



REFERENCE

Performance standards for packhouses

In this document

This document contains the following topics.

Purpose of this document.....	2
Definitions.....	2
Performance standards.....	3
General requirements.....	3
Traceability and security	5
Hygiene and pest control	7
Packaging and labelling.....	9
Related material.....	10
Contact information.....	10
Document information	10
Version history	10

Purpose of this document

This document:

- outlines the performance standards packhouses must meet to gain and maintain horticulture export accreditation
- must be read in conjunction with the Guideline: [Audit of horticulture export accredited properties](#).

Definitions

The following table defines terms used in this document.

Term	Definition
Checklist item	Required tasks that have specific performance standards that must be met by packhouse managers.
Documented system	A written document that: <ul style="list-style-type: none">• defines the processes and procedures for work tasks conducted by packhouses• includes the records that confirms the process is being followed.
Performance standards	A benchmark derived from legislation and departmental requirements against which actual performance of third parties is measured.
GFSI	The Global Food Safety Initiative (GFSI) Scheme oversees global food safety. In Australia, the GFSI benchmarked fresh produce food safety schemes are GLOBALG.A.P., Freshcare, British Retail Consortium (BRC) and Safe Quality Food (SQF).

Performance standards

The manager of the packhouse must ensure the following performance standards are met.

General requirements

The following table outlines the performance standards for the general requirements at packhouses.

Checklist items	Performance standards – general requirements	Non- compliance rating	Examples of evidence (guide only)
1.1 Legislation and obligations	<ul style="list-style-type: none"> Has access to the current and relevant accredited properties standards. Explains notification requirements for changes to accredited property (for example: management changes, operational changes). Has evidence of property’s accreditation (only relevant if currently accredited). Where required, has notified the department when a pest of concern was detected. 	<ul style="list-style-type: none"> Minor or Major 	<ul style="list-style-type: none"> Industry specific manual Online or manual accreditation notification Demonstrates access to current performance standards
1.2 Importing country requirements	<ul style="list-style-type: none"> Has a current copy, or can access, the protocol and/or work plan. Explains (or demonstrates) where to access importing country requirements. Explains importing country requirements for relevant countries. 	<ul style="list-style-type: none"> Minor or Major 	<ul style="list-style-type: none"> Micor online access and/or current hardcopy protocols/workplans Industry specific manual Knowledge of protocols/workplans

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Checklist items	Performance standards – general requirements	Non- compliance rating	Examples of evidence (guide only)
1.3 Training	<ul style="list-style-type: none"> • Packhouses must have a documented system to ensure staff receiving, inspecting, storing or moving export horticulture commodities are trained. The training should cover the protocol/workplan requirements applicable to their role. As part of the system the packhouse must have a training program in place and includes <ul style="list-style-type: none"> ○ training material covered ○ frequency of training. • Staff training records are retained. • Training records contain <ul style="list-style-type: none"> ○ details of the training undertaken ○ date the training was completed ○ name of the individual that was trained. 	<ul style="list-style-type: none"> • Minor or • Major 	<ul style="list-style-type: none"> • Induction training record • Staff training record • Training program • Visual aids (posters) • Industry specific manual • QA manual
1.4 Plans and specifications	<ul style="list-style-type: none"> • Plans and specifications include the following <ul style="list-style-type: none"> ○ a floor plan of processing areas, showing all permanent fixtures and layout of equipment ○ a product flow chart and main features of the product flow 	Minor	Supply of current floor plan and product flow meeting minimum requirements

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Traceability and security

The following table outlines the performance standards for traceability and security of horticultural products at packhouses.

Checklist items	Performance standards – traceability	Non-compliance rating	Examples of evidence (guide only)
2.1 Receivals	<ul style="list-style-type: none"> • Has demonstrated traceability to individual blocks. • Has demonstrated that only product from accredited properties is packed for particular markets. 	<ul style="list-style-type: none"> • Major or • Critical 	<ul style="list-style-type: none"> • Receiving records • Delivery dockets from the farm • Consignment note • Receiving inspection records (i.e. quality assurance checks) • Lug/Bin cards • Traceability system
2.2 Documentation	<p>Has a documented system for containing the following:</p> <ul style="list-style-type: none"> • A documented traceability program is in place and includes <ul style="list-style-type: none"> ○ how the packhouse tracks movement of goods from an accredited block to receiving and through storage and loadout ○ how the packhouse tracks movement of product to the next receiving establishment for inspection and/or treatment in accordance with the Guideline: Maintenance of phytosanitary security for horticulture exports guideline ○ has demonstrated that all receiving and loadout records are in possession. 	<ul style="list-style-type: none"> • Minor or • Major or • Critical 	<ul style="list-style-type: none"> • Documented program for traceability of product • Online identification/traceability system • Receiving records/receipts/dockets. • Receiving lug/bin cards • Loadout/dispatch records and /or dockets/invoices • Transfer records

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Checklist items	Performance standards – traceability	Non-compliance rating	Examples of evidence (guide only)
2.3 Security	<p>Ensure the integrity of goods being prepared at the packhouse through:</p> <ul style="list-style-type: none"> • measures in place to minimise the risk of infestation or contamination. For example, effective hygiene, waste removal and pest control measures, security measures for goods being prepared for export such as physical barriers and isolation by distance • measures to keep export goods which have acquired a phytosanitary status separate from goods which haven't. For example, physical barriers (packaging, separate storage areas), isolation by distance and effective traceability systems • measures in place to minimise the risk of substitution (switching of goods) For example, effective traceability systems and secure packaging/labelling of goods • for goods which have reached a phytosanitary status they must meet the phytosanitary security requirements in the Guideline: Maintenance of phytosanitary security for horticulture exports. 	<ul style="list-style-type: none"> • Major or • Critical 	<ul style="list-style-type: none"> • Visual inspection • Signage • Documented procedures
2.4 Load out	<p>There is demonstrated traceability from receivals through to dispatch and delivery of traceability information to the next entity.</p>	<ul style="list-style-type: none"> • Major or • Critical 	<ul style="list-style-type: none"> • Final inspection record • Loadout/dispatch records and /or dockets/invoices • Transfer record to the inspection and/or treatment establishment

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Hygiene and pest control

The following table outlines the performance standards for hygiene and pest control at packhouses.

Recognition of current GFSI benchmarked food safety certification for specific elements of the audit, is applicable where indicated in the 'Examples of evidence' column.

Current food safety certification is defined as holding a current valid certificate that has not expired, and that has been issued by a third-party, JAS-ANZ accredited audit certification body including GLOBALG.A.P., Freshcare, BRC, or SQF.

Checklist items	Performance standards – hygiene and security	Non-compliance	Examples of evidence (guide only)
3.1 Premises conditions	<ul style="list-style-type: none">• Has demonstrated that the premises are in a clean and sanitary condition.• Has suitable equipment and infrastructure to allow handling of product.	<ul style="list-style-type: none">• Minor or• Major or• Critical	Visual inspection

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Checklist items	Performance standards – hygiene and security	Non-compliance	Examples of evidence (guide only)
3.2 Documentation	<p>Has a documented system in place which is effective in minimising the risk of contaminating product. The system must meet the following:</p> <ul style="list-style-type: none"> • Hygiene program is in place and includes <ul style="list-style-type: none"> ○ frequency of cleaning ○ cleaning methods used (i.e. sweep floors, wash bins) ○ areas and equipment to be cleaned (i.e. cool rooms, packing lines). • Pest control program is in place and includes <ul style="list-style-type: none"> ○ frequency of pest control activities ○ pest control methods (i.e. insect spray, rodent baits) ○ location of pest control stations (rodent bait stations/traps). • Waste removal program (general and product waste) is in place and includes <ul style="list-style-type: none"> ○ frequency of waste removal ○ waste removal methods used (i.e. product waste removed from sorting/grading line and stored in bins awaiting removal). • Completed records of all above activities. 	<ul style="list-style-type: none"> • Minor or • Major or • Critical 	<ul style="list-style-type: none"> • Hygiene program and records • Pest control program and records for pest control measures <ul style="list-style-type: none"> ○ bait station monitoring/service reports ○ records or invoices for insect sprays • Waste removal program and records and/or 3rd party provider invoices <p>or</p> <ul style="list-style-type: none"> • Recognition using current certification to a GFSI approved scheme.

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Packaging and labelling

The following table outlines the performance standards for packaging and labelling at packhouses.

Checklist items	Performance standards – packaging and labelling	Non-compliance	Example of evidence (guide only)
4.1 Packaging	<ul style="list-style-type: none"> Has demonstrated that the packaging is appropriate for the product being packed, strong to withstand handling, clean, new (or if used, must be reconditioned for each subsequent use to ensure it meets all other packaging requirements), free from pests and is compliant with importing country requirements. Has demonstrated that unused packaging is kept clean if on site or has a documented system on how packaging is kept clean whilst being stored. 	<ul style="list-style-type: none"> Minor or Major 	Visual inspection of packaging
4.2 Labelling	<ul style="list-style-type: none"> Has demonstrated correct labels are used if applied at the packhouse as per trade description and importing country (protocol) requirements. Labels applied to cartons/pallets are securely attached. 	<ul style="list-style-type: none"> Minor or Major 	<ul style="list-style-type: none"> Visual inspection of labels used or to be used Computer template of labels to be used

This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Related material

The following related material is available in the [Plant Export Operations Manual](#) on the department's website:

- Guideline: [Audit of horticulture export accredited properties](#)
- Guideline: [Management of horticulture export accredited properties](#)
- Guideline: [Maintenance of phytosanitary security for horticulture exports.](#)

Contact information

- Audit and Assurance Group: AuditServices@agriculture.gov.au
- Horticulture Exports Program: HorticultureExports@agriculture.gov.au.

Document information

The following table contains administrative metadata.

Instructional Material Library document ID	Instructional material owner
IMLS-9-4089	Director, Horticulture Exports Program, Plant Export Operations Branch

Version history

The following table details the published date and amendment details for this document.

Version	Date	Amendment details
1.0	27/07/2018	First publication of this reference.
2.0	12/11/2018	Added performance standards for traceability, movement and suitable equipment.
3.0	28/03/2021	<ul style="list-style-type: none">• Added importing country and plans and specification to general requirements standard.• Redefined the documented system requirements.• Additional columns for non-compliance ratings and examples of evidence.• Amendments for commencement of the <i>Export Control Act 2020</i> and associated Plant Rules.
5	1/10/2022	Added information about Global Food Safety Initiative (GFSI) scheme and updated department branding.