

Visitor and Contractor Management

Managing Visitor and Contractor Movements and Interactions at your Site

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 achieve superior Food Compliance Culture.
- We welcome your suggestions for additions of general or specific content through the haccp.com Contact Page.

Key Definitions for Visitor and Contractor Management

- Contractor: A procured service or product provider within a food business premises.
- Induction: The process of informing a new employee, visitor, or contractor of the hygiene, safety, and security requirements of a site before work or access begins.
- Visitor: An invited, expected, welcomed, or accommodated visitor to a food business premises.

Visitor and Contractor Management Development

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

About Visitor and Contractor Management

It is of paramount importance to food safety that visitors and contractors behave and conform appropriately when visiting any food business. Any visitors and contractors on the premises and their actions are the responsibility of the food business management.

Visitors and contractors entering a food manufacturing, processing or handling area should, where appropriate, wear protective clothing and adhere to the personal hygiene requirements described in Personal Hygiene Standards. A policy to this effect should be documented, and a copy provided to each contractor and visitor before entering the site.

It is generally considered standard practice for visitors and contractors to be signed into a food business and identified by an appropriate badge. Visitors may also be required to review documented materials relating to food safety and workplace health and safety before admission to critical areas of operation. Depending on the purpose of the visit, visitors, contractors and internal staff not attired appropriately may be required to wear a hygienic outer covering such as a clean coat or full uniform while visiting food production areas. Food businesses may maintain a log to record information regarding the visitors and contractors, with all important details including contact information.

Visitors and contractors should be accompanied by an authorised staff member at all times unless they have conducted appropriate induction training and have passed established medical and security screening protocols.

As elements of established site security protocols, employees of the business should be encouraged through specified training to challenge anyone seen within operational areas of the site if they are not appropriately identified

or accompanied by an authorised person.

Visitor and Contractor Training

For higher-risk or larger food businesses, it is common for a Visitor and Contractor induction process to be developed, documented, and implemented to ensure the ongoing compliance of Visitors and Contractors to the food business. This is particularly important where, for example, maintenance contractors are used “long term” and are permitted to work unaccompanied within operational areas of the food business. In this context, it is important to consider that Visitors and Contractors, though they are expected to comply with the standard policies and procedures, may not totally appreciate their legal responsibilities in meeting such requirements.

In instances where, for example, maintenance contractors are used “long term”, it is also common for re-induction to be scheduled, conducted, and recorded to ensure ongoing compliance with the nominated Visitor and Contractor requirements.

It is also common for labour hire companies to conduct relevant training and induction processes on behalf of the company to which they will provide temporary staff. In this case, it is important that a food business using labour supplied through a company responsible for relevant and induction training to verify the outcomes of such activities. This is commonly considered as an element of the approved supplier of service provider programs for labour hire company service providers.

Who May Want to Contaminate Foods?

When evaluating the potential food security exposure of any food business, the Senior Management should consider a large variety of people who may potentially execute an attack from both inside and outside the business operation. Potential attacks may include both opportunistic attacks by single individuals and planned attacks by organised groups. The following listing provides some examples of people who may be motivated to adulterate food products from both internal and external sources:

Internal Sources:

- Disgruntled employee;
- Visitors or Contractors;
- Temporary or casual employees;
- Members of organised groups posing as employees.

External Sources:

- Organised groups;
- Transport drivers;
- Visitors or Contractors;
- Raw material suppliers.

Additional threats are often identified through “Internal” sources as perpetrators often have access to food business procedures and protocols that may make their goals more readily achievable. Food businesses should liaise with relevant regulatory authorities regarding potential local threats to their operation.

About Training, Competency, and Resources Requirements

Procedures and schedules for Training, Competency, and Resources Requirements must be developed, documented, and implemented to ensure personnel, visitors and contractors have the skills and knowledge necessary to maintain required food safety, food quality, and regulatory standards. Training, Competency, and Resources Requirements must be reviewed and verified on an ongoing basis to ensure ongoing positive outcomes.

Personnel engaged in food operations that come directly or indirectly into contact with food should be trained or instructed in food hygiene to a level appropriate to the operations they are to perform. Training is fundamentally important to any food hygiene system. Inadequate hygiene training, and/or instruction and supervision of all people involved in food-related activities pose a potential threat to the safety of food and its suitability for consumption. All personnel should be aware of their role and responsibility in protecting food from contamination or deterioration. Food handlers should have the necessary knowledge and skills to enable them to handle food hygienically. Those

who handle strong cleaning chemicals or other potentially hazardous chemicals should be instructed in safe handling techniques.

The nomination of training as a component of a Food Safety Program is to assess the skills and knowledge of participating personnel roles in Food Safety activities. It is not generally the intention of this inclusion to require mandatory training, as it is generally recognised that skills and knowledge may be gained in different ways. Depending on the location and type of business activities, you may be required to display details of officially recognised training pertaining to specified roles within the Food Safety Program. Persons managing or participating in food handling and/or processing operations must possess skills and knowledge in relation to the scope of their workplace activities.

The skill and knowledge requirements for each staff member should correspond directly with the scope of work activities. The skills and knowledge required by a chef are different from those required by a cleaner. Skill and knowledge-based training may be considered in numerous forms, and it must involve food hygiene as well as general food safety concepts.

Food handlers involved in any stage of food production should receive sufficient training in hygienic food handling practices and personal hygiene. Some of the most successful approaches to obtaining task-related skills and knowledge include:

- Workplace training that uses your own business practices as examples;
- Dissemination of relevant documentation and information to key personnel;
- Using standard operating procedures that outline the scope and purpose of personnel roles in the Food Safety Program;
- Attendance at food safety courses conducted by food safety professionals, industry associations, or government bodies;
- Using a food safety consultant to recommend inclusions to the skill and knowledge base of your employees;
- Food safety training under a recognised framework facilitated by a Registered Training Organisation or regulatory body; and
- Competency review of food-handling skills and knowledge.

It is the responsibility of management to ensure that all employees are fully aware of food safety and food hygiene practices that are important to their job in the food business.

Induction Training



Induction briefings prepare new staff, visitors and contractors before they enter food areas.

All staff involved with the handling of food must be trained to recognise and practice good manufacturing practices and safe working procedures at all times. It is generally considered best practice to ensure all new employees complete relevant induction training before actually starting within their new position. As a base level requirement, food and personal hygiene training should be addressed for all relevant staff during the induction process. Supervisory staff may be required to undertake specific and more comprehensive food safety training in the related areas.

Induction training commonly includes the following subjects:

- General Food Business induction;
- Food hygiene and handling;
- Storage, handling, and refrigeration;
- Food poisoning and foodborne illness including cause and effect examples;
- Food processing procedures;
- Food preservation methods;
- Training, Competency and Resources Requirements;
- Quality Policy;
- CCP monitoring and completion of records;
- Personal Hygiene;
- Basic HACCP;
- GMP; and
- Other industry sector-specific requirements.

These requirements apply equally to visitors and contractors, who may also require induction training commensurate with their interactions within any food business.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Visitor and Contractor Management Development requirements in relation to their items.

Visitor and Contractor Management Development Key Points

- Visitor and Contractor Management programs must be developed to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The Senior Management of your business facilitate a commitment to ensuring adequate resources to the development of your Visitor and Contractor Management program;
- Should you require additional resources for the development of Visitor and Contractor Management program elements, please discuss this with the relevant Senior Management representative;
- A properly developed Visitor and Contractor Management program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly developed Visitor and Contractor Management 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 that 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 Visitor and Contractor Management:

- Visitor and Contractor Management policy;
- Visitor and Contractor Management development procedures;
- Visitor and Contractor Management implementation procedures and work instructions;
- Visitor and Contractor Management monitoring procedures;
- Visitor and Contractor Management corrective and preventative action procedures;
- Visitor and Contractor Management verification schedule;
- Visitor and Contractor Management verification procedures;

- Visitor and Contractor Management validation schedule;
- Visitor and Contractor Management validation procedures;
- Visitor and Contractor Management training procedures.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Visitor and Contractor Management Documentation requirements in relation to their items.

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

Visitor and Contractor Management Documentation Key Points

- Visitor and Contractor Management programs must be documented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- All documented Visitor and Contractor Management program elements must be controlled to ensure compliance;
- Key documented Visitor and Contractor Management program elements should be available to your business' team at all times to ensure they can facilitate required tasks;
- A properly documented Visitor and Contractor Management program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly documented Visitor and Contractor Management 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 Visitor and Contractor Management 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 that requires significant planning and consideration of general and specific food business circumstances to ensure the outcomes of Visitor and Contractor Management do not negatively impact the safety and quality of the food items dispatched from the business.

Implementation of Visitor and Contractor Management must include a clear definition of responsibilities and authorities for all levels of participation by senior management, staff, and visitors to the site.

When implementing Visitor and Contractor Management within food safety and quality system, you may wish to consider the following requirements before completion:

- Communication and display of the Visitor and Contractor Management policy;
- Completion of Verification and Validation of Visitor and Contractor Management development procedures;
- Availability of Visitor and Contractor Management implementation procedures and work instructions;
- Availability of Visitor and Contractor Management monitoring procedures and record templates (where applicable);
- Availability of Visitor and Contractor Management corrective and preventative action procedures and record templates (where applicable);
- Availability of the Visitor and Contractor Management verification schedule;
- Availability of Visitor and Contractor Management verification procedures;
- Availability of the Visitor and Contractor Management validation schedule;
- Availability of Visitor and Contractor Management validation procedures;

- Completion of Visitor and Contractor Management training procedures;
- Completion of product design and development requirements related to Visitor and Contractor Management;
- Completion of process design and development requirements related to Visitor and Contractor Management;
- Completion of training for team members who have responsibilities and involvement within Visitor and Contractor Management;
- Completion of competency approval for team members who have responsibilities and involvement within Visitor and Contractor Management.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Visitor and Contractor Management Implementation requirements in relation to their items.

Visitor and Contractor Management Implementation Key Points

- Visitor and Contractor Management programs must be Implemented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Your Visitor and Contractor Management program must be fully implemented as per relevant documented Policies, Procedures, and Work Instructions;
- The implementation of Visitor and Contractor Management requires a commitment to the provision of resources by the Senior Management of your business;
- A properly implemented Visitor and Contractor Management program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly implemented Visitor and Contractor Management 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.

Monitor

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 in 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 Visitor and Contractor Management 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 Visitor and Contractor Management:

- Visitor and Contractor logs are commonly maintained to ensure traceability of non-employees entering production and operational areas of food businesses. Visitor and Contractor Badges are also commonly issued to relevant persons. These are generally traceable to the site Visitor and Contractor logs to ensure real-time identification and location of Visitors and Contractors within the food business site;
- Health screening questionnaires and completed induction packages are also commonly maintained to ensure all Visitors and Contractors are aware of relevant standards.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Visitor and Contractor Management Monitoring requirements in relation to their items.

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

Visitor and Contractor Management Monitoring Key Points

- Monitoring provides real-time confirmation and evidence that your risk-based FS&Q Controls are effectively implemented;
- Visitor and Contractor Management programs must be monitored to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Monitoring of Visitor and Contractor Management must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated monitoring records for Visitor and Contractor Management must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly monitored Visitor and Contractor Management program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly monitored Visitor and Contractor Management 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 and Preventative 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 are 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 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 the food business certification process.

Below are Corrective Action and Preventative Action examples which may be associated with Visitor and Contractor Management related non-conformance:

- Review of the Visitor and Contractor Management policy;
- Review of Visitor and Contractor Management development procedures;
- Review of Visitor and Contractor Management implementation procedures and work instructions;
- Review of Visitor and Contractor Management monitoring procedures;
- Review of Visitor and Contractor Management corrective and preventative action procedures;
- Review of the Visitor and Contractor Management verification schedule;
- Review of Visitor and Contractor Management verification procedures;
- Review of the Visitor and Contractor Management validation schedule;
- Review of Visitor and Contractor Management validation procedures;
- Review of Visitor and Contractor Management training procedures;

- Re-training in Visitor and Contractor Management;
- Review of management review activities to include Visitor and Contractor Management as an agenda item;
- Initiation of product hold procedures where safety or quality may be compromised;
- Initiation of product recall procedures where investigations show a substantial safety and/or quality risk to the released product;
- Contacting stakeholders including customers regarding any confirmed or potential Visitor and Contractor Management concerns involving their product.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Visitor and Contractor Management 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.

Visitor and Contractor Management 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 Action must be facilitated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Corrective Action and Preventative Action of Visitor and Contractor Management must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Records of Corrective Action and Preventative Action for Visitor and Contractor Management must be maintained as per relevant documented Policies, Procedures and Work Instructions;
- Proper application of Corrective Action and Preventative Action for your Visitor and Contractor Management 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 Visitor and Contractor Management 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.

Verify

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. All food safety and quality system elements, including documented policies, procedures, training, HACCP plans, and their operational applications must be 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 the effectiveness of the food safety and quality system.

The following examples of verification activities may be applicable to Visitor and Contractor Management:

- Review of the Visitor and Contractor Management policy;
- Review of Visitor and Contractor Management development procedures;
- Review of Visitor and Contractor Management implementation procedures and work instructions;

- Review of Visitor and Contractor Management monitoring procedures;
- Review of Visitor and Contractor Management monitoring records;
- Review of Visitor and Contractor Management corrective and preventative action procedures;
- Review of the Visitor and Contractor Management verification schedule;
- Review of Visitor and Contractor Management verification procedures;
- Review of the Visitor and Contractor Management validation schedule;
- Review of Visitor and Contractor Management validation procedures;
- Review of Visitor and Contractor Management training procedures;
- Review of Visitor and Contractor Management performance since the last review and historically;
- Analytical testing of product or process to ensure the effectiveness of Visitor and Contractor Management;
- Inclusion of Visitor and Contractor Management as an agenda item within the Management Review Process;
- Internal audit of Visitor and Contractor Management to confirm the current status of approval for Visitors and Contractors.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Visitor and Contractor Management 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.

Visitor and Contractor Management Verification Key Points

- Your verification program provides evidence that your FS&Q Controls have worked;
- Visitor and Contractor Management programs must be verified to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The verification of Visitor and Contractor Management must be facilitated as per relevant documented Policies, Procedures and Work Instructions;
- Nominated verification records for Visitor and Contractor Management must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly verified Visitor and Contractor Management program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly verified Visitor and Contractor Management 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.

Validate

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 systems 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 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 the validation of the limits of control or acceptability for Visitor and Contractor Management:

- Confirmation of nominated food safety and food quality control limits for Visitor and Contractor Management. 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 Visitor and Contractor Management 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 Visitor and Contractor Management 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.

Visitor and Contractor Management Validation Key Points

- Your validation program provides evidence that your FS&Q Controls will work;
- Visitor and Contractor Management programs must be validated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The validation of Visitor and Contractor Management must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated validation records and supporting documentation for Visitor and Contractor Management must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly validated Visitor and Contractor Management program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly validated Visitor and Contractor Management 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.

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 Visitor and Contractor Management must be ongoing, including regularly scheduled reviews to ensure the effectiveness of training and competency outcomes.

Team members who have defined responsibilities regarding Visitor and Contractor Management should have knowledge including:

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

Team members who have defined responsibilities regarding Visitor and Contractor Management should have skills including:

- Competency regarding basic Visitor and Contractor Management;
- Effective application of current Visitor and Contractor Management procedures, methods, and techniques;
- The basic development, documentation, and implementation of HACCP and Prerequisite Programs within the food industry sector.

Team members who have defined responsibilities regarding Visitor and Contractor Management should have access to resources including:

- Visitor and Contractor Management training;
- Visitor and Contractor Management associations and events;
- Regulatory standards, industry and customer information and updates regarding Visitor and Contractor Management;
- Incidents within the food industry sector regarding Visitor and Contractor Management;
- Commitment to Visitor and Contractor Management by senior management;
- Suitably qualified food industry professionals with verified experience in Visitor and Contractor Management;
- Effective communication systems including email, internet, and phone through which Visitor and Contractor Management 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 Visitor and Contractor Management 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.

Visitor and Contractor Management Training, Skills and Knowledge Key Points

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



haccp.com

haccp.com was created to support food businesses and food industry professionals in achieving and maintaining the stringent requirements of food industry compliance.

Explore everything at haccp.com »

Questions? **Contact us** · haccp.com

