



FeedSafe[®]

Certification Rules

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Safe feed for food

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Foreword

The FeedSafe® Program is the animal feed industry sponsored quality assurance (QA) program for use in strengthening the industry's position in supplying high quality animal feed to Australia's animal producers. By being FeedSafe® certified, animal feed manufacturers can demonstrate that they meet industry standards, customer specifications and most importantly legal requirements. FeedSafe® certified manufacturers are required to document their manufacturing procedures, what monitoring is undertaken, the recording of information/data and review of the data against the standards to ensure compliance is being maintained.

This manual contains the Certification Rules that are required for the certification of manufacturing sites, by independent, accredited auditors (approved by Stock Feed Manufacturers' Council of Australia (SFMCA)), under the FeedSafe® Program.

The Certification Rules represent the mechanism by which the FeedSafe® Standards are both applied and managed. These Rules describe the auditing system used to assess whether the manufacturing site meets the requirements of the FeedSafe® Standards.

The FeedSafe® Standards describe the processes by which the Australian animal feed manufacturing industry, as a proactive self-regulated sector, has agreed to operate so as to demonstrate its commitment to feed and food safety, the environment, animal well-being and biosecurity.

The FeedSafe® Standards are designed to:

- a) protect the health of the human consumer of food products derived from animal fed prepared stockfeeds.
- b) ensure the health and safety of animals fed prepared feed and enable animal producers to achieve expected levels of performance by delivering stock feed of consistent quality to animals.
- c) contribute to the delivery of animal products of consistent and appropriate quality to the end consumer.
- d) enhance the integrity of feed produced in Australia.
- e) protect the reputation and integrity of FeedSafe®.

Since the Scheme commenced in 2003, FeedSafe® has matured into a quality assurance program that continues to meet the requirements of governments and end-users. FeedSafe® has demonstrated that co-regulation is an effective tool for meeting community, market and government expectations for the production of feed for a wide range of animals including domestic, exhibition and animal.

A business's obligations to comply with the FeedSafe® Rules and Codes are in addition to its obligations to comply with state, territory and commonwealth laws, including any regulatory requirements. It is important for businesses to be aware that compliance with the FeedSafe® Rules and Codes does not ensure compliance with any such laws and does not exempt a business from doing so.

This publication of the FeedSafe® Certification Rules incorporates all of the developments and changes that have been made to FeedSafe® since its inception. In recognition of the total supply chain approach to feed and food safety and quality, changes to the format of the FeedSafe® Standards are consistent with the introduction of the draft *National Feed Standards for Food Producing Animals*.

SFMCA Endorsement

The Australian feed manufacturing industry was instrumental in the drafting and implementation of FeedSafe® in 2004. This industry continues to bring significant benefits to Australia's rural communities through its important role in value adding and its significant contribution in feeding Australia's animals (aquatic or terrestrial, recreational or food producing) destined for domestic and international markets.

The feed manufacturing industry and government agencies have a level of co-operation second to none. This has provided the sound certification procedures the animal feed industry has developed, and which has resulted in the industry having an excellent reputation in relation to quality assurance, feed and food safety, as well as co-regulation.

A wide range of stakeholders have provided technical and policy input into FeedSafe®, including feed manufacturers, scientists, veterinarians, QA and audit experts, retailers and customer organisations, government and supply chain members. These Certification Rules set the standard from which sound marketing tools can be developed, as manufacturing sites are able to clearly demonstrate that the expectations of consumers are being met.

On behalf of the animal feed industry, I commend these business rules as a way for the Australian feed industry to continue its proactive leadership in the use of quality assurance systems.



David Bray
Chair
SFMCA

1. Introduction

1.1 FeedSafe® Purpose

- 1.1.1 To provide a quality system for animal feed manufacturers:
- that will impact positively on product integrity, quality and acceptability; and
 - for which manufacturing sites maintain responsibility.

1.2 FeedSafe® Management

SFMCA, as the national representative body of animal feed manufacturers is the owner and managing agent of the FeedSafe® program and has stewardship of the FeedSafe® program on behalf of the industry. SFMCA staff presently fill the role of FeedSafe® Management (FSMan). However in future it might be an independent contracted business.

FSMan's role is to support feed manufacturers to enable them to meet the FeedSafe® Standards whilst protecting and enhancing the integrity of FeedSafe® by managing the program in accordance with the Certification and Administrative Policies.

FSMan is responsible for facilitating and supporting manufacturers to enable them to implement QA in their manufacturing sites; to support and engage actively with auditors; and to ensure the overall integrity of the FeedSafe® program is maintained.

FeedSafe® enquiries should be directed to one of the Industry Development Officers listed on the SFMCA website (www.sfmca.com.au).

1.3 FeedSafe® Certification Committee (FCC)

- 1.3.1 The purpose of the FCC is to develop, manage and administer the operation of FeedSafe® on behalf of SFMCA. Organisations represented on FCC may include:
- Stock Feed Manufacturers' Council of Australia (SFMCA)
 - Maximum three animal industry bodies (e.g. ACMF, APL, ALFA)
 - Maximum three state governments
- 1.3.2 The scope of the FCC is to:
- manage the FeedSafe® Program
 - ensure the effective operation of FeedSafe® by ensuring continuous improvement to FeedSafe®
 - assess and make recommendations to SFMCA on the Certification status of individual manufacturing sites
 - make recommendations to SFMCA on the outcomes of appeals submitted by manufacturing sites relevant to their certification status.
- 1.3.3 The FCC will be chaired by a someone independent of the membership. E.g. a retired industry stalwart.

2. Definitions & Application of the Certification Rules

2.1 Definitions

APVMA	Australian Pesticides and Veterinary Medicines Authority
Audit	the systematic and independent examination to verify that the Manufacturing site is acting in accordance with these Rules.
Auditor	a qualified person approved by SFMCA to conduct audits on its behalf.
Certification	full or provisional certification of a manufacturing site by SFMCA in accordance with these Rules.
Corrective action reports	A type of document that auditors use to initiate a corrective action that will prevent an incorrect procedure from happening again.
Dangerous goods	See Safe Work Australia’s definition here .
Environmental management	ensuring the manufacturing site’s activities minimise adverse and promote positive environmental impacts.
Environmental incidents	are where the works or activity under the manufacturing site’s control results in environmental harm, or there is the potential that environmental harm could occur. These may include: <ul style="list-style-type: none">• odour and dust issues• chemical spill• fire.
FCC	FeedSafe® Certification Committee
Feed	Any single material, or multiple materials, whether processed, semi-processed or raw, which is intended to be fed directly to animals for the maintenance of life, normal growth, production, work and reproduction. It includes a pre-mix, block, lick or loose lick. It includes a feed additive or a feed ingredient except where these are separately specified in this document.
Feed additive ¹	Any intentionally added component of feed not normally consumed as a feed ingredient, which affects the characteristics of feed or animals to which it is fed. It includes a pre-mix which consists only of feed additive components.
Feed ingredient	A nutritive component part or constituent of any combination or mixture making up a feed. Ingredients may be of plant or animal (including aquatic) origin or other organic or inorganic substances.
Feed safety	ensuring the production of a safe product for animals that prevents contamination and feed-borne illnesses.
FeedSafe®	national animal feed manufacturing site certification scheme

¹ Micro-organisms, enzymes, acidity regulators, trace elements, vitamins, preservatives, colouring agents, binders, dust suppressants, carriers, flavours and other such products fall within the scope of this definition depending on the purpose of use and method of administration.

FeedSafe® Management	FSMan is any group of people managing the running of the FeedSafe program. This may be an independent company (e.g. AusMeat/AusQual) or SFMCA staff. Presently it is SFMCA staff. It does not involve Federal Council members due to conflicts of interest.
FeedSafe® notice	an official instrument that is issued to amend these FeedSafe® <i>Rules and Standards</i> from time to time.
Food safety	ensuring the production of a safe product for customers that prevents contamination and food-borne illnesses.
GMP (Good Manufacturing Practices)	is the part of quality assurance that ensures that products are consistently manufactured to quality standards appropriate for their intended use and in accordance with their registration particulars and specifications. GMP is concerned with both production and quality control. It is a means of giving consumers confidence that the products meet the required quality standards and are safe and reliable for the purposes for which they are intended.
Goods & Services Tax (GST)	a tax payable in accordance with the A New Tax System (Goods and Services Tax) Act 1999.
Hazardous substances	See Safe Work Australia’s definition here .
Manufactured feed	Any feed which has undergone a manufacturing, treatment or mixing process.
Manufacturer	the legal entity that operates a manufacturing site involved in the production of animal feed under the FeedSafe program, including Accredited, Provisionally Accredited and Suspended Manufacturing sites.
Manufacturing site	A site where animal feed is produced. It includes the management and operations of the site.
Manufacturing site co-products	any other product produced at the same time as manufacturing feed.
Manufacturing site waste	any product generated from the production of a manufacturing site, including used chemical drums and packaging that is not for further use and is dumped.
NATA	the National Association of Testing Authorities, Australia
Product integrity	ensuring product complies with FeedSafe®, related industry systems, relevant legislation and regulations, and customer requirements.
QA (Quality Assurance)	the planned and systematic pattern of all actions necessary to provide adequate confidence that the product optimally fulfils customers’ expectations. It is the set of activities ensuring that requirements are clearly established and the defined process complies with these requirements (through third party audits).
Quality system	the system prepared and adopted by a manufacturing site to comply with FeedSafe® requirements.
Quality system manual	the documentation defining how quality is controlled maintained and improved at the manufacturing site.
QA Officer	the person nominated by the manufacturing site who reports to senior management and has responsibility for ensuring that the requirements of FeedSafe® certification are implemented and maintained.

Reportable incident	an incident that has caused or has the potential to cause moderate to significant adverse impacts on any of the following: the environment, welfare of animals, product integrity or contamination or food-borne illness in animals.
Rules	these FeedSafe® <i>Certification Rules</i> and any amendments made hereto from time to time.
Standards	are documents that set out specifications, procedures and guidelines that aim to ensure products, services, and systems are safe, consistent, and reliable.

2.2 Presumptions of Interpretation

- 2.2.1 For the purpose of these Rules, all powers to be exercised by FeedSafe® are exercised by its SFMCA Federal Council (or delegate/s) unless these Rules otherwise provide.
- 2.2.2 All discretions or decisions by FeedSafe® must be exercised or made in good faith. A person alleging that FeedSafe® has not acted in good faith bears the onus of proving that allegation.
- 2.2.3 A reference to a person includes the person's successors and permitted assigns. A reference to a person who holds an office includes (as the case requires) the person who holds:
- that office from time to time
 - a corresponding office in another jurisdiction; or
 - an office that replaces the nominated office from time to time.
- 2.2.4 A word which denotes:
- the singular denotes the plural and vice versa
 - any gender denotes the other gender
 - a person includes an individual, a body corporate, trust, registered company and a government.
- 2.2.5 A reference to a paragraph or appendix is a reference to a paragraph of, or appendix to these Rules.
- 2.2.6 A reference to any other agreement or instrument where amended or replaced means that agreement or instrument as amended or replaced.

2.3 Application

- 2.3.1 This document of rules supersedes and replaces the FeedSafe® *Certification Rules Ver. 11 (28/12/17)* (as amended).
- 2.3.2 The granting of manufacturing site certification by FeedSafe® does not imply or confirm that the relevant state government planning and environmental management requirements are being met. Various state authorities are responsible for ensuring that due attention is paid to site selection and the provision of the appropriate facilities and structures necessary to obtain manufacturing site approval or licensing. It is the responsibility of the business to ensure that the relevant State approvals and/or licenses are obtained and maintained.
- 2.3.3 A business is required to complete a FeedSafe® registration form as part of the registration process and to provide a detailed business profile, including management and key contact information.
- 2.3.4 Each business must nominate a person within the business who is responsible for the management of the business's compliance with the FeedSafe® Program, and to be the key contact for the business.
- 2.3.5 A business must be registered with FeedSafe® prior to undertaking its first audit.
- 2.3.6 Any change to a business's profile or key contact information or other details provided on registration must be notified to FeedSafe® in writing within 28 days of such change.

- 2.3.7 Changes to a business's information that may affect certification will be dealt with on a case-by-case basis by FeedSafe® at FeedSafe's discretion.
- 2.3.8 Supporting documentation may be requested to provide evidence of a business's information or changes to that information.
- 2.3.9 FeedSafe® may suspend or withdraw a business's certification if false or misleading information is provided on the FeedSafe® registration form, on the application for audit, or in subsequent business updates. Rights of appeal can be found at Clause 20.5.

2.4 Rights of Entry

- 2.4.1 The manufacturing site must:
 - a. permit FeedSafe® or its agent (i.e. FeedSafe® approved auditor) to audit the manufacturing site's quality system and or view feed and ingredients held by the manufacturing site
 - b. provide any assistance reasonably required by FeedSafe® or its agent
 - c. produce to FeedSafe® or its agent any information, records or documents reasonably required by FeedSafe® or its agent
 - d. provide FeedSafe® or its agent with access to the manufacturing site premises at times reasonably required by them for the purposes of reviewing the manufacturing site's compliance with the *Rules of Certification and FeedSafe Standards*.

3. SFMCA Membership

3.1 FeedSafe® Certification

- 3.1.1 The central aspect of FeedSafe® is the compliance of manufacturing sites to the *Code of Good Manufacturing Practice (GMP) for the Feed Manufacturing Industry*. Full members of the SFMCA are required to undergo annual third party audits to verify that their manufacturing sites comply with the *Code of GMP*. This requirement is a minimum standard for feed manufacturers to gain FeedSafe® certification and to retain SFMCA Full Membership.
- 3.1.2 Should Full Members at their annual audit fail to achieve the FeedSafe® audit standard, and their FeedSafe® certification has expired by three (3) months, their membership classification will change to "Provisional Member" for a maximum of a 12 month period.
- 3.1.3 Should members not complete FeedSafe® audit standards within this subsequent 12 month period their membership will cease and use of the FeedSafe® logo is prohibited.
- 3.1.4 Feed manufacturers wishing to join the Association will be admitted as Provisional Members for a maximum of a 12 month period and/or until they are required to have completed a FeedSafe audit and have met the Code of GMP minimum standard.
- 3.1.5 Once Provisional Members successfully complete FeedSafe® audits they will be moved to Full Member status.

3.2 FeedSafe® Scope

- 3.2.1 FeedSafe® certification is only available to SFMCA members.
- 3.2.2 FeedSafe® covers animal feeds for all species that have been produced through a manufacturing process. More specifically it includes animal feed in the form of pellets, mash, liquids, blocks, chaff, processed hay, supplements or premix form.
- 3.2.3 FeedSafe® is based on two main foundations, comprising Hazard Analysis Critical Control Points (HACCP) and Code for Good Manufacturing Practice (GMP).

- 3.2.4 The FeedSafe® approved auditor, will at each audit, confirm the annual throughput of the manufacturing site. It is important to note that this information will not be provided to any third parties and is solely used to provide aggregated data on behalf of the industry.

4. Obligations of Manufacturing Site

4.1 Compliance

- 4.1.1 Each manufacturing site must comply in all respects with:
- these Rules
 - the Standards
 - all laws and regulations relevant to the conduct of the site's activities, including holding all licenses, permits, consents and approvals required for any of its activities.
- 4.1.2 Each manufacturing site must, as required by FeedSafe®, provide evidence acceptable to the auditor of its compliance with the matters set out in paragraph 4.1.1.
- 4.1.3 Each feed manufacturing business is required to organise and complete independent site audits annually.
- 4.1.4 Annual audits are required to be completed within three (3) months of the defined anniversary date (the expiry date stated on the current FeedSafe® Certificate).
- 4.1.5 Should the manufacturing site fail a FeedSafe® audit they are required to undertake corrective action within the stated timeframe (See 5.3.5).
- 4.1.6 The manufacturing site being audited for FeedSafe® is required to declare to the auditor whether State Department Government inspections (i.e. ruminant feed ban, swill) have been completed since the last FeedSafe® audit and the results of the inspection(s) provided to the auditor.
- 4.1.7 FeedSafe® accredited feed manufacturers entering into third party contract supply arrangements are to only source ingredients, additives and feeds from suppliers verified and approved under the Manufacturer's Feedsafe quality program.
- 4.1.8 Where feed is supplied to a non-accredited mill by a FeedSafe certified mill, the supplying mill is to ensure that the FeedSafe® name and logo is not misused by the non-accredited mill.
- 4.1.9 Accredited mills are required to comply with the FeedSafe® logo use guidelines, refer Appendix 2.
- 4.1.10 A business must notify FeedSafe® of any prosecutions brought, or likely to be brought against the business, in relation to any business activities within the scope of their FeedSafe® certification.
- 4.1.11 The business acknowledges and agrees that an auditor may refuse to carry out or finish a FeedSafe® audit:
- In the presence of a third party who they believe may intentionally or otherwise influence the outcome of the audit in an inappropriate manner
 - If they feel threatened or have been subject to abusive behaviour during the visit
 - If they believe the site is unsafe
 - If they deem that the business has not implemented the FeedSafe® Program or does not have the required records available; or
 - If the site is empty or non-operational for an extended period of time (e.g. one month).

4.2 Reference Material

- 4.2.1 The manufacturing site must at all times make current editions of the following documents available for reference by staff at that site:
- the *Australian Feed Standard for Food Producing Animals* (as amended or superseded)

4.3 QA Officer

- 4.3.1 The manufacturing site shall appoint a person who, irrespective of other responsibilities, shall have responsibility and authority to ensure that the approved manufacturing site quality system is established, implemented, maintained and updated. Also refer to Clause 2.3.4

5. Obligations of the Auditor

5.1 Auditor Approval

- 5.1.1 To become an approved auditor, auditors must:

- Be accredited by Exemplar Global for food safety with at least one of either
 - ISO22000 Scope 17 (*live animals and animal feeds*),
 - National Food Safety Scope 16 (*animal feeds – millers and manufacturers*),
 - Safe Quality Food Scope 34 (*animal feed manufacturing*).
- Have a minimum of five (5) years food, feed or good manufacturing practice (GMP) auditing experience
- Have provided FSMan with a resume, copies of certification and received an email from FSMan stating approval.

5.2 Auditor Independence

- 5.2.1 Approved auditors must be an independent third party in all situations.

“Independent” means that the approved auditor:

- Has NOT provided advice or management services to the manufacturing site (or associated business) being audited in the previous two (2) years,
- Did NOT develop the Quality Assurance (QA) system that is the subject of the audit.
- Does NOT hold a financial interest in the producer’s business or its associated parent company or organisation, or otherwise receive financial or material benefits from such entities
- Does NOT have any existing/potential conflicts of interest with the business.

5.3 Auditor’s Responsibilities

- 5.3.1 The auditor will audit manufacturing sites as instructed by individual feed manufacturing businesses and audits will include the following:

- a. Be completed on site unless approval has been granted by FSMan to undertake a remote audit that adheres to the *Remote Audit Guidelines*.
- b. Must involve both the viewing of documented systems as well as inspecting all manufacturing systems to validate that procedures are being followed.
- c. Focus on greater feed and food safety risk areas relating to medication use, RAM procedures, mill hygiene and cleaning, raw material receipt and testing, finished product quality and customer service.
- d. View previous audit results to ensure continuous improvement is being achieved.
- e. Confirm that the site maintains *Code of GMP* compliance through-out the year and is not just satisfying an annual auditor visit. This especially relates to issues of mill hygiene and cleaning.

- 5.3.2 Audits are to be conducted observing the *Exemplar Global Auditor Code of Conduct*, refer [here](#).

- 5.3.3 The manufacturing site being audited for FeedSafe® is required to declare to the auditor whether State Government inspections have been performed since the last FeedSafe® audit. The results of this inspection(s) are to be provided to the auditor. If the State Government found any area of non-compliance, including positive RAM test results for ruminant feeds, the FeedSafe® auditor needs to place additional attention to these areas of non-conformance. The auditor must confirm with the site whether State Department inspections have been completed since the last FeedSafe® audit.

- 5.3.4 The audit will compare the manufacturing site’s performance against the requirements of the FeedSafe® *Audit Checklist*. The points of non-compliance will be rated as major, moderate or minor according to the auditor’s assessment of how the non-conformance affects product quality and safety relating to animal health and human food products.

Major non-compliance: the auditor believes that the point of non-compliance results in a high risk that finished products present a hazard to animal health and human food products. This would include any breaches to do with State or Commonwealth legislation (e.g. ruminant feed ban, swill feeding, use of S4 medicants).

Moderate non-compliance: the auditor believes that the point of non-compliance results in a low risk that finished products present a hazard to animal health and human food products.

Minor non-compliance: the auditor believes that the point of non-compliance will not result in any risk that finished products present a hazard to animal health and human food products.

Non-Compliance Results: the FeedSafe® minimum requirements are that each manufacturing site must meet the thresholds set out in Table 1.

Table 1:

	1st year audit	2nd & 3rd year audit	Subsequent audits
Major non-compliance	Nil	Nil	Nil
Moderate non-compliances	5	2	Nil
Minor non-compliances	10	5	5

- 5.3.5 If the thresholds stated in Table 1 are not met, the manufacturing site will be classified as not passing the audit and will not be certified. An action plan will be submitted to the auditor within seven (7) days of the audit. All non-conformances (irrespective of classification - major, moderate or minor), will need to be ‘closed out’ within six (6) weeks of the audit before a certificate is issued. However, some non-conformances may require legitimate capital expenditure to rectify the issue which can take much longer than the six (6) weeks. When the plan is submitted capital expenditure must be taken into account.

If the thresholds stated in Table 1 are met, the certificate will be issued by FS Man. Where there are non-conformances under the allowable limit, they must all be closed out within six (6) weeks of the audit date. In most instances, photographic evidence can be provided to the auditor within the required timeframe. Once satisfied that all non-conformances are closed the auditor will update the original Checklist and forward to FS Man within 5 days.

- 5.3.6 FeedSafe® auditors are to look for continuous improvement based on prior year audit results. Items on the *Audit Checklist* identified as minor or moderate will be moved to moderate and major in the following year if no improvement is identified.
- 5.3.7 FeedSafe® audits are to be completed with consistency between the various site audits. No allowance is to be made for differing size of operation or number of staff employed on site. FeedSafe® is seeking consistency in applying the FeedSafe® *Audit Checklist* across all stock feed manufacturers.
- 5.3.8 The auditor will supply to the manufacturing site a fully completed FeedSafe® *Audit Report* within five (5) calendar days of the audit. The report will provide commentary with appropriate explanations as to why the standard was passed or failed.
- 5.3.9 Auditors are to submit copies of the completed FeedSafe® *Audit Report* and *Audit Statement* within five (5) calendar days of the audit to FSMan.
- 5.3.10 Where the auditor has obligatory requirements (i.e. breaches of legislation that may place the industry or it’s people at risk) to report an incident, they will advise FSMan of this obligation first and FSMan will advise all relevant parties.
- 5.3.11 When an auditor ceases as an approved FeedSafe auditor they must inform FeedSafe® in writing.

5.4 Auditor Rotation

- 5.4.1 An individual, approved auditor cannot audit a manufacturing site for more than three (3) consecutive years.
- 5.4.2 Every fourth year (or more often) a different auditor must audit the site.
- 5.4.3 In the fifth year, the previous auditor may be contracted to undertake the site audit with future audits meeting the rotation policy.
- 5.4.4 The FSMan may, at its discretion, authorise an exemption to the rotation policy (clauses 5.4.1 – 5.4.3) should it be in the best interest of FeedSafe® and/or the stock feed manufacturer. Such approvals must be provided in writing by the FSMan.

6. Obligations of FeedSafe®

6.1 Provision of FeedSafe® Certificates

- 6.1.1 FeedSafe® reviews and endorses FeedSafe certification based on the receipt of FeedSafe Audit Statements. These specify a certification number and time period for which certification is effective.
- 6.1.2 FeedSafe® maintains a register of manufacturing sites, issuing certificates bearing the FeedSafe® logo based on the annual provision of third-party audited *Audit Statements*.
- 6.1.3 Manufacturing sites achieving FeedSafe® certification are given the right to use the organisation's FeedSafe® logo and the statement "*FeedSafe® Accredited - a HACCP based QA certification program*" on stationery, product packaging and marketing materials.
- 6.1.4 FeedSafe® accredited manufacturing sites are listed on the SFMCA website.
- 6.1.5 FeedSafe® is required to retain a listing of all accredited sites and a copy of their FeedSafe® *Audit Statements*.
- 6.1.6 FeedSafe® retains the right to not accept FeedSafe® *Audit Statements* should there be any concern over the diligence of the audit process. As FeedSafe® is reliant on the veracity of audits completed, should an auditor be suspected of not adequately completing FeedSafe® audits, FeedSafe® retains the right to direct feed manufacturers not to use such auditors.
- 6.1.7 Confidentiality relating to audit conduct and outcomes is retained within the FeedSafe® national office. The SFMCA Federal Council are only advised when sites have not successfully completed a FeedSafe® audit within two (2) months of their FeedSafe® certification expiry date.
- 6.1.8 FeedSafe® provides a FeedSafe® complaint resolution process (refer to FeedSafe® Complaint Procedure documentation in Appendix 3).
- 6.1.9 FeedSafe® will protect the value and trademark of FeedSafe®, and will take action, including legal action as required, when misuse of the trademark is identified.

6.2 Official Communications

- 6.2.1 On occasion it will be necessary for FeedSafe to communicate individually with a feed manufacturer participating in the scheme. Official communications will be undertaken via email.

7. Notification of Changes to the Manufacturing Site Operations

- 7.1 The QA Officer must notify FSMan in writing if the operation of the manufacturing site varies from the original application for Certification. Notification must be received by FSMan within 28 days of such variation occurring. Examples that require notification include, but are not limited to:
- change of manufacturing site ownership
 - change of QA Officer
 - major refurbishment of equipment that alters the quality manual/system
 - expansion in production and range (i.e. inclusion/deletion of RAM, registration of site for use of medicants).

8. Fees

- 8.1 Each manufacturing site must pay all fees payable in connection with these Rules (including without limitation fees payable to SFMCA, its agents and auditors).
- 8.2 An initial application fee and an annual certification fee may apply at a rate determined by SFMCA. At present this amount is set at zero dollars.
- 8.3 Goods and Services Tax (GST) will be payable on all applicable fees and charges.

9. Audit Fees

- 9.1 All auditing costs will be borne solely by the manufacturing site wishing to apply for certification.
- 9.2 A fee applies to all initial, routine and follow-up manufacturing site audits. Rates are subject to change and are set between the manufacturing site and the auditing company undertaking the audit.

10. Application

- 10.1 Each manufacturing site must apply to FeedSafe® for certification and supply all relevant information as required by SFMCA on the prescribed form. It is the responsibility of each manufacturing site to notify FeedSafe® of all changes to information provided at the time of application.
- 10.2 Each manufacturing site must pay any fees payable to FeedSafe® or its agents connected with such an application.
- 10.3 Each manufacturing site must establish and maintain a quality system approved by an approved independent auditor as set out in these Rules.
- 10.4 The manufacturing site must ensure that the documentation is varied to conform to any variations in these *Rules* and FeedSafe® *Notice's* as and when issued.

11. Initial Audit

- 11.1 Prior to certification, each proposed manufacturing site must arrange for an approved auditor to conduct an audit. All audits under this paragraph will be at the manufacturing site's sole expense.
- 11.2 Following an audit, FSMan will notify the manufacturing site of its decision concerning certification and, if the manufacturing site passes the audit, send a certificate to the manufacturing site.

12. Certification Categories

- 12.1 The manufacturing site will be categorised by FSMan as Accredited (A), Provisionally Accredited (P), Mandated Suspension (MS) or Voluntary Suspended (VS). Manufacturing site categorisation will be reviewed by FSMan after each audit of the manufacturing site.

13. Use of the FeedSafe® Logo

- 13.1 The FeedSafe® Logo (See Appendix 2) is a trademark of SFMCA and must not be used without the written permission of SFMCA. Permission will only be given on such terms and conditions as SFMCA determine from time to time.
- 13.2 The FeedSafe® name and logo may only be used by manufacturing sites that have obtained certification from an approved auditor recognized by FeedSafe®.
- 13.3 The right to use the FeedSafe® logo and/or name can be withdrawn at any time in the event of non-compliance with certification requirements.
- 13.4 Certified Operators may display the FeedSafe® logo for the period of validity of their certificate. Use or display of the FeedSafe® logo does not constitute proof that the Operator is certified.

14. FeedSafe® Certification Audits

- 14.1 One (1) or more FeedSafe® approved third-party auditors must undertake the certification audits.
- 14.2 The certification audit will be conducted in the following manner:
 - a) the manufacturing site will engage an auditor from the *FeedSafe® Approved Auditor List*.
 - b) on arrival at the manufacturing site the approved auditor will contact the QA Officer of the manufacturing site and conduct an entry meeting to explain the scope of the audit, the manner in which it will be conducted, and answer any questions in respect of the audit.
 - c) the approved auditor will audit the manufacturing site's quality system to ensure that the matters set out in the manufacturing site's *quality system manual* are being complied with and, that:
 - (i) a QA Officer is engaged or employed at the manufacturing site

- (ii) the QA Officer understands the quality system and the manner in which it must be applied to comply with FeedSafe® requirements
 - (iii) product which does not conform to specifications can be detected, controlled, corrected, recorded and treated in accordance with procedures set out in the manufacturing site's *quality system manual*
 - (iv) when monitoring of product(s) associated with the manufacturing site (e.g. veterinary medicine expiry dates) is undertaken by manufacturing site staff, sufficient sampling program are maintained to properly measure performance or conformance
 - (v) the activities and findings of staff are recorded on appropriate forms and reports as described in the manufacturing site 's *Quality System Manual*
 - (vi) the FeedSafe® *Certification Rules* including the mandatory reference material as detailed in paragraph 4.2.1 are being complied with.
- 14.3 When auditing, the auditor will evaluate non-conformances according to a non-conformance scale as described in paragraph 5.3.4
- 14.4 The approved auditor will conduct an exit meeting and provide a written report of the audit noting:
- a) confirmation of those areas of the quality system found to be in place and working effectively
 - b) faults detected and their severity
 - c) matters that require rectification and follow up visit arrangements if necessary
 - d) whether or not the manufacturing site will be recommended for certification.
- 14.5 FSMan will not grant certification if the FCC considers that the manufacturing site's quality system fails to detect, record and correct non-conformity, where, in the opinion of FCC such failure prejudices:
- a) the reputation or integrity of FeedSafe®
 - b) the interests of the Australian animal feed industry in relation to sale or distribution of Australian feed.
 - c) the interests of the Australian meat and animal industry in relation to the sale or distribution of Australian meat or animal.
- 14.6 Following the audit and provision of the audit report and statement to FSMan by the auditor, FSMan will notify the manufacturing site of its decision concerning certification, providing guidance as to why certification has been rejected. If the manufacturing site is unhappy with any of the reasons they may appeal in line with Clause 20.5.

15. Follow Up Audits

- 15.1 Follow up audits are conducted to ensure that non-conformances identified during an audit have been 'closed out' within the agreed time frame.
- 15.2 In many circumstances, another site visit may not be necessary and may be replaced by the submission of documents by the manufacturing site (e.g. by email, facsimile or post) that provide assurance the non-conformance(s) has been corrected within the agreed time frame. This option, where appropriate, will be discussed and confirmed at the exit meeting.
- 15.3 Should any non-conformance not be 'closed out' within the agreed time frame, then a revised rectification date shall be established. Failure to take the necessary action by this revised date may result in the manufacturing site being issued with a *show cause* notice requiring it to justify why certification should not be withdrawn.
- 15.4 The audit is closed out when in the auditor's opinion, the manufacturing site has taken effective corrective action. If corrective action is not required to be taken by the manufacturing site as a result of the audit, the audit is closed out at the exit meeting.

16. Continuing Audits

- 16.1 Accredited manufacturing sites will be audited once in a twelve-month period (annually) unless otherwise specified by the FCC. Audits are to be organised and scheduled by the manufacturing site to comply with this requirement.
- 16.2 Each manufacturing site will have an anniversary date, which is the date that the certification audit was undertaken and will be the expiry date stated on the site's FeedSafe® certificate. For example, if the site was first audited on 23 March, this will be the anniversary date and expiry date for future certificates.
- 16.3 Audits MUST be undertaken between three (3) months before the anniversary date and three (3) months after the anniversary date.
- 16.4 Anniversary dates can only be changed with the written permission of FSMan after receipt of a written request from the manufacturing site.
- 16.5 Continuing audits examine all aspects of the structure, documentation, management and conduct of the manufacturing site's *quality system manual* in a similar manner as a certification audit.
- 16.6 At the completion of each audit, the approved auditor will conduct an exit meeting and provide a written report of the audit within five (5) days of the audit.
- 16.7 After notice from FCC, FSMan may conduct random unannounced audits. The cost of these audits will ordinarily be borne by FeedSafe®. However, where a breach of these Standards is recorded at the conclusion of the audit, FSMan, may require all costs associated with the audit to be paid by the manufacturing site.

17. Manufacturing Site's Responsibilities During Audits

- 17.1 As participants in a program of industry self-regulation, the manufacturing site's QA Officer is responsible for assisting with the conduct of the audit, including:
 - a) informing relevant employees of the objectives and scope of the audit
 - b) nominating members of staff who may be required to accompany the auditor
 - c) providing access to materials and records required by the auditor to properly carry out the audit
 - d) generally co-operating with the auditor to ensure that the objectives of the audit are achieved; and
 - e) following up with corrective action on audit reports as necessary.

18. Manufacturing Sites Reactivating from Voluntary Suspension

- 18.1 Manufacturing sites reactivating their certification after a period of voluntary suspension must be audited within 45 days of a notice in writing from FSMan, providing all outstanding certification fees are paid.

19. Provisional Certification

19.1 Provisional Certification

- 19.1.1 A manufacturing site may be granted provisional certification by FSMan at the conclusion of the certification audit in the following circumstances:
- a) where an approved manufacturing site development plan is required
 - b) where a manufacturing site had not commenced producing feed at the time the certification audit was conducted; or
 - c) where the manufacturing site's quality system fails to prove that it can detect, record and correct non-conformity, where in the opinion of FSMan such failure does not prejudice:
 - (i) the reputation or integrity of the FeedSafe®
 - (ii) the interests of the Australian animal feed industry
 - (iii) the interests of the Australian meat and animal industry in relation to the sale or distribution of Australian meat or animal

19.2 Obligations during Provisional Certification

- 19.2.1 During provisional certification, the manufacturing site's QA Officer must ensure that:
- a) all records relating to the manufacturing site's quality system are maintained
 - b) the manufacturing site complies with all FeedSafe® requirements; and
 - c) where applicable, the approved manufacturing site development plan is implemented and maintained by the manufacturing site.

19.3 Voluntary withdrawal from Provisional Certification

- 19.3.1 A manufacturing site may by written notice to FSMan request withdrawal of provisional certification. Withdrawal is effective on receipt of the notice by FSMan.

19.4 Withdrawal of Provisional Certification

- 19.4.1 FSMan may upon provision of written notice to the manufacturing site, withdraw provisional certification if it considers that:
- a) there has been any failure to comply with the requirements set out in Section 16.
 - b) there may be any failure to comply with the requirements set out in Section 16 during the period of provisional certification; or
 - c) feed produced during the period of provisional certification has been incorrectly described on the manufacturing site's delivery docket.

20. Withdrawal of Certification

20.1 Voluntary withdrawal

- 20.1.1 A manufacturing site may, by written notice to FSMan, request withdrawal of certification. Withdrawal is effective on receipt of the notice by FSMan.

20.2 Voluntary Suspension

- 20.2.1 A manufacturing site may, by written notice to FSMan, apply to have its certification suspended while it is not operating. Suspension of certification is effective on receipt of the notice by FSMan.
- 20.2.2 During the period of suspension of certification, the manufacturing site must not sell feed labelled with the FeedSafe® logo or mislead customers into thinking the feed is manufactured under the FeedSafe® program.

- 20.2.3 The maximum period of suspension of certification is twelve continuous months. In cases where a period of suspension exceeds twenty-four continuous months, certification will automatically lapse. Where certification has lapsed, manufacturing sites may at any time reapply for certification by following the same procedure as for initial certification.
- 20.2.4 A manufacturing site may at any time within the twelve month period, by written notice to FSMan, apply for re-instatement of the manufacturing site's certification. On receipt of the written notice, FSMan will consider the application and, if certification is re-instated, shall:
- a) where a manufacturing site's certification has been suspended for a period of less than twelve months from the last audit date, reissue the FeedSafe® Certificate to the manufacturing site; or
 - b) where a manufacturing site's certification has been suspended for a period of twelve months or more from the last audit date, require that an audit of the manufacturing site be conducted prior to returning the FeedSafe® certificate to the manufacturing site.
- 20.2.5 Where certification is suspended, there will be no refund of certification fees, either in entirety or pro-rata. If certification is re-instated prior to the manufacturing site's next certification expiry date, no further fees will be due.

20.3 Withdrawal of Certification

- 20.3.1 On advice of FCC, FSMan may withdraw certification from a manufacturing site in the following circumstances:
- a) detection of a major non-conformity in a manufacturing site including but not limited to evidence of feed contamination
 - b) where the relevant State or Local authority has:
 - (i) not issued a manufacturing site licence or approval to operate; or
 - (ii) withdrawn the manufacturing site licence or approval to operate
 - c) failure of manufacturing site to permit reasonable access to an auditor or to co-operate with an auditor during a manufacturing site audit or follow up audit
 - d) failure to maintain the quality system or failure to take the specified corrective action
 - e) failure to pay any fees associated with the FeedSafe® certification
 - f) supplying false information or documentation.
- 20.3.2 If any of the matters set out in paragraph 20.3.1 occurs, FSMan may serve a notice in writing on the manufacturing site stating:
- a) the grounds on which FSMan formed the belief by virtue of which the notice is given
and
 - b) that the manufacturing site must give FSMan a written statement within 14 days of receipt of the notice showing cause why its certification should not be withdrawn, and that if the manufacturing site fails to respond to the notice, its certification may be withdrawn.
- 20.3.3 FSMan will:
- a) consider any written submission made by the manufacturing site pursuant to paragraph 20.3.2
 - b) obtain and consider any other material that it may consider relevant
 - c) decide:
 - (i) not to take any further action
 - (ii) to suspend the certification
 - (iii) to withdraw the certification
 - (iv) to take such other steps with regard to certification as FSMan considers appropriate in the circumstances, including referring the matter to FCC.
- FSMan may adopt such procedures in deciding whether or not to withdraw the certification of a manufacturing site as it considers necessary. Those procedures may vary from time to time as, in the opinion of FSMan, the circumstances require.
- 20.3.4 FSMan has the discretion to with withdraw certification in the interests of:
- a) promoting, controlling, protecting or furthering the interests of the Australian animal feed industry in relation to the sale or distribution of Australian animal feed, within Australia or overseas
 - b) improving the production of Australian meat and animals

- c) maintaining the integrity of FeedSafe®.

20.3.5 Where certification of a manufacturing site is withdrawn, FSMan will notify the manufacturing site in writing and will advise the FCC and relevant government authorities.

20.3.6 As a result of the withdrawal of certification, the manufacturing site will be removed from the list of accredited manufacturing sites and the manufacturing site must return its certification certificate and discontinue use of logo.

20.4 Reapplying for Certification

20.4.1 Procedures for reapplying for certification and their timing are as follows:

a) *Voluntary Withdrawal*

Where a manufacturing site voluntarily withdrew from the FeedSafe®, an application for re-certification may be made at any time, following the same procedure as for initial certification.

b) *Loss of Certification for Breach of Legislation*

Where certification has been withdrawn because the manufacturing site licence or approval to operate has been taken away, certification will not be considered until the manufacturing site's approval has been reinstated or the manufacturing site's licence renewed by the relevant authority.

Once this has occurred, an application for re-certification may be made to FSMan following the same procedure as for initial certification.

c) *Loss of Certification for Failing to Meet FeedSafe® Standards*

An application to FSMan for certification cannot proceed until after a period of twenty eight (28) calendar days has elapsed from the date certification was withdrawn. After this period has elapsed, application for re-certification may be made to FSMan following the same procedure as for initial certification.

20.5 Dispute process & rights of appeal

20.5.1 If an action is being taken by FeedSafe against an auditor or manufacturing site and they believe the sanction to be unfair, they may instigate a dispute process.

20.5.2 FeedSafe will instigate a three (3) person committee to review the circumstances. The Disputes Committee is tasked with adjudicating for all disputes which may arise.

20.5.3 An application for dispute adjudication should be submitted in writing to FSMan within two (2) months of the matter arising. FSMan has fourteen (14) days to bring the Disputes Committee to action.

20.5.4 An application should include the following details:

- a) names and addresses of the Parties concerned;
- b) a description of the dispute, providing as much detail as possible;
- c) the most precise description possible of the claim.

20.5.5 Where in the opinion of the Disputes Committee insufficient information has been provided, FeedSafe will provide the applicant with an opportunity to submit a complete application, within a period stipulated by the Disputes Committee, at the expiry of which the submission will be deemed invalid.

20.5.6 No application will be dealt with where it remains incomplete, in the opinion of the Disputes Committee.

21. Veracity of Statement Claims

21.1 Accredited manufacturing sites must not make any claims or other assurances regarding the ingredients, history, medicants, treatments, and/or geographical references of ingredients unless verifiable documentary evidence supporting those claims (such as written and signed statements from all previous vendors, published journal articles, study reports) is available. Records of verifiable evidence shall be maintained.

22. Use of Information

- 22.1 The manufacturing site acknowledges that FSMan may use information concerning the manufacturing site or the business of the manufacturing site obtained in connection with this Manual or certification in such a manner as FSMan considers appropriate for the purposes of these Rules and Standards of Certification, including:
- a) publishing any or all such information as FSMan considers necessary or desirable for the purposes of FeedSafe® and the Australian feed industry, and
 - b) exchange of information with the relevant authorities.
- 22.2 All information collected by FSMan in relation to FeedSafe® is managed in accordance with the *SFMCA Privacy Statement – FeedSafe®* as described in paragraph 22.3, and State or Australian privacy legislation as deemed appropriate.
- 22.3 *SFMCA Privacy Statement - FeedSafe®*
SFMCA respects the privacy of individuals. The information in this application form being collected may be personal information. It is collected by SFMCA for a number of purposes, including processing your FeedSafe® registration/renewal, answering your FeedSafe® enquiry, keeping you informed of the services FeedSafe® provides, assisting FeedSafe® to improve its service, and sharing information with organisations which assist or liaise with SFMCA in providing these services to you. Further information can be obtained from the **SFMCA Privacy Policy** in relation to the collection, use and disclosure of personal information.

23. Variations

- 23.1 FSMan may from time to time amend the FeedSafe® *Certification Rules*.
- 23.2 FSMan will consult first before any changes are made and give accredited manufacturing sites thirty (30) days to respond before implementation.
- 23.3 Where FSMan proposes to amend the FeedSafe® *Certification Rules and Standards*, FSMan must notify all animal feed businesses operating accredited manufacturing sites and manufacturing sites in Voluntary Suspension of its intention. A variation takes effect:
- a) seven (7) days after FSMan issues the notice, or from any other date specified in the notice; and
 - b) despite any accidental failure to give notice to any accredited manufacturing site.

Appendix A: FeedSafe Complaint Procedure

A1. Management of complaints

This set of procedures defines the method that the FSMan uses to address complaints relating to the FeedSafe® program. It applies to manufacturing sites, auditors, and all other parties involved in FeedSafe® certification and/or acting for and on behalf of FSMan or SFMCA in relation to FeedSafe® certification. The procedure has been established to address complaints raised by individuals or companies that have purchased feed from a FeedSafe® accredited manufacturer or one feed manufacturer against another manufacturer. This includes issues of FeedSafe® status, adequacy of audit conduct, use of the FeedSafe® logo and promotional activity relating to the manufacturing site's FeedSafe® status.

FSMan will record a reported incident, advise other parties where necessary, help manufacturing sites manage the incident where practicable and appropriate, and liaise with SFMCA.

1. As a FeedSafe® accredited manufacturing site or FeedSafe® approved auditor, you provide the right for FSMan to investigate claims or incidents made about you, your product(s) and company.
2. All complaints are to be documented in writing and sent to FSMan.
3. Complaints are to provide the contact details of the person making the complaint. Anonymous complaints will not be addressed by the FSMan. Complaints are not to be raised at SFMCA Branch meetings as they are not an appropriate forum for this to occur.
4. FSMan will investigate all complaints deemed by FSMan to be of a nature that will impact the integrity of the industry. This investigation may include reference to relevant companies and FeedSafe® auditors involved. FSMan, at its discretion, may co-opt other individuals to take part in complaint investigation.
5. FSMan shall advise companies if a complaint has been made against them and where appropriate, seek their co-operation in addressing the issues raised.
6. FSMan will maintain the confidentiality of the person making the complaint.
7. The results of complaint investigation will be documented, including those actions taken to resolve the complaint.
8. Both the entities making the complaint and the subject of the complaint will be provided with confirmation of actions resulting from the complaint investigation.
9. Complaint investigation reporting will be by FSMan to FCC.

A2. FSMan's power to conduct an investigation

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

If FSMan receives a complaint or otherwise becomes aware of an incident, it will determine in its sole discretion whether or not to proceed with an investigation.

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

Nothing prevents FSMan from taking steps to review, change, suspend or cancel (as the case may be) the FeedSafe® certification status of a manufacturing site after an investigation has been conducted in accordance with these protocols. This includes, but is not limited to, on issues associated with the Australian Ruminant Feed Ban, prohibited pig feed, residues, and other general industry issues when known to FSMan.

An appeals process (see Clause 20.5) is in place and can be used in these circumstances.

A3. Complaints regarding an auditor

Complaints regarding an auditor must be directed to FSMan in writing.

FSMan must advise the auditor of the complaint in writing.

The auditor is expected to deal with any complaints as per their company policies and in the best interest of FeedSafe®.

A4. Reporting to Relevant Authorities:

- At any time prior to, during, or after investigation of a complaint or Incident, FSMan may report the matter to the appropriate regulatory authority, or their nominated representative; and may provide copies of any document considered appropriate, including but not limited to any FeedSafe® audit report past or present, and related corrective action reports and any other information that may be available. FSMan will notify the FCC of the report, and where reasonably possible, will notify, the person or persons concerned of the outcome of the complaint.
- Where the auditor has obligatory requirements to report an incident, they will advise FSMan of this obligation first and FSMan will advise all parties as above.

Investigation Outcomes

- If a person has at any time breached the Standards, the FCC will determine the appropriate penalty. This may include a manufacturer's FeedSafe® certification being changed, suspended or cancelled.
- Possible penalties for auditors and/or manufacturing sites include, but are not limited to:
 - FeedSafe® certification becoming Conditional, Suspended, or Cancelled.
 - Return to FeedSafe® certification may be provided for at FSMan's discretion, subject to the manufacturing site undertaking corrective actions
 - Auditor may be removed from acting as an auditor for FeedSafe®
 - Additional training required in an individual's specific role or area of responsibility
 - An offending party charged with paying fees, costs and charges incurred to manage and investigate incidents
 - A written reprimand
 - Additional Compliance Audits
 - Random or ad hoc audits being required
 - Random or ad hoc testing being required; and/or
 - Action plan for improvement.

FSMan and the FCC reserve the right to publish or notify relevant stakeholders of an incident or complaint, an investigation and/or any penalty imposed on a person under these policies.

Appendix 2: FeedSafe Logo and Statement Use Guidelines

These guidelines are provided to animal feed manufacturer's that have completed FeedSafe® certification and seek to use the FeedSafe® logo.

Companies are given the opportunity to use the FeedSafe® logo and the following preferred statement on products, promotional materials, signage and advertising. The FeedSafe® logo, including an eps file format for sign writing, can be downloaded from the SFMCA website www.sfmca.com.au.



“FeedSafe Accredited - a HACCP based QA certification program”

The following guidelines relate to the use of the FeedSafe® logo and statement as shown above:

1. Restricted use to companies that are SFMCA Full Members and have achieved FeedSafe® certification. Manufacturers using the logo who cease to be members of SFMCA or fail to achieve FeedSafe® certification to the satisfaction of the FCC must remove all reference to FeedSafe® within one (1) month of the lapse of their membership and are not thereafter to use the FeedSafe logo under any circumstances.
2. The FeedSafe logo can be used in isolation or where accompanied by text the preferred wording is *“FeedSafe Accredited - a HACCP based QA certification program”*.
3. This statement can be used to refer to the products supplied from a manufacturing site that has completed FeedSafe® certification. The site can also be promoted as having achieved FeedSafe® certification.
4. Completion of FeedSafe® relates to specific site manufacturing operations and their compliance with the *Code of GMP for the Feed Manufacturing Industry*. FeedSafe® certification does not warrant nor imply that the feeds manufactured are in their own right accredited or endorsed by the SFMCA.
5. The FeedSafe® logo can be printed in either dark blue (PMS287) or black. No other colours are to be used. Users of the logo should make reference to the FeedSafe® *Style Guide*.
6. All enquiries relating to the logo and statement use should be directed to the SFMCA Executive Officer.
7. The FeedSafe® name, corporate logo, or certification logo must not be misrepresented or used in any manner that could be misconstrued or may be defamatory to FeedSafe®.
8. Permission to use the FeedSafe® logo in any way other than as specified in these rules must be requested in writing and approved by FeedSafe®.
9. A business must immediately cease using the FeedSafe® name, corporate logo and certification logo if its certification has lapsed (certificate expired); or has been suspended or withdrawn.
10. A business with permission to use the FeedSafe® name or logo(s) acknowledges and agrees that auditors are requested to advise FeedSafe® of any misuse of the FeedSafe® name or logo(s).