



## **Certification Policy Documents**

**Version 4.4 5/2019**

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Note: Where it refers in these policies to:

1. APIQ Management (APIQM), this means the APL General Manager Research and Innovation (or their designated delegate), the Manager, Product Integrity, the APIQ Operations Manager, and APIQ Administrative Support Officer.
2. "Business days" refers to business days in the Australian Capital Territory.

## INTRODUCTION TO APIQ✓<sup>®</sup> CERTIFICATION POLICIES

APIQ✓<sup>®</sup> stands for “The Australian Pork Industry Quality Assurance Program”. The version indicates the currency of the program and is updated as reviews are undertaken and improvements are made to the program. The APIQ logo includes a ✓ and a <sup>®</sup>, symbols of acceptance, approval, high standards, and quality.

*The registered logo is:*



### **Key objective**

It is the key objective of Australian Pork Limited (APL) that all pigs produced and sold into the food chain are APIQ✓<sup>®</sup> Certified. This is driven by APIQ Management (APIQM) which is responsible for: facilitating and supporting producers foremost to assist them to implement Quality Assurance (QA) on-farm; encouraging compliance with APIQ✓<sup>®</sup> Standards and facilitating audit services directly or through an independent third party. APL, as the national representative body for pig producers, is the owner and managing agent of the APIQ✓<sup>®</sup> program. APL has stewardship of the APIQ✓<sup>®</sup> program on behalf of the industry.

### **Policies**

Quality Assurance Policies are divided into two (2) categories, Certification Policy (CP) and Administrative Policy (AP). APIQM, on behalf of the APL Research and Innovation Division is responsible for drafting APIQ✓<sup>®</sup> Policy for approval. APIQ✓<sup>®</sup> CP changes are also reviewed by the Third Party Audit Organisation Reference Group (RG) in association with the APIQ Panel (Panel). Amendments are presented to the APL Board QA and Animal Welfare Committee (QAAW) for approval and then to the APL Board for endorsement. APIQ✓<sup>®</sup> AP deals with the practical application of APIQ✓<sup>®</sup> CPs and is determined internally by APIQM in line with APL governance and procedural requirements and where required in conjunction with the RG and Panel. All policies are scheduled for review annually as per [CP10](#).

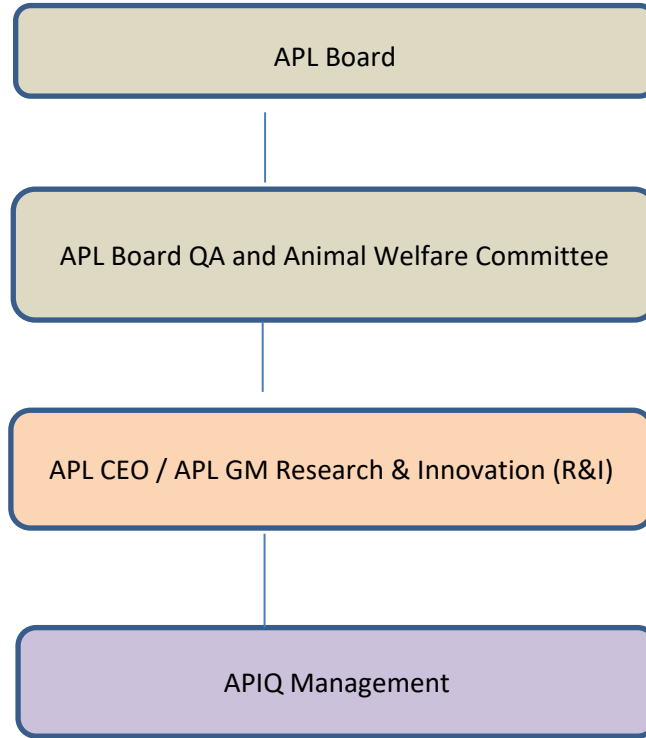
## **Certification Policies:**

- CP1. APIQ✓®: APIQ✓® Based on HACCP Principles
- CP2. APIQ✓®: Steps to Becoming APIQ✓® Certified - Small Holder & Large Holder
- CP3. APIQ✓®: Producer Small Holder Definition
- CP4. APIQ✓®: Third Party Audit Organisation Reference Group – Roles and Responsibilities
- CP5. APIQ✓®: Auditor Organisation - Independence & Rotation
- CP6. APIQ✓®: Auditor Conflict of Interest
- CP7. APIQ✓®: Complaints and Incident Investigation
- CP8. APIQ✓®: Auditor Registration Status
- CP9. APIQ✓®: Producer - APIQ✓® Certification Status & Non Compliance with APIQ✓® Standards
- CP10. APIQ✓®: Review & Verification of the APIQ✓® System & Witness Audits
- CP11. APIQ✓®: Audit Standards & Frequency
- CP12. APIQ✓®: Auditor Skills, Training, Qualification & Registration
- CP13. APIQ✓®: Auditor Costs, Fees & Charges
- CP14. APIQ✓®: Certification for Change of Property Ownership and/or Management and/or Pig Production
- CP15. APIQ✓®: Appeal/Dispute Resolution Process
- CP16. APIQ✓®: Corrective Action Requests Management
- CP17. APIQ✓®: Joint Certification
- CP18. APIQ✓®: Use of APIQ✓® Signs & Logos

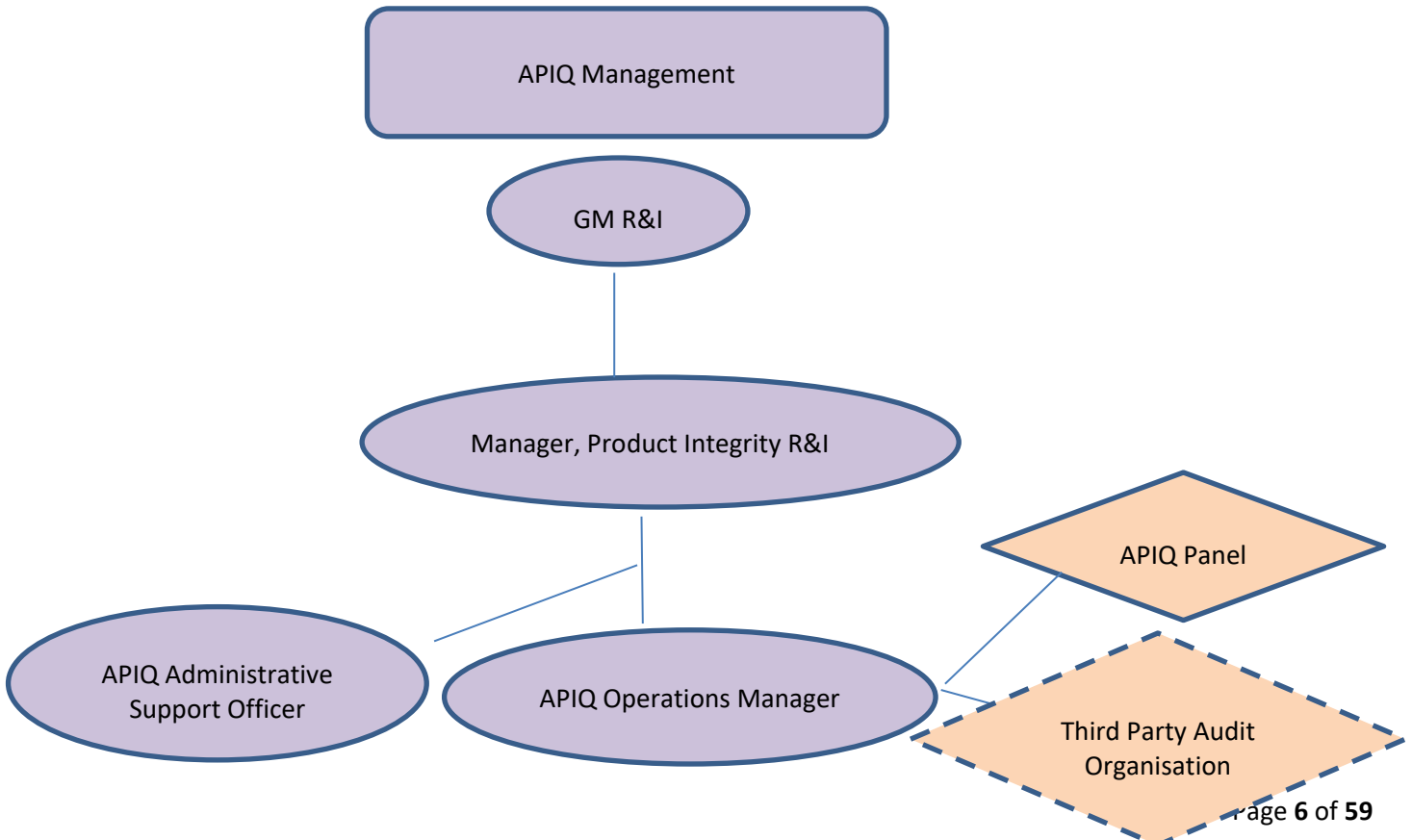
**Roles of APL, the APL Board QA and Animal Welfare Committee, the APIQ Panel (Panel) and APIQ Management (APIQM).**

APL, the APL Board QA and Animal Welfare Committee, the APL Board, the APIQ Panel (Panel) and APIQ Management (APIQM) each play important but different roles in the effective development and management of APIQ<sup>✓</sup>.

APL/ APIQ<sup>✓</sup>® Organisation Chart:



APIQ Management:



## **1. Australian Pork Limited (Board)**

APL, as the national representative body of pig producers, is the owner and managing agent of the APIQ✓<sup>®</sup> program.

APL has stewardship of the APIQ✓<sup>®</sup> program on behalf of the industry.

The APL Board, in addition to endorsing the APIQ✓<sup>®</sup> Standards and Certification Policies, endorses the Panel decisions where the Panel has decided to suspend or cancel a producer's APIQ✓<sup>®</sup> Certification.

## **2. APL Board QA and Animal Welfare Committee (QAAW)**

The APL Board QA and Animal Welfare Committee oversee the development of APIQ✓<sup>®</sup> Certification Policy and Standards on behalf of APL.

It gives counsel and direction to APIQM when needed.

It recommends Certification Policy and Standards to the APL Board for endorsement.

## **3. APIQ Panel (Panel)**

The Panel is independent of the APL Board, APL Board QA and Animal Welfare Committee, and APIQM, allowing it to make independent assessments and rulings in regard to an individual's or organisation's performance against the prescribed APIQ✓<sup>®</sup> Standards and Certification Policies.

The Panel determines courses of action where incidents of misconduct and serious non-compliance to APIQ✓<sup>®</sup> Standards and Policies are identified, including when a Critical CAR is called. and when these decisions need to be an arm's length decision from APL to protect the integrity of the APIQ✓<sup>®</sup> Program. The Panel consists of five (5) or six (6) members who are experts in the following areas:

- An intensive livestock veterinarian
- An independent QA Auditor (preferably with an intensive farming background)
- One (1) or two (2) independent producers (but not APL producer-elected Board Directors)
- An APL Board-appointed representative nominated by the APL Board. This position will act as Panel Chair.
- An individual from the supply chain (i.e. a customer representative).

Invited members of the Panel serve for a three (3) year term and are approved by the APL Board. Panel members can be renominated in consecutive terms and are required to repeat the approval process.

The APIQOM association with the Panel chair establishes and maintains a succession plan in consultation with Panel members.

The APL Board endorses the Terms of Reference for the Panel annually.

## **4. APIQ Management (APIQM)**

APIQM is directed in its decisions by the APIQ✓<sup>®</sup> Certification and Administrative Policies, procedures and framework. APIQM currently resides in and is under the guidance of the APL Research and Innovation Division, which hosts and administers the program as a service to the pig industry.

APIQ✓<sup>®</sup> framework and policies are reviewed regularly and have been structured so that the current arrangement can be transferred to other entities as the needs of the industry change, subject to the findings of future reviews.

The APIQM role is to facilitate and support producers to comply with the APIQ✓<sup>®</sup> Standards and to protect and enhance the integrity of APIQ✓<sup>®</sup> by managing the program in accordance with the APIQ✓<sup>®</sup> Standards, Certification and Administrative Policies, including annual verification and Certification of the system by a suitably qualified Certifying Body (CB).

## 5. APIQM Roles and Responsibilities:

### Manager, Product integrity

- APIQ<sup>✓</sup>® Budget development and management.
- Board QA and AW papers and reports.
- Oversee the activities and functions of the APIQ Panel
- Strategic planning.
- Incident investigations and issues management.
- Work with the APIQ Operations Manager (APIQOM) to ensure APIQ<sup>✓</sup>® remains credible, viable and robust, and to ensure APIQ<sup>✓</sup>® policies processes and systems are being maintained

### APIQ Operations Manager (APIQOM)

- Certification Policy review, development, and implementation once approved.
- Panel induction, training, support, papers and reports, communication, coordination and implementation of Panel Agreed Action plans as required.
- APIQ<sup>✓</sup>® Project Management.
- Annual System Verification Audit.
- Standards review.
- APIQ<sup>✓</sup>® Documentation.
- Incident investigations and issues management.
- Oversee certification systems and the provision of certification services provided by contracted Third Party Audit Organisation
- Assist with Third Party Audit Organisation Auditor training.
- Assists with APIQ Administrative Support Officer responsibilities as required.
- APIQ<sup>✓</sup>® Uptake and Stakeholder Engagement.
- Audit report development and Electronic Audit Systems to facilitate producer certifications (currently *Muddy Boots, Greenlight Assessments*)
- Assisting with CRM development to ensure it continues to meets company APIQ<sup>✓</sup>® recording and reporting requirements.
- Maintain on-line certificate production systems for producers.
- Routine reports through CRM (Statistical Report) and *Muddy Boots, Greenlight Assessments* (Audit reports).
- Administration Policy review, development and implementation.
- Audit documentation.
- APIQ<sup>✓</sup>® Presentations as required.
- Producer Communications.
- Special project management as required.

### APIQ Administrative Support Officer (APIQASO)

- APIQ<sup>✓</sup>® Inbox.
- Updating Certification Status in CRM and communicate to Producers
- Certification renewals and reminders.
- APIQ<sup>✓</sup>® Registrations
- APIQ<sup>✓</sup>® Website, review, updates and maintenance.
- Assist with reviews of APIQ<sup>✓</sup>® Standards, policies, documentation, manuals & guides:
- APIQ<sup>✓</sup>® document formatting, proofing and design in consultation with APL Communications and consultants.
- Routine retailer reports.
- Receive and Respond to Producer Enquiries
- Auditor Support
- Secretariat Services to APIQM and APIQP meetings.
- Working group minutes and agendas as required.
- Review amendments to and application of Administrative Policies.
- Participate in Internal and External System Audits.



## **POLICY #: CP1. APIQ✓<sup>®</sup> BASED ON HACCP PRINCIPLES**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

The principles of HACCP (Hazard Analysis and Critical Control Point), where relevant to pork production are incorporated into the Australian Pork Limited (APL) QA (Quality Assurance) Statement and are reflected in the APIQ✓<sup>®</sup> Manuals. The Pork On-farm HACCP Plan Final Report, Project 2009/2260, commissioned by APL, states that “By applying a HACCP-based approach it was determined that the application of a set of Good Agricultural Practices (GAP<sup>1</sup>) on farm would be effective in ensuring low risk. It was, therefore, concluded that on-farm food safety may not warrant full HACCP plans at the individual level provided GAP is in place”.

APIQ✓<sup>®</sup> is designed to assist the producer apply good agricultural practice by identifying and managing risks through a process of reviews and evaluations against defined standards. Both the producer and APIQM make routine declarations regarding the producer’s compliance with the Standards to maintain producer compliance with APIQ✓<sup>®</sup> Certification and ensure the integrity of the on-farm system is maintained under APIQ✓<sup>®</sup> and accords with the principles of HACCP.

#### **1. The APIQ✓<sup>®</sup> QA Statement**

The APIQ✓<sup>®</sup> QA Statement is:

***“APIQ✓<sup>®</sup> is an on-farm Quality Assurance system which assists producers to identify and manage farm risks by following good agricultural practices using the principles of HACCP.”***

The Statement is supported by the principles that:

The scope of APIQ✓<sup>®</sup> includes on-farm quality standards for: safe and efficient production of pigs to produce wholesome food, the implementation of systems to manage and control biosecurity risks, and the implementation of standards that focus on the welfare of the animals throughout the farm production process.

APIQ✓<sup>®</sup> covers production within the boundaries of the producer’s property or sphere of control. When an animal moves from the producer’s control or possession to another party in the supply chain, that party becomes responsible for the safety and wellbeing of the animal. Examples include contractors transporting pigs once the animal has been loaded and left the farm boundary; the producer or their employees transporting pigs, which remain the responsibility of the producer while in transit; an agent/buyer, once an animal has been consigned to their care while held in sale yards; or while in the care of a processor pre-slaughter.

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<sup>1</sup> The APIQ✓<sup>®</sup> program codifies agricultural practices at farm level to fulfill both trade and government regulatory requirements with particular regard to food safety and quality. Good Agricultural Practices (GAP) are “practices that address environmental, economic, and social sustainability for on-farm processes, and result in safe and quality food and non-food agricultural products” (FAO COAG 2003 GAP Paper <http://www.fao.org/prods/gap/>)

## **POLICY #: CP2. STEPS TO BECOMING APIQ✓<sup>®</sup> CERTIFIED – SMALL HOLDER & LARGE HOLDER**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

APIQ✓<sup>®</sup> has two (2) methodologies to achieve compliance based on the size of the operation and the commercial nature of the specific site.

These methodologies are APIQ✓<sup>®</sup> “Small Holder” written as SH; and APIQ✓<sup>®</sup> “Large Holder” written as LH.

The APIQ✓<sup>®</sup> Small Holder definition can be found in [CP3](#) “Producer Small Holder Definition”. All other producers not falling within CP3 are classified as Large Holders.

Sites can be certified as APIQ✓<sup>®</sup> (Pigs primarily Indoors) Free Range (FR) or Outdoor Bred, Raised Indoors on Straw (OB). The definitions of each option are found on the APIQ✓<sup>®</sup> Website [www.apiq.com.au](http://www.apiq.com.au) and in APIQ✓<sup>®</sup> publications.

### **1. Steps to APIQ✓<sup>®</sup> Certification**

Producers with no Quality Assurance (QA) on-farm, who wish to establish APIQ✓<sup>®</sup> on-farm, follow these steps:

**Step 1:** Contact APIQM to express interest in becoming APIQ✓<sup>®</sup> Certified:

**Phone** – 02 6285 2200,

APIQ✓<sup>®</sup> Website – [www.apiq.com.au](http://www.apiq.com.au)

Email APIQM on – [apiq@australianpork.com.au](mailto:apiq@australianpork.com.au)

**Step 2:** Download the APIQ✓<sup>®</sup> Manuals and Guides from the APIQ✓<sup>®</sup> website:

<http://www.apiq.com.au>.

**Step 3:** Work through the APIQ✓<sup>®</sup> manuals and guides and create a *Piggery Management Manual* or *QA Manual* and record keeping system to meet the APIQ✓<sup>®</sup> Standards and Performance Indicators in the *APIQ✓<sup>®</sup> Standards Manual* or *Small Holder Manual*. Records may include individual Standard Operating Procedures (SOPs) or Work Instructions (WI) and records using the APIQ example templates, your own records, or the Pig Management Diary available from APIQM or through the APIQ✓<sup>®</sup> website.

**Step 4:** Manage the piggery as described in your *Piggery Management Manual*.

**Step 5:** Complete an Internal Audit using either your own internal audit template or the *APIQ✓<sup>®</sup> Express Audit Checklist* available from the APIQ✓<sup>®</sup> website. Small Holders can print and complete Section 3 in a new *Small Holder Manual* as the template for an internal audit report.

**Step 6:** Create Corrective Action Requests<sup>2</sup> (CARs) for non-compliances identified in the Internal Audit and complete the corrective actions to close each CAR.

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<sup>2</sup> Corrective Action Requests (CARs) are developed between auditors and producers to address non-compliances identified in Compliance Audits. Producers should also develop them to correct non-compliances identified in Internal Audits. A CAR outlines the non-compliance, lists proposed actions to be taken by the producer to close the CAR, outlines the time frame it can take to close the CAR, and is signed off by the producer and auditor. Closed CARs and copies of evidence where supplied are attached to the audit report and APIQM can view them as evidence that the CAR has been closed. Then, APIQM approves the closure of CARs. This also allows APIQM and the System Auditor to audit evidence trails.

- Step 7:** The producer contacts APIQM and/or the Third Party Audit Organisation auditor to request an audit/s.<sup>3</sup>
- Step 8:** APIQM, if contacted, will advise the Third Party Audit Organisation of the new producer's details. The TPAO will assign the audit and will advise APIQM of producer contact.
- Step 9:** The assigned auditor contacts the producer to schedule the audit no more than three (3) months prior and no later than two (2) months before the producer's certification expires.
- Step 10:** The producer or their representative/s participate in the Compliance Audit process by attending the opening meeting<sup>4</sup>, desk audit<sup>5</sup>, site audit<sup>6</sup> and closing meeting<sup>7</sup> and closing out any CAR's.
- Step 11:** The auditor records audit findings directly to the Third Party Audit Organisation APIQ Audit Template.
- Step 12:** The Third Party Audit Organisation's audit system notifies APIQM electronically that an audit has been conducted and the status under which it is currently parked. Depending on the status, APIQM then notifies the producer of their Certification status: Current, Conditional, Suspended, or Declined.

The following rules apply:

- If the producer meets all APIQ✓<sup>®</sup> Standards and Performance Indicators then APIQM approves Certification and issues APIQ✓<sup>®</sup> Certificate(s).
- If all CARs are not closed out, APIQM will determine whether it can issue Conditional Certification. It can grant Current Certification once all CARs are closed.
- If the auditor does not recommend Certification and/or APIQM determines that the producer is not meeting the APIQ✓<sup>®</sup> Standards and Performance Indicators and/or is not agreeing to and signing CARs, then Certification is declined. Producers can contest this decision under Certification Policy 15<sup>8</sup>: Appeals/Dispute Resolution Process.

## 2. Producers with Current APIQ✓<sup>®</sup> Certification<sup>9</sup> On-Farm:

Prior to their APIQ✓<sup>®</sup> Certification expiry date, the producer's site(s) should have an annual APIQ✓<sup>®</sup> Compliance Audit to have their Certification approved for renewal.

They must take the following steps to maintain APIQ✓<sup>®</sup> Certification:

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<sup>3</sup> Compliance Audit – A Compliance Audit to achieve APIQ✓<sup>®</sup> Certification includes an opening meeting, desk audit, site audit, and closing meeting, and is conducted by an auditor appointed by APIQM or a contracted Third Party Audit organization.

<sup>4</sup> Opening Meeting – After following on-farm biosecurity activities for entry to the piggery, such as signing the Visitor Register, the auditor and producer and/or their representative/s meet to review the audit plan and processes.

<sup>5</sup> Desk Audit – At the request of the auditor, the producer provides: their last Audit Report and documented evidence that CARs from the audit have been closed, and answers questions related to their systems, processes and records as outlined in their *Piggery Management Manual/QA Manual* (including SOPs or Work Instructions) or *Small Holder Manual* and records.

<sup>6</sup> Site Audit – Having completed the desk audit, the auditor and producer inspects required production areas. The auditor seeks permission to engage with staff and observes farm activities in progress. The auditor aims to determine whether systems outlined are being followed and that the practices allow the producer to meet the APIQ✓<sup>®</sup> Standards and Performance Indicators.

<sup>7</sup> Closing Meeting – Having completed the opening meeting, desk audit, and site audit, the producer and or their representative meet with the auditor to: review the findings and observations of the Compliance Audit, agree to any CARs that have been identified, review the reporting process and auditor recommendation, and resolve any concerns.

<sup>8</sup> Refer Certification Policies on the APIQ✓<sup>®</sup> website: <http://www.apiq.com.au>.

<sup>9</sup> This includes APIQ✓<sup>®</sup>, APIQ✓<sup>®</sup> FR, and APIQ✓<sup>®</sup> OB Certification.

**Step 1:** Complete an Internal Audit approximately six (6) months but no later than eight (8) months after their last Compliance Audit<sup>10</sup> or prior to their compliance audit if it is their first one; close any CARs identified in the Internal Audit; and review and revise on-farm manuals and records to ensure their systems remain current and are compliant to the current APIQ<sup>✓</sup>® Standards.

**Step 2:** The Third Party Audit Organisation scheduler programme identifies audits that are due three (3) months prior to expiry and advises these producers that their annual compliance is due and that an auditor will be contacting them to schedule an audit.

**Step 3:** The Third Party Audit Organisation scheduler programme and assigns an auditor to the producer. The assigned auditor contacts the producer to schedule the audit no more than three (3) months prior and no later than two (2) months before the producer's certification expires.

Note: The appointed auditor makes every effort to schedule other activities and functions around the audit to minimise chargeable expenses, such as travel and accommodation.

The Third Party Audit Organisation advises APIQM of when annual compliance audits are occurring and of the assigned auditor for the sites.

**Step 4:** Steps 10 through 12 in clause 1 are completed and the producer's Certified status is revised to Current, Conditional<sup>11</sup>, Suspended, or Cancelled, as outlined in CP9<sup>12</sup>.

**Note:**

- An APIQ<sup>✓</sup>® Compliance Audit can be conducted no earlier than three (3) months prior to the current APIQ<sup>✓</sup>® Certification expiry date ([CP11](#)),
- The TPAO will arrange scheduling extensions according to these CPs. For extensions related to non-scheduling matters, producer's must provide a written request to the TPAO. The TPAO must contact APIQM who will consider the producer's request for an exception or extension.
- Where property ownership has changed see CP14 for guidelines ([CP14](#)).

### **3. APIQ<sup>✓</sup>® Certification Extension**

Extensions may be granted for a maximum period of three (3) months within a 12 month period from the APIQ<sup>✓</sup>® Certification expiry date, unless otherwise approved by APIQM in exceptional circumstances.

- The TPAO will arrange extensions related to the scheduling of audits, in accordance with these CPs (CP2, [CP11](#)).
- Extensions, for reasons other than scheduling and outside the specified period, require an Extension Application to be submitted to the TPAO who will then forward to APIQM for approval prior to certification expiry (CP2, [CP11](#)).
- An Extension Application must include the reason/need for an extension and the requested extension period.
- APIQM must advise the Third Party Audit Organisation that a producer has received an extension so that they can adjust their scheduling system.

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<sup>10</sup> APIQ<sup>✓</sup>® Standard and Performance Indicator 1.1 E

<sup>11</sup> Current (and Conditional Certification) statuses are dependent on the producer having paid all costs as per *CP2: Steps to Becoming APIQ<sup>✓</sup>® Certified – Small Holder & Large Holder* concerning APIQ<sup>✓</sup>® Certifications. Failure to pay all fees (including fees to auditors) will result in Panel denying, suspending, or cancelling APIQ<sup>✓</sup>® Certification.

<sup>12</sup> APIQ<sup>✓</sup>® Certification Policy 9: Producer – APIQ<sup>✓</sup>® Certification Status & Non Compliance with APIQ<sup>✓</sup>® Standards: [www.apiq.com.au](http://www.apiq.com.au) (Certification Policies).

- When the APIQ✓® Compliance Audit is completed and certification approved, the APIQ✓® Certification expiry date will be as shown in the original Certification date plus one (1) year.

All extension applications greater than three (3) months from the certification expiry date must be submitted to APIQM for approval. APIQM will inform the producer if it has approved or denied their application within two (2) business days of receipt of application.

#### **4. APIQ✓® Current Certification Status**

APIQ✓® Current Certification requires the producer to have:

- Met all APIQ✓® Standards required for their enterprise (CP9, CP14 and CP17) **AND**
- Paid all costs concerning APIQ✓® Certification. Failure to pay audit costs will result in APIQ✓® Certification being refused or suspended ([CP9](#)).

#### **5. APIQ✓® Conditional Certification**

- APIQM (CP9) grants APIQ✓® Conditional Certification statuses where CARs are yet to be closed out (CP9); **OR**
- Compliance Audit is yet to be completed, and APIQM has been notified and received and approved an extension application.

#### **6. Other APIQ✓® Verification Options**

APIQ✓® Standards Manual Version 4.3 7/2017 includes Standards and Performance Indicators for Gestation Stall Free (GSF) production (Option A) and Customer Specifications for supply to Coles Supermarkets Australia Pty Ltd (CSC) (Option B).

Through the Compliance Audit process, producers can verify that they meet these Standards and receive GSF and/or CSC Verification. CSC Verification allows a producer to seek to supply pigs to Coles Supermarkets Australia Pty Ltd (Coles) but can also be provided where a producer does not intend to supply Coles but meets the Standards.

Other verification options may be added to APIQ✓® as agreed and approved in the future.

**POLICY #: CP3. PRODUCER SMALL HOLDER DEFINITION**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** JULY 2015

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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**Policy**

The “APIQ<sup>✓</sup>® Small Holder” (APIQ-SH) definition for the purposes of certification is a pig producer who:

Produces, trades or sells live, or to slaughter, up to 1000 pigs in a financial year; **AND/OR**

Maintains a breeding sow herd of 50 or less sows.

**1. Proof of Status**

Small Holders may be APIQ<sup>✓</sup>®, APIQ<sup>✓</sup>® Free Range (FR), and APIQ<sup>✓</sup>® Outdoor Bred, Raised Indoors on Straw (OB) Certified and can also be verified as Gestation Stall Free (GSF) and/or Customer Specification - Coles (CSC) verified.

They must meet the same Standards as Large Holders including: management, food safety, animal welfare, biosecurity, traceability, environment, and transport, and follow good agricultural practice using the principles of HACCP.

Evidence of Small Holder status is verified through the Compliance Audit process annually.

## **POLICY #: CP4. Third Party Audit Organisation Reference Group Roles and Responsibilities**

**ADMINISTERED By:** APIQ MANAGEMENT (APIQM), THIRD PARTY AUDIT ORGANISATION

**NEW:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & TPAO REFERENCE GROUP

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### Policy

A Service Agreement between Australian Pork Limited and the contracted Third Party Audit organisation (the Service Agreement) has been executed which includes:

- Services to be performed under the Agreement,
- APIQ<sup>✓</sup>® Compliance Audit Fees & Charges
- The establishment of a Reference Group to review the overall outcomes of the audit services provided by the Third Party Audit Organisation and the operation of this Service Agreement.

This Service Agreement is approved by the APL Board, on endorsement from the Panel and the QAAW Committee.

### **Third Party Audit Organisation Reference Group – Terms of Reference**

#### Membership

A Third Party Audit Organisation Reference Group (RG) is to be established.

The RG will comprise two members from the TPAO, two members from APIQM and an APIQ Panel representative.

- APIQM will provide Secretariat services for the Reference Group.

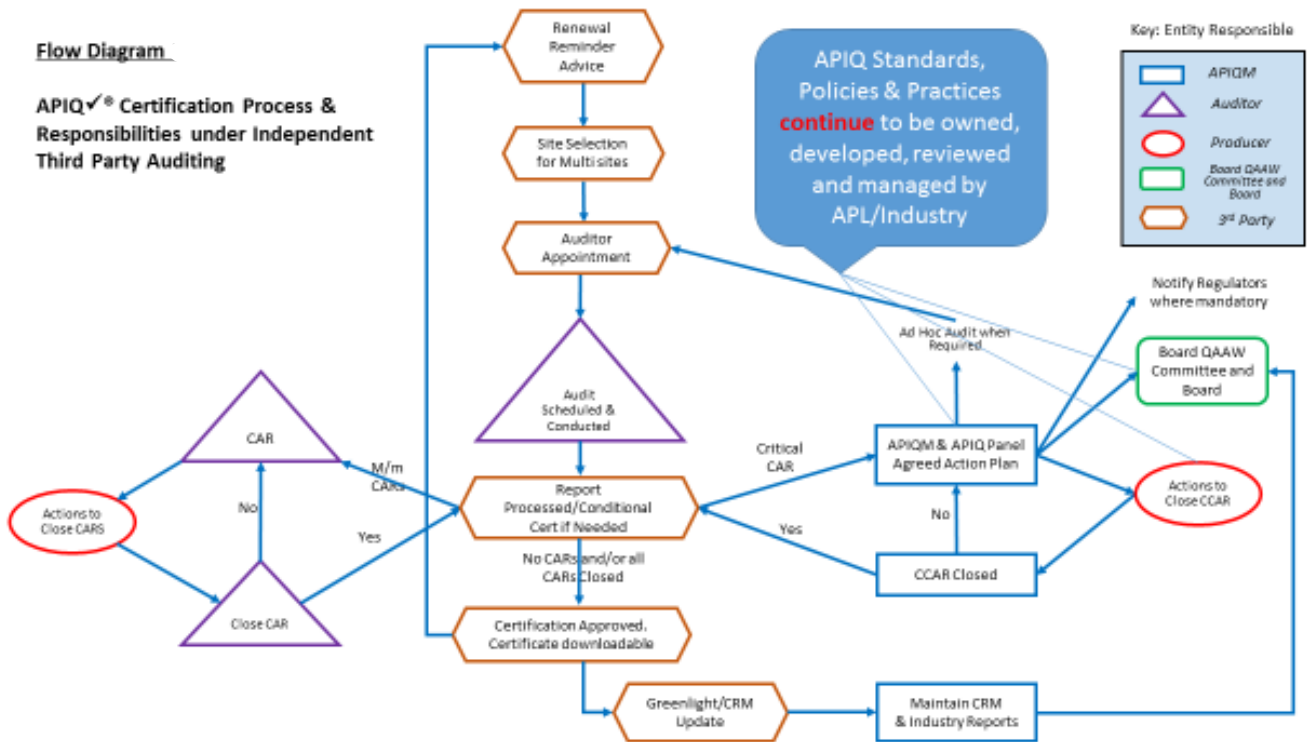
#### Purpose

To review operation of the Service Agreement.

- To make recommendations on changes or improvements to the Service Agreement, 12 months after the commencement date and thereafter at a frequency determined by the RG Members, but at least every 12 months.
- Recommendations will be referred to the APIQP. Amendments will be approved through the APIQ Panel as specified in the AP's and approved by the QAAW/Board where necessary.
- Reference Group members will report the outcomes of Reference Group activities to their respective organisations, however no party is bound to agree to changes to the Service agreement.

The Reference Group will monitor and review the APIQ<sup>✓</sup>® certification process services provided by the Third Party Audit Organisation to ensure that the outcomes specified by the APIQ<sup>✓</sup>® Certification Polices are achieved.

- The roles and responsibilities of all parties engaged in the certification process are represented in the Diagram below. The TPAO responsibilities are those related to both the TPAO itself and the TPAO auditors.
- The Review process is to include an annual review of the TPAO auditor registration requirements (including witness audits) and the TPAO compliance. The TPAO provides a summary of this information annually.



The Reference Group will review the APIQ<sup>✓</sup>® Administrative Policies to ensure appropriate administrative processes and mechanisms are in place to achieve the outcomes of the APIQ<sup>✓</sup>® Certification Policies

- APL maintains custody and control over the APIQ<sup>✓</sup>® Administrative Policies and the APIQ<sup>✓</sup>® Certification Policies and APL may amend such policies from time to time, at its sole discretion.

The Reference Group will review the Audit Fees (CP13) on the 1<sup>st</sup> July each year, commencing on 1 July 2019, and on the anniversary of this date thereafter. Any fee review will be negotiated by the parties in good faith.

- Revised fees will be presented by APIQM to the Panel and Board QAAW Committee, and to the APL Board for approval once agreed.
- Processes outlined in the Service Agreement will apply where agreement is not achieved independently.



## **POLICY #: CP5. AUDITOR ORGANISATION - INDEPENDENCE & ROTATION**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

Auditors must be independent of the organisation being audited. APIQM may at its discretion engage auditors to assist with extraordinary services such as complaints or incident investigations and management ([CP7](#)), appeals ([CP15](#)), and to conduct Random or Ad Hoc Verification Audits ([CP11](#)).

Annual engagement of an independent Certifying Body (CB) to conduct witness audits of APIQ<sup>✓</sup>®.

#### **1. Auditor Independence**

Compliance Audits may only be conducted by an individual who is independent of the producer ([CP6](#)).

Specifically, this requires that:

- The auditor has not been responsible for the creation, development or implementation of the on-farm QA system in any way, including facilitation.
- The auditor does not have an ongoing role in the day-to-day management or hold an advisory role in the farm's operation.
- The auditor is not related to the producer; AND
- The auditor does not have a business or financial interest in the ownership, management, or operation of the business.

#### **2. Auditor Rotations**

An auditor cannot be assigned to audit a site for more than three (3) consecutive years. Every fourth year a different auditor must audit the site; in the fifth year, the previous auditor may be assigned to undertake the site audit with future audits meeting the rotation policy.

The TPAO may at its discretion assign an auditor outside the rotation policy should it be in the best interest of APIQ<sup>✓</sup>® and or the producer and when approved by APIQM. .

**POLICY #: CP6. AUDITOR CONFLICT OF INTEREST**

**ADMINISTERED BY:** CONTRACTED THIRD PARTY AUDIT ORGANISATION

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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**Policy**

Auditors must be an **independent third party** in all situations. “Independent” means that the individual auditor is NOT involved in:

- Advisory to the specific producer being audited; AND/OR
- Providing management services to the producer other than the APIQ✓® audit; AND/OR
- Developing the Quality Assurance (QA) system that is the subject of the audit.

Hold a financial interest in the producer’s business or its associated parent company or organisation.

This process will be administered by the contracted Third Party Audit Organisation.

**Exceptions**

Exceptions may be granted where extenuating circumstances exist and where agreed in consultation with APIQM.

The Third Party Audit Organisation must advise APIQM in writing (email is sufficient) whenever they encounter a potential conflict of interest. APIQM will assess the nature of the conflict and either ask that the audit be reassigned, or; if this is not practical, assess the conflict and approve an exception if it is in the best interests of all parties.

Failure to declare a potential COI may be considered a breach of the Australian Pork Limited Service Agreement between APL and the contracted Third Party Audit Organisation

## **POLICY #: CP7 COMPLAINTS & INCIDENT INVESTIGATION**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** MAY 2019

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy Overview**

This Policy deals with:

1. APIQM's power to conduct an investigation when it becomes aware of an actual or potential breach of the APIQ✓® Standards (or **Standards**) or these Policies (an **Incident**);
2. The obligation of producers to report Incidents;
3. How APIQM will manage Incidents and complaints;
4. The processes and procedures which will be followed by APIQM when conducting an investigation in accordance with this CP7;
5. The possible outcomes following an investigation.

This Policy applies to producers, auditors, and all other parties involved in APIQ✓® certification and/or acting for and on behalf of APIQM or APL in relation to APIQ✓® certification.

#### **1. APIQM's Power to Conduct an Investigation**

APIQM has the right to investigate an Incident by a producer, auditor or other party involved in APIQ✓® certification.

APIQM may become aware of an Incident through a complaint or instigate an investigation on its own initiative.

If APIQM receives a complaint or otherwise becomes aware of an Incident, it will determine in its sole discretion whether or not to proceed with an investigation in accordance with this CP7.

APIQM is not required to conduct an investigation if it determines that an investigation is not required or would not be appropriate in the circumstances.

Nothing prevents APIQM from taking steps to review, change, suspend or cancel (as the case may be) the APIQ✓® certification status of a producer after an investigation has been conducted in accordance with this CP7.

This includes, but is not limited to, on issues associated with the National Livestock Identification System (NLIS) and/or PigPass National Vendor Declaration (PigPass NVD), residues, and other general industry issues when known to APL.

**Reporting Obligation** All APIQ✓® certified producers must report Incidents, including but not limited to, contingency plan failures, fires, disease outbreaks, failure to comply with biosecurity requirements (including in relation to the introduction of new stock and semen) and farm raids, to APIQM as soon as is practically possible.

#### **2. Management of Incidents and Complaints**

APIQM will record a reported Incident in the APL Client Relationship Management (**CRM**) system, advise other parties where necessary, help producers manage the Incident where practicable and appropriate, and liaise with the APL Executive Team.

All stakeholders are free to register complaints with APIQM. Complaints must be made in writing and should be addressed to APIQM. In all cases APIQM aims to resolve complaints as quickly as possible in accordance with this CP7. Complaints are kept 'In Confidence' unless APIQM otherwise advises the complainant.

#### **Complaints regarding a TPAO auditor**

Complaints regarding a TPAO auditor must be directed to the TPAO in writing.

The TPAO must advise APIQM of the complaint in writing.

The TPAO is expected to deal with any complaints as per their Human resource policies and in the best interest of the APIQ ✓<sup>®</sup> program.

### Complaints Regarding a producer

If complaints regarding a producer are made by an auditor, the complaint is to be in writing to the TPAO. The TPAO advises APIQM of the complaint in writing.

### 3. Investigation Processes and Procedures

When APIQM becomes aware of an Incident or receives a complaint, it will refer the matter to the APIQ ✓<sup>®</sup> Operations Manager (APIQOM). The APIQOM will undertake an initial assessment of the Incident and may consult the APIQ Panel Chair to assist in determining the level of investigation required.

As part of the initial assessment, Incidents or complaints will be classified as either Critical, Major, Minor or involving Joint Certification. An Incident or complaint will then be managed in accordance with the processes and procedures applicable to its classification.

The considerations applicable to classification and the corresponding processes and procedures are summarised in the Table below:

Classification	Processes and procedures
Critical	<p>A Critical Incident or complaint will be immediately notified to the Panel, APL CEO, APL Board QA and the Animal Welfare Committee Chair.</p> <p>If the Panel Chair, in consultation with the APIQOM, determines that the matter is so serious that it may compromise the integrity of the APIQ ✓<sup>®</sup> program and/or involve a breach of the law, the Panel Chair may act urgently to suspend APIQ ✓<sup>®</sup> certification until the matter is dealt with in accordance with CP7 and/or CP9.</p> <p>The Panel must meet within 72 hours of the notification.<sup>13</sup></p> <p>Within the 72 hour period after the notification, the Panel may work with the producer, APIQM and the TPAO representative, as required, to develop an Agreed Action Plan (<b>AAP</b>).</p> <p>When the Panel meets, it will determine whether:</p> <ol style="list-style-type: none"><li>1. An investigation and/or audit<sup>14</sup> will be conducted by APIQM into the Critical Incident or complaint;</li><li>2. The Critical Incident or complaint will be referred to a contracted investigator (including an APIQ ✓<sup>®</sup> qualified auditor) for investigation; or</li><li>3. The Critical Incident or complaint will be referred to the Panel to be dealt with directly in accordance with CP9.</li></ol>

<sup>13</sup> Panel meetings can be conducted face-to-face or by telephone as the circumstances require.

<sup>14</sup> Audits can be full or partial.

	<p>If the Panel determines that the Critical Incident or complaint should be investigated by APIQM or a contracted investigator, the person assigned to investigate will:</p> <ol style="list-style-type: none"> <li>1. Notify all parties in writing of the pending investigation, identifying the Incident or complaint and outlining possible outcomes of an investigation.</li> <li>2. Review the details of the Incident or complaint with all relevant stakeholders including: producers, auditors, facilitators, customers, processors, transporters, service providers, and any other parties who may have been incidental to or affected by the Incident or complaint.</li> <li>3. Maintain detailed records of all communications actions and decisions in CRM.</li> </ol> <p>APIQM or the contracted investigator will develop a Critical Action Report (<b>CAR</b>) to summarise the Incident or complaint the subject of the investigation, track the investigation and record the outcomes of the investigation.</p> <p>The CAR will be submitted to the Panel who will determine the actions required.<sup>15</sup> This may include suspension or cancellation of APIQ✓<sup>®</sup> certification in accordance with CP9.</p> <p>The APIQOM will confirm the Panel’s decision in writing to all parties, including the TPAO. Where no action is required, the Incident or complaint is closed and all parties are notified in writing.</p> <p>APIQM carries the costs of an investigation and review through the review process. Where an investigation finds one or more parties are responsible for a breach of the Standards and/or these Policies, APIQM will charge the party/s involved with the sum of all costs (CP11).</p> <p>Depending on any arrangements or agreements in place between APIQ, the APIQ Certified Producer and their buyer or processor the APIQ may advise any relevant party of the change in Certification status as a result of an incident or complaint.</p>
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<sup>15</sup> CARs are made available to Panel members for review through the APIQ✓<sup>®</sup> website on the Panel secure portal.

Major	<p>APIQM makes a general enquiry into the Incident or complaint with all parties concerned and in consultation with the GM determines whether a full investigation is warranted.</p> <p>If APIQM determines that a full investigation is not warranted, APIQM writes a summary of its enquiries and provides it to all parties. The summary is filed electronically and saved on the APL CRM system against the producer's PigPass registration, where registered users are involved.</p> <p>If APIQM determines that a full investigation is warranted, an investigation is conducted in accordance with the steps outlined above for a Critical Incident or complaint.</p>
Minor	<p>APIQM makes a general enquiry into the Incident or complaint with all parties concerned and in consultation with the GM determines whether a full investigation is warranted.</p> <p>If APIQM determines that a full investigation is not warranted, APIQM writes a summary of its enquiries and provides it to all parties. The summary is filed electronically and saved on the APL CRM system against the producer's PigPass registration, where registered users are involved.</p> <p>If APIQM determines that a full investigation is warranted, an investigation is conducted in accordance with the steps outlined above for a Critical Incident or complaint.</p>
Joint Certification	<p>Incidents and complaints involving Joint Certification will be classified as Critical, Major or Minor as per this table and dealt with accordingly, except that:</p> <ul style="list-style-type: none"> <li>• Only the individual site(s) where the Incident occurred or to which a complaint relates will be investigated. Should the investigation identify other sites involved, they may be added to the investigation at the discretion of the Panel. The Manager, Product Integrity will advise the producer of the decision.</li> </ul> <p>Where non-compliance is considered by the investigator to be systemic, APIQM may at its discretion require audits of selected, additional, or all sites within the joint certification</p>

As part of an investigation carried out under this CP7, APIQM or a contracted investigator may conduct any testing, including genetic testing, of one or more pigs as deemed necessary by APIQM or the investigator for the purposes of the investigation.

## 2. Reporting to Relevant Authorities:

- At any time prior to, during, or after investigation of a complaint or Incident, the APL Board may report the matter to the appropriate regulatory authority, or their nominated representative, and/or RSPCA; and may provide copies of any document considered appropriate, including but not limited to any APIQ✓<sup>®</sup> audit report past or present, and related CCARs and their Panel Agreed Action Plans<sup>16</sup>. Where reasonably possible, APIQM will notify the person or persons concerned and the Panel of the report.
- Where the TPAO has obligatory requirements to report an incident, they will advise APIQM of this obligation first and APIQM will advise all parties as above.

### Investigation Outcomes

If a person has breached at any time the Standards or these Policies, the Panel will determine the appropriate penalty. This may include a producer's APIQ✓<sup>®</sup> certification being changed, suspended or cancelled in accordance with CP9.

Possible penalties include, but are not limited to:

- Producer APIQ✓<sup>®</sup> Certification becoming Conditional, Suspended, or Cancelled in accordance with CP9. Return to APIQ✓<sup>®</sup> Certification may be provided for at APIQM's discretion, subject to the producer undertaking corrective actions;
- Auditor may be removed from acting as an auditor for the APIQ✓<sup>®</sup> program;
- Additional training required in an individual's specific role or area of responsibility;
- An offending party charged with paying fees, costs and charges incurred to manage and investigate Incidents;
- A written reprimand;
- Additional Compliance Audits;
- Random or Ad Hoc audits being required;
- Random or Ad Hoc testing being required; and/or
- Action plan for improvement.

APIQM and the APL Board reserve the right to publish or notify relevant stakeholders of an Incident or complaint, an investigation and/or any penalty imposed on a person under these Policies.

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<sup>16</sup> An AAP is a plan of actions to address non-compliances to Standards or other issues. It is agreed by the producer and the Panel and facilitated by APIQM. An AAP may be the result of a CCAR, an Incident Investigation, a Random or Ad Hoc Audit, or may have come to APIQM or the Panel's attention through other means. APIQM works with the producer on behalf of the Panel to establish an AAP and to close them after completion. The AAP lists producer details, identifies the nature of the issues and/or non-compliances and APIQ✓<sup>®</sup> Standards that apply, lists the actions agreed to between the Panel and the producer, and prescribes the timeline for actions to be completed. Once the producer completes all actions, APIQM presents the proposed closed AAP to the Panel for closure approval.

**POLICY #: CP8 AUDITOR REGISTRATION STATUS**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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**Policy**

At least one APIQM staff member is to retain auditor certification at all times.

Auditors employed or engaged by a contracted Third Party Audit Organisation (TPAO) to provide Third Party Audits (TPA) for APIQ✓<sup>®</sup> must comply with all registration, qualification, and training requirements specified by the TPAO.

The Reference Group (CP4) will complete an annual review of the TPAO auditor registration requirements and the TPAO compliance.



## **POLICY #: CP9. PRODUCER - APIQ✓<sup>®</sup> CERTIFICATION STATUS & NON-COMPLIANCE WITH APIQ✓<sup>®</sup> STANDARDS**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** MAY 2019

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy Overview**

APIQ✓<sup>®</sup> certification is a valuable status conferred on producers who comply with the relevant prescribed Standards. The APIQ✓<sup>®</sup> system is critical to ensuring confidence in industry standards and quality and the industry's reputation more broadly. Producers who fail to comply with the APIQ✓<sup>®</sup> Standards or applicable laws at all times can expect their certification status to be reviewed and, if appropriate, suspended or cancelled.

A producer's APIQ✓<sup>®</sup> certification status is recorded on the APL Client Relationship Management (**CRM**) system and can be viewed by authorised external parties, including abattoirs, auditors, saleyard operators, and regulators with a signed access deed in place.

APIQ✓<sup>®</sup> certification status options are:

- Current
- Conditional
- Suspended
- Cancelled

APIQM is responsible for determining Current and Conditional (including extensions) certification status. Current and Conditional APIQ✓<sup>®</sup> certification status is dependent on the producer having paid all costs concerning the APIQ✓<sup>®</sup> Compliance Audit. Failure to pay auditor fees will result in APIQ✓<sup>®</sup> Certification being cancelled, suspended or denied.

A decision to suspend or cancel a producer's APIQ✓<sup>®</sup> certification is the responsibility of the APL Board on the recommendation of the Panel. Only the Panel may recommend to the APL Board that a producer's certification be suspended or cancelled.

The process for reviewing a producer's certification status is outlined in this Policy. A decision to suspend or cancel a producer's certification status should take into account the following guiding principles:

- Ensuring APIQ✓<sup>®</sup> Standards are met for Management, Food Safety, Animal Welfare, Biosecurity, Traceability, Environment, and Transport.
- Protecting the confidence, reputation, and integrity of APIQ✓<sup>®</sup> certification and the industry.
- Protecting the integrity of auditors when the auditor has taken all reasonable steps to meet their responsibilities to the TPAO, APIQ✓<sup>®</sup>, the producer, and the auditing process.
- Protecting the interests of the producer when the producer has acted in accordance with APIQ✓<sup>®</sup> Standards and these Policies.
- Assisting producers in achieving sustainable, quality production while meeting customer requirements.

APIQM records any change to a site's certification status in CRM with a linked record of all communications.

It is the producer's responsibility to notify their buyers and customers of any change of certification status except:

- Where the producer is verified to supply Coles Supermarkets Australia Pty Ltd under Customer Specifications – Coles (CSC), or

- Where a producer and/or retailer has a written arrangement in place with their customers authorising APIQM to notify their customers when a change of status occurs, as is the situation with producers that are CSC verified,

in which case APIQM will notify the producer’s customers after first notifying the producer.

In all instances APIQM will communicate verbally and in writing with all parties concerned to confirm status, actions, requirements, responsibilities, and options available to the producer concerning APIQ✓® certification.

## 1. Current and Conditional APIQ✓® Certification

### 1.1 Current

A producer’s certification is recorded as “Current” where the producer has satisfactorily met a Compliance Audit against the APIQ✓® Standards. Under Current APIQ✓® Certification status the producer may claim they are APIQ✓® certified to their respective customers.

### 1.2 Conditional

A producer’s certification is recorded as “Conditional” where the site/producer have open corrective actions in place which are in the process of being closed or are part of an Agreed Action Plan (AAP<sup>17</sup>) approved by the Panel. Each corrective action has specified timelines that must be met in order for the status to be upgraded to Current ([CP16](#)).

Conditional APIQ✓® Certification means that the producer remains APIQ✓® certified and as such can continue to operate and trade as APIQ✓® certified.

- Conditional APIQ✓® Certification will apply where:
  - The producer has shown willingness to meet the APIQ✓® Standards but has not done so in a timely manner.
  - corrective actions are in the process of being closed out.
  - APIQM may need to manage an ongoing conflict in relation to the auditing of that site(s).
  - Compliance with APIQ✓® Standards is in dispute between an auditor and/or APIQM and/or the producer and is subject to further discussion or investigation.
  - An APIQ✓® Compliance Audit against the APIQ✓® Standards is yet to be completed, and APIQM has been notified ([CP2](#)) and APIQM has received an approved an extension application.
  - Free Range (FR) production: Where a producer meets APIQ✓® FR specific Standards and is able to demonstrate, through a plan approved by APIQM, that they are in the process of addressing APIQ✓® FR Standards, they may be Conditional APIQ✓® FR.
  - Outdoor Bred, Raised Indoors on Straw (OB) production: Where a producer meets APIQ✓® OB specific Standards and is able to demonstrate, through a plan approved by APIQM, that they are in the process of addressing all APIQ✓® OB Performance Indicators, they may be Conditional OB Certified.
  - There is a change in property ownership or when a site is added to an existing Joint Certification. See [CP14](#) for guidelines.
- Conditional certification is preferred where the problem is expected to be resolved within a reasonable timeframe through consultation with the producer.
- A Conditional status takes effect immediately where a Critical CAR has been given for a serious non-compliance to APIQ✓® Standards (as per Table 1 in CP16. Corrective Action Requests Management). The

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<sup>17</sup> See CP7 for explanation of AAP.

auditor must notify APIQM immediately or in their absence the GM. The APIQBM or GM, in consultation with the Panel Chair, informs the producer of the change of status.

### **1. Review of APIQ✓® Certification Status**

The Panel may review a producer's APIQ✓® certification status in the following circumstances:

- a. Where an actual or potential breach of the APIQ✓® Standards (or **Standards**) or these Policies (an **Incident**) or complaint has been assessed as Critical in accordance with CP7 and the Panel has determined to review the producer's certification status without conducting an investigation under CP7; or
- b. Where an Incident or complaint has been investigated in accordance with CP7 and the Panel determines, having reviewed the CAR, that review of the producer's certification status is required.

### **1. Process for Review of APIQ✓® Certification Status**

The Panel can make a recommendation to the APL Board that a producer's APIQ✓® certification be suspended if it is satisfied on reasonable grounds that:

- 1.1 The producer has failed to comply with the APIQ✓® Standards at any time while the producer holds APIQ✓® certification;
- 1.2 The producer has failed to comply with corrective actions required following an investigation or audit of the producer's compliance with the APIQ✓® Standards within the required timeframe; and/or
- 1.3 The producer has not paid audit fees on time;

When recommending to the APL Board that a producer's APIQ✓® certification be suspended, the Panel may also recommend conditions to be imposed on any future recertification.

The Panel can make a recommendation to the APL Board that a producer's APIQ✓® certification be cancelled if it is satisfied on reasonable grounds that:

- 1.3 The producer has engaged in a serious breach of the APIQ✓® Standards, including the biosecurity requirements prescribed under the Standards at any time while the producer holds APIQ✓® certification;
- 1.4 The producer has engaged in ongoing or systematic breaches of the APIQ✓® Standards;
- 1.5 The producer has failed to improve their systems to meet the requirements of the APIQ✓® Standards;
- 1.6 The producer has failed to comply with corrective actions required following an investigation or audit of the producer's compliance with the APIQ✓® Standards within the required timeframe;
- 1.7 The producer's APIQ✓® certification has been suspended by the APL Board and the producer has failed to meet the conditions imposed for recertification within a reasonable period;
- 1.8 The producer has failed to act honestly and ethically in their dealings with an auditor in relation to the APIQ✓® Standards and these Policies; and/or
- 1.9 The producer has otherwise engaged in conduct that seriously threatens the integrity, reputation and/or credibility of APIQ✓® and the wider pork industry.

The Panel may seek information, advice and recommendations from the APIQBM and/or the GM in relation to the review of a producer's APIQ✓® certification status. Any information, advice or recommendation provided to the Panel must be in writing.

The Panel may also request that APIQM undertake testing, including genetic testing, of one or more pigs for the purpose of its review of a producer's APIQ✓® certification status.

The Panel must, as part of its review, give the producer concerned a reasonable opportunity to put evidence or material before the Panel or make submissions to the Panel in relation to the Incident or complaint which has given rise to the review.

The Panel's recommendation to the APL Board following a review of a producer's APIQ✓<sup>®</sup> certification status must be made in writing and include the following information:

- Date and nature of the Incident or complaint which has given rise to the review;
- History of events leading to the recommendation;
- Detailed list of actions completed to date by the Panel and APIQM in relation to the Incident or complaint;
- Evidence and material considered by the Panel as part of its review;
- Details of any expert advice sought by the Panel;
- The producer's position;
- The Panel's recommendation; and
- The reasons for that recommendation.

A copy of the Panel's draft recommendation must be provided to the producer concerned who will have 5 (five) business days from the date the recommendation was posted to respond.

The Panel must consider any response provided by the producer before reaching its final decision.

After the period for the producer to respond has expired, the Panel must provide its final recommendation to the APL Board.

The APL Board must confirm or reject the Panel's recommendation within 24 hours or provide further instructions to the Panel within 24 hours.

## **2. Consequences of suspension or cancellation of APIQ✓<sup>®</sup> Certification Status**

If the APL Board decides to suspend a producer's APIQ✓<sup>®</sup> certification, from the Date of Suspension until any recertification:

- the producer cannot claim to be APIQ✓<sup>®</sup> certified for the site to which the certification applied and all pigs kept on that site; and
- pigs from that site will not be eligible for sale and delivery to markets that specify APIQ✓<sup>®</sup> certification.

This applies to all pigs on-farm at the Date of Suspension but excludes pigs in transport and/or at lairage at the Date of Suspension.

The Date of Suspension is the day that the producer receives written notification of the APL Board's decision to suspend its APIQ✓<sup>®</sup> certification.

### Cancellation

If the APL Board decides to cancel a producer's APIQ✓<sup>®</sup> certification, from the Date of Cancellation until any recertification:

- the producer cannot claim to be APIQ✓<sup>®</sup> certified for the site to which the certification applied and all pigs kept on that site; and
- pigs from that site will not be eligible for sale and delivery to markets that specify APIQ✓<sup>®</sup> certification.

This applies to all pigs on-farm at the Date of Cancellation but excludes pigs in transport and/or at lairage at the Date of Cancellation.

The Date of Cancellation is the day that the producer receives written notification of the APL Board's decision to cancel its APIQ✓<sup>®</sup> certification

A producer is deemed to have received a written notification sent by post at the expiration of three business days after the envelope containing the notice was posted. It is sufficient to prove receipt of a written notification sent by post that the envelope containing the notice was properly addressed and posted.

### **3. Reinstatement to “Current” APIQ✓® Certification**

Where APIQ✓® Certification has been suspended, the Panel may impose conditions on the producer before the producer’s APIQ✓® Certification status can be returned to Current. These conditions include compliance with a CAR or AAP, which must be completed to the satisfaction of Panel or any person nominated by the Panel. The following rules apply as relevant:

#### **3.1 Following “Conditional” APIQ✓® Certification:**

- A producer must provide proof to APIQM that all CAR requirements have been met in full within the stated timeframes and provide a written request that their status be upgraded to Current. This can be done by presenting photos (which must be date and time stamped) and/or use of statutory declarations, site visits by APIQM, auditors, or agreed veterinarian reports and other means as stipulated in the CAR approved by APIQM.
- If APIQM is satisfied that the CARs have been closed out, APIQ✓® Certification is elevated to Current status and runs until the expiry of the original APIQ✓® Certification date. If declined, APIQM advises the producer in writing about further actions required and revises the CAR including timelines.
- When approved, APIQM advises the producer in writing that their APIQ✓® Certification is now Current. APIQM updates the revised status in CRM.
- The producer is responsible for notifying buyers/customers of their revised status. An exception to this is where APIQM has received the producer’s confirmation in writing that there is an arrangement between themselves and their nominated customer(s) which allows APIQM to immediately notify the customer(s) of a change in the producer’s APIQ✓® Certification, once the producer has been notified first.

#### **3.2 Following a “Suspended” APIQ✓® Certification:**

- A producer must provide proof to Panel via APIQM that all CAR or AAP requirements have been met in full within the stated timeframes and provide a written request to Panel via APIQM that their status be upgraded to Current.
- An APIQ✓® Compliance Audit and a satisfactory report from the auditor is mandatory. It must show that all previous CARs have been satisfactorily closed.
- If satisfactory proof of compliance against the required CAR or AAP has been provided, and the APIQ✓® Compliance Audit and auditor’s report is also satisfactory, the GM will advise the Panel accordingly. The Panel may decide to:
  - Upgrade the APIQ✓® Certification to Conditional or Current as it considers appropriate. The GM advises the APL Board of the decision.
- Where satisfactory proof of compliance against the required CAR and/or AAP has not been provided and/or the APIQ✓® Compliance Audit and auditor’s report is unsatisfactory, the Panel may determine to review the suspended certification with a view to cancellation. In that case the Panel must proceed in accordance with the process for review set out in this CP9 in relation to cancellation.
- Decline to change the producer’s APIQ✓® Certification from “Suspended” but must outline further compliance requirements needed. APIQM will as necessary provide advice to the producer to assist them to meet the CAR’s or AAP’s requirements. The GM advises the APL Board of this decision. When approved, APIQM advises the producer in writing and updates their revised status in CRM. APIQ✓® Certification will run until the original certification expires.

- The producer is primarily responsible for notifying all their buyer(s) and customer(s) of their revised status. APIQM will also provide confirmation where the producer has given it written permission to notify their nominated buyer(s) and/or customer(s) of a change in the producer's APIQ✓<sup>®</sup> Certification, once the producer has been notified first. The Panel may, at its discretion, require additional audits to verify ongoing compliance as per CP11.

### **3.3 Following a "Cancelled" APIQ✓<sup>®</sup> Certification:**

A producer may reapply to the Panel via APIQM for APIQ✓<sup>®</sup> Certification following cancellation of certification. A site can re-apply for APIQ✓<sup>®</sup> Certification at any stage following cancellation unless otherwise prohibited by the Panel/APL Board.

As a minimum, cancelled sites will require a full Compliance Audit and if endorsed by the Panel, APIQ✓<sup>®</sup> Certification will be granted as of the date of APL Board approval.

The audit must show that all previous CARs have been satisfactorily closed.

Note: The APIQ ✓<sup>®</sup> Certification remains in place on the condition that the site completes an Internal Audit six (6) months post APIQ✓<sup>®</sup> Certification and submits the report to the Panel via APIQM for approval to remain APIQ✓<sup>®</sup> Certified.

### **4. Notification to Third Parties**

APIQM will notify local any party of the change in certification status where such agreements are in place.

### **5. Appeals Process**

A producer will have the right to appeal the decision as per [CP15](#).

The Conditional, Suspended, or Cancelled status remains in effect pending the outcome of an appeal.

## **POLICY #: CP10. REVIEW & VERIFICATION OF THE APIQ<sup>✓</sup>® SYSTEM & WITNESS AUDITS**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL - INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

APIQ<sup>✓</sup>® is subject to ongoing review of the quality of its policies, processes, and operations and seeks to achieve continuous improvements. The following activities are routinely completed.

#### **1. Systems Audit:**

This will be achieved by the following:

- An independent Certifying Body (CB) will be engaged annually to evaluate the policies, strategies, and processes of the system against the objectives of the system itself.
- The CB will conduct an annual review of changes made to the system.

#### **2. Witness Audit:**

If audit scheduling and management is contracted to a Third Party Audit Organisation (TPAO) the TPAO will be required to implement a program for the calibration and training of auditors that is acceptable to APIQM.

Annual witness audits of each audit must be included in the TPAO's auditor improvement program.

Outcomes of individual witness audits must be available to APIQM.

The TPAO provides a summary of training and witness audit outcomes to the Reference Group annually.

#### **3. Annual Review:**

- APIQM conducts a minor and general review of APIQ<sup>✓</sup>® Standards policies and manuals each year to address feedback received and any program issues raised by auditors, producers, and other stakeholders.
- Any changes to customer specification modules must be agreed and approved in consultation with the specific customer who is the partner to the module. For example Customer Specifications Module 6 – Coles (CS 6).
- Where required legal advice is sought for relevance and applicability.
- The TPAO will be advised in writing of amendments to Standards, Performance Indicators and Policies at a time agreed in consultation with APIQM.

#### **4. Major Review:**

- APIQM, assisted by a working group, conducts a major review of Standards, policies and manuals approximately every four (4) years.
- Customers with specification modules included in APIQ<sup>✓</sup>® will be included in working groups.
- Where required legal advice is sought for relevance and applicability.

#### **5. Reporting:**

- The CB, through the GM, will report annually to the APL Board QA and Animal Welfare Committee on both the system and witness audits.
- The Executive Summaries are presented to the Panel for their information.

**6. Approval of Amendments:**

- Any revisions and amendments made that change the intent of Policies and/or Standards must be endorsed by the APL Board QA and Animal Welfare Committee and approved by the APL Board prior to publication.



## **POLICY #: CP11. AUDIT STANDARDS & FREQUENCY**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

To be eligible for APIQ<sup>✓</sup>® Certification, either as a Small Holder or a Large Holder, producers must meet the following audit criteria:

#### **1. APIQ<sup>✓</sup>® Compliance Audit Criteria**

##### **1.1. Single Site Certifications**

- All single sites including those seeking APIQ<sup>✓</sup>®, APIQ<sup>✓</sup>® Free Range (FR), APIQ<sup>✓</sup>® Outdoor Bred, Raised Indoors on Straw (OB), and Customer Specifications Module 6 – Coles (CS 6)<sup>18</sup> verification will have an annual APIQ<sup>✓</sup>® Compliance Audit which consists of a desk and site audit.
- Where a producer or business entity operates two (2) or more pig production sites, the producer can apply to APIQM for APIQ<sup>✓</sup>® Joint Certification ([CP17](#)).
- APIQ<sup>✓</sup>® Compliance Audits are performed against the Standards set in the most current version of the APIQ<sup>✓</sup>® *Standards Manual*.
- An APIQ<sup>✓</sup>® Compliance Audit can be conducted no earlier than three (3) months prior to the current APIQ<sup>✓</sup>® Certification expiry date ([CP2](#)).
- The primary difference between Small and Large Holders is the way in which records are kept. Small Holders are able to use the APIQ<sup>✓</sup>® *Pig Management Diary*<sup>19</sup> and notebooks as their primary source of farm records. Large producers typically use self-created documents, folders and templates to cater for the higher volume of records needed and multiple staff and/or sites. Large Holders may include the *Pig Management Diary* and notebooks in their system.
- A desk audit is completed at the commencement of the Compliance Audit following an opening meeting and involves reviewing the site(s') *Piggery Management Manual*.
- The auditor may request that the site(s') *Piggery Management Manual* be sent to the auditor prior to the Compliance Audit to complete the desk audit. This practice may reduce the time the auditor needs on farm, thereby minimising the Compliance Audit's time and costs for the producer, but is at the discretion of the producer and is to be arranged between the auditor and producer.
- Where property ownership has changed, see [CP14](#) for guidelines.

##### **1.2. Joint or Multiple Site Certifications**

- Where a producer has an APIQM approved Joint Certification in place, APIQM will select sites to be audited annually as outlined in CP17.

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<sup>18</sup> See also Customer Specification Module 6 Verification Guide, Clause 1.3 Audit Frequency.

<sup>19</sup> A Pig Management Diary can be purchased through the APIQ website: [www.apiq.com.au](http://www.apiq.com.au)

## **2. Witness Audit**

- APIQM and/or TPAO representatives (including Witness Auditors) reserve the right to attend any Compliance Audit at their discretion or at the direction of APIQM and/or the TPAO.

## **3. Regional Audit Plan**

- Regional Audit Plans are no longer applicable with auditors assigned by APIQM or a TPAO.

## **4. Additional APIQ✓<sup>®</sup> Compliance Audits – Producer/Customer Arrangements**

- Where a producer and their customer/s have an agreed arrangement requiring more than one (1) Compliance Audit per year, the producer is required to notify APIQM in writing to enable APIQM to facilitate this requirement.
- Where the arrangement includes the customer receiving a copy of the Compliance Audit report, the producer must provide a written authority to APIQM allowing APIQM to provide access to the report to the customer.
- APIQM must advise the TPAO where such arrangements are agreed. Where a producers' Certification has been Suspended or Cancelled, the Panel may, at its discretion, require additional Compliance Audits to verify effectiveness of ongoing compliance.

## **5. Internal Audits**

- The producer or any party of their choosing (except their APIQ✓<sup>®</sup> Compliance Audit auditor) must conduct an annual Internal Audit approximately six (6) months but no later than eight (8) months after their APIQ✓<sup>®</sup> Compliance Audit is conducted. The Internal Audit report is to be reviewed by the external auditor as part of the annual APIQ✓<sup>®</sup> Compliance Audit. The Internal Audit must identify issues that arose and CARs created to address problems. The Pig Management Diary and other farm records must record and show that internal CARs and actions have been completed and are closed, or are in progress as planned. A producer may conduct any number of Internal Audits.

## **6. Animal Welfare Audits and the PigCare Reference Tables**

- Additional animal welfare audits may be required pursuant to CP7 and CP9. In such incidents, APIQM may assign an auditor to conduct an audit, or may instruct the TPAO to conduct additional audits:
  - i. Where an additional animal welfare audit is the result of an incident investigation or Critical or Major CAR, APIQM carries the costs and invoices the producer on a full cost recovery basis by APIQM within 10 business days of the conclusion of the incident.
  - ii. All costs of on-site remedial action from an investigation, CAR, and/or risk management plan are paid directly by the producer or charged back to the producer by APIQM within 10 business days of action completion.
- Animal Welfare assessments can be conducted using the PigCare Reference Tables as a guide. They are not required to complete an APIQ✓<sup>®</sup> Compliance Audit. They are for reference only and can be used by any stakeholder including a site's veterinary advisor, customers, other regulatory bodies, or the producer themselves.

## **7. Exceptions to Audit Frequency**

- Additional Audits may be carried out in excess of the minimum requirement if requested by the producer, APIQ Panel, the QAAW Committee or at the request of the APL Board.

## 8. Random or Ad Hoc Verification Audits.

- APIQM may initiate Random or Ad Hoc Verification Audits and, wherever possible and reasonable, will provide producers with notice at least 24 hours in advance of a random verification audit;
- The audit may be a full audit of all APIQ<sup>✓</sup>® Standards or a partial audit of specific Standards determined by APIQM at the time of selection;
- APIQM will assign Random or Ad Hoc Verification audits to the TPAO and/or an other suitably qualified expert to conduct the audit in consultation with with the TPAO.
- Where non-compliance to the APIQ<sup>✓</sup>® Standards is identified during the Random or Ad Hoc Verification Audit, the producer and auditor will establish Corrective Action Requests (CARs), which APIQM approves as per [CP16](#).
- Where a CCAR has been identified during the Random or Ad Hoc Verification Audit, APIQM is informed immediately and an Agreed Action Plan (AAP) is developed as per CP16.
- Where CARs<sup>20</sup>/AAPs<sup>21</sup> are approved and implemented the producer's APIQ<sup>✓</sup>® Certification immediately becomes Conditional as per [CP9](#).
- Failure to meet the conditions of the CARs/AAPs will result in activation of [CP16](#).
- APIQM will ordinarily cover the cost of these audits. However APIQM may require the producer to pay for all costs associated with the audit where a Major or Critical breach of the Standards is recorded at the conclusion of the audit. Failure to reimburse audit costs to APL within 20 business days from date of invoice may result in APIQM activating [CP9](#) and suspending or cancelling the producer's APIQ<sup>✓</sup>® Certification.

## 9. Compliance Audit Process

- The steps involved to conduct a Compliance Audit are:
  - Opening Meeting – After following On-farm biosecurity activities for entry to the piggery, such as signing the *Visitor Register*, the auditor and producer and/or their representative meet to review the audit plan and processes.
  - Desk Audit – At the request of the auditor, the producer provides: their last audit report and documented evidence that CARs from the audit have been closed, and answers questions related to their systems, processes, and records as outlined in their *Piggery Management Manual* (including SOPs or Work Instructions) or *Small Holder Manual* and records.
  - Site Audit – Having completed the desk audit, the auditor and producer inspect all aspects of the site. The auditor seeks permission to engage with staff and observes farm activities in progress. The auditor aims to determine whether systems outlined in the *Piggery Management Manual/QA Manual* or *Small Holder Manual* are being followed and that the practices allow the producer to meet the APIQ<sup>✓</sup>® Standards and Performance Indicators.
  - Closing Meeting – having completed the opening meeting, desk audit, and site audit, the producer and/or their representative meet with the auditor to review the findings and observations of the

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<sup>20</sup> See CP2 footnote 2 for explanation of CAR.

<sup>21</sup> See CP7 footnote 18 for explanation of AAP.

Compliance Audit, agree to and sign off on CARs, review the reporting process and auditor recommendation, and resolve any concerns.

- Reporting – The auditor completes the reports as per the TPAO process and gives a copy to the producer.

#### **10. Audit Coordination and Management**

- Compliance audits are scheduled by the TPAO auditor in consultation with the producer. Audits are assigned to the Third Party Audit Organisation by APIQM.
- The APIQM auditor is to be assigned a minimum of 5 audits per year, scheduled by the TPAO.
- All auditors must comply with all relevant Policies.

#### **11. Audit Requirements Following Receipt of a “Corrective Action Request” or “Agreed Action Plan”**

- In the event of a Complaint and/or Incident Investigation ([CP7](#)), the Manager, Product Integrity or the APIQ✓<sup>®</sup> Panel may, at its discretion, instruct the producer to have an additional Compliance Audit completed as part of a CAR or AAP. If an additional audit is required it is passed to the TPAO for scheduling.
- The costs of additional audits will be charged to the producer ([CP7](#), [CP9](#), and [CP16](#)).

#### **12. Audit Requirements where a producer is also seeking ISO9001 Certification**

- Producer requirements to achieve ISO9001 Certification are the producer’s responsibility independent of APIQ✓<sup>®</sup> requirements.

## **POLICY #: CP12. AUDITOR SKILLS, TRAINING, QUALIFICATION, & REGISTRATION**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

The Third Party Audit Organisation providing auditing services to APIQ✓® has a service agreement with Australian Pork Limited. Clause 4.2 of this service agreement notes that services will be performed by “suitably qualified auditors”.

The TPAO is required to ensure all auditors are suitably qualified, trained and capable of conducting APIQ Audits.

#### **1. Auditor Skills, Training and Qualifications**

Auditors shall possess the following skills, training and qualifications:

- 1) Trained Auditor and preferably a Lead Auditor qualification.
- 2) Approved by Exemplar Global as a Food Safety Auditor or equivalent.
- 3) Livestock experience, preferably in the pig industry.
- 4) Desirable but not required would be other form of professional training in related fields IE: Degree, Diploma, Certificates in Agriculture or Animal Husbandry or any equivalent.
- 5) Further supporting training if available IE: HACCP, Vital, Microbiology, Other programs (WQA, BRC, SQF) etc.
- 6) Has attended formal APIQ training.

#### **2. Minimal Requirements for Auditor Registration**

Auditor registration and management of qualifications are to be managed by the Third Party Audit Organisation as outlined in the Australian Pork Limited Service Agreement.

#### **3. Annual Registration Renewal**

Auditor Registration shall be managed by the Third party Audit Organisation while there is a valid Australian Pork Service Agreement in Place between the TPAO and Australian Pork Limited.

#### **4. Participation in Auditor Training**

Training arrangements for Auditors in relation to knowledge of the APIQ✓® Standards are specified in the Service Agreement.

*The TPAO must ensure that all auditors conducting audits are trained in accordance with APL’s then-current APIQ ✓® Standards Manual. The TPAO will conduct all such training at it’s own cost. APL may participate in and observe such training.*

*APL will assist with the training and development of Auditors specific to APIQ✓® at no cost to the TPAO. Such training will be conducted at a frequency and at a location reasonably determined between the parties.*

*The parties agree that they will hold joint professional development exercises to maintain technical expertise and awareness sessions on relevant APIQ✓® program requirements. Such development exercises will be conducted at a frequency and at a location reasonably determined between the parties. Costs for such development exercises will be split as reasonably determined between the parties.*

APIQM will attend the Third Party Audit Organisation annual training days and provide training to auditors who conduct APIQ Audits.

- Training may be classroom based or in the field at actual piggeries.
- The Third Party Audit Organisation auditors must make themselves available at such training days to ensure consistency amongst auditors and to help control the cost of training.
- Auditors may only be excused attendance in the case of emergency at APIQM's sole discretion.
- APIQM will pay for the reasonable costs associated with providing this training.

## **POLICY #: CP13. AUDITOR COST, FEES, & CHARGES**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

#### **1. The Third Party Audit Organisation and/or its auditors will meet the following costs:**

- Auditor Certification costs (including but not limited to courses, exams, training, time, travel, accommodation, and food); AND
- National Food Safety Auditor Certification (including but not limited to courses, exams, training, time required, travel, accommodation, and food); AND
- Auditor Registration Costs (including but not limited to EXEMPLAR Global annual fee, Indemnity and Liability Insurance (Private Auditor), Veterinary Insurance (where required), and annual APIQM summit participation (time required).
- Annual Witness Audits

Costs for Auditors employed by Australian Pork Limited (APL) are met by APL.

#### **2. APIQ<sup>✓</sup> Compliance Audit Fees & Charges**

Auditor Cost Fees and Charges, are specified in Schedule 3 of the Service Agreement between APIQM and the TPAO.

Different fee structures apply to Single-site organisations and Multi-site organisations as per below. In addition in both cases additional charges are payable as per section 3 below.

##### **Single Site Organisations**

A base rate by number of sows and or growers/ finishers (Table 1) is applied to the Compliance Audit of a single site organisation/ piggery.

Table 1: Single Site Base Rate

Tier	Herd Size	Base Rate
1	1 – 150 sows or 1 – 1500 Growers	\$ 620
2	151 – 1,000 Sows or 1,501 – 10,000 Growers	\$ 820
3	1,001 or more Sows or 10,001 or more Growers	\$ 1,020

The following scenarios provide further guidance:

- (1) Scenario 1 - The site is a breeder or breeder to weaner with sows and suckers/weaners only – The pricing is based on the number of sows.
- (2) Scenario 2 - The site is a grower only i.e. gilts, weaners, growers and finishers – The pricing is based in the grower number.
- (3) Scenario 3 - The site is a farrow to finish i.e. has sow's, gilts, suckers, weaners, growers and finishers – The pricing is based on what is the higher number growers or sows.

The base rate covers four (4) hours including time taken to draft and provide the Compliance Audit Report, including the close out of CARs provided such closure occurs within the timeframes agreed between the Producer and the Auditor and in accordance with the APIQ<sup>✓</sup>® Administrative Policies and APIQ<sup>✓</sup>® Certification Policies – otherwise additional fees will be payable as per Section 3.2 below.

Where the site audit takes more than four (4) hours<sup>22</sup> additional charges will be applied at the hourly rate specified in Table 2.

Table 2: Additional Time Charges for Single-site Organisations

Additional Charges for single-site organisations	Rate	Unit
Additional Time on farm (more than 4 hours)	\$ 205	Per Hour

**Multi-site Organisations or Joint Certifications**

A daily, half daily or hourly rate is applied to audits conducted for multi-site joint certifications where a Joint Certification Application has been approved<sup>23</sup> by APIQ Management at the rates specified in Table 3.

Table 3: Multi-site Audit Rates

Time	Rate
Day	\$ 1,640
Half Day	\$ 820
Hour	\$ 205

It is expected that:

- (1) Multiple audits may be conducted in a single day for some organisations.
- (2) Up to 90 minutes (1 ½ half hours) may be charged for completion of the head office or overall system desk audit<sup>24</sup> at the hourly rate.
- (3) Up to 30 minutes (1/2 an hour per site) may be charged for report writing at the hourly rate.
- (4) Time will be charged in increments of 15 minutes at the hourly rate, pro-rata (ie \$52.50 per 15 minutes).
- (5) The above charges and time period include the time taken to draft and provide the Compliance Audit Report, including the close out of CARs provided such closure occurs within the timeframes agreed between the Producer and the Auditor and in accordance with the APIQ<sup>✓</sup>® Administrative Policies and APIQ<sup>✓</sup>® Certification Policies – otherwise additional fees will be payable as described below.

**Additional Charges:**

Associated travel and accommodation charges as set out in Table 4 will be applied to single and multi-site organisations, and are additional to the charges in Sections 1 and 2.

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<sup>22</sup> An audit may take more than 4 hours for several reasons including but not limited to: where a producers systems and or piggery are found to be un-organised and difficult to audit, where manuals are not correctly in place, where non-compliances are found requiring the auditor to look at more of the piggery than would otherwise be necessary.

<sup>23</sup> CP 17 requires a Joint Certification Application to be completed and presented to APIQM annually, prior to site selection.

<sup>24</sup> Additional time may be charged where an organisations manuals and systems are not in place, are un-organised or are difficult requiring more time than would otherwise have been necessary.



Table 4: Travel and Accommodation Charges

Travel and Accommodation	Rate	Unit
Travel Time per hour, with the first one (1) hour and last one (1) hour free	\$ 148	Per Hour
Travel Kilometres per kilometre, with the first and last one hundred (100) kilometres free	\$ 0.66	Per Km
The reasonable cost of accommodation including Meals at cost when required	up to \$250	Per Night

Closing Corrective Action Requests (CARs) and follow up activities.

If the close out of CARs does not occur within the timeframes agreed between the Producer and the Auditor and in accordance with the APIQ<sup>✓</sup>® Administrative Policies and APIQ<sup>✓</sup>® Certification Policies the Company may charge Producers for additional time and costs incurred to close and verify CARs, at the hourly rates specified in Tables 2 or 3, whichever applies.

Where an additional visit/Audit is deemed necessary to verify CARs are closed or to address other issues identified during an Audit, additional fees and charges may apply at the hourly rate as specified in Tables 2 and 3, whichever applies.

Fees and charges listed in items 2 and 3 will be applied to random or ad hoc Audits when required by APIQM, the APIQ Panel and or the APL Board QAAW committee to address a Critical CAR or for any other purpose they deem is in the best interest of industry to protect the integrity and credibility of the program.

As per APIQ Certification Policy 2 (CP2), Current APIQ<sup>✓</sup>® Certification requires all Audit Fees to be paid. Failure to pay Audit Fees will result in APIQ<sup>✓</sup>® Certification being refused, cancelled or suspended (CP9).

### 3. Fee Review

The Reference Group will review the Audit Fees on the 1<sup>st</sup> July each year, commencing on 1 July 2019, and on the anniversary of this date thereafter. Any fee review will be negotiated by the parties in good faith.

Revised fees will be presented by APIQM to the Panel and Board QAAW Committee, and to the APL Board for approval once agreed.

Dispute Resolution Processes outlined in clause 23 of the Service Agreement will apply where agreement is not achieved independently.

## **POLICY #: CP14. CERTIFICATION FOR CHANGE OF PROPERTY OWNERSHIP, MANAGEMENT AND/OR PIG PRODUCTION**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

This policy aims to:

- Assist producers to maintain APIQ✓<sup>®</sup> Certification when ownership and/or management on-farm changes.
- Assist new producers to maintain and/or establish APIQ✓<sup>®</sup> on-farm when purchasing a piggery.
- Protect the integrity of APIQ✓<sup>®</sup> during the transition of ownership and/or management.

It is a guide with new situations reviewed on a case-by-case basis by APIQM, the Australian Pork Limited (APL) General Manager responsible for APIQ ✓<sup>®</sup> (GM) and the Panel if required.

### **2. Applicable APIQ✓<sup>®</sup> Standards**

Standard 1.1 Performance Indicator B<sup>25</sup> requires a producer to notify APIQM when:

- Piggery ownership changes and/or is proposed.
- The nominated person from the enterprise responsible for ensuring that the management practices and documentation required for APIQ✓<sup>®</sup> Certification of an enterprise changes.
- Issues arise that jeopardise the health and welfare of the pigs, people or piggery and may lead to public scrutiny of the piggery and/or the industry such as fire, flood, failed contingency plans leading to pig losses, activist raids etc.

Non-Compliance to Standard 1.1B must be called a CAR by the assigned auditor who reports the issue through the CAR process.

### **3. Change of Ownership**

The APIQ✓<sup>®</sup> Standards and this policy aim to facilitate ongoing APIQ✓<sup>®</sup> Certification through the transition of ownership, to allow sales, production and management of pigs while maintaining Quality Assurance (QA).

Responsibility to notify APIQM of changes rests with the current owner of the piggery enterprise. APIQM will determine appropriate certification on a case-by-case basis using the following descriptions as a guide:

- a. Where APIQM has received a notice of a change of ownership requiring APIQ✓<sup>®</sup> Certification, APIQM will consider actions needed and advise the applicant within ten (10) business days of receipt of the notification. APIQM must be notified of any change in management on an APIQ✓<sup>®</sup> Certified site within 10 business days of change taking place. In order to maintain the APIQ✓<sup>®</sup> Certification, new management must produce evidence of relevant qualifications and/or relevant industry experience. Where the site and the purchaser/new manager have not had experience managing APIQ✓<sup>®</sup> on-farm, APIQ✓<sup>®</sup> Certification cannot be claimed and certification must be applied for as a new certification.
- b. Where vendors and/or purchasers with current certification wish to continue to operate and trade pigs underpinned by QA, they must notify APIQM of the change of ownership and the purchaser must apply for

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<sup>25</sup> APIQ✓<sup>®</sup> Standard 1.1 Performance Indicator B (Version 4.0 7/2015)

independent or Joint Certification. Conditional certification may be granted on the basis that both entities are following their prescribed program.

- c. Where the vendor does not have current certification but the purchaser has current certification on other sites, the purchaser may be awarded Conditional Certification by notifying APIQM of the purchase and by completing an Internal Audit of the new site within 10 business days of takeover. The Internal Audit must identify all CARs required to align the new site with the QA program of their existing sites, if being added to a Joint Certification, or CARs needed to establish APIQ✓<sup>®</sup> on site if single site certification is sought.
- d. If the audit of the purchaser's previously held sites is more than nine (9) months due, then the new site must have a successful Compliance Audit completed within three (3) months and the site will then be added to the annual rotation of audits.

A producer can be certified as Conditional APIQ✓<sup>®</sup> provided:

- i. An Internal Audit is submitted to APIQM which meets APIQM approval AND
- ii. Evidence of farm records is submitted to APIQM and meets its approval AND
- iii. An APIQ✓<sup>®</sup> Compliance Audit is scheduled to be conducted within three (3) months of application for APIQ✓<sup>®</sup> Certification and verification is provided to APIQM.

### **3.1. APIQ✓<sup>®</sup> Certified piggeries sold to a new owner with no previous pig interests**

- The seller should notify APIQM and PigPass of the sale and revise their PigPass registration either online or by contacting APL Policy Division.
- If ownership changes but the people responsible for management of the pigs and/or APIQ✓<sup>®</sup> doesn't change, Certification may be maintained with an internal audit submitted for consideration.
- If ownership and management changes but the systems are maintained, an internal audit submitted to APIQM is required with a compliance audit scheduled within three months.

### **3.2. Certification Options:**

Current, conditional, or declined status may apply as per CP9**Process**

To facilitate the appropriate Certification of pig production through changes of ownership and size of enterprise changes, notification is to be sent in writing to APIQM:

**Notice is given in writing by email, letter, or fax and is addressed to:**

The APIQ Management

PO Box 4746 Kingston ACT 2604

Australia

**T:** 1800 789 099 | **F:** 02 6285 2288

Email: [apiq@australianpork.com.au](mailto:apiq@australianpork.com.au)

#### **Information required by APIQM:**

1. Basic details of the change in ownership/management (No detail of any financial transactions is to be included).
2. Identify all parties involved including APIQ✓<sup>®</sup> Certification number(s) and PigPass Registration Number and Property Identification Code(s) of certified properties.
3. Contact details of all parties concerned.
4. Outline of certification requirements needed by the producer/owner.

**APIQM will:**

1. Acknowledge receipt of the notice in writing (by email where provided) in two (2) business days of receipt.
2. Review certification requirements according to policy.
3. Seek assistance of the Panel if required.
4. Report to all parties identifying requirements to obtain or maintain certification within ten (10) business days of receipt of notification.

**3.3. Assessment:**

1. APIQM will advise the designated representative of the business/s to be certified of the requirements for APIQ✓<sup>®</sup> Certification in writing within 10 business days.
2. Where a Compliance Audit is required, APIQM:
  - Will Forward the site details to the Third Party Audit Organisation who will in turn assign an auditor to the site in consultation with the owner manager or a designated representative.
  - May assign the audit to another registered APIQ Auditor in consultation with the owner manager or a designated representative.
3. Assessments and expected courses of action are based on an assumption that either the vendor or the purchaser wishes to maintain or obtain APIQ✓<sup>®</sup> Certification and that the responsibility for notification rests with this party.

## **POLICY #: CP15. APPEAL/DISPUTE RESOLUTION PROCESS**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy:**

This Policy gives stakeholders the opportunity to appeal against the decisions of APIQ Management (APIQM) and the APIQ Panel (Panel). Appeals are considered by the Panel or where necessary the APL Board. There is no higher authority involved in this process than the APL Board.

A producer may appeal against:

- a decision of the TPAO
- a decision to change their APIQ✓<sup>®</sup> status made under [CP9](#).
- a decision of the APIQ Panel (Panel) to suspend or cancel a producer's APIQ✓<sup>®</sup> Certification.

Any person who wishes to appeal must give written notice of the appeal to APIQ Management (APIQM) within 10 business days of receipt of notification of the decision appealed.

### **1. Appeals are determined as follows:**

1. Where an appeal is made against the TPAO or TPAO auditor, the Manager, Product Integrity determines the appeal.
2. Where an appeal is made against a decision made by APIQM staff, the APL General Manager responsible for APIQ ✓<sup>®</sup> (GM) determines the appeal.
3. Where an appeal is made against a decision made by the GM, (not being a decision on an appeal from a decision of APIQM), the Panel determines the appeal.
4. Where an appeal is made against a decision of the Panel to suspend or cancel a producer's APIQ✓<sup>®</sup> Certification or an auditor's registration, the APL Board determines the appeal.

### **2. Written appeals with relevant support materials are to be addressed to:**

APIQ Management

PO Box 4746 Kingston ACT 2604

Australia

T: 1800 789 099 | F: 02 6285 2200

Email: [apiq@australianpork.com.au](mailto:apiq@australianpork.com.au)

**3. The written appeal must include the following information:**

- The name and contact address of the appellant.
- Clearly identify all parties involved in the matter giving rise to the appeal.
  - Name/s
  - Address/s
  - Individual APIQ✓® Certification and PigPass registration numbers, where applicable
  - Contact details
- Date and details of the decision against which the appeal is being made.
- The date of receipt by the appellant of notice of the decision being appealed.
- The appellant's reasons for the appeal, the decision the appellant contends should have been made, and copies of all materials on which the appellant relies.

**4. On receipt of a formal Appeal, APIQM will:**

- Confirm receipt of the appeal with the applicant in writing via email, letter or fax, within two (2) business days of receipt.
- Review the appeal and determine actions based on previous precedent and or Panel decisions.
- Refer the Appeal and any supporting documents to the appropriate entity listed above in points 1, 2 and 3, for review and decision. The Panel or APL Board may request further information from the appellant and/or APIQM. If the appellant or APIQM provides further information, it will be given to the other party for any response or further submission. If this process is used the APL Board may set time limits within which the appellant or APIQM is to provide any response.
- Neither the appellant nor APIQM has any right to appear before the APL Board to make oral submissions.
- The Panel or APL Board may:
  - i. Confirm the decision under appeal
  - ii. Vary the decision under appeal
  - iii. Set the decision under appeal aside and make a new decision.
- The Panel or APL Board must prepare a written decision on the appeal, setting out its decision and its reasons for its decision, and make this report available when advising the appellant of its decision.
- An appeal does not affect the operation of the decision under appeal. However if the appeal decision is to vary or set the decision under appeal aside, then the new decision will take effect as if it had been made on the date of the decision under appeal.

**POLICY #: CP16. APIQ✓<sup>®</sup> CORRECTIVE ACTION REQUESTS MANAGEMENT**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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**Policy:**

There are four (4) categories of Corrective Action, recorded as a Corrective Action Request (CAR), which may be identified in relation to a producer or site through an APIQ✓<sup>®</sup> Compliance Audit or a complaint and incident investigation ([CP7](#)).

They are (See Table 1):

- Critical Corrective Action Request (CCAR)
- Major Corrective Action Request (MCAR)
- Minor Corrective Actions Request (mCAR); AND
- Observations (O)

Each has a prescribed action and outcome designed to protect the auditor, the producer, the industry, and the integrity of the program.

Auditors must focus their assessments on the Standards as they are given in the current APIQ✓<sup>®</sup> *Standards Manual* and ensure that personal preference or opinion do not influence the way a situation is viewed.

Auditors are responsible for coordinating and managing close out of CARs with the producer in the first instance.

APIQM reserves the right to override an agreed CAR where deemed necessary.

CARs agreed to between a producer and the auditor remain in place unless overridden by APIQM.

**Table 1: Corrective Actions and Assessments**

Classification	Criteria	Outcome/Actions
<p>“Critical” - C Corrective Action Request (CCAR)</p>	<p>A CCAR is used to identify a serious breach of a standard that poses an immediate threat to the pigs, producers and/or consumers requiring immediate and urgent attention to manage the threat. Typically threats of this nature will concern issues of animal welfare, food safety, or biosecurity. These situations may or may not be created by the producer, owner or the person responsible for the husbandry of the pigs, but they are affected by this situation resulting in the need for immediate and urgent attention.</p>	<p>Where a CCAR is issued:</p> <ul style="list-style-type: none"> <li>▪ The auditor must immediately notify the TPAO Program Manager, who then alerts APIQ Management (APIQ Operations Manager or Manager, Product Integrity) who then alerts the Australian Pork Limited (APL) General Manager responsible for APIQ (GM). In the absence of APIQM the auditor notifies the GM in the first instance. The producer’s APIQ<sup>✓</sup>® Certification is revised to Conditional immediately.</li> <li>▪ The APIQM refers it to the Panel Chair and at his/her direction to the Panel (Panel) if required.</li> <li>▪ The Panel may at its discretion cancel APIQ<sup>✓</sup>® Certification immediately.</li> <li>▪ A producer is given 72 hours from the time the auditor notifies them of the CCAR to: <ul style="list-style-type: none"> <li>(a) Remedy the CCAR <b>OR</b></li> <li>(b) Agree to and commence implementation of an Agreed Action Plan (AAP) with the Panel, where applicable <b>AND</b></li> <li>(c) Provide evidence to the auditor and APIQM of performance of (a) or (b) above. A producer’s APIQ<sup>✓</sup>® Certification becomes current under (a) if they provide satisfactory evidence of performance to APIQM which is approved by the Panel Chair, or remains conditional under (b) until Panel reviews it.</li> </ul> <p>Note: An AAP will include mandatory veterinarian inspections and reports when the CCAR involves animal health and welfare concerns.</p> </li> <li>▪ Once rectified, APIQM authorises an inspection to close out the CCAR, at the producer’s cost, and certification may be reinstated. These inspections can be carried out by a veterinarian, registered APIQ<sup>✓</sup>® auditor, or any other Panel-approved specialist.</li> <li>▪ CCAR close out decisions are made by the Panel on receipt and review of all inspection reports and related documentation.</li> <li>▪ A CCAR may be downgraded during the correction activities of the AAP to MCAR or mCAR on APIQM’s receipt of inspection reports and/or evidence and/or expert advice for submitting to the Panel for their review and recommendations.</li> <li>▪ The GM or APL’s CEO, after consultation with the Board Animal Welfare/QA Committee Chair (if available) may recommend to the APL Board</li> </ul>



Classification	Criteria	Outcome/Actions
		<p>Chairman that the matter be reported to the appropriate regulatory authorities and/or animal welfare organisations.</p> <ul style="list-style-type: none"> <li>▪ If the APL Board accepts the recommendation, APIQM will report the matter to the appropriate regulatory authority or their nominated representative and/or the RSPCA, and may provide copies of any documents considered appropriate, including but not limited to, any APIQ✓® audit report past or present, and related Critical CARs and the APIQM approved action plan. APIQM will notify the APIQ Panel (Panel) of the reported matter, and where reasonably possible, the person or persons concerned.</li> <li>▪ Auditors who have statutory obligations for reporting through other professional associations are encouraged to discuss their obligations with the producer and act in accordance with the requirements of that obligation. In such instances auditors are expected to advise APIQM of any notifications they have made under statutory obligations.</li> <li>▪ APIQM will ensure that the privacy and rights of the auditor are protected as far as possible.</li> <li>▪ The producer can apply for recertification in line with CP9. Producer APIQ✓® Status and Non Compliance with APIQ✓® Standards.</li> </ul>
<p>“Major” - M Corrective Action Request (MCAR)</p>	<p>A MCAR identifies a significant issue of concern, which can be rectified over time, but does not pose an immediate threat to the pigs, producer or system.</p> <p>A MCAR that existed and was recorded in two (2) consecutive Compliance Audits must be upgraded to a CCAR if the problem still exists in the third Compliance Audit.</p>	<ul style="list-style-type: none"> <li>▪ Where a MCAR is issued the producer and auditor develop a MCAR with a list of actions needed to address the noncompliance and mitigate its risks.</li> <li>▪ Actions of MCARs need to rectify the noncompliance within 30 days. The MCAR is submitted to the TPAO for approval before the last day of expiry of APIQ✓® Certification unless otherwise agreed with APIQM.</li> <li>▪ The producer must carry out the MCAR in accordance with its terms.</li> <li>▪ A MCAR may be downgraded during the correction activities to a mCAR on the receipt by the TPAO of inspection reports and/or evidence and/or expert advice for review and recommendation.</li> <li>▪ The auditor recommends MCAR close out decisions and the TPAO approves them on receipt and review of all inspection reports, CAR forms, and related documentation.</li> <li>▪ A producer/site may have up to three (3) outstanding MCARs and retain certification. A multi-site producer can have three (3) outstanding MCARs on each site audited. However, if the same</li> </ul>

Classification	Criteria	Outcome/Actions
		<p>MCARs are repeated on more than one (1) of the producer's sites audited, indicating a possible systemic issue, APIQM may at its discretion choose to require audits of some or all of the sites.</p> <ul style="list-style-type: none"> <li>▪ Where a producer is notified of a fourth or more MCAR, it becomes a CCAR and will be addressed through the Panel (as per CCAR above).</li> <li>▪ Where a MCAR approved by the TPAO is not followed by the producer, or if followed did not correct the issue, the TPAO refers the issue to APIQM who may present the site certification to the Panel for consideration under CP9: Producer APIQ<sup>✓</sup>® Status and Non Compliance with APIQ<sup>✓</sup>® Standards.</li> <li>▪ A repeated annual assessment of the same MCAR, or failure to comply with or complete the approved CAR, will upgrade the MCAR to CCAR status requiring action as per CCAR management above.</li> </ul>
<p>"Minor" - m Corrective Action Request (mCAR)</p>	<p>A mCAR identifies an area of noncompliance which if not rectified could develop into a major or critical CAR over time.</p> <p>The immediate nature of the minor situation does not pose a health, biosecurity or welfare risk to the pigs, producer or system.</p> <p>A mCAR that existed and was recorded in two (2) consecutive Compliance Audits must be upgraded to a MCAR if the problem still exists in the third Compliance Audit.</p>	<ul style="list-style-type: none"> <li>▪ A producer may have any number of mCARs and retain certification, provided each mCAR has agreed actions in place between the auditor and producer and APIQM approves it.</li> <li>▪ The mCAR includes a detailed timeline to rectify the situation within 60 days.</li> <li>▪ The same mCAR repeated for three (3) consecutive years escalates to a MCAR in the third year.</li> <li>▪ The TPAO makes the mCAR close out decision on receipt and review of all inspection reports and related documentation.</li> </ul>
<p>"Observation" – O</p>	<p>An observation is made when during the course of a site audit the auditor notices or observes a situation that if left unattended may over time lead to a mCAR.</p>	<ul style="list-style-type: none"> <li>▪ The number of observations possible is unlimited.</li> <li>▪ There are no immediate actions required by the producer to rectify observations noted by the auditor.</li> <li>▪ However as a guide, if that same observation is observed repeatedly, in the third year it should become a mCAR.</li> </ul>

Classification	Criteria	Outcome/Actions
	The observation aims to make a producer aware that a situation may develop if left unchecked.	<ul style="list-style-type: none"> <li data-bbox="715 277 1374 378">▪ The annual Compliance Audit should always include a revision of observations made in previous years Compliance Audits.</li> </ul>

## 1. Creating a CAR

The auditor writes CARs at the time of the Compliance Audit. The auditor discusses the detail of CARs with the producer at the closing meeting and assists the producer to develop actions to address the non-compliances given. The auditor should ensure that the producer understands the APIQ<sup>✓</sup>® Standards and the possible outcomes and actions required for each category of CAR.

## 2. Closing a CAR

The auditor is responsible for following up with the producer to close out CARs. Once it has been determined by the auditor that all actions have been completed by the producer and the non-compliance no longer exists, the CAR is closed, signed off by the auditor and presented to APIQM through *Muddy Boots, Greenlight Assessments* for final approval. Evidence received and sighted is saved into the Third Party Audit Organisation Audit Template and uploaded to APIQ via the automated web function.

Where a CAR is:

- Critical - Panel determines the close out decision for certification on receipt and review of all inspection reports and related documentation.
- Major and minor - APIQM determines the close out decision for certification on receipt and review of reports and related documentation.
- Or an extension can be applied for, as agreed with APIQM.

## 3. Repeat CARs

- A repeat CAR should be recorded by the auditor on the Audit Report and assessed that action taken was ineffective.

## 4. Determination of Corrective Action Requests

- Where the producer does not agree with the non-compliance, the auditor will inform the producer of the proposed CAR and report their recommendations to the Third Party Audit Organisation as soon as possible.
- The Third Party Audit Organisation Management will contact the producer and auditor to review the CAR and recommendations of the auditor to ensure that the assessments have been fair and reasonable; this may require assigning an alternative auditor at the producer's cost. The TPAO will then discuss the issues with the producer and determine the evidence required to close out the CARs.
- If the producer does not accept the CAR, the certification will be referred to the Panel for review and consideration under [CP9](#).
- Auditors use current technology such as dated photographs and online communication where appropriate<sup>26</sup>, to assist close out and manage costs on behalf of producers and not rely on site visits alone to close out CARs. On request, copies of these documents and information need to be passed on to the TPAO as part of the process of closing out.
- Where appropriate an auditor may require another visit to address specific CAR close outs as necessary.
- Where necessary the TPAO will contact APIQM to discuss the corrective action in detail to arrive at a suitable outcome.

When there is a dispute between the auditor and the producer regarding the Compliances Audit report and/or CARs given the TPAO will assess the report and CARs and attempt to identify and resolve the issues.

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<sup>26</sup> APIQ<sup>✓</sup>® Auditor Guide, Section Three Conducting A Successful *Compliance Audit* (Methodology)

If the initial assessment is considered fair and reasonable, the TPAO will take primary responsibility for closing the CAR and the TPAO may at its discretion invoice the producer for costs incurred including administration expenses. (CP11)

Where the TPAO assigns a second auditor, the second auditor will manage the close out, with the assigned auditor charging the producer for fees and expenses (CP11).

## **POLICY #: CP17. JOINT CERTIFICATION**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** NOVEMBER 2017

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy:**

Where a producer or business entity operates two (2) or more pig production sites, the producer can apply to APIQ Management (APIQM) for APIQ✓<sup>®</sup> Joint Certification. Joint Certification can be granted where sites are owned by a single business entity and/or where sites are managed by a single business entity.

Certification approval by APIQM may be given where each site is able to demonstrate that it meets the Standards of APIQ✓<sup>®</sup> as confirmed by an individual Compliance Audit and/or an Internal Audit or by other means as described in this Policy under Certification Requirements at APIQM's discretion.

A producer, owner or business may have more than one (1) Joint Certification under APIQ✓<sup>®</sup>. In this situation, the producer must identify to APIQM which sites are assigned to each Joint Certification.

If there is a change in ownership, a site's existing certification status does not automatically apply to the new owner. Pigs sold from a newly acquired site cannot be sold under the new owner's existing Joint Certification until a Joint Certification application<sup>27</sup> to include the newly acquired site has been approved by APIQM ([CP14](#)).

### **1. Certification Requirements:**

#### **i. Joint Certification Quality Assurance Organisation**

It is the responsibility of the company/organisation's governing body/entity to implement a quality management system across all sites in a joint certification. This system is audited first by the auditor as part of their annual compliance audits. Individual sites are then audited against the APIQ✓<sup>®</sup> Standards and to verify that the company's systems, policies and procedures are being followed.

#### **ii. New pig producers**

A new producer to APIQ✓<sup>®</sup> who owns and or operates two (2) or more sites may apply to APIQM for Joint Certification at any time by completing and submitting a Joint Certification application which includes a detailed list of each site to be included in the Joint Certification.

#### **iii. Existing producer creating a new Joint Certification**

Where a producer manages, owns or operates two (2) or more production sites and elects to create a Joint Certification, those sites that are currently certified under APIQ✓<sup>®</sup> can be joined under one (1) certification with a single renewal date. This renewal date for the Joint Certification is to be determined in agreement with APIQM.

Sites that are not currently certified need to apply for certification and then a Joint Certification can be created with the sites listed in the Australian Pork Limited (APL) Client Relationship Management (CRM) system as a Joint Certification.

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<sup>27</sup> A Joint Certification Application can be found on the APIQ✓<sup>®</sup> website [www.apiq.com.au](http://www.apiq.com.au)

#### iv. Adding a Site to an Existing Joint Certification:

- Where the operation's previous management is maintained under new ownership and the sites' existing APIQ<sup>✓</sup>® Certification is current:
  - The new owner notifies APIQM of the purchase and requests that the site be added to their existing Joint Certification. The new owner should within three (3) months of acquisition review the existing *Piggery management Manual/QA Manual* and conduct an internal audit and adapt/incorporate changes into the site's *Manuals*. Conditional certification can be given as outlined in [CP14](#).
  - The producer seeks approval by submitting a Joint Certification Application Form to APIQM with a copy of the completed Internal Audit.

Note: APIQM may also request, at its discretion, an independent report from an independent expert e.g. vet, auditor etc., as approved by APIQM, to support the Internal Audit, or a statutory declaration indicating that the Internal Audit is a true and accurate reflection of the operation.

- Where more than three (3) months have elapsed since change of ownership, the site will be required to have a Compliance Audit at the time of application as outlined in CP14. The site's *Piggery Management Manual/QA Manual* must be incorporated into the manual of the Joint Certification and all APIQ<sup>✓</sup>® Standards will be assessed in the audit.
- Where the new site has no APIQ<sup>✓</sup>® Certification irrespective of retention or change in ownership or management:
  - The producer may elect to add the site or sites to an existing Joint Certification at any stage by applying to APIQM and completing an application for each new site.
  - Where the applicant's existing Joint Certification audit is:
    - i. More than nine (9) months due then a Compliance Audit must be completed within three (3) months.
    - ii. Less than nine (9) months due – An Internal Audit will be required.
    - iii. All sites will be listed in CRM with Conditional certification until they have had their compliance audits and certification has been approved.
    - iv. APIQM advises the TPAO of the changed arrangement.

#### 2. Audit and Verification of Compliance Requirements:

Producers may discuss site selection for Joint Certification with the TPAO, but the final selection of sites to be audited is at APIQM's discretion.

- New sites must be selected in the next round of Compliance Audits for that organisation unless they were audited on application.
- Sites with historic Critical, Major, or Minor corrective actions, or where concerns regarding compliance exist, may be selected at APIQM's discretion.
- APIQM will advise producers which sites have been selected, and
- Assign an auditor to conduct the audits.

The Third Party Audit Organisation selects and provides the producer with details of the sites to be audited annually. The selected sites are audited and each site must have an individual audit report completed and presented for approval.

Where multiple auditors audit individual sites within a joint certification, a lead auditor must be appointed to oversee the audit process, coordinate reports, CARs, and communications to ensure systemic non-compliances are identified and addressed correctly.

The following formulas are used to determine the number of sites to be audited:

- i. *Initial audit: the size of the sample should be the square root of the number of sites:  $(y=\sqrt{x})$ , rounded to the upper whole number.*
- ii. *Surveillance visit: the size of the annual sample should be the square root of the number of remote sites with 0.8 as a coefficient  $(y=0.8 \sqrt{x})$ , rounded to the upper whole number.<sup>28</sup>*

### **3. Process:**

Applications for APIQ✓<sup>®</sup> Joint Certification are made by completing an APIQ✓<sup>®</sup> Joint Certification Application located on the APIQ website [www.apiq.com.au](http://www.apiq.com.au) for each new site and submitting the application(s) to APIQM at:

APIQ Management  
PO Box 4746 Kingston ACT 2604  
Australia  
T: 1800 789 099 | F: 02 6285 2288  
Email on: [apiq@australianpork.com.au](mailto:apiq@australianpork.com.au)

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<sup>28</sup> JASANZ formula: The size of the audit sample should be: the square root of the number of individual facilities by class of pig and management type reduced by a factor of 0.8 and rounded to the joint certification (see (<http://www.jas-anz.com.au/web/DOCS/procedure10.pdf> for the latest).



## **POLICY #: CP18. USE OF APIQ✓<sup>®</sup> SIGNS & LOGOS**

**ADMINISTERED BY:** APIQ MANAGEMENT (APIQM)

**DATE LAST UPDATED:** JULY 2015

**REVIEW:** ANNUAL – APIQ MANAGEMENT (APIQM) & INDEPENDENT CERTIFYING BODY (CB)

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### **Policy**

Australian Pork Limited (APL), as the national representative body of pig producers, is the owner and manager of the APIQ✓<sup>®</sup> program. APL has stewardship of the APIQ✓<sup>®</sup> program on behalf of the industry.

APIQ✓<sup>®</sup> Logos remain the property of Australian Pork Limited (APL) and are maintained by the APL Communications division.

#### **1. APIQ✓<sup>®</sup> Sign Options**

i. APIQ✓<sup>®</sup> approved gate signs:

- APIQ✓<sup>®</sup> Certified Sign



- APIQ✓<sup>®</sup> Free Range (FR) Certified Sign



- APIQ✓<sup>®</sup> Outdoor Bred, Raised Indoors on Straw (OB) Certified Sign



#### **2. APIQ✓<sup>®</sup> Logo Options**

Artwork for use other than gate signs, including but not limited to websites, packaging, and labels, must meet the approval of the APL PorkMark Program Manager and the APL Marketing Brand representative.

- APIQ✓<sup>®</sup> Logo artwork cannot be used unless it has been approved.

i. APIQ✓® Logos available for approved Trade Mark Licence use include:

- APIQ✓® FR and;



- APIQ✓® OB.



### 3. Producers applying to use APIQ✓® Signs and or Logos

- APIQ✓® Certified producers may apply to APL to use the APIQ✓®, APIQ✓® FR or APIQ✓® OB Logos for gate signs after completing, submitting, and approval of a Licence Deed by APL.
- Where APIQ✓® Certification is Cancelled, Suspended, or Expired, the gate sign(s) must be removed.
- To be eligible to use the APIQ✓® Logos, a producer must have Current or Conditional Certification.
- A producer must be Certified APIQ✓® FR or APIQ✓® OB to use these Logos.
- Producers contact APIQM via email on [apiq@australianpork.com.au](mailto:apiq@australianpork.com.au) or by phoning 1800 789 099 to obtain a Licence Deed.

### 4. External parties applying for the use of APIQ✓® Logos

- External parties may apply for permission to use the APIQ✓®, APIQ✓® FR, or APIQ✓® OB Logos when they are selling or processing pig meat that has been sourced from an appropriately Certified site.
- Permission to use the APIQ✓® Logos may be approved by APL Marketing in consultation with APIQ✓® Management (APIQM) on receipt of a signed Trade Mark Licence and a copy of the current APIQ✓® FR or OB Certificate from the site of origin.
- To obtain a Trade Mark Licence application, applicants email the APL PorkMark Program Manager on <mailto:porkmark@australianpork.com.au> or phone (02) 6285 2200.
- The Trade Mark Licence is valid while a supplier's/ producer's site(s) remain APIQ✓® Certified.
- Producers re-apply for the Trade Mark Licence in conjunction with their sites' annual APIQ✓® Certification renewal.
- If the producer has applied for an extension to their APIQ✓® Certification, the Trade Mark Licence will also be extended for the same period.
- If a producer's APIQ✓® Certification is Cancelled, Suspended, or Expired, the producer must notify the applicant and the applicant must cease use of the APIQ✓® Logo immediately until APIQ✓® Certification is verified and renewed.

## 5. Termination:

- A Licence Deed is terminated when the sites' APIQ✓® Certification status changes to Expired, Cancelled, or Suspended.
- APL may cancel a License Deed or Trademark agreement in the event of a breach of the terms of use.
- It is the APIQ✓® Certified producer's responsibility to notify APIQM, or the APL PorkMark Program Manager and other relevant parties if they decide not to renew their APIQ✓® Certification.
- For producers using gate signs, it is APIQM's responsibility to notify the producer if their APIQ✓® Certification is Cancelled, Suspended, or Expired.
- For external parties using APIQ✓® Logos for use other than gate signs, it is the APL PorkMark Program Manager's responsibility to notify applicants and other relevant parties when a producer's APIQ✓® Certification is Cancelled, Suspended, or Expired.