

## Social Responsibility Standards

*Applying Ethical Standards and Social Responsibility Standards to Protect your Business*

### Development

*To define detail, scope and purpose.*

### Development

This information can be used to develop food safety and quality programs that meet the requirements of modern Regulatory, Customer and Industry Standards:

- We take the time to explain the expectations and requirements of food safety and quality compliance as these relate to your food safety and quality programs.
- You may choose to use our Premium Resources to build, enhance or upgrade your food safety and quality program.
- We encourage you to share this webpage with any food compliance associates and peers you believe may benefit from our commitment to providing our users with user friendly information and resources to to achieve a superior Food Compliance Culture.
- We welcome your suggestions for additions of general or specific content through the haccp.com Contact Page.

### Key Definitions for Social Responsibility Standards

- **Corporate Social Responsibility:** Corporate social responsibility, also known as corporate responsibility, corporate citizenship, responsible business, sustainable responsible business or corporate social performance, is a form of corporate self-regulation integrated into a business model. The Corporate Social Responsibility process is implemented to guide all company activities in the protection and promotion of international human rights, labour and environmental standards and compliance with legal requirements within its scope of operations.
- **Ethical Sourcing:** Ethical Sourcing is the intentional purchase of products and services that the customer considers to be sourced ethically. This may mean with minimal harm to or exploitation of humans, animals or the natural environment.
- **International Labour Organization:** The International Labour Organization or ILO is the tripartite United Nations agency that brings together governments, employers and workers of its member states in common action to promote decent work throughout the world.

### Social Responsibility Standards Development

When considering the development, documentation and implementation of Social Responsibility Standards within food safety and quality management systems, the following information should be considered to ensure effective outcomes:

### About Social Responsibility Standards

Social Responsibility Standards are applied across international food industries to ensure sourcing is facilitated in a responsible manner, to ensure suppliers continually improve their social and environmental practices and shield retailer and brand confidence.

Social Responsibility Standards are a general expectation of consumers who, over time, have become increasingly aware of purchasing goods and services that have been sourced in a manner that does not include exploitation of humans, wildlife or the environment, or in a manner that does not represent a danger to the health or safety or humans, wildlife or the environment.

In an effort to provide food items and general merchandise at competitive prices, retailers are continually forced to source items from a variety of international locations, including developing countries. Instances of exposed poor working conditions and environmental degradation within developing countries over time have seen retail businesses develop and implement targeted social responsibility requirements for their suppliers.

Common elements of Social Responsibility Standards implemented by progressive retail businesses include:

- Using suppliers that source, manufacture and package their products in a responsible manner;
- Working with suppliers to improve their social and environmental practices;
- Development, implementation and maintenance of policies and procedures applicable to ethical sourcing issues that it can control or influence; and
- Demonstrating to interested parties that it has implemented policies, procedures and practices that conform to the requirements of these standards.

The basis of Social Responsibility Standards is commonly linked to recognised Ethical Trading and Labour Initiatives. These are often used to define the guidelines for the Social Responsibility Standards mandated by retail companies.

## Corporate Social Responsibility



*A workforce sorting and packing fruit on a production line.*

Corporate social responsibility is a term commonly used to define the objective commitment to accountability for any business operation in relation to their supply chains, business outputs and social impacts.

For example, a senior company representative should be responsible for maintaining procedures for the selection of suppliers and subcontractors and determining their ability to meet the company's Ethical Sourcing policies and the requirements of relevant Social Responsibility Standards.

Elements of Social Responsibility Standards commonly addressed as part of any food business' corporate social responsibility may include:

- Child labour;
- Forced labour and labour rights;
- Wages and benefits for employees;
- Working hours;
- Discrimination;
- Discipline;
- Freedom of association;
- Workplace health and safety;
- Accommodation, facilities and amenities;
- Equipment;
- Compliance with local and international laws; and
- Environment.

## Child labour

Child labour is not used. Minimum age of employment is in line with International Labour Organization recommendations.

Workers should be of an appropriate age, and must not be deprived of their childhood, their dignity or their potential.

Child labour must not be permitted where such labour would be harmful to their mental and physical development.

### Forced Labour and Labour Rights

Forced labour is not used. Bonded labour is prohibited. Employers do not require or retain workers' identity papers. Employment should be freely chosen, not bonded or involuntary. Workers should not be required to lodge money or possessions with their employer, and can leave employment with a reasonable period of notice.

### Wages and Benefits for Employees



*Harvested potatoes bagged in the field by the harvesting crew.*

Wages and benefits for workers for a standard working week should meet industry benchmarks or legal standards. Wages should be enough to meet basic needs and to provide some additional income. Workers should have access to the documented and understandable particulars of their income and terms for a standard working week. Deductions from wages should not be made unless they are legal and acknowledged by the relevant employee.

A supplier should have a wage compliance program in place which ensures that employee wages, payment cycles and overtime policies all adhere to local regulation or ILO conventions.

The Supplier should have a provision for the following benefits:

- Worker leave;
- Sick, maternity and paternity leave as required by local regulations.

Regarding terms of employment, the company should provide employees with documented terms of employment. The document should address at a minimum:

- Pay rates, including overtime pay rates, dates and means of payment; usual working hours;
- Rights and obligations of both parties as appropriate;
- Conditions for termination; and
- Provisions for holidays and sick leave if applicable.

### Working Hours

The company should not utilise excessive working hours more than 72 hours per week.

Working hours for a standard working week should meet industry benchmarks or legal standards. Under standard conditions and circumstances, workers should not be required to work more than an acceptable number of hours per week, and should be granted at least one day off, on average, per calendar week. Overtime should not be mandatory, and should be paid at an applicable suitable rate of pay.

### Discrimination

Discrimination should not be tolerated in any manner, including in hiring, compensation, access to training, promotion and termination of employment, on the basis of race, caste, nationality, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

The company should facilitate Equal Opportunity in Hiring. They should not discriminate in their hiring of potential

employees on the basis of age, race, gender, religion, ethnic origin, disability or other arbitrary or personal basis. The company should facilitate Equal Opportunity in Employment: They should not discriminate against employees on the basis of age, race, gender, religion, ethnic origin, disability or other arbitrary or personal basis in regards to compensation, training, promotion, termination or retirement.

### Discipline

Disciplinary measures should not be applied in a manner that causes physical or mental harm. Records of all disciplinary actions must be kept. Physical abuse, sexual abuse, harassment, verbal abuse and other forms of intimidation are not acceptable under any circumstances.

### Freedom of Association

Workers should have the right to initiate or maintain union memberships of their own choice, and to participate in collective bargaining as required. Employers should facilitate open attitudes towards trade unions and their organisational activities. They should not interfere with, obstruct or prevent such legitimate and lawful activities. Employee representatives are supported by the business within their required duties within the workplace.

### Workplace Health and Safety



*Protective clothing worn by workers on a vegetable sorting line.*

Accidents should be prevented through conscious applications of workplace health and safety requirements throughout the workplace environment. Relevant health and safety training should be conducted and recorded to ensure all employees are aware of applicable risks. Personal protective equipment should be provided and must be available as required. Responsibility for health and safety should be delegated to a member of Senior Management.

In terms of Occupational Health and Safety, the company should appoint a senior management representative responsible for employee occupational health and safety. The company should provide a safe working environment for employees by documenting an Occupational Health and Safety Plan which:

- Outlines the results of a risk assessment identifying all hazards to employee health and safety in the work environment;
- Identifies control points to manage those hazards identified; and
- Establishes policies and procedures that are appropriate to the industry sector and that as far as reasonably practicable eliminate, isolate and/or minimise the hazards.

Employees should not be subjected to any sort of abuse, verbal, physical or sexual for any reason.

### Accommodation, Facilities and Amenities

Suitably constructed, maintained, cleaned and sanitised working facilities, amenities and accommodation should be provided for all employees. Access to clean and sanitary toilet facilities and potable drinking water of suitable temperature should be provided. Where appropriate, suitably constructed and maintained facilities for eating and drinking, including food storage amenities should be provided. Where applicable, accommodation facilities should be suitably constructed and maintained to ensure the safety and basic needs of worker.

## Compliance with Local and International Laws

Only employees with a legal right to work should be employed. Evidence of the legal status of all employees should be verified through relevant original documentation by the employer. Relationships with regulatory agencies should be nurtured by the employer to ensure ongoing positive outcomes. The supplier should ensure that all local and applicable regulations are in compliance, including that all monitoring is completed per regulatory requirements and; business licenses and permits are maintained and current.

## Environment

Applicable local environmental regulations must be met on an ongoing basis. Waste and by-product disposals should be conducted in a manner which meets local environmental regulations and does not negatively impact upon the environment, wildlife or humans according to benchmark industry or international standards. Risk assessments should be conducted, documented, validated and verified to ensure environmental impacts are limited to acceptable levels. Requirements for the control of solid waste, liquid waste, air contaminants and chemical storage, usage and waste should be developed and implemented to ensure adequate control.

## Environmental Management Plan

The supplier should develop Environmental Management Plans for priority impacts identified through the risk assessment. Environmental Management Plans must specify management objectives and targets for priority impacts, local regulatory requirements for environmental management and tasks, timeframes and responsibilities required to meet the nominated objectives and targets.

The Environmental Management Plan includes specific details on the following:

- Energy use and air emissions;
- Maintenance of an inventory of ozone depleting substances;
- Water consumption;
- Wastewater treatment and effluent management;
- Waste management;
- Identification of all waste containers;
- Prevention of on-site burning;
- Recycling and waste reduction programs;
- Pollution prevention;
- Hazardous chemicals inventory;
- Noise prevention;
- Groundwater contamination prevention;
- Land / soil loss prevention;
- Land use and biodiversity; and
- Environmental impact studies.

## Equipment

Equipment must be constructed and maintained in a manner that facilitates safe and hygienic working conditions for all employees. Equipment must be safeguarded in a manner that meets or exceeds local regulations.

### Equipment Maintenance

All equipment used in the treatment, handling, monitoring and storage of air, waste, waste water, water, or other elements as identified within the Environmental Management Plan should be properly maintained, be included on a maintenance schedule, and have records maintained to verify maintenance activities.

## General Social Responsibility Standards

Bribery and corruption should not be knowingly facilitated. The falsification of documents should not be knowingly facilitated. Food business Social Responsibility Standards requirements are most often linked to suppliers of retail stores, for which the sub-contractors or suppliers are also required to meet the nominated Social Responsibility Standards. No sub-contracted suppliers or service providers should be utilised without the written permission of the customer where an Ethical Sourcing Standard has been implemented.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Development requirements in relation to their items.

## Social Responsibility Standards Development Key Points

- Social Responsibility Standards programs must be developed to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The Senior Management of your business facilitates a commitment to ensuring adequate resources for the development of your Social Responsibility Standards program;
- Should you require additional resources for the development of Social Responsibility Standards program elements, please discuss this with the relevant Senior Management representative;
- A properly developed Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly developed Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

## Documentation

*To establish the developed detail in a viewable format to facilitate information.*

### Documentation

Document: A document provides guidance and/or direction for performing work, making decisions, or rendering judgments which affect the safety or quality of the products or services that customers receive.

Documented policies, procedures, work instructions and schedules form the basis of any food safety and quality management system. The following documentation formats may be considered to ensure ongoing compliance with specified requirements for Social Responsibility Standards:

- Social Responsibility Standards policy;
- Social Responsibility Standards development procedures;
- Social Responsibility Standards implementation procedures and work instructions;
- Social Responsibility Standards monitoring procedures;
- Social Responsibility Standards corrective and preventative action procedures;
- Social Responsibility Standards verification schedule;
- Social Responsibility Standards verification procedures;
- Social Responsibility Standards validation schedule;
- Social Responsibility Standards validation procedures;
- Social Responsibility Standards training procedures.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Documentation requirements in relation to their items.

You may wish to visit the Social Responsibility Standards Templates section of haccp.com for examples of Social Responsibility Standards documentation, record and resource formats commonly applied within food safety and quality systems.

## Social Responsibility Standards Documentation Key Points

- Social Responsibility Standards programs must be documented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- All documented Social Responsibility Standards program elements must be controlled to ensure compliance;
- Key documented Social Responsibility Standards program elements should be available to your business team at all times to ensure they can facilitate required tasks;
- A properly documented Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly documented Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

## Implementation

*To facilitate the application of the documentation.*

### Implementation

Implementation: Implementation is the application of documented food safety and quality system elements into the actual business operation.

The implementation of Social Responsibility Standards within any food business requires genuine commitment from senior management, staff and visitors to ensure the nominated goals of implementation are achievable on an ongoing basis. It is a step which requires significant planning and consideration of general and specific food business circumstances to ensure the outcomes of Social Responsibility Standards do not negatively impact upon the safety and quality of the food items dispatched from the business.

Implementation of Social Responsibility Standards must include the clear definition of responsibilities and authorities for all levels of participation by senior management, staff and visitors to the site.

When implementing Social Responsibility Standards within a food safety and quality system, you may wish to consider the following requirements prior to completion:

- Communication and display of the Social Responsibility Standards policy;
- Completion of Verification and Validation of Social Responsibility Standards development procedures;
- Availability of Social Responsibility Standards implementation procedures and work instructions;
- Availability of Social Responsibility Standards monitoring procedures and record templates (where applicable);
- Availability of Social Responsibility Standards corrective and preventative action procedures and record templates (where applicable);
- Availability of the Social Responsibility Standards verification schedule;
- Availability of Social Responsibility Standards verification procedures;
- Availability of the Social Responsibility Standards validation schedule;
- Availability of Social Responsibility Standards validation procedures;
- Completion of Social Responsibility Standards training procedures;
- Completion of product design and development requirements related to Social Responsibility Standards;
- Completion of process design and development requirements related to Social Responsibility Standards;
- Completion of training for team members who have responsibilities and involvement within Social Responsibility Standards;
- Completion of competency approval for team members who have responsibilities and involvement within Social Responsibility Standards.

### Ethical Sourcing Policy Manual

A Policy Manual outlining the policies the company should document and implement. This should reference an Operational Manual detailing the means by which the company will implement the policies and the procedures

established.

A senior company representative should be appointed to plan and oversee the implementation of the company policy and the requirements of this standard. A job description outlining the responsibility and authority of this position should be documented.

Appropriate training should be provided for new and existing personnel carrying out the tasks identified in the health and safety plan and in the company environmental management system, as necessary to maintain a safe working environment.

Social Responsibility Standards training should cover:

- General occupational health and safety induction training for personnel working on each site should be provided;
- Instructions should be available outlining how tasks identified in the health and safety plan are to be performed;
- Tasks as defined by the environmental management plan to ensure compliance with plan and applicable regulations;
- A training register describing who has been trained in the relevant areas should be maintained.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Implementation requirements in relation to their items.

### Social Responsibility Standards Implementation Key Points

- Social Responsibility Standards programs must be Implemented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Your Social Responsibility Standards program must be fully implemented as per relevant documented Policies, Procedures, and Work Instructions;
- The implementation of Social Responsibility Standards requires a commitment to the provision of resources by the Senior Management of your business;
- A properly implemented Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly implemented Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

## Monitoring

*To review, confirm and document evidence of the implementation against documented limits.*

### Monitoring

Monitoring: Monitoring is the act of reviewing and confirming measurable parameters of a defined process or product status.

Monitoring requirements within food industry sectors are generally identified against limits of acceptability defined within HACCP plans, implementation procedures and work instructions. Monitoring usually includes some element of record keeping, which may be maintained manually or through digital systems. It is important to consider that advancements of technology have spawned many systems and processes which are self-monitored and/or self-adjusted when variances are identified. Regardless of the system used, the goal of any monitoring activity is to provide sufficient evidence that any limit of acceptability has been met.

Traditional Social Responsibility Standards monitoring requirements include manual recording and the application of corrective actions when the results of monitoring are found to be outside acceptable limits. Corrective Actions should also generally be strongly linked to the monitoring process where applied to ensure full traceability of the applied actions.

Common monitoring activities and record formats may be applicable to Social Responsibility Standards:

- Internal System Reviews: Social Responsibility Standards are commonly reviewed as elements of Internal

System Reviews. Records of such are commonly maintained to include outcomes for Ethical Sourcing, including Approved Suppliers, Business Performance, Environmental Systems and Regulatory Compliance.

- Management Review Meeting Minutes: The format of Management Review meeting minutes commonly includes Review Date, Review Start and Finish Time, Attendees, Apologies, Previous Meeting Outcomes and Outstanding Items, Current Meeting Agenda, Management Review Scope and Purpose, Standard Updates, HACCP Manual, Policy Objectives, Production and Process Performance, Product Conformity, Specifications, KPI, Review Customer Complaints (including trending for number and type of complaints), Allergen Management, Preventative and Corrective Actions, Internal and External Audit Review, Product Verification Activities, Food Safety and Quality System Verification Activities. Management Review meeting minutes are also commonly inclusive of system elements such as Ethical Sourcing and Corporate Social Responsibility.

In terms of 'Monitoring', the food business must establish and maintain programs to monitor and measure impacts identified as a priority for management. All equipment used for monitoring must be routinely calibrated to accuracy appropriate to its use. Equipment and calibration records must be maintained.

To facilitate 'Management Reviews' senior management shall document the company's procedure for ensuring the continued effectiveness of its policy in relation to the Ethical Sourcing requirements. Reviews should be completed at least annually and should be the responsibility of senior management.

For example, in the 'Evaluation of Suppliers and Subcontractors', the company should document its procedure for evaluating the performance of suppliers and subcontractors against the specified requirements. A senior company representative should be responsible for evaluating, or monitoring the evaluation of suppliers and subcontractors.

Evaluations should occur:

- Prior to awarding of contracts to determine if the supplier or subcontractor can meet the specified requirements; and
- At appropriate intervals following the award of a contract to verify that the conditions of the contract and the specified requirements are being complied with.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Monitoring requirements in relation to their items.

You may wish to visit the Social Responsibility Standards Templates section of haccp.com for examples of Social Responsibility Standards documentation, record and resource formats commonly applied within food safety and quality systems.

### **Social Responsibility Standards Monitoring Key Points**

- Monitoring provides real-time confirmation and evidence that your risk-based FS&Q Controls are effectively implemented;
- Social Responsibility Standards programs must be monitored to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Monitoring of Social Responsibility Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated monitoring records for Social Responsibility Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly monitored Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly monitored Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

## Corrective Action and Preventative Action

*To apply “real time” interventions to documented monitoring limits.*

### Corrective Action

Corrective Action: Corrective action is mandatory action to be taken when a deviation to the Quality System occurs, particularly in relation to a Critical Control Point.

Preventative Action: At any step in the process where a hazard has been identified, preventative action must be put into place to prevent re-occurrence.

Corrective Action and Preventative Action is implemented to ensure that any identified non-conformance issues are documented, investigated and rectified within appropriate timeframes. Corrective action is any action applied to regain control over a product, process, policy or procedure that has been identified as being non-conforming or outside nominated limits of acceptability. Preventative action is any action applied to prevent any identified non-conformance from reoccurring.

The outcomes of corrective and preventative actions should result in regained process control after effective application. Specified corrective actions are commonly linked to the HACCP Plans and to the food business certification process.

Below are Corrective Action and Preventative Action examples which may be associated with Social Responsibility Standards related non-conformance:

- Review of the Social Responsibility Standards policy;
- Review of Social Responsibility Standards development procedures;
- Review of Social Responsibility Standards implementation procedures and work instructions;
- Review of Social Responsibility Standards monitoring procedures;
- Review of Social Responsibility Standards corrective and preventative action procedures;
- Review of the Social Responsibility Standards verification schedule;
- Review of Social Responsibility Standards verification procedures;
- Review of the Social Responsibility Standards validation schedule;
- Review of Social Responsibility Standards validation procedures;
- Review of Social Responsibility Standards training procedures;
- Re-training in Social Responsibility Standards;
- Review of management review activities to include Social Responsibility Standards as an agenda item;
- Initiation of “product hold” procedures where safety or quality may be compromised;
- Initiation of product withdrawal or product recall procedures where investigations show that there is a substantial safety and or quality risk to released product;
- Contacting stakeholders including customers regarding any confirmed or potential Social Responsibility Standards concerns involving their product.

In terms of ‘Incident Management’, the supplier should have an emergency response program to an environmental incident, including an emergency management team with current contacts, a communications plan for incidents, a current contact list of customers and stakeholders, procedures for managing an emergency response, and at least annual testing of the emergency response program.

In terms of ‘Corrective Action’, the company should document a procedure for identifying and documenting the cause and resolution of issues that arise as a result of accidents and incidents, internal reviews and concerns by employees or other parties. Appropriate effective action should be taken to resolve issues raised. This may include the investigation of employee concerns such that the concerns of company employees and other directly involved interested parties regarding their working environment and conditions are investigated by a senior company representative in a timely manner.

If your food business supplies foodstuffs manufactured to a customer’s specifications, it is important to consider any specific Social Responsibility Standards Corrective Action requirements in relation to their items.

You may wish to visit the Corrective Action and Preventative Action section of haccp.com for examples of best practice applications for this food safety and quality system element.

### Social Responsibility Standards Corrective Action and Preventative Action Key Points

- The implementation of Corrective Action and Preventative Action provides confidence that your FS&Q Program is effectively implemented and that FS&Q criteria are being met;
- Where deviations or variations are observed, Corrective Action and Preventative Actions must be facilitated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Corrective Action and Preventative Action of Social Responsibility Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Records of Corrective Action and Preventative Action for Social Responsibility Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- Proper application of Corrective Action and Preventative Action for your Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- Poor application of Corrective Action and Preventative Action for your Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

### Verification

*To review and confirm documented monitoring and corrective actions against documented parameters.*

#### Verification

Verification: The act of reviewing, inspecting, testing, checking, auditing, or otherwise establishing and documenting whether items, processes, services, or documents conform to specified requirements.

Verification is the detailed review of all food safety and quality system elements to confirm that they are effectively developed, documented, implemented, monitored and reviewed. It is important that all food safety and quality system elements, including documented policies, procedures, training, HACCP plans and their operational applications are verified on an ongoing scheduled basis. The verification process commonly includes a defined schedule for which verification activities are required, how often they are conducted, who is responsible and detailed documented procedures for each nominated verification activity.

The general goal of an established verification process is to ensure any systemic non-conformance issues are identified and rectified within an appropriate timeframe. When non-conformance issues are identified through the verification process, Corrective Actions and Preventative Actions should be implemented to ensure they do not impact upon the effectiveness of the food safety and quality system.

The following examples of verification activities may be applicable to Social Responsibility Standards:

- Review of the Social Responsibility Standards policy;
- Review of Social Responsibility Standards development procedures;
- Review of Social Responsibility Standards implementation procedures and work instructions;
- Review of Social Responsibility Standards monitoring procedures;
- Review of Social Responsibility Standards monitoring records;
- Review of Social Responsibility Standards corrective and preventative action procedures;
- Review of the Social Responsibility Standards verification schedule;
- Review of Social Responsibility Standards verification procedures;
- Review of the Social Responsibility Standards validation schedule;
- Review of Social Responsibility Standards validation procedures;
- Review of Social Responsibility Standards training procedures;
- Review of Social Responsibility Standards performance since the last review and historically;

- Analytical testing of product or process to ensure the effectiveness of Social Responsibility Standards;
- Inclusion of Social Responsibility Standards as an agenda item within the Management Review Process.

For 'Internal Audits', the company should schedule, carry out and document regular internal audits to confirm the effectiveness of its implementation. Results of audits should be brought to the attention of senior management and those responsible for the area being audited, who should be responsible to ensure that actions are taken in a timely manner to correct all nonconformances identified.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Verification requirements in relation to their items.

You may wish to visit the Verification Activities section of haccp.com for examples of best practice applications for this food safety and quality system element.

### Social Responsibility Standards Verification Key Points

- Your verification program provides evidence that your FS&Q Controls have worked;
- Social Responsibility Standards programs must be verified to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The verification of Social Responsibility Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated verification records for Social Responsibility Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly verified Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly verified Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

## Validation

*To confirm the documented monitoring or procedural limits.*

### Validation

Validation: The process of gathering evidence to provide a scientific basis for the documented act of demonstrating that a procedure, process and activity will consistently lead to the expected results. It often includes the qualification of systems and equipment.

Validation is the provision of evidence to support the limits of control or acceptability for food safety or quality parameters nominated within systemic elements. Limits of control or acceptability are commonly included within documented food safety and quality system elements such as procedures, HACCP plans and specifications.

Common sources of validation include regulatory and legislative standards, finished product specifications and customer requirements, industry codes of practice and guidelines, verified and validated research, historical product and process control outcomes and analytical testing.

The general goal of an established validation process is to ensure any systemic non-conformance issues are identified and rectified within an appropriate timeframe. When non-conformance issues are identified through the validation process, Corrective Actions and Preventative Actions should be implemented to ensure they do not impact upon the effectiveness of the food safety and quality system.

Validation activities are commonly defined within the verification schedules and procedures of established food safety and quality management systems.

The following examples may be applicable to validation of the limits of control or acceptability for Social Responsibility Standards:

- Confirmation of nominated food safety and food quality control limits for Social Responsibility Standards. These limits may be applicable to regulatory, industry, customer or finished product specifications;

- Confirmation of analytical testing methods being used to confirm the effectiveness of Social Responsibility Standards and ensure the accuracy of outcomes.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Validation requirements in relation to their items.

You may wish to visit the Validation Activities section of haccp.com for examples of best practice applications for this food safety and quality system element.

### Social Responsibility Standards Validation Key Points

- Your validation program provides evidence that your FS&Q Controls will work;
- Social Responsibility Standards programs must be validated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The validation of Social Responsibility Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated validation records and supporting documentation for Social Responsibility Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly validated Social Responsibility Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly validated Social Responsibility Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

## Training, Competency and Resources

*Skills, knowledge and competency requirements to facilitate development, documentation, implementation, monitoring, corrective action, verification and validation of every Food Safety and Quality System Element.*

### Training, Skills and Knowledge

Skills and Knowledge: Skills and knowledge are attributes of human interactions commonly linked to competency within any specified job related task.

Training and competency requirements for Social Responsibility Standards must be ongoing, including regular scheduled reviews to ensure the effectiveness of training and competency outcomes.

Team members who have defined responsibilities regarding Social Responsibility Standards should have knowledge including:

- Basic Social Responsibility Standards requirements;
- Positive outcomes of Social Responsibility Standards;
- Negative outcomes of a lack of Social Responsibility Standards;
- Current Social Responsibility Standards procedures, methods and techniques;
- General operational, corporate and social awareness regarding Social Responsibility Standards;
- Regulatory, industry and customer requirements regarding Social Responsibility Standards.

Team members who have defined responsibilities regarding Social Responsibility Standards should have skills including:

- Competency regarding basic Social Responsibility Standards;
- Effective application of current Social Responsibility Standards procedures, methods and techniques;
- The basic development, documentation and implementation of Social Responsibility Standards within the food industry sector.

Team members who have defined responsibilities regarding Social Responsibility Standards should have access to resources including:

- Social Responsibility Standards training;

- Social Responsibility Standards associations and events;
- Regulatory standards, industry and customer information and updates regarding Social Responsibility Standards;
- Incidents within the food industry sector regarding Social Responsibility Standards;
- Commitment to Social Responsibility Standards by senior management;
- Suitably qualified food industry professionals with verified experience in Social Responsibility Standards;
- Effective communication systems including email, internet and phone through which Social Responsibility Standards information can be sent and received within suitable timeframes.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Social Responsibility Standards Training, Competency and Resources requirements in relation to their items.

You may wish to visit the Training, Competency and Resources section of haccp.com for examples of best practice applications for this food safety and quality system element.

### Social Responsibility Standards Training, Skills, and Knowledge Key Points

- Your Training, Skills, and Knowledge program ensures all participating personnel, visitors, and contracted have the required skills and knowledge to effectively facilitate the requirements of your FS&Q Program;
- Training, Skills, and Knowledge programs for Social Responsibility Standards must be facilitated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Training, Skills, and Knowledge programs for Social Responsibility Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Training, Skills, and Knowledge records for Social Responsibility Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- Properly applied Training, Skills, and Knowledge programs for Social Responsibility Standards will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- Poorly applied Training, Skills, and Knowledge programs for Social Responsibility Standards will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.



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