities.</p> | <p>Guidance:</p> <p>Use appropriate traps and monitoring devices such as:</p> <ul style="list-style-type: none"> Rodent bait stations e.g. external and internal (mechanical traps that usually do not contain poison). Toxic baits shall not be used in production and storage areas where open product is present, except when treating an active infestation. Where toxic baits are used, these needs to be secured. Insect light traps. Pheromone traps for flying and crawling insects. Glue boards in high-risk or difficult-to-inspect areas. <p>Map all monitoring devices on a site plan, ideally each of these should be numbered.</p> |

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| | | <p>The number of detectors should be based on the size of the facility, the number of external openings which may pose a risk pest ingress.</p> <p>Where possible include digital tracking systems for trend analysis if available.</p> <p>Placement of traps and detectors to be determined based on the pest, and not be a potential contamination source for materials, products or facilities.</p> <p>Traps and detectors need to be properly maintained, be in a fixed location, and tamperproof.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Map of traps and detectors • Visual inspection to verify placement and if maintained |
| 2.10.3 | <p>The inspection program shall be undertaken by a competent person at an appropriate frequency and findings shall be addressed.</p> | <p>Guidance:</p> <p>Monitoring and Detection</p> <p>Implement a routine inspection schedule with defined frequency (e.g. weekly, monthly, quarterly based on risk).</p> <p>The pest control operator needs to:</p> <ul style="list-style-type: none"> • have technical knowledge of pest behavior, life cycles, and risks; • be trained in pest identification, control methods, and food safety implications; • be familiar with regulatory requirements and internal hygiene standards; • have the ability to evaluate the effectiveness of pest control measures and suggest improvements to be implemented, and • be licensed as applicable based on local legislation <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Inspection schedule • Pest control operator licenses, training records, registration certificates with the local authorities etc. |
| 2.10.4 | <p>Pest control inspections and resulting actions shall be documented/recorded,</p> | <p>Self-explanatory.</p> |

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| | including the monitoring and implementation of actions. | |
| 2.10.5 | Any infestation shall be documented and appropriate control measures taken in a timely manner. | <p>Guidance:</p> <p>All pest sightings, droppings, damage, or suspected infestation signs should be reported to designated personnel (e.g., Quality Manager, Appointed Pest Control Officer) in a timely manner.</p> <p>The report should include:</p> <ul style="list-style-type: none"> • Date/time of observation • Location (specific zone or room) • Type of pest (if known) • Name of person reporting • Evidence (photos, samples if applicable) <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented pest incident register that records: • Pest activity events. • Corrective actions taken. • Root cause analysis (when required). • Follow-up inspections and outcomes. • Documentation should be retained and available for internal review, third-party audits, and regulatory inspections. |
| 2.10.6 | The cause of infestation shall be identified, and corrective action taken to prevent reoccurrence. Records shall be kept of infestation, monitoring and eradication. | <p>Guidance:</p> <p>Identify the underlying cause of the infestation to prevent recurrence and to ensure lasting control.</p> <p>Common Causes of pest infestation could include but are not limited to:</p> <ul style="list-style-type: none"> • Structural issues - cracks, gaps in doors/windows, damaged air vents. • Sanitation failures - accumulated food debris, stagnant water, poor waste handling. • Process/environmental factors - Nighttime operations without adequate controls, poorly sealed material/goods intake. |

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| | | <ul style="list-style-type: none"> Logistics and suppliers - infested packaging, vehicles, or pallets. Climate or seasonal patterns: Higher activity in certain months or areas with high humidity. <p>Examples of Root Cause Analysis Techniques that can be used:</p> <ul style="list-style-type: none"> Use 5 Whys or Ishikawa (Fishbone) Diagrams. Conduct a thorough site inspection with pest control professionals. Interview staff in affected zones to identify procedural lapses. |
| 2.11 | Personal hygiene and employee facilities | |
| 2.11.1 | <p>The organization shall ensure the implementation and adherence to appropriate hygiene practices for all personnel, visitors and contractors, including requirements on:</p> <ul style="list-style-type: none"> handwashing; protective clothing / workwear; restrictions on smoking, eating, drinking, spitting, personal items, nail polish / false nails, jewelry, etc.; and illness and injury. <p>These requirements shall be compliant with legislation (if applicable) and be available in a form that is easily understood.</p> | <p>Guidance: The conforming organization has to implement a system to ensure adherence to hygiene practices and any applicable legislation, that addresses the following:</p> <p>Personal Cleanliness Regular handwashing with soap and warm water before entering production areas, after breaks, restroom use, or handling waste. No jewelry, watches, or unsecured accessories in production areas or near open product and materials. Short, clean fingernails, no artificial nails or nail polish. Maintaining daily personal hygiene (clean clothes, hair hygiene, etc.)</p> <p>Protective Clothing / PPE includes: Hairnets / beard snoods / facial hair covers Clean coats / overalls Gloves, where required (these need to be controlled as their breakage can cause a potential for cross contamination), Shoe covers or designated factory footwear, as appropriate, PPE should be clean, undamaged, and changed as necessary (e.g., when moving between zones or after contamination).</p> |

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| | | <p>Illness Reporting and Exclusion</p> <p>Anyone experiencing symptoms like vomiting, diarrhea, fever, or open wounds should: Be excluded from food-handling areas. Report immediately to their supervisor. A return-to-work protocol must be in place (e.g., 48-hour symptom-free rule can be implemented depending on the situation).</p> <p>Access Control & Zoning</p> <p>Restrict access to sensitive areas (e.g., high-care or high-risk zones). Visitor/contractor sign-in and approval before entry. Visitors should be briefed and supervised and wear appropriate protective clothing.</p> <p>Behavior in Production Areas</p> <p>No smoking, eating, chewing, or drinking in production/storage zones. In hot working environments, the provision of water could be considered as appropriate for staff health. No personal items (phones, bags) allowed.</p> <p>Training and Monitoring</p> <p>Hygiene training needs to be provided as part of onboarding, with refresher training at defined intervals (e.g., annually for existing employees) and updated when changes are made to the FSS. Routine audits/spot checks to enforce compliance should be done. Clear visual signage and hygiene station instructions needs to be available.</p> |
| 2.11.2 | Personnel, visitors and contractors shall wear suitable protective clothing, in specified work areas. | <p>Guidance:</p> <p>In specified work areas implement procedures that require the cleaning and or laundering of PPE and footwear so that it remains clean prior to each use. Procedures should describe the requirements for PPE to be laundered either by the company on site or managed by an external service provider, based on the risk assessment.</p> |

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| | | <p>The use of approved cleaning chemicals should be adhered to.</p> <p>All hair should be appropriately covered using hairnets, beard snoods, etc.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Laundry and cleaning procedures that includes laundry and cleaning requirements, frequency of cleaning, detergents used, and any temperature requirements as applicable. • Suitable PPE provided and visual confirmation of implementation. • Risk assessment for the use of PPE. |
| 2.11.3 | <p>Personnel, visitors and contractors shall wash hands frequently, sanitize where necessary, and cover injuries on hands or forearms with suitable waterproof dressings.</p> | <p>Guidance:</p> <p>All staff, including visitors and contractors who enter or work in storage and food-handling areas, need to adhere to high standards of hand hygiene and wound protection, to prevent contamination of food, packaging, equipment, and food contact surfaces.</p> <p>Hands should be washed using warm water and fragrance-free soap that has been approved for use in the food industry.</p> <p>The frequency of washing hands should be:</p> <p>Before entering production, packaging, or storage areas.</p> <p>After:</p> <ul style="list-style-type: none"> • Using the restroom • Eating, drinking, or smoking • Handling waste or cleaning chemicals • Touching face, hair, or any potentially contaminated surfaces • Sneezing, coughing, or blowing nose <p>Injuries on hands and forearms shall be covered with suitable waterproof dressing. Controls have to be implemented to ensure dressings/plasters does not fall off or end up in the product.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Personnel hygiene procedure • Visitor's policy/procedure |

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| | | <ul style="list-style-type: none"> Plaster control procedure and register |
| 2.11.4 | Personnel, visitors and contractors shall leave personal belongings in a dedicated place. | Self-explanatory. |
| 2.11.5 | Personnel, visitors and contractors, known to be infected with, or carrying a disease or illness transmissible through food or people, shall be prevented from contact with foods and with materials which come in contact with food. | <p>Guidance: Establish and implement a health declaration form for all personnel, contractors, and visitors. Include questions on symptoms such as fever, vomiting, diarrhea, recent contact with infected persons, recent travel, and open wounds. Require that it be completed before entry into any storage or food-handling area. An authorized person from the conforming organization should review the answers given on each of the questionnaires before the decision is made to allow the visitor access into the storage or food handling area. This can be demonstrated by means of a signature from the responsible person at the organization.</p> <p>Include a self-reporting policy: All staff need to notify a supervisor/manager if they develop relevant symptoms at work or offsite.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Records of self-declaration Visitors' health questionnaires. |
| 2.11.6 | Personnel hygiene facilities and toilets | |
| 2.11.6.1 | The organization shall ensure that staff facilities are designed, located and operated to prevent contamination. | <p>Guidance: Suitable staff facilities need to be provided by the organization such as:</p> <ul style="list-style-type: none"> Changing rooms Toilets Handwashing basins |

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| | | <ul style="list-style-type: none"> • Canteens or break areas • Designated smoking shelters/areas • Showers (if applicable) <p>The facilities need to be properly designed and located away from food-handling or storage areas, and operated and maintained in a way that eliminates the risk of contamination of food, ingredients, packaging materials, and work surfaces.</p> <p>These should form part of the cleaning and disinfection programs as well as PRP verification activities.</p> <p>Any local legislation shall be adhered to in terms of requirements around staff facilities e.g. the number of toilets, handwashing basins in relation to the number of workers.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Provided staff facilities. • The master cleaning schedule • Reports of locker inspections and change room audits. |
| 2.11.6.2 | Suitable changing rooms shall be provided for personnel. | <p>Guidance:</p> <p>Changing rooms/locker rooms shall be provided and should be located at the transition point between external environments and product handling areas.</p> <p>They should include:</p> <ul style="list-style-type: none"> • Separate areas for clean and dirty clothes • Individual lockers for personal belongings • Benches, coat hooks, and PPE storage • Layout should promote a clean workflow: arrive → change → wash hands → enter product handling area. <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Designated change rooms, provided with personal lockers, storage for PPE, and separate food lockers. |

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| 2.11.6.3 | Toilets shall be provided, operational, accessible and adequately segregated. | <p>Guidance:</p> <p>Conforming organizations need to provide a sufficient number of toilets, based on:</p> <ul style="list-style-type: none"> • Staff count • Shift patterns • Facility size <p>Consider separate toilets for:</p> <ul style="list-style-type: none"> • Men and women • Visitors and staff • High-risk and low-risk area workers (where zoning is implemented) <p>All units should -</p> <p>Flush properly</p> <p>Be stocked with toilet paper, soap, and hand-drying materials,</p> <p>Be cleaned frequently and maintained in working order.</p> <p>Be located reasonably close to workstations, without requiring long walks or leaving the building, and be clearly signposted</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Suitable and well-maintained toilet facilities provided • Toilet facility inspection checklists • Internal audit reports • Cleaning records |
| 2.11.6.4 | Suitable and sufficient hand-washing and drying facilities shall be provided and accessible, including the supply of water at a suitable temperature, soap and, where relevant, sanitizer. Taps and waste bins should be handsfree. | <p>Guidance:</p> <p>Facilities have to be fit-for-purpose, and designed for food-handling environments,</p> <p>Made from non-corrosive, easy-to-clean materials such as stainless steel,</p> <p>Properly drained and sealed to avoid pooling or leaking.</p> <p>Enough handwash stations must be available so that:</p> <p>All staff can access them without delay and</p> |

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| | | <p>The water supply must be of potable water that is warm enough to effectively remove oils, soils, and microbes (typically between 35°C–45°C)</p> <p>The use of liquid soap is preferred followed by sanitizer.</p> <p>Taps should be operated without the use of hands to minimize the risk of re-contaminating washed hands.</p> <p>Where paper towel is used, hands-free/ pedal operated or sensor-based waste bins should be installed or used.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Handwash Stations - Located near all entrances, toilets, and before entry into storage areas, • Water Supply - Warm, potable, consistent pressure • Soap Dispensers - In good working order, fragrance-free liquid antibacterial soap used, regularly refilled • Sanitizer - where required (e.g. open product handling areas). • Taps - Hands-free (pedal, sensor, elbow, knee), • Drying Method - Disposable paper towels or air dryers. • Waste Bins - Covered, hands-free, emptied regularly. |
| 2.11.6.5 | Separate eating facilities shall be provided away from repacking/relabeling, storage and distribution areas. | <p>Guidance:</p> <p>Eating areas must be located away from repacking/relabeling, storage and distribution areas.</p> <p>Make provision for separate canteen areas and personal meal storage areas such as refrigerators and microwave ovens or food warmers.</p> <p>Canteens should be fitted with hand washing and drying facilities to ensure that cross contamination from staff lunches is minimized.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Separate canteen areas located away from repacking/relabeling, storage and distribution areas. • Handwashing and drying facilities for all staff |

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| 2.12 | Repacking | |
| 2.12.1 | Repacking shall be managed effectively to prevent contamination and maintain food safety. <i>Note: Repacking is restricted to the repacking of pre-packaged product. Repacking of open product is not included in the scope of transport and storage.</i> | Guidance: Use dedicated zones or enclosed rooms separate from raw material or waste handling areas to handle repackaging of pre-packed products and materials. Maintain cleaned and sanitized surfaces (stainless steel tables, food-safe bins). Monitor temperature, humidity, and airflow, especially for temperature-sensitive items. Restrict access to authorized personnel only. Ensure the staff working with the materials/goods are sufficiently trained on personal hygiene procedures and are appropriately dressed in provided PPE that is clean. Examples of evidence: <ul style="list-style-type: none"> • Dedicated areas that are appropriately closed off and repacking SOPs. |
| 2.12.2 | Repackaged goods shall be stored, handled and undertaken in such a way that product safety (incl. allergens), traceability and regulatory compliance are maintained. | Self-explanatory. |
| 2.13 | Transport and storage operations | |
| 2.13.1 | The organization shall ensure that all goods are stored and transported under conditions that protect product integrity. | Guidance: Organizations need to understand what could compromise the integrity of all goods during storage and transport activities and implement appropriate controls, as applicable, for example: <ul style="list-style-type: none"> • use of cold storage and refrigerated transport for perishable food products. • ensuring dry goods are kept in low moisture areas taking note of the humidity levels and implementing humidity monitoring devices where necessary. • clearly labelling and segregating allergenic materials (as applicable in the case of repacking) • use of vehicles that provide adequate protection from damage and contamination • avoiding potential contamination by enforcing hygiene and cleaning protocols |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Visual inspection to confirm proper storage and transport conditions • Monitoring records such as logs, sensors, and hygiene and cleaning verification records to ensure proper conditions are maintained. |
| 2.13.2 | <p>All vehicles, including contracted vehicles used for the transportation shall be suitable for the purpose, maintained in good repair and be clean.</p> | <p>Guidance:</p> <p>The organization should specify vehicle requirements based on the product (e.g., temperature control, ventilation, loading capacity).</p> <p>Written transportation procedures or supplier agreements should be in place, that also addresses vehicle maintenance and cleaning.</p> <p>Implement inspection routines where drivers or receiving personnel inspect vehicles before loading, and ensure records are kept.</p> <p>Check for cleanliness, temperature calibration, and integrity.</p> <p>Train staff/employees and contractors to understand vehicle hygiene and the relevant standards.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented maintenance and cleaning records/logs/service records. • Vehicle inspection records • Cleaning schedules and records should be easily retrievable. • Training records. |
| 2.13.3 | <p>There shall be adequate facilities for the storage of goods, including:</p> <ul style="list-style-type: none"> • Storage off the floor and with sufficient space between the material and the walls to allow inspection and pest control activities to be carried out. • Storage in clean, dry, well-ventilated spaces protected from dust, | <p>Self-explanatory.</p> |

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| | condensation, fumes, odors or other sources of contamination. | |
| 2.13.4 | The storage facilities shall be properly constructed / organized to protect goods and avoid cross-contamination. | <p>Guidance:</p> <p>Consider Building Design & Structure - walls, ceilings, and floors should be smooth, impervious, and easy to clean.</p> <p>Free from cracks or peeling paint that could harbor pests or debris, or potential for physical cross contamination.</p> <p>Drains and water systems prevent contamination (e.g., sloped floors to avoid stagnant water).</p> <p>Lighting must be adequate for visibility, with shatterproof covers.</p> <p>Ventilation prevents mold, condensation, and dust buildup etc.</p> <p>Doors and windows should be sealed or screened to prevent pest entry.</p> <p>Loading docks should have air curtains or strip curtains.</p> <p>Organizations should consider the following:</p> <ul style="list-style-type: none"> • Staff movement in and around the storage areas, i.e. limit access to trained staff and implement good hygiene practices for staff who are required to work in these areas. • Allergen cross contamination • FIFO and FEFO principles • Chemical and non-food item storage. <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Suitable storage facilities • Procedures that define specifications for building structures. |
| 2.13.5 | Storage and transport shall be appropriate to minimize the deterioration of the goods (e.g., by temperature and humidity control). | <p>Guidance:</p> <p>Storage and transport should not increase the chances for microbiological spoilage, chemical degradation such as rancidity or discoloration and physical damage to goods that could lead to cracking, drying out or melting.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Humidity control • Temperature control • Ventilation • Air quality and contamination control • Transport specific controls • Storage facility practices etc. |
| 2.13.6 | An effective stock rotation system shall be documented and implemented. | <p>Guidance:</p> <p>Implement a stock rotation system that is based on the following but not limited to:</p> <ul style="list-style-type: none"> • FIFO (First-In, First-Out) - Where the oldest stock is used/distributed first based on receipt or production date, • FEFO (First-Expired, First-Out) - Where stock with the nearest expiry date is used/processed out first. <p>Arrange stock so that older or expiring items are at the front.</p> <p>Use gravity racks, flow-through systems, or signage to guide proper picking, and restrict reverse stacking or hiding of items behind newer stock.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Receiving records that show Receiving date, Batch/lot number and Expiry or best-before date, • Storage Layout and Physical Controls that are visually verifiable, • Stock rotation program |
| 2.13.7 | Where logistic units are used for transporting goods, the documented information of the logistic unit load history and cleaning shall be retained and available. | <p>Guidance:</p> <p>Maintain records of cleaning for logistic units that are used for transporting goods.</p> <p>Documentation shall include the type of products that was contained in the units prior to it being cleaned.</p> <p>Where cleaning validation and verification is done, these records need to be available as well.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Load history, • Cleaning records, • Validation and verification records. |
| 2.13.8 | <p>Non-gasoline or non-diesel-powered equipment (e.g., electric or battery powered equipment) shall be used in food ingredient or food storage areas. These shall be clean, well maintained and of suitable type to avoid contamination through emissions</p> | <p>Self-explanatory.</p> |
| 2.13.9 | <p>Logistic units used for distributing goods shall be inspected prior to loading, to ensure they are clean, in good repair, suitable for the purpose, and free from odors or other conditions that could impact negatively on the goods.</p> | <p>Guidance:</p> <p>Implement procedures for checking and inspecting logistic units to ensure that they are clean and in good repair.</p> <p>Units should have their own dedicated maintenance and repair schedules.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Clean, fit for purpose logistic units that are free from odors, • Maintenance schedules and records • Cleaning schedules and records. |
| 2.13.10 | <p>Practices at the organization shall be designed, documented, and implemented to maintain appropriate storage conditions and integrity of goods during unloading.</p> | <p>Guidance:</p> <p>Design, document, implement and maintain storage conditions that protect the integrity of goods stored and transported.</p> <p>These can include:</p> <ul style="list-style-type: none"> • Dedicated unloading zones - separate from storage or processing areas, and clearly marked, • Sheltered unloading bays: - to protect from rain, wind, dust, or direct sunlight, • Dock levellers or ramps: - to ensure smooth transfer and minimize shock or spillage. • Floor markings & traffic controls: - to prevent cross-traffic and contamination. |

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| | | <p>Examples of evidence:</p> <p>Some examples of procedures and what can be included in the documents:</p> <ul style="list-style-type: none"> • Unloading sequence - vehicle inspection, door opening, pallet checks, • Product protection - use of tarpaulins, shade, temperature control, • Equipment to use - hand jacks, forklifts, clean trolleys, pallet jacks, • Handling sensitive goods -refrigerated, allergenic, fragile, or hazardous goods, • Contamination prevention - use of clean gloves, exclusion of pests, removal of damaged goods, • Cleaning procedures - between shipments and at end of day. |
| 2.13.11 | <p>Goods shall be loaded, transported and unloaded under conditions suitable to prevent physical damage, cross-contamination and spoilage from micro-biological contamination, physical contamination, and chemical contamination including allergens.</p> | <p>Guidance:</p> <p>Implement control steps for loading and during transportation that addresses:</p> <p>Loading:</p> <p>Pre-load vehicle inspection: Clean, odor-free, pest-free, No residue from previous loads (especially allergens, chemicals)</p> <p>Product segregation:</p> <p>Load allergen-containing products separately and clearly marked. Avoid mixing raw and ready-to-eat/ finished product items in the same vehicle, if possible.</p> <p>Protection measures:</p> <p>Use pallets, shrink wrap, and slip sheets to prevent physical damage. Do not stack in a way that causes crushing</p> <p>Temperature control:</p> <p>Verify refrigerated units are pre-cooled, Use data loggers or thermometers to monitor during transit.</p> <p>During transport:</p> <p>Maintain suitable environment:</p> |

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| | | <p>Temperature and humidity within specified limits for the product</p> <p>No exposure to direct sunlight, rain, or dust.</p> <p>Secure cargo:</p> <p>Use straps, spacers, or partitions to prevent shifting and crushing during transit.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Traceability documentation • Maintain records of: • Temperature logs and records • Load details and security seals. • Vehicle inspection records |
| 2.13.12 | <p>The integrity of goods in transport and storage shall be tested and confirmed at an appropriate frequency.</p> | <p>Guidance:</p> <p>Define integrity according to the product type stored and transported for example:</p> <ul style="list-style-type: none"> • Perishables (food) which is susceptible to spoilage. • Fragile goods - that can experience physical breakages and package crushing. • Dry goods - Moisture ingress or pest infestation. <p>Create a schedule to manage the frequency of checks to be done.</p> <p>Define what will be tested for e.g. temperature, Physical damage, Tamper evidence, Moisture protection (desiccants), Infestation risk, Shelf life etc.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Defined procedures and records of compliance to the procedure. • Testing methods and schedules. |
| 2.13.13 | <p>Procedures to ensure the logistic units are maintained in good condition and to reduce the risk of breakdown and consequent failure shall be in place and include clear instructions and emergency contact numbers for the operators.</p> | <p>Guidance:</p> <p>To prevent product damage, spoilage, or contamination during transport:</p> <ul style="list-style-type: none"> • Minimize downtime and delays due to logistic unit failure, • Ensure preparedness and a quick response in the event of equipment breakdown, • and promote operator confidence and safety through access to support information: • Create a Preventive Maintenance Program (PMP) for all logistic units. |

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| | | <p>Include:</p> <p>Inspection schedules (e.g. daily, weekly, monthly), Functional checks: seals, insulation, tires, doors, refrigeration system, Cleaning procedures: to maintain hygiene and prevent contamination, Calibration checks: for temperature data loggers or cooling units. Provide emergency contact Information and ensure its availability in all vehicles and logistics units. This should be reviewed and updated regularly.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Preventive maintenance schedule • Emergency procedure • Documentation: inspection checklists and repair logs Operators' training records. |
| 2.13.14 | The procedures shall include instructions on how to preserve any specific temperature or other environmental controls appropriate to the load. | <p>Guidance:</p> <p>Include in the procedure instructions on how to preserve temperature controls related to the load. For example: the refrigerated unit should not be opened on route to the destination to minimize temperature differentials and compromising the food safety of the transported products.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Specific instructions documented as part of the FSS, • Records of communication with drivers and operators. |
| 2.13.15 | The procedure shall include checks required to be made on the load before continuing the journey. | <p>Guidance:</p> <p>Include in the procedure instructions on what the driver is meant to do in the case where the temperatures are not what they are supposed to be. Corrective action procedures need to include the handling of potentially unsafe products from products in transit.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Specific instructions documented as part of the FSS, • Records of communication with drivers and operators. |
| 2.14 | Controlled conditions | |
| 2.14.1 | <p>The organization shall ensure appropriate conditions are maintained for food safety. Where temperature and/or other conditions (e.g. filtration, humidity, microbiology of air) are deemed critical by the organization, a control system shall be put in place and monitored.</p> | <p>Guidance:</p> <p>Where environmental conditions are deemed to be critical to food safety, then implement a control system to monitor these and ensure that the safety of products/ goods and materials is not compromised.</p> <p>Create a schedule/program to periodically check on these conditions for example, hourly temperature checks and logging of the readings or sign off to confirm conformity.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Planned and documented monitoring procedures, • Data loggers • Temperature logs • Humidity check records etc. |
| 2.14.2 | <p>Automated recording equipment should be used. In the absence of automated equipment records shall be retained to demonstrate compliance to these conditions.</p> | <p>Guidance:</p> <p>It is preferred that organizations use automated recording equipment that helps ensure real-time monitoring, reduced human error, and continuous compliance.</p> <p>If automated systems are unavailable, conforming organizations need to maintain detailed manual records to prove that critical conditions were monitored and met.</p> <p>Manual Record Examples:</p> <ul style="list-style-type: none"> • Temperature logbooks for cold rooms or transport units, • Checklists for daily environmental checks, • Cleaning or equipment verification logs, • Paper-based traceability logs for product handling or storage |

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| 2.14.3 | Equipment used to hold goods at specified temperatures and other conditions shall be calibrated for its purpose. | <p>Guidance:</p> <p>Where equipment are used to store or hold goods under controlled environmental conditions—whether it's temperature, humidity, or pressure—that equipment must be calibrated regularly to ensure it is functioning correctly and providing accurate/reliable readings.</p> <p>Create a list of all equipment used to control or monitor conditions.</p> <p>Calibration needs to be appropriate for the equipment's purpose, meaning:</p> <ul style="list-style-type: none"> • Suitable instruments and standards are used, • The calibration frequency matches the criticality of the equipment, • The process complies with internal procedures and regulatory expectations. • Tolerances and deviations are defined <p>For each item, record:</p> <ul style="list-style-type: none"> • Manufacturer and model/Equipment ID • Calibration interval (e.g., 6-monthly, annually), • Date of last calibration and next due • Calibration method and standard <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Equipment list that require calibration and their specific procedure for calibration • Calibration schedule • Calibration records confirming: <ul style="list-style-type: none"> ○ Equipment ID and location ○ Date and results of calibration ○ Tolerances and any deviation ○ Corrective actions if the device failed |
| 2.14.4 | Documented information shall be available on how to manage the load in transit, including actions to be taken in the event of | <p>Guidance:</p> <p>Document clear guidance for drivers, couriers, and logistics staff on how to handle the load during transit.</p> <p>Include instructions on:</p> |

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| | a failure to achieve the specified conditions during transit. | <ul style="list-style-type: none"> • Loading practices: pallet stacking, weight distribution, segregation (e.g., allergens, chemicals, non-food items etc.), • Monitoring conditions: checking temperature displays, seals, or humidity loggers, • Handling stops: what to do during fuel breaks, inspections, or delays, • Securing the load: use of straps, padding, and proper placement of consignment, • Contamination control: no unauthorized access, sealed compartments, cleanliness. Specify the Conditions Required During Transit - i.e. frozen goods, dry goods, hazardous chemicals etc. Document Emergency Actions for Condition Failures and communicate these to the relevant staff. Include Contact Details and Escalation Flow - including emergency contact details. Examples of evidence: <ul style="list-style-type: none"> • Documented procedures for goods in transit, • Updated emergency contact list, • Training records, • Escalation procedures. |
| 2.15 | Management of analysis/testing services | |
| 2.15.1 | The organization shall implement a program to ensure that analysis is systematically undertaken for issues that are identified as being critical to food safety and legal requirements, as well as customer specifications. | Guidance: Create a program for analysis in line with food safety, legal and customer requirements. The program should include a plan of what types of verification activities will be undertaken that are critical to food safety. Make a list of the materials and note the verification type, including the frequency. COA's and product specifications can be used as a basic guideline of what needs to be tested. |
| 2.15.2 | Where out of specification results are obtained, the organization shall handle the affected lot(s) of product as nonconforming | Self-explanatory. |

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| | products and apply appropriate correction and corrective actions. | |
| 2.15.3 | Appropriate methods, relevant for food safety, shall be used to provide valid results (e.g. by procedures set forth in ISO 17025 and/or industry recognized methods). | <p>Guidance:</p> <p>Refer to the Interpretation article on Laboratory analysis for critical food safety parameters, available on our website: www.fssc.com for more information</p> |
| 2.15.4 | Analysis procedures shall be in place to ensure that all specified requirements are met, including legal requirements and customer specifications. | <p>Guidance:</p> <p>To re-affirm and reinforce product safety, regulatory compliance, and customer satisfaction, create and document a procedure that has structured analytical controls which:</p> <ul style="list-style-type: none"> • Verify compliance with legal limits (e.g., contaminants, additives, labelling). • Ensures that the product meets customer-defined requirements and • Confirm conformity to internal specifications <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Procedure describing the requirements (regulatory or customer specific requirements), methods of analysis, what the required results and limits should be, sampling and how often it must be done, what actions are to be taken for out of specification results and records to be kept. |
| 2.16 | Product Information and consumer awareness | |
| 2.16.1 | Information shall be presented to consumers in such a way that enables them to understand its importance and make informed choices, including for repacked and relabeled products. | <p>Guidance:</p> <p>Ensure transparency and clarity in the way food safety information is communicated to consumers as applicable for repacked and relabeled products. Ensure that the information is not just available, but is also accessible, delivered in a format or language that the consumer can understand.</p> <p>The label should enable the consumer to make choices aligned with their dietary needs or restrictions.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Clear labels that communicate allergenic information or information for immune compromised individuals. |
| 2.17 | Labelling of repackaged goods | |
| 2.17.1 | <p>The organization shall ensure that finished products are labelled according to applicable statutory and regulatory requirements in the country of intended sale, including allergen and customer specific requirements.</p> | <p>Guidance:</p> <p>Where (re)labelling activities take place, establish and maintain a list of the latest legislation that addresses labelling as well as customer requirements, linked to the country of sale.</p> <p>Ensure that labelling of these repackaged or relabeled finished products reflects accurate product identification and ensures traceability. Where applicable, ensure that product labelling contains the relevant allergen information in accordance with regulatory and customer requirements, to prevent consumer harm.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Labelling procedures for regulatory and customer label compliance, documented label approval systems, Allergen labelling must follow recognized regulatory lists (e.g. FDA, EU, Codex Alimentarius), Customer-specific needs (e.g., color schemes, font size, layout, barcodes) etc. |
| 2.17.2 | <p>In the case of repacking/relabeling, start-up and change-over procedures shall be established and implemented to ensure products, including packaging and labelling, meet applicable customer and legal requirements.</p> <p>This shall include having controls in place to ensure labelling and packaging from the previous run have been removed from the line.</p> | <p>Guidance:</p> <p>Create and use procedures to be followed in the case of repacking/relabeling is started up (e.g., at the beginning of a production shift or after a stoppage), or change over (e.g., when switching from one product to another or from one batch to another).</p> <p>The procedures should ensure that the relevant aspects of product integrity including the correct product, packaging, and labelling are verified and controlled before the line starts up or resumes production.</p> <p>This needs to consider specific customer requirements and legislation requirements.</p> |

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| | | <p>Examples of evidence:</p> <ul style="list-style-type: none"> Documented procedures for line start up and changeover procedures, pictorial instructions for the packing department to follow, verification and sign off records by relevant personnel, e.g. line supervisors or production managers. |
| 2.18 | Logo Use | |
| 2.18.1 | <p>Conforming organizations shall use the FSSC 22000 Development Program logo only for marketing activities such as the organization’s printed matter, website, and other promotional material.</p> | <p>Guidance:</p> <p>To protect the credibility and the integrity of the FSSC Development Program logo it is important to prevent misleading use of the logo, and to ensure its authorized usage in non-product contexts. Conforming organizations are only allowed to use the logo as instructed by FSSC.</p> <p>Examples of evidence:</p> <p>Permitted areas for use are as follows:</p> <ul style="list-style-type: none"> Company website (e.g., in a section about food safety systems or food safety journey) Brochures and flyers about the organization or its quality assurance systems Corporate PowerPoint presentations Exhibition materials and trade show displays Business cards and letterheads (only if used for promotional rather than regulatory purposes). |
| 2.18.2 | <p>The confirming organization is not allowed to use the FSSC 22000 Development Program logo, any statement or make reference to its conforming status on:</p> <ul style="list-style-type: none"> a product; its labelling; its packaging (primary, secondary or any other form); certificates of analysis or certificates of conformance (CoA’s or CoC’s); | <p>Self-explanatory.</p> |

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| | <ul style="list-style-type: none"> in any other manner that implies FSSC approves a product, process, or service and where exclusions to the scope apply. | |
| 2.18.3 | Where the FSSC 22000 Development logo is being used, it shall comply with the design specifications included within the Program document. | <p>Guidance: Conforming organizations have to obtain the logo and design specifications from their CABs and follow these to comply.</p> |
| 2.19 | Food Defense | |
| 2.19.1 | The threats to the product as a result of intentional product tampering or intentional contamination shall be assessed. | <p>Guidance: Food defense focuses on malicious acts intended to cause public health harm, panic, or brand damage. Therefore, assess the potential for intentional harm to food products (such as sabotage, extortion, disgruntled employee activity, ideological attacks). Recognize that these threats may occur internally (staff) or externally (intruders, supply chain actors) and consider them in your assessment.</p> <p>Refer to the FSSC 22000 Food Defense Guidance document for more information, available on www.fssc.com</p> <p>Examples of evidence: Implemented threat assessment and mitigation strategy (e.g. TACCP – Threat Assessment and Critical Control Points) that covers:</p> <ul style="list-style-type: none"> The Scope Identification of Potential Threat Scenarios, Common Threat Scenarios such as open product, access points for stored materials, or public facing or low security areas. Assessment of Threat Likelihood and Impact. |

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| 2.19.2 | <p>The points in the process which are vulnerable to intentional product tampering/intentional contamination shall be identified and subjected to additional control.</p> | <p>Guidance:</p> <p>Identify specific points in the transport and storage operation where intentional contamination or tampering could occur.</p> <p>Evaluate these potential vulnerable points using structured threat assessments (e.g., TACCP) as described above.</p> <p>Apply additional protective controls (physical, procedural, or technological) at those points to prevent, detect, or respond to intentional attacks.</p> <p>The focus should be on deliberate harm (malicious contamination or sabotage), not accidental failures.</p> <p>Incorporate the food defense plan as part of internal audit schedules.</p> <p>Review and update assessments annually or when major changes (e.g., new product lines, equipment layout, geopolitical risks, etc.)</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented threat assessments, food defense plan, control records, surveillance logs, and incident reports. |
| 2.19.3 | <p>Measures shall be in place to address what to do with the product, if prohibited access took place and the product may have been tampered with or intentionally contaminated.</p> | <p>Guidance:</p> <p>Implement a Food Defense Incident Response Protocol to initiate corrective actions to address affected products.</p> <p>Appoint an incident management team, this can be the same as the food safety team.</p> <p>Steps to be taken could include:</p> <ul style="list-style-type: none"> • Isolating the affected product. • Activating the Food Defense Incident Response Team. • Conducting an initial risk assessment to determine the nature of the tampering, location and methods of tampering, extent of exposure and potential risk to health, etc. • Keeping samples of evidence until the investigation outcomes and conclusions are reached. • Formulating an incident report. |

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| | | <ul style="list-style-type: none"> Inform stakeholders and customers. <p>Note: Responsibility to communicate should be assigned to a senior member from leadership</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Documented incident management procedures, Food defense plan (revised), minutes of meetings, traceability of communication etc. |
| 2.20 | PRP Verification | |
| 2.20.1 | <p>The organization shall establish, implement, and maintain routine (e.g., monthly) site inspections/PRP checks to verify that the site (internal and external), storage and distribution environment and equipment are maintained in a suitable condition to ensure food safety. The frequency and content of the site inspections/PRP checks shall be based on risk with defined sampling criteria.</p> | <p>Guidance:</p> <p>Organizations need to routinely inspect the storage and distribution environment to verify ongoing compliance with food safety requirements. These inspections support the effectiveness of PRPs, which forms the basis of a food safety system.</p> <p>Assign dedicated personnel to lead the inspections, and involve personnel from different areas e.g. maintenance, hygiene, and quality control personnel in joint inspections. The frequency and content of the inspections needs to be based on risk and cover the PRPs in the Development Program.</p> <p>For example:</p> <ul style="list-style-type: none"> Monthly inspections for general site and infrastructure Daily or weekly for high-risk processing areas or allergens Quarterly for building fabric or equipment. <p>Examples of evidence:</p> <p>Risk based inspection program schedule (e.g. monthly, weekly, or daily depending on risk), checklists aligned with PRPs such as:</p> <ul style="list-style-type: none"> Floors, walls, ceilings (cleanliness, damage, contamination risks) Equipment condition (rust, cracks, cleanliness, calibration) Air handling units and filters Water sources and drainage |

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| | | <ul style="list-style-type: none"> • Personnel hygiene stations • Pest control points and evidence of infestation • Waste disposal areas • Site perimeters and access points etc. • Corrective actions and actions reports from negative findings. |

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| 3. HACCP Control | | |
| <p>CODEX Alimentarius General Principles of Food Hygiene (CXC 1-1969 - Latest Edition) provides a wealth of knowledge relating to HACCP and its implementation.</p> <p>However, please keep in mind that the FSSC Development Program also includes OPRPs (Operational Pre-requisite Programs) which is not covered by this CODEX standard. Therefore, please ensure that you always meet the minimum requirements as detailed in the FSSC Development Program Sector Assessment Requirements Section 3 for HACCP Control, and only use the CODEX standard as guidance.</p> <p>References to clause numbers in the below sections relates to the clauses in CODEX Alimentarius General Principles of Food Hygiene (CXC 1-1969 - Latest Edition). Refer to relevant links below:</p> <ul style="list-style-type: none"> • CODEX Alimentarius website • Current latest edition of the above mentioned standard <p>For further understanding on HACCP and the identification and control of significant hazards with CCPs and OPRPs, refer to the ISO 22000:2018 standard, and specifically clause 8.5 on hazard control. Additionally, ISO has also published "A practical guide to ISO 22000:2018" which is a handbook that provides a practical approach and a wide range of information to develop, document, implement and maintain a robust FSMS according to ISO 22000:2018. This standard, as well as the handbook, can be purchased from the ISO webstore:</p> <ul style="list-style-type: none"> • ISO 22000:2018 Standard • A Practical Guide <p>A reminder that the use of these ISO standards are not mandatory for the FSSC Development Program.</p> | | |
| 3.1 | Preliminary steps to enable hazard analysis | |
| 3.1.1 | The organization shall identify and comply with relevant regulatory and customer requirements related to the product and product categories. | Self-explanatory. |
| 3.1.2 | Task 1: Establish a multi-disciplinary food safety team. A multi-disciplinary team with different responsibilities for food safety shall have | For guidance, refer to clause 19.1: Assemble a HACCP team and identify scope (Step 1). |

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| | <p>undertaken the tasks described in this section of the checklist (Tasks 2-5).</p> <p>Note: The team should comprise of personnel with the knowledge and experience in the organization’s products, processes, equipment and food safety hazards.</p> | |
| 3.1.3 | <p>Task 2: A complete product description shall be available of the product/ product category including the conditions for storage and distribution.</p> <p>The product description shall include product characteristics (biological, chemical and physical), composition, source, place of origin, packaging, storage and delivery conditions and shelf life, and preparation and/or handling before use or processing.</p> <p>For transport and storage, products can be grouped based on storage/ transport condition (ambient, chilled, frozen), as applicable.</p> | For guidance, refer to clause 19.2: Describe product (Step 2). |
| 3.1.4 | <p>Task 3: The intended use of the product shall be described and the target consumer identified, including vulnerable consumer groups.</p> | For guidance, refer to clause 19.3: Identify intended use and users (Step 3). |
| 3.1.5 | <p>Task 4: All the steps taken shall be documented in a process flow diagram.</p> <p>Flow diagrams shall be clear, accurate and sufficiently detailed to the extent needed to</p> | For guidance, refer to clause 19.4: Construct flow diagram (Step 4). |

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| | <p>conduct the hazard analysis. It shall include the following as appropriate:</p> <ul style="list-style-type: none"> • sequence and interaction of the steps; • any outsourced processes; • where materials/products, packaging materials, and utilities enter the flow; • where repacking and relabeling take place, if applicable; • where materials/products and waste are released or removed. | |
| 3.1.6 | <p>Task 5: Onsite verification of the process flow diagram(s) shall take place at least annually, or more often when changes occur, to ensure it accurately reflects the storage and distribution process.</p> | <p>For guidance, refer to clause 19.5: On-site confirmation of flow diagram (Step 5).</p> <p>Additional guidance:</p> <p>In addition to the initial onsite confirmation of the flow diagram, and when changes occur, the organization should also schedule an annual process verification walk to be done by the appointed food safety team.</p> <p>This can be done by the entire team all at the same time or at different times of the day to gain a different perspective, followed by a comparison of each team members' findings at the end of the exercise.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Flow diagrams for each product/ product group/ category verified and signed off by the food safety team. • This can be in the form of signed flow diagram records, with notes if any changes/updates were observed during the verification walk. • Meeting minutes. |

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| 3.2 | Hazard analysis <i>The approach for analysis and control of hazards shall be in line with the seven (7) HACCP principles and 12 steps of the CODEX Alimentarius.</i> | |
| 3.2.1 | The organization shall conduct a hazard analysis of their process (including repacking/relabeling if applicable), based on the preliminary information, to determine if there are any food safety hazards associated with the storage and distribution of their products that might cause a food safety risk. | Self-explanatory. |
| 3.2.2 | Principle 1: A hazard analysis shall be conducted for each process step in the storage and distribution process. <ul style="list-style-type: none"> • identify and document all food safety hazards that are reasonably expected to occur; • determine the acceptable level in the end product for each food safety hazard identified; and • conduct a hazard assessment for each food safety hazard identified (likelihood of occurrence versus severity of its adverse health effects) | For guidance, refer to clause 19.6: List all potential hazards that are likely to occur and associated with each step, conduct a hazard analysis to identify the significant hazards, and consider any measures to control identified hazards (Step 6/Principle 1) |
| 3.2.3 | The hazard analysis shall be conducted by a competent multi-disciplinary team. | The appointed food safety team needs to conduct the hazard analysis. Where expertise is not in available within the organization, then this can be sourced externally. Where the help of external experts is used, this should be clearly documented and agreed in writing by the expert as well as a representative of the organization. |

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| | | <p>The organization is still responsible to review the hazard analysis and ensure it fully covers all the processes and activities of the site, that it is suitable for the operation and that it fully meets the requirements of Section 3 - HACCP control, of the Assessment Requirements for the FSSC Development Program. This includes that all relevant hazards have been identified and are effectively addressed within the hazard analysis.</p> |
| <p>3.2.4</p> | <p>Principle 2: Determining Critical Control Points (CCPs) and Operational Prerequisite Programs (OPRPs)</p> <p>Where the hazard analysis indicates any significant hazards not minimized or eliminated by PRPs, and based on the outcome of the decision tree, then OPRPs and/or CCPs shall be identified for their control and properly categorized.</p> | <p>Refer to Annex 3 - HACCP (CCP/OPRP) Decision Tree of the FSSC Development Program for a decision tree that can be used to determine the Critical Control Points (CCPs) and Operational Prerequisite Programmes (OPRPs).</p> <p>Use the above-mentioned decision tree or an equivalent tool to determine the control measure(s) (CCPs / OPRPs).</p> <p>Additional guidance:</p> <p>Refer to clause 19.7: Determine the critical control points (CCPs) (Step 7/Principle 2) of CODEX Alimentarius General Principles of Food Hygiene. A reminder that this standard does not define requirements for OPRPs and the FSSC Development Program includes OPRPs. The requirements of the FSSC Development Program shall be met.</p> <p>For further guidance, including for OPRPs, refer to clause 8.5 of ISO 22000:2018 and the related handbook, A Practical Guide to ISO 22000:2018.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> Completed decision tree to show how CCP and OPRP determination was done. |
| <p>3.2.5</p> | <p>If these hazards are identified within the process/operation, the organization shall have effective control measures that ensure the elimination of the hazards or to reduce them to acceptable levels. The organization shall implement specific controls for all relevant steps not identified as CCPs or OPRPs e.g., effective implementation and management of PRPs.</p> | <p>Self-explanatory.</p> |

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| 3.2.6 | <p>Principle 3: Critical Limits shall be established for each CCP and action criteria for OPRPs. Critical limits at CCPs shall be measurable. Action criteria for OPRPs shall be measurable or observable.</p> | <p>For guidance, refer to clause 19.8: Establish validated critical limits for each CCP (Step 8/Principle 3) and 19.11.1: Validation of the HACCP plan, of CODEX Alimentarius General Principles of Food Hygiene.</p> <p>A reminder that this standard does not define requirements for OPRPs and the FSSC Development Program includes OPRPs. The requirements of the FSSC Development Program shall be met.</p> <p>For further guidance, including for OPRPs, refer to clause 8.5 of ISO 22000:2018 and the related handbook, A Practical Guide to ISO 22000:2018.</p> |
| 3.2.7 | <p>Critical limits and action criteria shall be validated, and the validation shall be documented.</p> | |
| 3.2.8 | <p>Principle 4: Monitoring procedures shall be established for each CCP and OPRP and undertaken by competent personnel to ensure that CCPs and OPRP's are effectively implemented.</p> <p>It shall consist of:</p> <ul style="list-style-type: none"> • monitoring methods or devices used; • monitoring frequency; • monitoring results; • responsibility and authority related to monitoring; and • responsibility and authority related to evaluation of monitoring results. <p>Deputies shall be identified, trained and available in case of the absence of the person responsible for monitoring.</p> | <p>For guidance, refer to clause 19.9: Establish a monitoring system for each CCP (Step 9/Principle 4) of CODEX Alimentarius General Principles of Food Hygiene.</p> <p>A reminder that this standard does not define requirements for OPRPs and the FSSC Development Program includes OPRPs. The requirements of the FSSC Development Program shall be met.</p> <p>For further guidance, including for OPRPs, refer to clause 8.5 of ISO 22000:2018 and the related handbook, A Practical Guide to ISO 22000:2018.</p> |
| 3.2.9 | <p>Principle 5: Corrections and/or corrective actions shall be established for each CCP and OPRP in the event that critical limits or action criteria are not met.</p> | <p>For guidance, refer to clause 19.10: Establish corrective actions (Step 10/Principle 5) of CODEX Alimentarius General Principles of Food Hygiene.</p> |

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| | <p>It shall ensure that:</p> <ul style="list-style-type: none"> the potentially unsafe products are not released; the cause of nonconformity is identified; the parameter(s) controlled at the CCP or by the OPRP is (are) returned within the critical limits or action criteria; and recurrence is prevented. | <p>A reminder that this standard does not define requirements for OPRPs and the FSSC Development Program includes OPRPs. The requirements of the FSSC Development Program shall be met.</p> <p>For further guidance, including for OPRPs, refer to clauses 8.5 and 8.9 of ISO 22000:2018 and the related handbook, A Practical Guide to ISO 22000:2018.</p> <p>Additional guidance:</p> <p>In relation to the organization ensuring that the parameter(s) controlled at the CCP or by the OPRP is (are) returned within the critical limits or action criteria, this means that the organization needs to ensure that parameters are back within the required critical limits or action criteria, prior to recommencing with the process.</p> |
| 3.2.10 | <p>Principle 6: Verification procedures shall be established and effectively implemented for PRPs, OPRPs and CCPs.</p> | <p>For guidance, refer to clause 19.11: Validation of the HACCP plan and verification procedures (Step 11/Principle 6) and specifically clause 19.11.2: Verification procedures, of CODEX Alimentarius General Principles of Food Hygiene.</p> <p>A reminder that this standard does not define requirements for OPRPs and the FSSC Development Program includes OPRPs. The requirements of the FSSC Development Program shall be met.</p> <p>For further guidance refer to clauses 8.6 and 8.8 of ISO 22000:2018 and the related handbook, A Practical Guide to ISO 22000:2018.</p> |
| 3.2.11 | <p>Principle 7: Record keeping and documentation for HACCP procedures shall be established and effectively implemented.</p> | <p>For guidance, refer to clause 19.11.3: Establish documentation and record keeping (Step 12/Principle 7) of CODEX Alimentarius General Principles of Food Hygiene.</p> <p>A reminder that this standard does not define requirements for OPRPs and the FSSC Development Program includes OPRPs. The requirements of the FSSC Development Program shall be met.</p> <p>For further guidance refer to clause 7.5 of ISO 22000:2018 and the related handbook, A Practical Guide to ISO 22000:2018. This defines the requirements for documented information, however, what documented information needs to be kept relating to HACCP and what needs to be included within a specific piece of documented information is detailed under the respective clauses of the standard e.g., 8.5, 8.8, 8.9, etc.</p> |

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| 3.2.12 | <p>The organization shall establish, implement and maintain a documented hazard control plan which shall include the following for each CCP or OPRP:</p> <ul style="list-style-type: none"> • food safety hazard(s) to be controlled at the CCP or by the OPRP; • critical limit(s) at CCP or action criteria for OPRP; • monitoring procedure(s); • correction(s) to be made if critical limits or action criteria are not met; • responsibilities and authorities; and • records of monitoring. | Self-explanatory. |
| 3.2.13 | <p>In the event of changes to type of storage/transport condition, packaging materials (repacking/relabeling, as applicable), processes, infrastructure, equipment, etc., the hazard control plan (HACCP / OPRP Plan) shall be reviewed and updated if needed.</p> | Self-explanatory. |
| 3.3 | Control of monitoring and measuring | |
| 3.3.1 | <p>Measuring and monitoring devices critical to food safety and regulatory requirements shall be appropriate to the intended use, reliable, accurate, and function properly. They shall be well maintained and, where appropriate, calibrated.</p> | Self-explanatory. |

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| 3.3.2 | <p>Measuring and monitoring devices critical to food safety shall be identified, calibrated on a regular basis, traceable to recognized national or international standards, and be effectively controlled.</p> | <p>Guidance:</p> <p>Create a list of all the measuring and monitoring devices critical to food safety and regulatory requirements. This may include, for example, scales and mass pieces (where weighing is critical to food safety), thermometers, etc.</p> <p>Create identification by means of labels, stickers and or other forms of coding for traceability of measuring and monitoring devices.</p> <p>Define what each one's method and frequency of calibration and/or verification is. This may include internal verification more frequently e.g., daily or weekly, depending on the use, and externally calibration, for example, annually. Consider the manufacturer's instructions for use. Ensure the service provider used for external calibration offers calibrations/verifications that are traceable to recognized national or international standards, this can be in the form of accreditation.</p> <p>Maintain records.</p> <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Calibration/verification schedule. • Calibration/verification records. • Evidence to demonstrate the calibrations where traceable to recognized national or international standards. |
| 3.3.3 | <p>Actions shall be taken and recorded when measuring and monitoring devices are found to be outside of specified limits.</p> | <p>Guidance:</p> <p>When measuring and monitoring devices are found to be outside of specified limits, the organization shall take the necessary actions.</p> <p>The organization should define planned corrections and corrective actions to be taken in advance, so that the responsible persons are aware of what actions to take.</p> <p>Examples of actions may include:</p> <ul style="list-style-type: none"> • Remove the out of specification device from use. If no replacement device is available onsite, arrange a loan device from the service provider, until such time the repaired or new device is available. |

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| | | <ul style="list-style-type: none"> Depending on the device, action may need to be taken with product(s) that was handled/stored between the time the device was last operating within specification and when it was found to be outside the specified limits. Define what action must be taken. <p>Examples of evidence:</p> <ul style="list-style-type: none"> Calibration/verification records. Corrective action reports. |
| 3.4 | Handling of potentially unsafe products | |
| 3.4.1 | The organization shall ensure that potentially unsafe product is clearly identified and controlled to prevent unintended use or delivery. | <p>Guidance: Organizations need to establish, implement, and maintain a documented procedure that addresses:</p> <ul style="list-style-type: none"> What to do when a nonconforming product/material/ equipment is identified e.g., all personnel must be made aware that they need to report any nonconforming items to the relevant manager/supervisor. Who is responsible for handling, evaluating and decision making – this person(s) needs to be competent and sufficiently trained to manage the control of nonconforming product. How affected product/material/equipment is identified (e.g., labelled as on hold/quarantined/nonconforming before evaluation, and labelled as rejected after evaluation if not safe for release) and isolated (e.g., segregated from conforming items, or placed in a dedicated area). How affected product/material/equipment is assessed (e.g., designated person must evaluate or arrange the evaluation of the nonconforming item) – the evaluation can be via visual/organoleptic inspection, physical evaluation (e.g., temperature checks), microbiological testing, etc. – the type of evaluation depends on the type of nonconformity that resulted in the nonconforming product/material/equipment and the related risk. |
| 3.4.2 | Products affected by a nonconforming situation shall be held under control until they have been evaluated. | |
| 3.4.3 | The organization shall be able to take measures for the reporting, containment, reprocessing, withdrawal or recall when products are potentially unsafe. | |
| 3.4.4 | The control of non-conforming product shall be managed by competent and sufficiently trained personnel. | |
| 3.4.5 | A documented procedure shall be in place to identify and manage all non-conforming goods (including damages and returns), equipment and packaging materials (where repacking/relabeling occurs). | |

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| | | <ul style="list-style-type: none"> • What action must be taken (e.g., disposal, return to customer/supplier, recall/withdrawal, etc.) – the action taken will be dependent on the outcome of the evaluation/assessment and the related risk. • What records need to be maintained. <p>Products that do not conform to food safety requirements can result from the following, for example:</p> <ul style="list-style-type: none"> • Not meeting critical limits for CCPs • Not meeting action criteria for OPRPs • Contamination (microbiological, chemical, allergenic, physical) • Incomplete or inaccurate labelling (e.g., allergens not specified) • Packaging defects that compromise food safety <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Documented nonconforming product/material/equipment procedure. • Training records showing relevant staff are competent in applying the procedure. • Nonconforming product records and/or Corrective action reports. • Quarantine records, Final release records, etc. |
| 3.4.6 | The organization shall define a procedure for customer returns and rejections, including the handling of goods close to expiry dates. | <p>Guidance:</p> <p>Organizations must establish, implement and maintain a procedure for customer returns and rejections. The procedure should:</p> <ul style="list-style-type: none"> • Capture how returns are reported and tracked, • Assign responsibility for investigation (who logs, investigates, decides next steps, including for products close to expiry) • Includes requirements for documenting root cause analysis, • Define segregation, inspection, and disposition of returned goods (e.g., rework, disposal, quarantine, release, etc.). • Define how customers are informed and feedback is collected. <p>Examples of evidence:</p> <ul style="list-style-type: none"> • Procedure for customer returns and rejections. • Returns and rejections log/records. |