

2016 - 2018



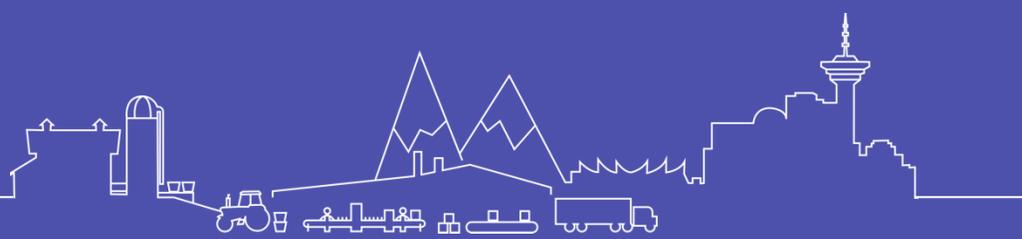
POST-FARM

FOOD SAFETY & TRACEABILITY PROGRAM

PROGRAM GUIDE FOR APPLICANTS

WWW.POSTFARMFOODSAFETY.COM





Copyright © Food Processing Human Resources Council 2016

All rights reserved.

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, or stored in a database and retrieval system, without the prior written permission of the Food Processing Human Resources Council.

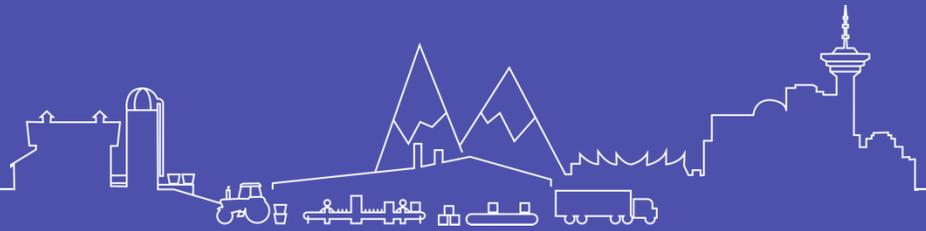
© **Copyright 2016** by the Food Processing Human Resources Council
3030 Conroy Road, Suite 201
Ottawa, Ontario
K1G 6C2

This program is funded by *Growing Forward 2*, a federal-provincial-territorial initiative.

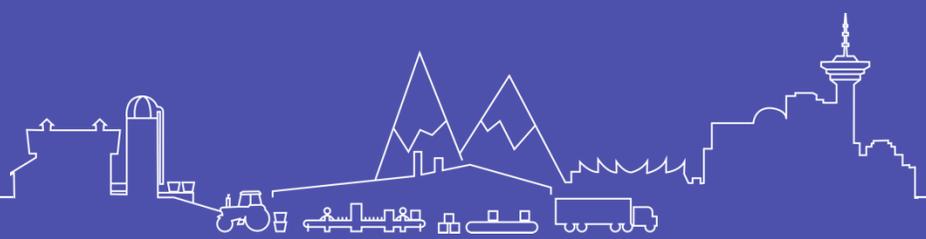


Table of Contents

HOW DOES THE POST-FARM PROGRAM HELP ME?	5
1. THE POST-FARM FOOD SAFETY AND TRACEABILITY PROGRAM (PFFST)	6
1.1 PROGRAM GOALS	6
1.2 GMPs AND HACCP	7
1.3 WHY IMPLEMENT A HACCP-BASED SYSTEM?	7
1.4 CERTIFICATIONS RECOGNIZED BY THE PFFST PROGRAM	8
1.4.1 FSEP MANUAL	8
2. PROGRAM ELIGIBILITY REQUIREMENTS	9
2.1 WHO MAY APPLY (ELIGIBLE APPLICANTS)	9
2.2 WHO CANNOT APPLY (INELIGIBLE APPLICANTS)	11
2.3 PRIORITY OF APPLICANTS	13
3. ELIGIBLE ACTIVITIES AND EXPENSES	15
3.1 FUNDING CATEGORIES	16
3.1.1. ASSESSMENTS	17
3.1.2. TRAINING/SKILLS DEVELOPMENT	17
3.1.3. IMPLEMENTATION PROJECTS: TRACEABILITY	17
3.1.4. IMPLEMENTATION PROJECTS: FOOD SAFETY	18
3.1.5. FIRST-TIME THIRD PARTY HACCP BASED AUDIT	18
3.2 INELIGIBLE ACTIVITIES AND COSTS	19
4. THE APPLICATION PROCESS	21
4.1 STEPS IN THE APPLICATION PROCESS	21
4.2 “MY PROFILE” ONLINE SYSTEM	24
4.3 THE ROLE OF THE TECHNICAL PROGRAM ADVISOR (TPA)	25
4.4 HIRING A FOOD SAFETY ADVISOR - CONSULTING SERVICES	26
5. CLAIMS AND REIMBURSEMENT	27
5.1 DOCUMENTS REQUIRED FOR CLAIMS	27
5.2 HOW TO MAKE A CLAIM	28
5.2 MONITORING OF ACTIVITIES AND VERIFICATION AUDITS	29



6. IMPORTANT INFORMATION	30
6.1 DEADLINES FOR THE FISCAL YEAR 2016-2018	30
6.2 COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL	31
6.3 PROGRAM FEEDBACK AND EXIT SURVEY	31
7. PROGRAM CONTACT INFORMATION	32
8. FREQUENTLY ASKED QUESTIONS.....	33
9. APPENDICES	36
APPENDIX A: Complaint Management and Resolution Protocol.....	37
APPENDIX B: Project Categories for Eligible Activities and Costs	43
APPENDIX C: Approved Post Farm Food Safety And Traceability Advisors	55



HOW DOES THE POST-FARM PROGRAM HELP ME?

We provide matched funding to food industry stakeholders for food safety and traceability activities

These activities improve food safety and traceability capacity, systems and practices in the British Columbia food industry

The funding assists companies in order to improve standards, training, and work towards certifications

Up to **\$35,000 for your food business**

1

Review program details and determine if your company is a good fit. Complete and submit the first of two applications: Part A: Eligibility Form.

2

Your company has met all mandatory eligibility criteria and can now provide the requested documents in Part B: Funding Application.

3

Begin creating your workplan with the Technical Program Advisor. A finalized Workplan and Funding Agreement are created for all clients.

4

The Funding Agreement is signed, and the project activities can begin! Claims for activities are made via the online "My Profile" system.



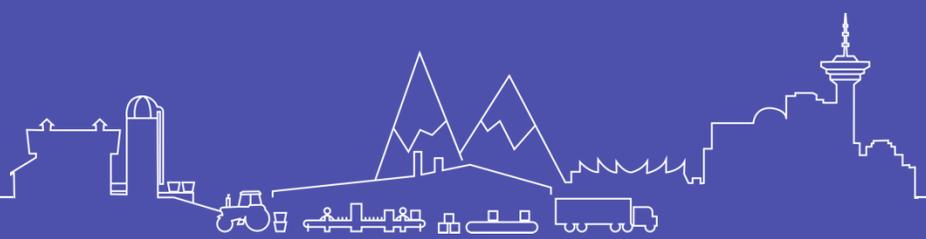
1. THE POST-FARM FOOD SAFETY AND TRACEABILITY PROGRAM (PFFST)

The Post-Farm Food Safety and Traceability Program's (PFFSTP) is a cost-sharing initiative designed to assist in the improvement of British Columbia's (BC) food safety. The program will provide up to \$35,000 in funding to BC food and beverage manufacturing facilities, going towards the implementation of activities which directly encourage stronger food safety and traceability practices. The Post-Farm Food Safety and Traceability Program is funded through *Growing Forward 2*, a renewed \$3 billion federal, provincial, and territorial government commitment to support agriculture.

1.1 PROGRAM GOALS

The goals of the PFFST Program are to:

- Ensure foods processed in BC are among the safest both nationally and internationally;
- Support the repositioning of BC's agrifood industry to respond to future opportunities and to realize its full potential to adapt, compete, and access new markets, thereby becoming a significant contributor to BC's economy;
- Foster a food safety culture in BC by providing cost-shared funding to eligible agrifood processors to conduct Food Safety and Traceability Assessments;
- To encourage the adoption and implementation of Good Manufacturing Practices (GMPs), best practices, and recognized Hazard Analysis Critical Control Point (HACCP) food safety practices and traceability systems in these operations;
- Improve the capacity of agrifood businesses to address current issues and to meet emerging national and international food safety and traceability requirements;
- Identify and document risks, issues, and opportunities to improve food safety and traceability capacity, systems, and practices; and
- Provide access to training to increase the food safety and traceability expertise of BC food industry personnel.



1.2 GMPs AND HACCP

What are GMPs?

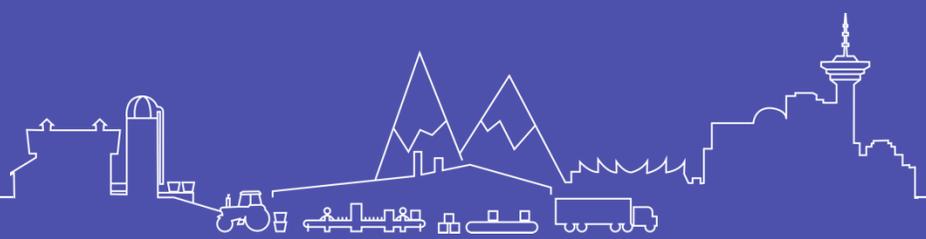
Good Manufacturing Practice (GMP) guidelines provide guidance for manufacturing, testing, and quality assurance in order to ensure that a food product is safe for human consumption. Many countries have legislated that food manufacturers follow GMP procedures. GMP guidelines are not prescriptive instructions on how to manufacture products but are a series of general principles that must be observed during manufacturing. When a company is setting up its quality program and manufacturing process, there may be many ways it can fulfill GMP requirements. It is the company's responsibility to determine the most effective and efficient quality process. GMP certification shows that your staff is trained to properly perform their duties, informs your clients that you have documented, written and functioning GMPs, that quality is built into your product and GMP is the most essential part of ensuring this product quality.

What is HACCP?

For the food and beverage processing industry, and all other food-related industries, food safety is of critical importance. **Hazard Analysis Critical Control Point (HACCP)** is a systematic and preventive approach to food safety that is the basis of all food safety management systems. It is the most recognized and trusted food safety program in the industry and is globally recognized. It is recommended by the Codex Alimentarius Commission, and the United Nations international standards organization for food safety. Having a functional and certified HACCP system promotes the marketability of your products in the international marketplace. HACCP certification informs your clients that you have a documented, functional and properly managed HACCP Food Safety System that consistently ensures your product safety.

1.3 WHY IMPLEMENT A HACCP-BASED SYSTEM?

The program will encourage agri-businesses in British Columbia to implement industry-recognized systems for food safety, based on HACCP principles, which include traceability systems and practices. HACCP-based systems and certifications heavily influence businesses in their performance levels, food safety standards, and professional partnerships.



There are a number of benefits to be gained by implementing a HACCP-based system:

- HACCP is globally recognized as a proven, food safety system and is the global basis for many other certifications.
- The Canadian Food Inspection Agency (CFIA) requires processors in some sectors to be HACCP certified.
- Many buyers will only do business with HACCP certified companies.
- HACCP certification is almost always required for export.
- Your business is at a competitive disadvantage if you are not HACCP certified.

1.4 CERTIFICATIONS RECOGNIZED BY THE PFFST PROGRAM

The following list contains certifications recognized under the Post-Farm Food Safety and Traceability Program. Please note that this list is not exclusive. Other certifications may be accepted but require pre-approval by the program Registrar.

- American Institute of Baking (AIB)
- British Retail Consortium (BRC)
- Food Safety System Certification (FSSC) 22000
- Global Red Meat Standards (GRMS)
- Hazard Analysis Critical Control Point (HACCP)
 - Food Safety Enhancement Program (CFIA's FSEP)
 - Preventive Control Plans (PCPs) –*CFIA plans under SFCA*
- International Food Safety Standard (IFS version 6)
- PrimusGFS
- Safe Quality Food (SQF 2000)
- Société Générale de Surveillance (SGS)

1.4.1 FSEP MANUAL

Recognized across Canada, the [Food Safety Enhancement Program \(FSEP\) Manual](#) specifies the minimum requirements for an effective food safety management system, as put forth by the Canadian Food Inspection Agency (CFIA). FSEP is based on the principles of the Hazard Analysis and Critical Control Point (HACCP) system developed by the Codex Alimentarius Commission and is viewed as a national benchmark for the Canadian food and beverage processing industry to maintain a high standard of food safety. While not a certification itself, the manual actively supports the development, implementation, and maintenance of HACCP systems in all registered Canadian food and beverage establishments.



2. PROGRAM ELIGIBILITY REQUIREMENTS

To be eligible for the Post-Farm Food Safety and Traceability Program, all applicants must meet the following **basic mandatory eligibility requirements**:

- Must be either federally or provincially registered businesses with an active GST number
- Must be based and operating in the province of British Columbia
- Constitute a legal entity (An association, corporation, partnership, proprietorship, trust, or individual that has legal standing in the eyes of law).
- Comply with all requirements of law prior to and during the term of contribution.
- File business and/or farm income/loss taxes in BC.
- Have an active Canada Revenue Agency 9 digit business registration number.
- Have generated an annual gross income of \$30,000.00 or more for the previous two years.

Evidence of Good Standing

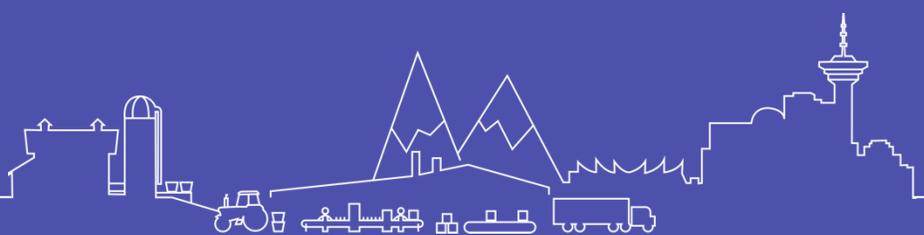
In addition, eligible applicants will be asked to provide supporting documents, including: a letter of commitment from their Senior Management team in order confirm their commitment to the improvement of their food safety and traceability systems; evidence of good standing with their financial institution; and a provincial operating license. Other requirements for eligibility may be set if necessary.

Prior to accepting a business into the program, FPHRC will verify whether or not the business qualifies as an eligible participant through the Part A and Part B Applications.

2.1 WHO MAY APPLY (ELIGIBLE APPLICANTS)

Eligible companies must be either federally or provincially registered businesses with an active GST number and must be based and operating out of British Columbia. They must operate agri-businesses that handles food for human consumption, and can be located on or off a farm premise.

- **Includes:**
 - Food and beverage manufacturers;
 - Seafood processors (Traceability only);
 - Abattoirs – must have a Premise Identification Number*
 - Transporters;
 - Warehouses and distributors;
 - Packagers;
 - Importers and exporters.
- Eligible organizations are considered to be **Post-Farm facilities beyond basic washing, grading and packaging**



***What is a Premises ID?**

A Premises ID is a unique nine character code assigned to a single legal land description or land use permit. In British Columbia, all Premises ID numbers start with BC (for example: BC449GP7N). Use of the Premises ID eliminates confusion for emergency responders caused by multiple addresses, complicated legal land descriptions, and duplicate or changing farm names

2.1.1. ELIGIBLE NAICS CODES

Your organization must be classified by any of the following North American Industry Classification Systems (NAICS) in order to qualify for the Post-Farm Food Safety and Traceability Program. These codes contain many sub-categories, which may help determine what classification your company falls under. For more information, please explore these in further detail on the [Statistics Canada](https://www150.statcan.gc.ca/n1/pub/92-629-x/2018001/article/00001-eng.htm) website.

Manufacturing

- 3112 Grain and Oilseed Milling
- 3113 Sugar and Confectionery Product Manufacturing
- 3114 Fruit and Vegetable Preserving and Specialty Food Manufacturing
- 3115 Dairy Product Manufacturing
- 3116 Meat Product Manufacturing
- 3117 Seafood Product Preparation and Packaging (**Traceability only**)
- 3118 Bakeries and Tortilla Manufacturing
- 3119 Other Food Manufacturing

Beverage and tobacco product manufacturing

- 3121 Beverage Manufacturing

Transportation and warehousing

- 482 Rail Transportation
- 484 Truck Transportation
- 493 Warehousing and Storage

Wholesale trade

- 411 Farm Product Merchant Wholesalers
- 413 Food, Beverage and Tobacco Merchant Wholesalers



2.2 WHO CANNOT APPLY (INELIGIBLE APPLICANTS)

The following types of organizations have been deemed as not eligible for the Post-Farm Food Safety and Traceability Program:

- Health and/or nutrition supplement processing/handling operations;
- Pet food and operations producing food not intended for human consumption;
- Retail operations;
- Restaurants or other foodservice operations;
- Unlicensed, unregistered, and/or uninspected facilities; and
- Any other business deemed ineligible by the ministry.

When there is any uncertainty, the Registrar will contact the province to make the official decision regarding eligibility.

2.2.1. INELIGIBLE NAICS CODES

The following NAICS Codes are ineligible in the Post-Farm Food Safety and Traceability Program:

Crop production

- 1111 Oilseed and grain farming
- 1112 Vegetable and melon farming
- 1113 Fruit and Tree Nut Farming
- 1114 Greenhouse, Nursery and Floriculture Production
- 1119 Other Crop Farming

Animal production

- 11211 Beef Cattle Ranching and Farming, including Feedlots
- 11212 Dairy Cattle and Milk Production
- 1122 Hog and Pig Farming
- 1123 Poultry and Egg Production
- 1124 Sheep and Goat Farming
- 1129 Other Animal Production

Support activities for agriculture

- 1151 Support Activities for Crop Production
- 1152 Support Activities for Animal Production

Manufacturing

- 3111 Animal Food Manufacturing



Beverage and tobacco product manufacturing

- 3122 Tobacco Manufacturing

Textile mills

- 3131 Fibre, Yarn and Thread Mills
- 3132 Fabric Mills

Paper manufacturing

- 3222 Converted Paper Product Manufacturing

Chemical manufacturing

- 325190 Other Basic Organic Chemical Manufacturing
- 3252 Resin, Synthetic Rubber, and Artificial and Synthetic Fibres and Filaments Manufacturing
- 3253 Pesticide, Fertilizer and Other Agricultural Chemical Manufacturing
- 3254 Pharmaceutical and Medicine Manufacturing
- 3255 Paint, Coating and Adhesive Manufacturing
- 3259 Other Chemical Product Manufacturing

Machinery manufacturing

- 3331 Agricultural, Construction and Mining Machinery Manufacturing
- 221119 Other Electric Power Generation
- 22131 Water Supply and Irrigation Systems

Wholesale trade

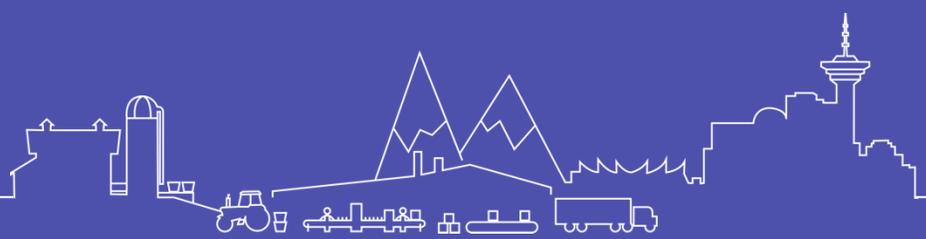
- 417 Machinery, Equipment and Supplies Merchant

Retail

- 445 Food and Beverage Stores

Other

- Other, Multiple Industries



2.3 PRIORITY OF APPLICANTS

Prioritizing clients allows the Post-Farm Food Safety and Traceability Program to continuously move the organizations with the greatest food safety risk along the spectrum. Below outlines the level of priority given to commodities involved in the program, based on their level of food safety risk. All eligible applicants are able to take part in the program, no matter their priority.

High Priority:

Ready to Eat (RTE):

- Bagged minimally processed fruits and vegetables (e.g. Peeled, cut, washed, dried, packaged)
- Bagged salads or greens (e.g. Salad mix, spinach)
- Spreads and dips (e.g. Hummus, tahini)
- Meat products (e.g. Pate, meat spreads, franks, deli meats, jerky, dry/semi-dry fermented sausages)

Unpasteurized Foods:

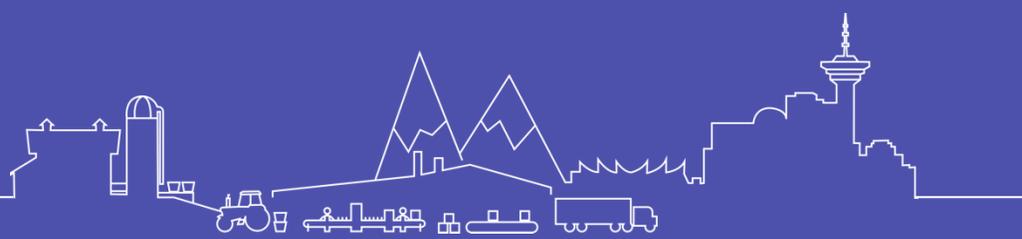
- Un-ripened or fresh soft cheese (e.g. Cottage cheese, cream cheese, feta, ricotta, etc.)
- Unpasteurized fruit or vegetable juice (e.g. Apple cider)
- Unpasteurized milk

Livestock Slaughter or Processing

- Poultry (chicken, turkey, duck etc)
- Other livestock

Medium Priority:

- Sprouted seeds
- Swine slaughter or processing
- Sheep and other milk (e.g. water buffalo, mare, etc.)
- Shelf-stable canned products
- Pasteurized milk



Low Priority:

- Oilseeds (e.g. Soybean, corn) for processing
- Grains (e.g. Wheat, pea and bean, rice for processing)
- Fresh fruits and vegetables that are frozen or cooked
- Peanuts and tree nuts (e.g. Hazelnuts, walnuts)
- Maple syrup and honey
- Beverages (e.g. Pasteurized fruit juices, carbonated soft drinks, bottled water, alcohol)
- Baked goods
- Semi-hard cheese (e.g. Cheddar, brick, Gouda)
- Hard cheese (e.g. Asiago, Parmesan)
- Processed cheese
- Ice cream, and other high fat and sugar dairy products
- Other cultured milk products (e.g. Yogurt, kefir)
- Ready to serve meat products (e.g. Meat pies, pizza etc.)



3. ELIGIBLE ACTIVITIES AND EXPENSES

There are a variety of activities that candidates can take part in to improve food safety in their businesses. These activities and their expenses are deemed eligible by the Post-Farm Food Safety and Traceability Program when they directly relate to absolving food safety risks and improving traceability.

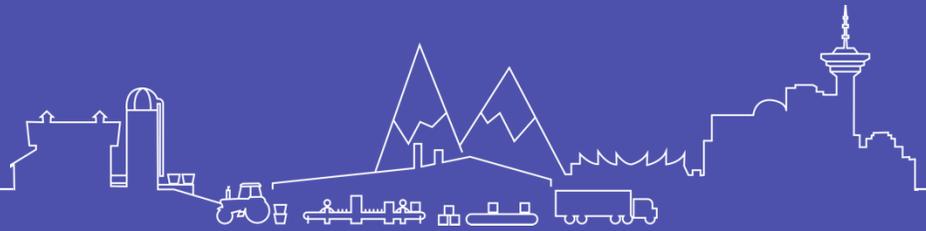
After review of the clients requests, and the development of the workplan and contract, FPHRC will determine whether or not the outlined activities are eligible. Any food safety or traceability activities taking place before a clients project launch date are not eligible for funding.

The activities must relate to food safety and/or traceability:

- **Food Safety** controls risks by preventing, reducing or eliminating potential food safety hazards. The *GF2* Food Safety program is a competitive program; therefore, applicants need to be clear and specific about the food safety results their projects will achieve.
- **Traceability** is the ability to follow products through all stages of the agri-food chain, from production to retail, by providing an effective way to track an identified product as it moves between locations.

The cost-shared funding activities for eligible Post-Farm agrifood businesses include:

- Conducting Food Safety and Traceability Assessments to identify and document risks, issues and opportunities to improve food safety and traceability capacity, systems and practices;
- Access to training to increase the food safety and traceability expertise of their staff;
- Implementation of Good Manufacturing Practices (GMPs), Best Practices (BPs) and recognized Hazard Analysis Critical Control Point (HACCP) food safety practices and traceability systems in their operations; and
- A successful first time third party HACCP based audit.



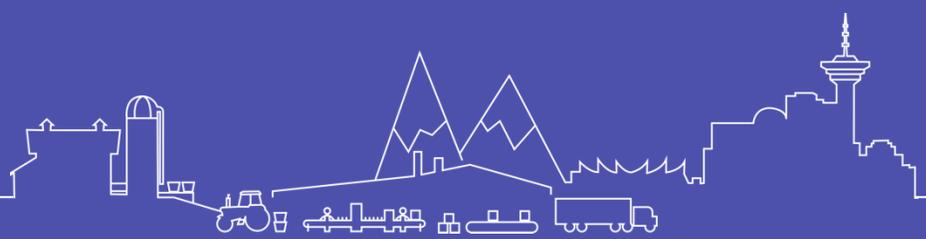
3.1 FUNDING CATEGORIES

The chart below outlines the five categories of funding available for applicants.

Food Safety and Traceability Project categories	Per cent cost-share	Maximum available cost-share	
1. Assessment: A. Food Safety and/or Traceability assessment B. Traceability Mock Recall	75%	\$2,000	TRACEABILITY ONLY FULL FUNDING
2. Training/Skills Development	50%	\$2,000	
3. Implementation Projects: Traceability	50%	\$15,000	
4. Implementation Projects: Food Safety	50%	\$14,000	
5. First Time Third party HACCP based Audit	90%	\$2,000	
Maximum Cost Share Funding		\$35,000	

Exceptions:

- Abattoirs:** In addition to the funding categories listed above, Abattoirs are eligible for 70% coverage for Tag Readers and related software.
- Seafood Processors** are only eligible for Traceability projects, only traceability activities relating to categories #1, 2 and 3 are eligible. A maximum of \$19,000 of funding is available for Traceability projects.
- Organizations who **already have a HACCP-based certification** are only eligible for Traceability projects, only traceability activities relating to categories #1, 2 and 3 are eligible. A maximum of \$19,000 of funding is available for Traceability projects.
- If you **already have a HACCP-based certification** on one-line in your facility, you may be eligible for full funding to achieve HACCP certification on another line, within the same facility. **This exception is not guaranteed, decisions will be made by the Provincial Government on a case-by case basis.**



3.1.1. ASSESSMENTS

% Cost Share: 75%

Max Available Cost Share: \$2,000

Projects under this category will focus on obtaining an assessment of the food safety risks and traceability capacity of your business, developing work plans to address gaps, and undertaking mock recalls. Most applicants may want to begin with this funding in order to have a clear outline of the activities needed to be in place in order to improve food safety and traceability.

Eligible activities under this funding pocket include:

- Costs for a first-time assessment or gap analysis by a third party (e.g. consultant, auditor or industry expert) to identify opportunities for food safety and traceability improvements, in compliance with a HACCP Based System Standards.
- Conducting a mock recall.
- Development of a Food Safety and Traceability work plan (or improvising an existing work plan) outlining the actions needed to implement a HACCP based food safety program, including traceability elements.

3.1.2. TRAINING AND SKILLS DEVELOPMENT

% Cost Share: 50%

Max Available Cost Share: \$2,000

Projects under this category will focus on increasing an organizations general knowledge of food safety risks, risk prevention, and food safety programs and traceability by taking education or training courses.

Eligible activities under this funding pocket include:

- Taking part or implementing courses, training, and materials from a third party organization or consultant related to food safety or traceability

3.1.3. IMPLEMENTATION PROJECTS: TRACEABILITY

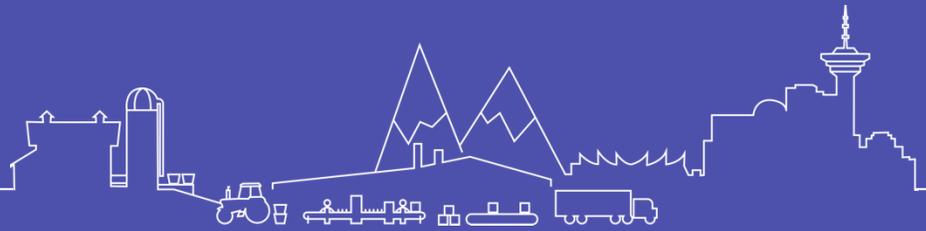
% Cost Share: 50%

Max Available Cost Share: \$15,000

Projects under this category focus on addressing identified needs or opportunities through the purchase, installation and use of dedicated equipment, hardware or software required to specifically improve traceability capacity.

Eligible activities under this funding pocket include:

- Advisory services: Developing, testing and evaluating Traceability System and Product Recall plan
- Software, Equipment & Training Equipment: to support the effective implementation of a Traceability System



3.1.4. IMPLEMENTATION PROJECTS: FOOD SAFETY

% Cost Share: 50%

Max Available Cost Share: \$14,000

Projects under this category focus on developing and implementing written food safety programs, purchasing equipment, making facility upgrades, and conducting laboratory testing specifically required to reduce food safety risks. High quality projects that demonstrate the highest impact on reducing food safety risk will be given priority.

Eligible activities under this funding pocket include:

- Third party costs to develop written food safety documentation (i.e. food safety policies, procedures, schedules, and records)
- Conducting validation studies
- One-time training of staff on newly developed or updated procedures, policies or practices related to food safety
- Purchasing and installing equipment needed for Critical Control Points (e.g. metal detector, magnets, pasteurizer, chlorinator, physical water treatment methods UV, ozonation, filtering systems, thermometers, monitoring devices required by HACCP Plans/CCPs: e.g. temperature probes, pH meters)
- Purchasing and installing equipment to support the implementation of written food safety programs
- Capital Costs (including building upgrades) to meet requirements of written programs

3.1.5. FIRST-TIME THIRD PARTY HACCP BASED AUDIT

% Cost Share: 90%

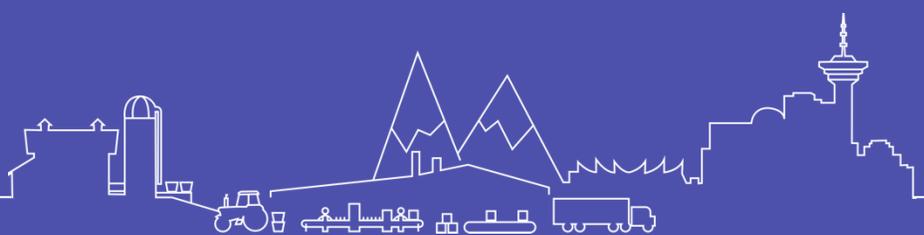
Max Available Cost Share: \$2,000

Projects under this category will focus on performing first-time audits or certification to a food safety program.

Eligible activities under this funding pocket include:

- First-time audit and pre-audit by a third party to the following food safety programs
 - GMP and HACCP
 - Global Food Safety Initiative (GFSI) Schemes (e.g. SQF, BRC, FSSC 22000)

For a detailed list of all eligible activities and their funding pockets, please review Appendix B.



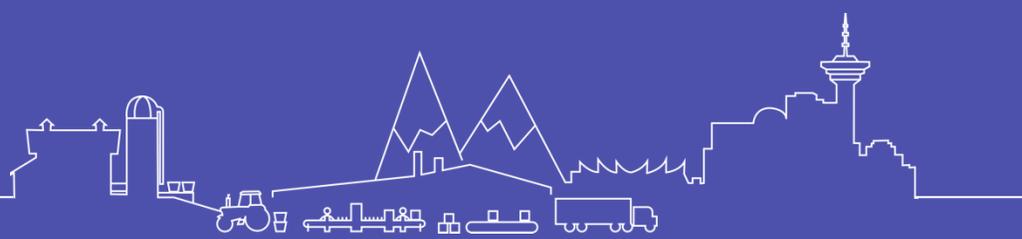
3.2 INELIGIBLE ACTIVITIES AND COSTS

Projects and activities are deemed uneligible when they do not directly relate to the improvement of a food safety or traceability system. Review below for a detailed list of the **activities** that are uneligible for the Post-Farm Food Safety and Traceability Program:

- Projects and activities that support normal operating costs associated with carrying out a business;
- Projects and activities that promote BC products explicitly over those of another province or territory;
- Projects and activities that directly influence and/or lobby any level of government; and
- A re-audit of existing HACCP certified business/plant/line.

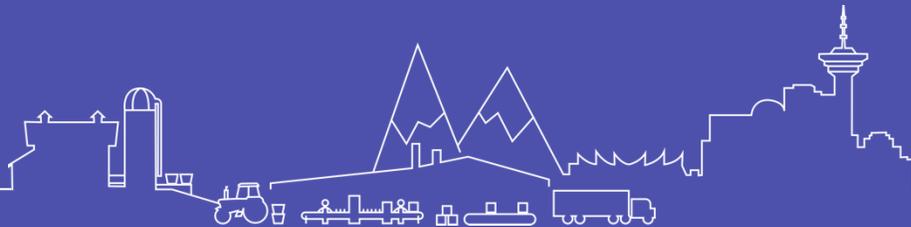
Ineligible **costs** include, but are not limited to, the following:

- Any cost not specifically required for the execution of a project;
- Normal operating costs associated with carrying out a business, such as salaries and benefits of non-contract staff, office space, leasing and ongoing rental of facilities, equipment and machinery, utilities, phone, materials, labour, board, committee and annual meetings, etc. ;
- Normal costs of establishing or maintaining a commercial operation, including costs to maintain compliance with requirements of law that pertain to the current business operations;
- One-time costs for rental of facilities, equipment and machinery for projects under the assessment, audit, planning, skills development and training project categories;
- Costs for training and skills development projects that fulfill any academic requirements towards completion of a diploma or degree;
- Mentoring and coaching;
- Sponsorship of conferences and learning events or initiatives ;
- Costs of travel and meals, if related to projects under the assessment, audit, planning, skills development and training project categories;
- Consultants and other contractors' expenses for any hospitality (e.g. provision of food or beverages at events), incidentals or food
- Purchase of land, building and facilities;
- Lease of land, buildings and facilities for the purpose of starting up a new business or as part of normal operations;
- Financing charges, loan interest payments, bank fees, and charges;
- Any cost, including a tax that is eligible for a rebate, credit or refund (including a refundable portion of the Government Sales Tax);
- Gifts and incentives;



- Permits and approvals;
- Legal fees;
- Expenses incurred for other approved *GF2* projects;
- Costs incurred before the approval of the project or after the project completion date identified in the contract agreement between the applicant and the Registrar;
- Costs related to activities that directly influence or lobby any level of government.

For a detailed list of all ineligible activities and costs, please review Appendix B.



4. THE APPLICATION PROCESS

This year's Post- Farm Program has been moved online, creating an easy application process and an overall user-friendly experience. From beginning to end, clients will use the online platform to submit applications, claims, contact information, and much more.

The application process has been summarized into 6 steps, which document how you will progress through the application forms to the Workplan, and concluding with the Funding Agreement. Throughout the process you will be guided by the FPHRC, be sure to regularly check your email to receive email prompts from the Registrar.

4.1 STEPS IN THE APPLICATION PROCESS

Step 1: Review Program Details

Review the Post- Farm Food Safety & Traceability Program website, alongside the Program Guide, for information about the program – and **decide** if this program is right for your company. If so, we encourage you to Apply Now! There is a two part application process, visit our project website to apply www.postfarmfoodsafety.com.

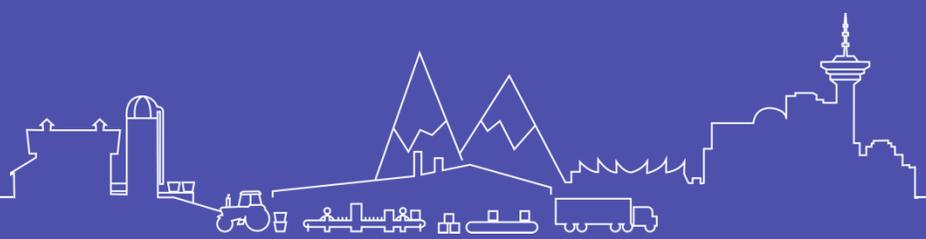
Step 2: Get Started, Complete Part A- Eligibility Application

The Post-Farm Food Safety and Traceability Program has a 2 part online application process, Part A and Part B. In this step, lets start by completing the first half of the application process, which is Part A.

Part A- Eligibility Application (1 of 2): This section of the application captures some preliminary information about your business, indicates what sector your company falls under, and determines if your organization meets basic mandatory eligibility criteria for participation in the program. At this stage, you will also be creating your login credentials (your email and a password) for your online “My Profile” (www.mypostfarmprofile.com) that will be used throughout the duration of the program.

Start your application by visiting our website www.postfarmfoodsafety.com and filling out the Part A form, under “Apply Now”. *You may request a paper- based application process by contacting the program Registrar.*

Upon approval: You will receive an email notification from the Registrar inviting you to fill out the second part of the application process. All applicants must meet all program eligibility criteria before they are approved to continue on with Part B.



Step 3: Complete Part B- The Funding Application

Congratulations on making it to the second part of the application process, your company has successfully met all of the mandatory eligibility criteria for participation in the program! Upon approval of your Part A application, you will receive an email notification from the Registrar inviting you to fill out Part B of the application process.

Part B- Funding Application (2 of 2): In this section, applicants are required to provide supporting documents to confirm that they are businesses operating & filing taxes in the Province of BC. The primary purpose of Part B, is to get a better idea of where your organization is on the food safety & traceability spectrum – to do this, each applicant fills out the “Baseline Questionnaire” which lets us know what systems you currently have in place. Most importantly, in this part we will be briefly asking you what you would like to do with the project funding!

Here are the supporting documents that will be requested in Part B:

Mandatory Documents:

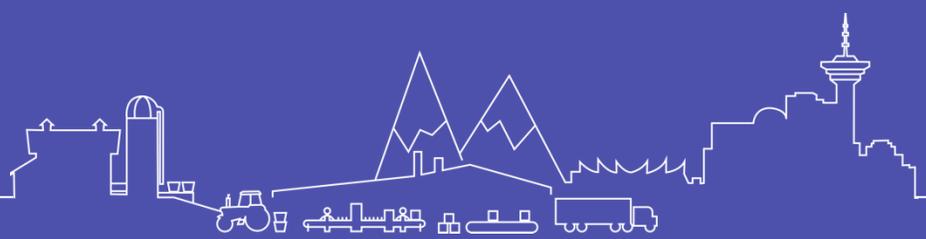
- Proof of your Business Registration
- A copy of your Provincial Operating License (if applicable)
- A letter from your financial institution indicating financial stability
- A cover letter signed by upper management indicating Management’s commitment to food safety and improving food safety systems.

Optional Documents: *These documents may be requested later in the program, but are very helpful if provided upfront.*

- Your Facility Layout
- Product Flow Chart
- Document Control List/ List of Food Safety related SOPs & Records

Fill out the Part B application by signing in to your online “My Profile” account using the email and password that you created in Part A. The email from the Registrar inviting you to complete Part B, will include a link to the My Profile login page, but you can always find the sign in on our main project website or visit www.mypostfarmprofile.com.

Upon Review of the Application: FPHRC will send you an email notification inviting you to schedule a time to speak with our Technical Program Advisor (TPA) who will help you build your workplan!



Step 4: Build Your Workplan!

Alright, so you've applied & you're fully approved to participate in the Post- Farm Program – What's next? Now it's time to Build Your Workplan!

What is a workplan? In the Post- Farm Program a “Workplan” is an Excel spreadsheet which documents all of the activities that you are seeking cost-sharing funding for. The Workplan spreadsheet identifies the cost of each proposed activity - outlining your financial contribution, and the amount that the FPHRC will reimburse with project funding. Your Workplan is a very important document, it will follow you throughout the duration of the program; workplans can be amended periodically as your project develops.

How do I make my Workplan? Schedule a time to speak with our Technical Program Advisor (TPA), Minty Gadhok, who is an industry expert that is well-versed in the eligible project expenses. The TPA will review your application forms and suggest a recommended course of action, in conjunction with the program funding available. Together, you will work with the TPA to put together a workplan that is a suitable for your company's operations. You may be required to seek quotes for this step.

**Please Remember: It is our mission to advance your organization's food safety & traceability systems, with the goal of reaching a HACCP-based certification or more advanced traceability structures. Therefore in best practice, the TPA will first seek to improve systems before accessing funding for implementation & equipment.*

Finalizing your Workplan: Once you are satisfied with your Workplan and give the TPA the 'green light', your Workplan will be sent to the FPHRC to start your contract!

Step 5: Contract/ Funding Agreement

At this stage your Workplan has been finalized and is ready to be made into a contractual Funding Agreement. FPHRC will develop your contract and Approval Letter, based on the Workplan submitted.

Sign the contract & email it back to the registrar (dpoulin@fphrc.ca) for our countersignature.

Step 6: Start Your Project

Contract is signed & you're ready to go! You may now start your project activities, please be mindful of the timelines stated on your contract.

Within a few days of signing the contract, you will be able to log onto your **My Profile account** and see your Workplan activities uploaded to your account, alongside other useful documents. You will be using My Profile throughout the project to make claims and to view project documents.

For more information about making claims, please view the Claims section.



4.2 “MY PROFILE” ONLINE SYSTEM

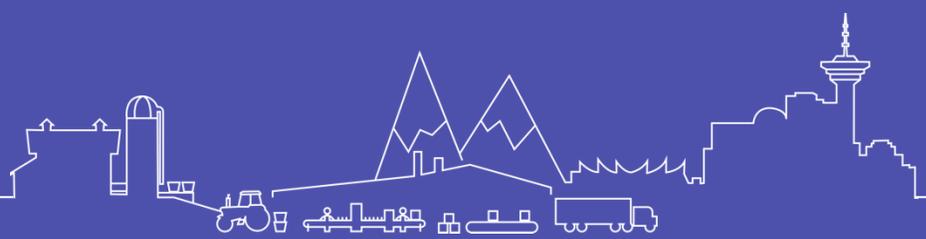
My Profile is everything you need, all in one convenient spot.

To make the Post- Farm program as user-friendly as we possibly could, we’ve created a profile system that will allow users to access their program documents anywhere. Easily view your Workplan activities and timelines; request changes; and make claims directly on your online account. My Profile is a live system that is overseen by the program Registrar, allowing you to easily interact with us in a timely fashion.

Here is what you can do:

- **Progression Bar:** Always know where you are in the application process, with a progression bar showing you your next steps.
- **Update your contact info:** If your contact information changes, you can easily update it right on your account.
- **Quick Reference:** We’ve compiled a list of useful Post- Farm program resources that are handy to have on hand, for quick reference, at all times.
- **View program documents:** For ease of reference, My Profile features a “Your Documents” section where you will find uploads of your contract/ funding agreement, approval letters and any submissions of food safety documentation. All documents are kept confidential between the client & FPHRC.
- **My Workplan:** No need to keep checking your contract, the FPHRC has recreated a digital version of your Workplan based on the activities and funding approved in your contractual Funding Agreement. You will be able to quickly reference your activities, view the approved funds, make a claim, see previous claims submissions and view your remaining balance – all in one spot! * *Please note: only approved & signed Workplan agreements will appear on your profile.*
- **Make a claim:** Housed under the My Workplan section, the “Make a Claim” feature is a quick and easy way to submit your claims, with minimal paperwork required. You can use this feature with your phone, tablet or desktop – we accept clear photos or scans of payments and supporting documents. Under the Workplan you will also be able to view the number and amount of the claims submitted to-date.
- **Request an amendment:** If you complete your Workplan activities and would like to request an amendment to your contract to seek more funding, visit the “Request an Amendment” form on your My Profile account.

Access your profile using the log-in created in your Part A: Eligibility Application. Go to www.mypostfarmprofile.com when you're ready to get started!



4.3 THE ROLE OF THE TECHNICAL PROGRAM ADVISOR (TPA)

Manmohan Singh (Minty) Gadhok is the Technical Program Advisor for the 2016-2018 Post-Farm Food Safety and Traceability Program. Minty is an Approved Province of BC Food Safety Advisor, an approved FPHRC, SGS, and SAI Global Instructor, is certified in QMS (ISO 9001:2008) Lead Auditor Certification, and BRC Registered Consultant for the following categories:

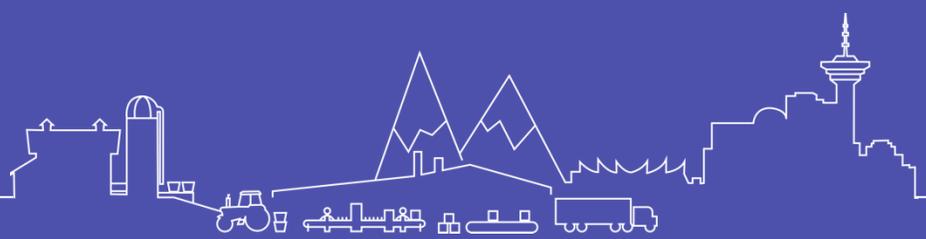
- Fruits, vegetables and nuts
- Ready meals and sandwiches; ready to eat desserts
- Low/high acid in cans/glass
- Bakery
- Dried foods & ingredients
- Confectionery
- Cereals & snacks



Minty has in-depth experience advising on, developing, implementing and validating GMPs, SOPs, HACCP plans, QA Programs, process protocols and controls, ERP Solutions, and more. He has worked in a variety of industry sectors such as Ready to Eat, sauces, jams, chutneys, pasta, dried mixes, dehydrated vegetables, chocolate and meat products.

As the TPA, Minty will provide guidance and leadership to all clients throughout the Post-Farm Food Safety and Traceability Program. While communicating regularly with the program Registrar, Food Safety Advisors (FSA's), and clients, Minty will determine the best course of action when developing Workplans and contracts for a facility. With his help, clients will be continuously improving their operations.

To contact Minty, see section 7.



4.4 HIRING A FOOD SAFETY ADVISOR - CONSULTING SERVICES

A list of qualified Food Safety Advisors (FSAs) with the education, experience and knowledge to conduct assessments, develop workplans, and deliver education and training has been assembled by the British Columbia Ministry of Agriculture to assist processors in improving food safety and/or traceability standards and practices. Once clients are approved into the program, they are free to contact one of the approved Food Safety Advisors in **Appendix C** to perform facility assessments or audits. **Please note that only the FSA's listed in Appendix C can be used to perform the facility assessments funded by the program.** For all other activities and consulting services, program participants may choose to use their own food safety expert or continue with a province approved FSA.

Once applicants are accepted into the program, a phone call is scheduled with the Technical Program Advisor (TPA) to discuss how the client plans on using the funding. The scope of the Food Safety Advisors role in a company's project will be outlined in the Workplan. Clients may be advised to use an FSA in the following ways:

- Consulting services and/or an assessment of the facility to assist in the development of Food Safety & Traceability Systems.
- Performing a Gap Assessment for existing Food Safety & Traceability Systems, as well as prior to the final Certification Audit.
- Assisting in the implementation of certain equipment or training in the facility.
- When all prerequisites and a food safety system are in place, FSA's may perform the third-party audit for clients.



5. CLAIMS AND REIMBURSEMENT

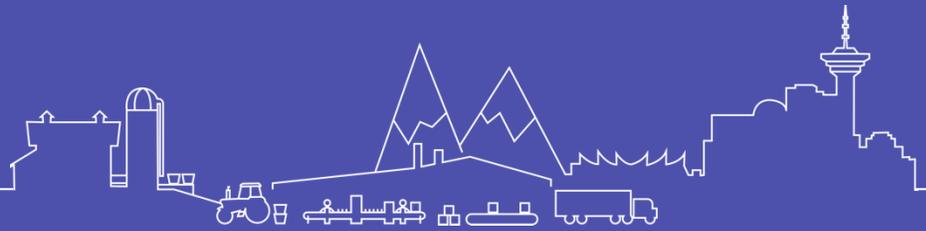
The Post-Farm Program is a cost-sharing initiative, which will reimburse a portion of the cost of food safety & traceability advancements within eligible food & beverage industry facilities. Participants will assume the full cost of the eligible activity, as approved in their PFFSTP Workplan, and then seek reimbursement from the program, via claim submission, for their expense. To receive reimbursement for your project expenses, fill out the claims form on your My Profile account. All reimbursements will be paid via cheque.

As recorded in program contracts, all clients must submit claims before the set deadlines, otherwise the claim will not be reimbursed by FPHRC. Expenses relating to project activities that were incurred before the start of the Funding Agreement will also not be reimbursed under any circumstance. Program participants may request a paper-based claims process upon written request to the Registrar.

5.1 DOCUMENTS REQUIRED FOR CLAIMS

You will need to assemble the following documents to make a claim:

- **Proof of purchase:** you will need to provide a legitimate invoice and/or receipt for each claim item, or other valid forms of proof of purchase. The receipt must include the date of the expense, the vendor's full company name & contact information, description of the services provided and a total dollar amount for the purchase, less the tax. A scan or picture or the original copy is sufficient, we do not require the original.
- **An invoice from your company to the FPHRC:** Now that you have paid the expense in full, you must invoice FPHRC for the approved reimbursable amount as per the Funding Agreement. Your invoice should clearly indicate your company name, the invoice number, the date of the expense, GST/HST number, description of the expense, total dollar amount, and the taxes paid. Here are a couple examples:
 - **Exact cost:** activity cost is \$1000 reimbursed at 50% - you will invoice the FPHRC for \$500
 - **Under:** Estimated Workplan quote is \$2000 reimbursed at 50% - your activity only ended up costing \$1800, you will invoice the FPHRC for \$900
 - **Over:** Estimated Workplan quote is \$2500 reimbursed at 50% - your activity ended up costing more than was approved by the project Workplan, costing \$3000. You will invoice FPHRC for \$1500 with a valid description on the claim form as to why the project cost more than anticipated, the FPHRC will review this expense and approve on a case by case basis.
- **Supporting Documents/ Pictures:** You may be asked to provide supporting documents or pictures of the completed project. Your contract will state which items require supporting documents/ images. **Please note: it's good practice to take pictures of new equipment, facility modifications, etc. for project monitoring and auditing purposes.*



5.2 HOW TO MAKE A CLAIM

Submitting a claim is easy. Just follow the 3 step process below:

1. **Assemble** all of the documents, pictures and paperwork you will need to make your claim. Please reference *section 5.1 Documents Required for Claims*.
2. Start by **signing into your My Profile** account, visit www.mypostfarmprofile.com and use your email and password created in your first application to sign in. On the main home page of My Profile, you will find an electronic list of your Workplan activities – and beside each activity there is a “Make a Claim” button. Select which activity that you would like to submit a claim for.

Workplan Items								
id	Name	Funds Approved	Timeline	Coverage	# of submissions	Claimed to date	Variance	
11	Food Safety Consulting - PRP development	\$7,000.00	2017-04-07	50%	2	\$6,500.00	\$500.00	Make a Claim
12	Traceability GAP Assessment	\$1,200.00	2016-12-30	70%	1	\$675.00	\$525.00	Make a Claim

3. **Fill out the “Submit a Claim” form**, be sure to include all relevant pieces of information to make the process flow smoothly. Click submit at the bottom of the page when you are finished.

Submit a Claim

Item	Timeline	% of Coverage
Food Safety Consulting - PRP development	2017-04-07	50

Specific Purchase Description

Upload Invoice to PFIBC
 No file chosen

Upload Proof of Purchase
 No file chosen

Upload Pictures (if requested)
 No file chosen

Full price without tax (before coverage at 60%)

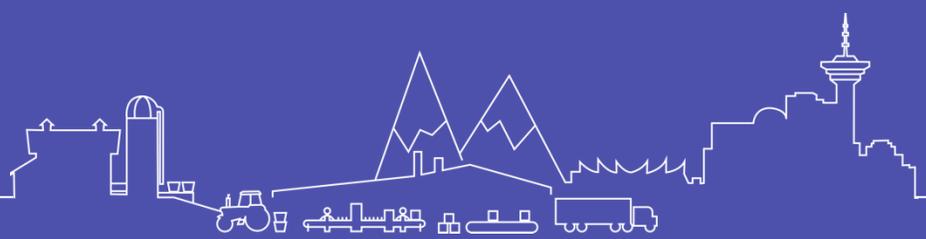
Funds requested

If your claim differs significantly from your workplace estimate please describe why

***Please note:** Each purchase requires a separate claim submission. You **cannot claim multiple purchases** at the same time as one large group price.

TIP: You will receive an automated email notification to acknowledge the submission of your claim.

When your claim has been reviewed by the Registrar, you will get another email notification letting you know if your claim was approved or declined. When approved, the claim will be automatically sent to our Finance Manager for payment via cheque. You should expect your cheque within 10 to 15 business days after the expense has been approved. In high volume times, it may take 15 to 20 business days.



5.2 MONITORING OF ACTIVITIES AND VERIFICATION AUDITS

Monitoring of Activities

It's our goal to help you succeed! Throughout the Post-Farm Food Safety & Traceability Program, we will be regularly monitoring all program participants to ensure that they are staying on track with their Workplans. As part of the monitoring process, you may be asked to show the progress that you've made on particular activities that may not be fully complete.

Monitoring is not an audit, it's a way to ensure that program participants are remaining engaged in the program and are actively using the funds. As a PFFSTP participant, you agree to periodic monitoring of your project by the program Registrar and the Technical Program Advisor (TPA).

Verification Audits

The FPHRC will conduct a number of verification audits to confirm that clients are performing and completing activities as stated on the workplan and funding agreement. Approximately 10% of completed projects will undergo an audit throughout the program timeline.

As a PFFSTP participant, you agree to an on-site audit of your activities to verify that it was completed as per the workplan and funding contract. Audits or informal site visits will be conducted by the TPA. **Audit failure may result in the denial of your project claim.**



6. IMPORTANT INFORMATION

Please note the multiple project item deadlines on your contract. If for any reason you anticipate you will not meet a deadline please contact the TPA about an extension.

Failure to complete and claim for your project by the deadline may result in the forfeiture of your funding, regardless of written project approval.

If you are unable to carry out any of the activities in your approval letter, you must notify FPHRC immediately. Failure to notify FPHRC that you will not complete an approved project or a portion thereof may result in the denial of your project claim and/or affect your future applications to FPHRC-delivered programs.

If you are unable to complete your project or a portion thereof, the funding reserved will be respectively allocated to other producers who are waiting for funding.

6.1 DEADLINES FOR THE FISCAL YEAR 2016-2018

#	Task	Deadline
1	Program application opens	February 3 rd , 2017
2	Program application closes	January 5 th , 2018
3	Approved projects must be complete	See date on your approval letter
4	Project claims and activity report due	See date on your approval letter
5	Last day to submit an appeal	15 business days after the date of claim rejection

FPHRC will not process nor reimburse any project claims and supporting documentation submitted after the official claims deadline of January 31st, 2018 by 5PM Eastern Standard Time. At this date and time, all unclaimed expenses will be considered ineligible. No exceptions.



6.2 COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL

The FPHRC Complaint Management and Resolution Protocol continues to be used successfully in other programs. The process includes communication with the client, has documented process steps and timelines associated with each step, an internal resolution process, and a venue for appeal to the Ministry if the complaint that is made cannot be resolved internally. The protocol:

- Includes a complaint form, and has documented process steps which are communicated to the public and to program participants;
- Includes first attempts to deal with issues internally;
- Involves the ministry if the issue cannot be resolved internally; and
- Has timelines associated with each step of the process.

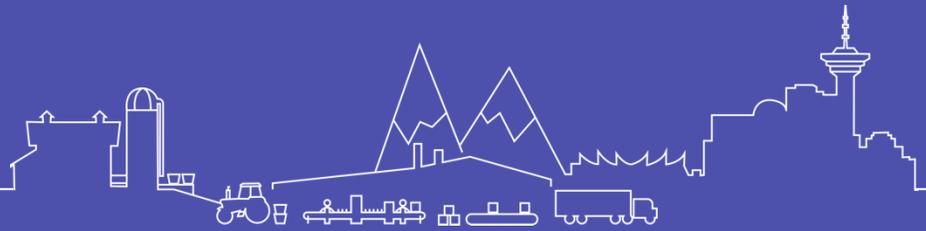
All written complaints are reported to the Ministry. For full information on the process, see the Complaint Management and Resolution Protocol in **Appendix A**.

6.3 PROGRAM FEEDBACK AND EXIT SURVEY

FPHRC welcomes and encourages feedback from program participants. Suggestions as to what worked well and recommendations as to what could be improved in the service delivery model and program policies are helpful in developing changes to the program, whether in its current form or for the future.

Comments on whether a staff member has gone above and beyond their expectations are also invited as this allows for the professional development of the program personnel. Complaints may be noted through the formal Complaints protocol.

At the end of the client's participation in the program, they will be provided with an Exit Survey to complete. The survey will cover topics such as program administration, the service delivery model, and program policies, the impact of the project on food safety and market access, and the client will be asked if they have any recommendations for improvements.



7. PROGRAM CONTACT INFORMATION

Food Processing Human Resources Council (FPHRC)

3030 Conroy Road, Suite 201
Ottawa, Ontario K1G 6C2

Phone: 613-237-7988

Toll Free: 1-877-96FPHRC (963-7472)

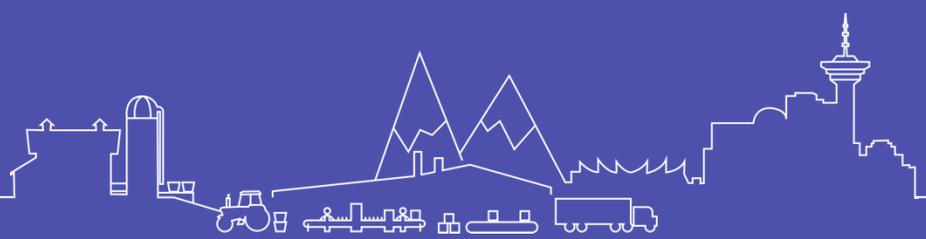
Fax: 613-237-9939

Company Website: www.fphrc.ca

Program Website: www.postfarmfoodsafety.com

My Profile Website: www.mypostfarmprofile.com

Title	Name	Email
Program Coordinator & Registrar	Dayna Poulin	dpoulin@fphrc.ca
Technical Program Advisor (TPA)	Manmohan Singh (Minty) Gadhok	mintypostfarm@gmail.com
Financial Coordinator	Olga Karpinskaia	okarpinskaia@fphrc.ca
FPHRC Executive Director	Jennefer Griffith	jgriffith@fphrc.ca



8. FREQUENTLY ASKED QUESTIONS

1. If I'm not on any of the priority lists, can I still participate in the program?

Yes. Multiple factors are taken into consideration when evaluating applications, risk priority is merely one element. Even if your company is not on the priority list, you are still encouraged to apply if eligible.

2. Can we make multiple funding requests?

Yes, you may make more than one funding request as long as they are aligned with the activities outlined on your Workplan and contract.

3. Should we apply for the program? Our company does not have many resources.

Yes. The purpose of the Post-Farm Food Safety and Traceability Program is to advance a company's already existing strategies through cost-sharing. If you have a set budget or limited resources, we can work within the budget that you have allotted to spend and the funding should assist you in bringing on the help that you need.

4. We are almost ready for our food safety and/or traceability system to become certified. Should we apply for the program?

Yes. The Post-Farm program funds pre-audit assessments as well as first-time third party HACCP-based audits. We encourage all eligible businesses, no matter where you are on the food safety spectrum, to apply for program funding!

5. What if we want to work towards another certification, such as BRC or SQF?

All globally recognized certifications are HACCP based, and therefore eligible.

6. My company is already HACCP certified. Am I eligible?

Yes. HACCP certified establishments are only eligible for Traceability projects and activities. A maximum of \$19,000 of funding is available for Traceability projects.

7. Is our gluten-free/halal/organic/etc. certification HACCP-based?

No. Certifications such as these will not be deemed to be full HACCP-based food safety management systems.

8. What if we complete the process but don't get to the certification stage?

While an audit is encouraged, your company will still be able to indicate to buyers and regulatory agencies that it is now or nearing HACCP compliance.

9. I applied for the Post-Farm Food Safety and Traceability Program in its last term, but the program closed before I was able to implement my workplan or receive funding. Can I apply again?

Yes. All former applicants who were unable to receive their funding or implement the workplan in the last term with BCFPA will be seen as a priority in this new term. Because the data was not transferred, all former applicants must complete the new application process in full.



10. If a client has a previous assessment and/or workplan, is it valid?

The previous assessment and workplan is still valid; however, the TPA will adjust the format to align with the current Post-Farm workplan templates. In best practice, if the assessment or activities appear to be dated, the TPA may ask you to seek another assessment under the project funding.

11. Are assessments required for all participants?

While not required for every participant, the companies who have never received an assessment will be asked to do so. Covered under the project funding, the sequencing of the assessment and related activities will be determined by the TPA when developing the Workplan before accessing other pockets of funding. These assessments must be completed by an approved Food Safety Advisor (FSA).

12. Can I use the same advisor/consultant as last year?

The approved FSA's available for use in this term are listed in **Appendix C**, you may select your own advisor from this list.

13. How do I apply for the program?

The first part of the application (Part A: Eligibility Form) is accessible to everyone on the [Post-Farm website](#). The second part of the application (Part B: Funding Application) is only accessible to clients who are deemed eligible. Access to this application is given via email to eligible clients. Review section 4 of this manual for the detailed application steps.

14. How do I know how much funding my company is eligible to receive?

Each facility is unique, therefore, funding is determined on a case-by-case basis, depending what a company needs most to move it along the food safety spectrum. In general, all participants are eligible for either the full \$35,000 worth of funding, or the \$19,000 of funding for traceability projects. You will work with the Technical Program Advisor to develop a Workplan that is right for your business. In most cases, you should be able to use the full budget available.

15. Can I use the full \$35,000 worth of funding (or \$19,000 for Traceability projects)?

Yes, as long as all of your activities are deemed eligible.

16. Is my west coast seafood establishment eligible?

Yes. Seafood establishments are only eligible for Traceability projects and activities. A maximum of \$19,000 of funding is available for Traceability projects.



17. Does my abattoir business qualify?

Yes. Abattoirs are eligible for the post-farm program, but they must be able to provide their [Premise Identification Number](#). Abattoirs are also eligible for 70% coverage for tag readers and related software.

18. I already have an idea of how I want to use the funding. Can I go ahead and continue with these plans?

Each applicant will develop a Workplan with the TPA as part of their funding request. To the best of our abilities, we will try to incorporate your ideas and plans into the Workplan. Please remember that the development of food safety management systems takes precedence over all other requests.

19. Can I change my contract once it is issued?

Yes. Clients may request an amendment to their contract as they progress through the project (a consultation with an FSA may be recommended beforehand). Clients may complete an Amendment Request Form on their My Profile account. The TPA will review this request and will discuss the changes with both the Registrar and the client.

20. What if I can't complete my activities within the outlined deadline?

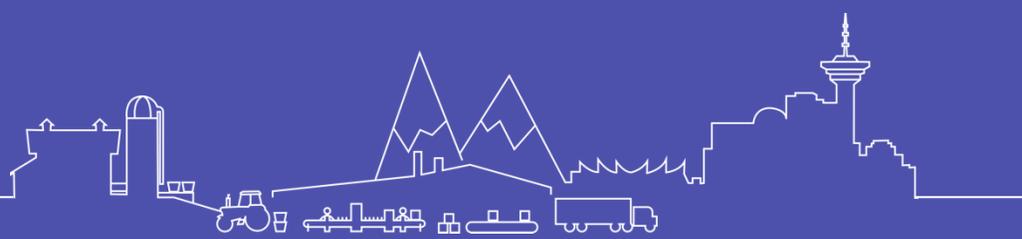
If you feel you will not reach your deadlines, please contact the Program Registrar: Dayna Poulin – dpoulin@fphrc.ca

21. Why do I need to provide detailed financial information?

By providing the status with your businesses financial institution, as well as recent financial statements, the Program Registrar can gauge the financial stature of an applicant. This way, the Registrar can approve eligible companies in good standing with minimal to no debt.

22. Can I claim expenses that are also related to food safety or traceability before my contract date?

No. The only expenses that will be reimbursed are outlined on the clients' workplan and contract. These activities must be implemented from the date stated on the contract, no exceptions.



9. APPENDICES

APPENDIX A

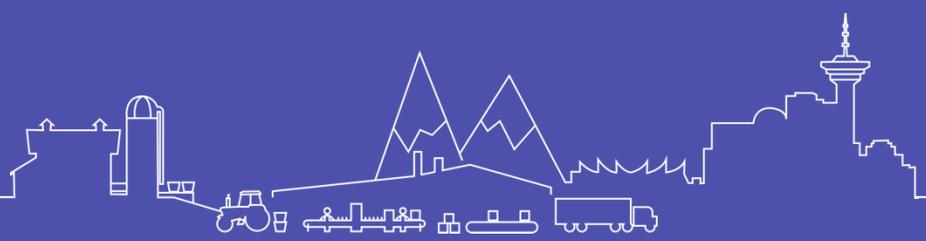
Complaint Management and Resolution Protocol

APPENDIX B

Project Categories for Eligible Activities and Costs

APPENDIX C

Approved Post Farm Food Safety And Traceability Advisors



APPENDIX A

Complaint Management and Resolution Protocol



FPHRC Post-Farm Food Safety & Traceability Program Complaint Management and Resolution Protocol

Food Safety Program. The protocol has been used, and continues to be used successfully by FPHRC in other programs. The process includes communication with the client, has documented process steps and timelines associated with each step, an internal resolution process and a venue for appeal to the Ministry if the complaint that is made cannot be resolved internally.

This protocol and all related forms are available to the public, applicants, and eligible and accepted participants on the PFFSP web platform or by contacting the Program Registrar.

The protocol is outlined in all hard copy program promotional materials, outlined at any informational sessions held and is a part of any program training activities. All program staff have received an orientation regarding the protocol. If the complaint involves a particular staff member, that individual will not be a part of the complaint process other than to answer relevant questions about the complaint.

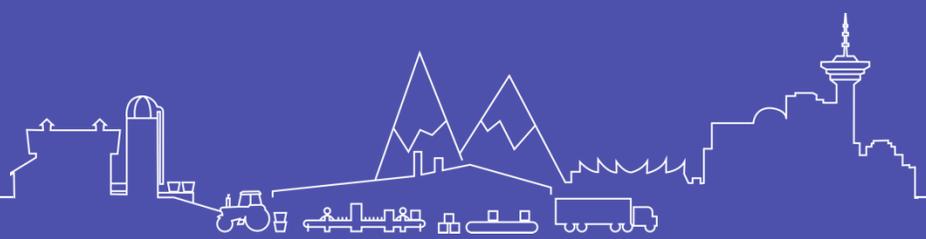
Stage 1

Any contact with a staff member regarding a complaint will result in direction to the Complaint Resolution Form.

When a complaint form is submitted, the appropriate program staff member receives the complaint. The staff member will contact the Complainant for a verbal discussion to try and resolve the problem, within the parameters of the program.

- a. **If there is a resolution**, the staff member provides the Complainant with the resolution, in writing, for verification. Once the complaint is verified by the Complainant, it is deemed to be resolved. The timeline for resolution of the complaint is five (5) business days.

- b. **If there is no resolution**, the staff member will communicate to the Complainant that the next step in the complaint resolution process will be approached. The staff member will provide a summary of the next step, a copy of the Complaint Form, contact information for all parties, and a summary of the failed resolution discussion. All of these items will require verification from the Complainant. After the verification is received, the Program Manager will contact the Complainant within 48 hours.



Stage 2

The Program Manager will:

Investigate the complaint and verbally recommend a resolution within the parameters of the program, directly to the Complainant.

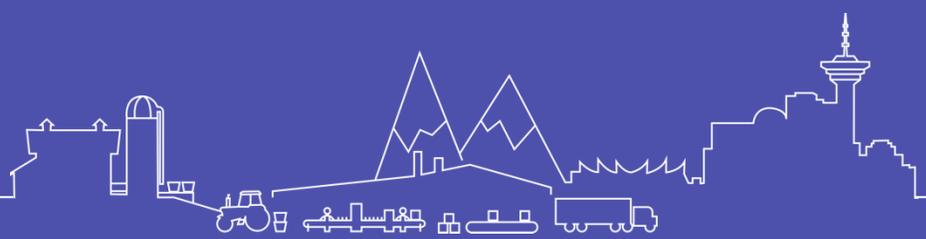
- a. **If the Complainant accepts the resolution**, the Program Manager will ask from them a written agreement to the resolution. Once the Complainant verifies acceptance of the resolution in writing, The Program Manager implements the resolution and the complaint is deemed to be resolved
- b. **If the complaint is still not resolved**, the Program Manager confirms in writing to the Complainant that the complaint will be moved to the final stage of the process. The process and the timelines will be explained to the Complainant.

Final Stage

The Program Manager will send the unresolved complaint and all documentation regarding the complaint to the Ministry and the FPHRC Board of Directors with a request for their final resolution and verification.

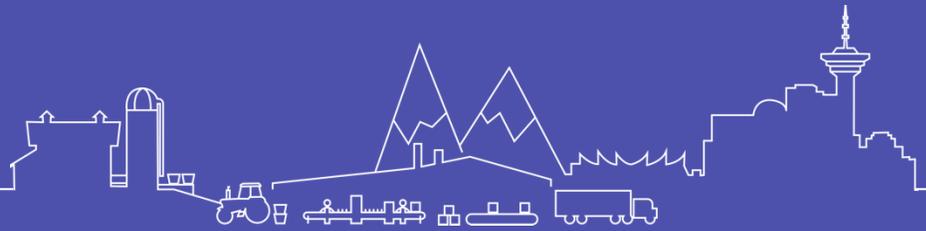
- The Program Manager will inform the Complainant that the documentation has been sent, and will provide a timeline for the final resolution of the complaint. Should the Ministry opt not to provide the final resolution, this would be done by the FPHRC Board of Directors within said timeline.
- The Program Manager will then communicate verbally and in writing to the Complainant the final decision of the Ministry or Board of Directors, including the rationale for the decision. The result will be documented in a report to the Province and Board.
- The Program Manager will either recommend any program adjustments that should be made as a result of the complaint or advise the Ministry that this is to be regarded as a “one of” situation.

Please note that if the Complainant is still not satisfied with the results of the complaint protocol, they have the right to make a complaint to their Member of the Legislative Assembly, or Member of Parliament.



All Post-Farm Food Safety Program staff members are committed to:

- Protecting confidential information acquired in the program;
- Conducting their work with honesty, integrity, and fairness;
- Respecting the fundamental rights and dignities of all people by not engaging in demeaning or disrespectful behaviour to others; and
- Identifying situations where conflict of interest exists or appears to exist and providing disclosure to their employer and pertinent parties.



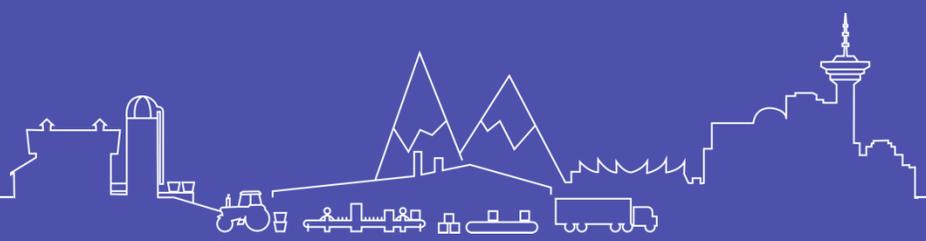
Complaint Resolution Form

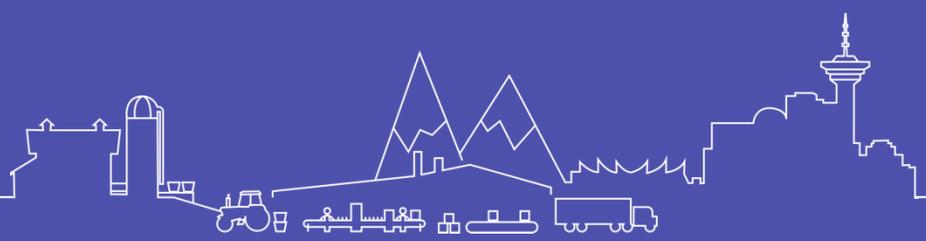
Complainant Contact Information

FULL NAME	PHONE NUMBER
FULL MAILING ADDRESS	E-MAIL ADDRESS
COMPANY NAME	
COMPLAINT CATEGORY	
<input type="checkbox"/> Program Application Denied <input type="checkbox"/> Program Funding Denied <input type="checkbox"/> Other	

In the box below, explain the complaint using detailed, factual and complete information. If you have been dealing with a program staff member, or the complaint is regarding an incident with a program staff member, please supply their name and your complaint will be managed by alternate staff. Complaints should be made within 30 days of the occurrence. There is no restriction on the length of your explanation. Type in your information or submit a hard copy, using additional paper and initial each page, if needed. All information provided is confidential.

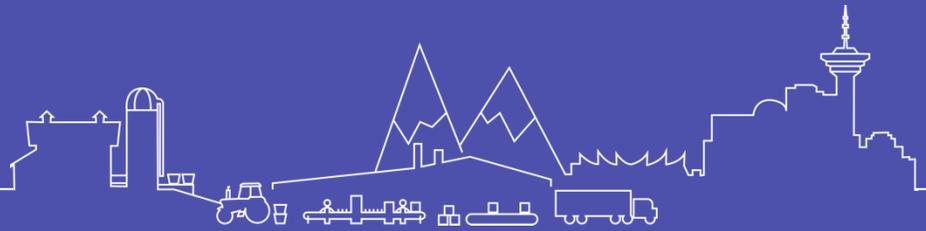
Signature _____ Date _____ City _____





APPENDIX B

Project Categories for Eligible Activities and Costs



PROJECT CATEGORIES FOR ELIGIBLE ACTIVITIES AND COSTS

The Post Farm Food Safety and Traceability Program is designed to ensure British Columbia food and beverage businesses are implementing recognized food safety and traceability standards and systems to effectively manage food safety risk, access new markets, and retain and expand existing markets. Eligible activities funded by the program must be related to food safety and traceability.

Food Safety controls risks by preventing, reducing or eliminating potential food safety hazards. The *GF2* Food Safety program is a competitive program; therefore, applicants need to be clear and specific about the food safety results their projects will achieve.

Traceability is the ability to follow products through all stages of the agri-food chain, from production to retail, by providing an effective way to track an identified product as it moves between locations.

A list of qualified Food Safety and Traceability Advisors with the education, experience and knowledge to conduct assessments, develop work plans, and deliver education and training has been assembled by the BC Ministry to assist processors in improving food safety and/or traceability standards and practices.

Food Safety and Traceability Project categories	Per cent cost-share	Maximum available cost-share				
1. Assessment: A. Food Safety and/or Traceability assessment B. Traceability Mock Recall	75%	\$2,000	TRACEABILITY ONLY	FULL FUNDING		
2. Training/Skills Development	50%	\$2,000				
3. Implementation Projects: Traceability	50%	\$15,000				
4. Implementation Projects: Food Safety	50%	\$14,000				
5. First Time Third party HACCP based Audit	90%	\$2,000				
Maximum Cost Share Funding		\$35,000				



Exceptions:

1. **Abattoirs:** In addition to the funding categories listed above, Abattoirs are eligible for 70% coverage for Tag Readers and related software.
2. **Seafood Processors** are only eligible for Traceability projects, only traceability activities relating to categories #1, 2 and 3 are eligible. A maximum of \$19,000 of funding is available for Traceability projects.
3. Organizations who **already have a HACCP-based certification** are only eligible for Traceability projects, only traceability activities relating to categories #1, 2 and 3 are eligible. A maximum of \$19,000 of funding is available for Traceability projects.
4. If you **already have a HACCP-based certification** on one-line in your facility, you may be eligible for full funding to achieve HACCP certification on another line, within the same facility. **This exception is not guaranteed, decisions will be made by the Provincial Government on a case-by case basis.**



LIST OF ELIGIBLE ACTIVITIES

The following activities are eligible for Post- Farm program funding under each of the respective categories:

CATEGORY #1: Assessments	75% Coverage	Max \$2,000
---------------------------------	--------------	-------------

1. Assessments

- Costs for a first-time assessment or gap analysis by a third party (e.g. consultant, auditor or industry expert) to identify opportunities for food safety and traceability improvements, including a mock recall.
- Development of the Food Safety and Traceability work plan outlining the actions needed to implement a HACCP based food safety program, including traceability elements.

CATEGORY #2: Training or Skills Development	50% Coverage	Max \$2,000
--	--------------	-------------

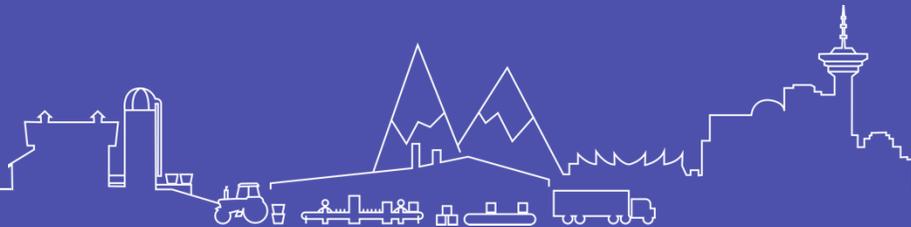
2. Food Safety and Traceability Training or Skills Development

- Courses, training and materials from a third party organization or consultant related to food safety or traceability

CATEGORY #3: Traceability Implementation Projects	50% Coverage	Max \$15,000
--	--------------	--------------

3. Traceability Implementation Projects

- Advisory services:
 - Business readiness assessment or market assessment to identify market-driven traceability needs or opportunities;
 - Advisory costs related to developing a detailed action plan for implementation of a traceability system, including prioritization of opportunities and activities to guide later planning or implementation activities; and
 - Performing a detailed analysis of existing system(s) and information to establish traceability system requirements:
 - Develop specifications for the functional requirements that will define any necessary customization for new systems and software.
 - Process-flow plan/assessment for movement tracking.
 - Assessment of required information for effective traceability.
 - Assessment of existing traceability system to plan for the development and implementation of system upgrades.



- Validation:
 - Testing and evaluation of a traceability systems to enable integration of multiple business processes (e.g. receiving/shipping, production and inventory, sales/marketing, procurement, food safety records, resource management); and
 - Recall plan development and costs associated with conducting a first time mock recall:
 - Contacting authorities and customers.
 - Conducting a mock recall and ensuring its effectiveness.
 - Record-keeping of all actions taken during the course of a recall or mock recall.
- Equipment and training to support the implementation of traceability:
 - Purchase and installation of hardware, equipment, modifications, and one time set-up costs directly linked to the implementation of traceability systems (e.g. data collection equipment, readers, packaging and labelling equipment);
 - Purchase of mobile devices that are a required part of a traceability system;
 - Purchase and installation of traceability software to gather, store, process, report, and track product information; and
 - Short term training/technical support of staff on newly developed or updated procedures, policies or practices related to traceability - limited to the duration of the project.

CATEGORY #4: Food Safety Implementation Projects

50% Coverage

Max \$14,000

4. Food Safety Implementation Projects

- Third party costs to develop written food safety documentation (i.e. food safety policies, procedures, schedules, and records), including:
 - MSS (Master Sanitation Schedule) covering the plant as well as equipment;
 - Records of cleaning and environment sampling to demonstrate that the MSS is implemented effectively;
 - GFH (General Food Hygiene) training program;
 - Food safety compliant premises (includes access to potable water, steam, and ice, as applicable);
 - Approval procedure for new suppliers, ingredients, packaging material, and nonfood chemicals;
 - Procedures for carrier inspections, receiving, storage, and shipping;
 - Preventive maintenance and calibration schedules;
 - Procedure for imparting technical training;
 - Pest control program;
 - Allergen control procedures;
 - Procedure to control the food additives, nutrients, and processing aids;



- Foreign material control procedures;
 - Visitor and Food Defence Program;
 - HACCP plan for 1 or more product lines; and
 - Internal audit program.
- Validation studies
 - Time or fees for contracted experts to develop validation studies;
 - Validation of control measures outlined in HACCP plans/CCPs;
 - Validation of cleaning and sanitizing, water treatment, and allergen programs;
 - Validation of food safety process control measures (e.g. fermented sausage);
 - Shelf life studies;
 - Cost of acquiring scientific and technical documentation to demonstrate that the control measures can control the identified hazard to a specified outcome, including:
 - Scientific journal articles or other published scientific literature, Health Canada guidelines, processing authority documents, instructions or research, written information from industry experts or consultants, university extension publications;
 - In-plant studies, research, or historical data;
 - Reference to legally defined critical control points (e.g. thermal processing for the pasteurization of milk); and
 - Testing performed by an accredited laboratory to obtain validation results.
 - One-time training of staff on newly developed or updated procedures, policies or practices related to food safety.
 - Equipment needed for Critical Control Points (e.g. metal detector, magnets, chlorinator, physical water treatment methods UV, ozonation, filtering systems, thermometers, or monitoring devices required by HACCP Plans/CCPs [e.g. temperature probes, pH meters]).
 - Equipment to support the implementation of written food safety programs:
 - Re-useable protective clothing (apron, boots, etc.);
 - Hand washing sinks, soap and paper towel dispensers, hand sanitizing stations, footbath/door foamers, sanitizing stations;
 - Storage facilities for work clothing (hooks, lockers, cupboards) and street clothing (lockers, cupboards);
 - Designated utensils (scoops, pails, containers, brushes, brooms, shovels, bins, totes);
 - Cleaning equipment (hoses, nozzles, bin washers);
 - Cleaning utensils to support the development of a utensil control system (colour-coded brushes, squeegees);



- Cleaning and sanitizing verification (ATP luminometer, microbial rapid detection kits);
 - Containers suitable for chemical application/use, pre-mixing unit/automated chemical dispenser, foam systems;
 - Equipment/tools for testing chemical levels in water (e.g. ORP meter/automated system);
 - Upgrading to food safety materials (non-toxic, smooth and non-absorbent);
 - Equipment designed for effective cleaning and sanitizing;
 - Pest control devices;
 - Reference thermometer;
 - Back flow preventers;
 - Lighting to meet operational requirements;
 - Monitoring devices for environmental control;
 - Ventilation to maintain positive air pressure where required; and
 - Initial set up and calibration of new equipment with direct impact on food safety.
- Posters or signage depicting/explaining HACCP procedures.
 - Capital Costs (including building upgrades) to meet requirements of written programs:
 - Shatterproof lighting;
 - Replacement of glass windows in food handling areas to shatterproof material;
 - Gravel perimeter around buildings where food is handled and stored;
 - Drainage to prevent pooling water around the facility;
 - Facility modifications so food handling areas do not open directly outside;
 - Installing self-closing doors;
 - Sloping floors, adding coving;
 - Dedicated lunch room; and
 - Dedicated personal storage facilities.

CATEGORY #5: First Time 3rd Party HACCP Based Audit

90% Coverage

Max \$2,000

5. First Time HACCP Based Audit

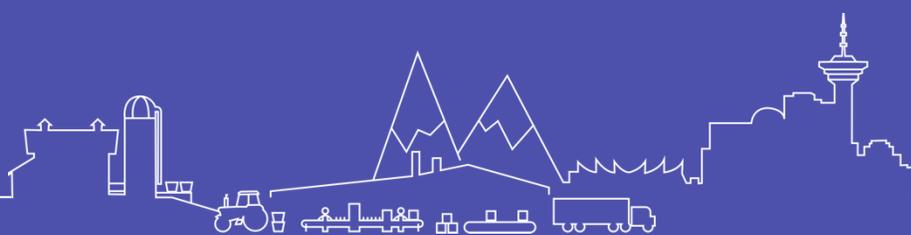
- First-time audit and pre-audit by a third party to the following food safety programs:
 - GMP and HACCP.
 - Global Food Safety Initiative (GFSI) Schemes (e.g. SQF, BRC, FSSC 22000).



LIST OF INELIGIBLE ACTIVITIES

Ongoing routine maintenance and costs associated with regular business activities, such as:

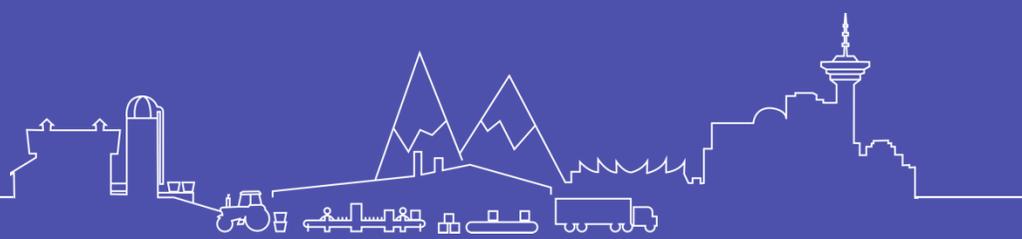
- Non-food safety and traceability related assessments or gap analysis (e.g. gluten-free, halal, organic);
- Costs to perform ongoing mock recalls and related improvements to recall capabilities;
- Recovery of costs from a voluntary or Canadian Food Inspection Agency recall;
- Ongoing routine maintenance and costs associated with regular business activities (e.g. disposable items, consumables, staff time for ongoing record keeping);
- Ongoing activities/expenditures deemed to be part of normal business operations, including equipment rentals, employee time (e.g. for data entry and tag application), and traceability consumables (e.g. labels, ear tags);
- Food Quality Program assessments (e.g. gluten-free, halal, organic);
- Time or services to perform ongoing monitoring or verification activities;
- Recertification of an existing food safety program;
- Service provider and related costs to support/manage the information-sharing networks (e.g. cloud-based subscription costs, licensing fees);
- Telecommunication costs related to set up and management of traceability systems (e.g. servers, network capacity, wireless set-up, cloud-based subscription costs);
- Projects and activities where the sole purpose is to come into compliance or maintain compliance with requirements of law that pertain to the current business operation;
- Projects and activities that support normal operating costs associated with carrying out a business;
- Projects and activities that promote British Columbia products explicitly over those of another province or territory;
- Projects and activities that directly influence and/or lobby any level of government;
- A re-audit of existing HACCP certified business/plant/line;
- Any cost not specifically required for the execution of a project;
- Normal operating costs associated with carrying out a business, such as salaries and benefits of non-contract staff (e.g. full-time and part-time staff), office space, leasing, and ongoing rental of facilities, equipment and machinery, utilities, phone, materials, labour, board, committee and annual meetings, etc.;
- Normal costs of establishing or maintaining a commercial operation, including costs to maintain compliance with requirements of law that pertain to the current business operations;
- One-time costs for rental of facilities, equipment, and machinery for projects under the assessment, audit, planning, skills development, and training project categories;
- Costs for training and skills development projects that fulfill any academic requirements towards completion of a diploma or degree;



- Sponsorship of conferences and learning events or initiatives;
- Costs of travel and meals, if related to projects under the assessment, audit, planning, skills development and training project categories;
- Any travel costs beyond those provided for in the Travel and Meal Guidelines;
- Consultants and other contractors' expenses for any hospitality (e.g. provision of food or beverages at events), incidentals, or food;
- Any cost, including a tax that is eligible for a rebate, credit, or refund (including a refundable portion of the Government Sales Tax);
- Gifts and incentives;
- Permits and approvals;
- Legal fees;
- Expenses incurred for other approved GF2 projects;
- Costs incurred before the approval of the project or after the project completion date identified in the contribution agreement between a Participant and the Registrar;
- Costs related to activities that promote British Columbia products explicitly over those of another province or territory; and
- Costs related to activities that directly influence or lobby any level of government.

Structural modifications and equipment not related to Food Safety and Traceability, such as:

- Structural modifications and equipment that are not directly related to food safety or managing food safety risks (e.g. modifications to increase processing capacity);
- Capital expenses or costs of equipment required to put a food safety or traceability program in place;
- Multi-use items (e.g. washing machine, dryer, computers, laptops, portable pressure washer, water heater);
- Implementation of requirements and costs associated with expanding your business (e.g. new products and/or processing line);
- Multi-use items (e.g., computers, laptops, printers, tablets, wireless set-up, Global Positioning System [GPS], head gates, iPods, iPads);
- Warranties and/or cellular plans/packages for equipment/mobile devices;
- Purchase of land, building, and/or facilities;
- Lease of land, buildings and/or facilities for the purpose of starting up a new business or as part of normal operations; and
- Financing charges, loan interest payments, bank fees, and charges.



FOOD SAFETY CERTIFICATIONS

The following list contains all certifications auditable under the Post-Farm Food Safety and Traceability Program. Any certifications your organization holds must be to the most current version of the standard.

Please note that this list is not exclusive. Other certifications may be accepted but require pre-approval by the program Registrar.

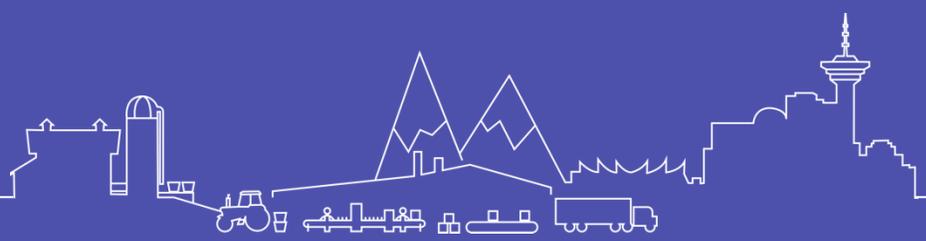
- American Institute of Baking
- British Retail Consortium (BRC)
- Food Safety System Certification (FSSC) 22000
- Global Red Meat Standards (GRMS)
- Hazard Analysis Critical Control Point (HACCP)
- International Food Safety Standard (IFS)
- PrimusGFS
- Safe Quality Food (SQF)
- Societe Generale de Surveillance (SGS)

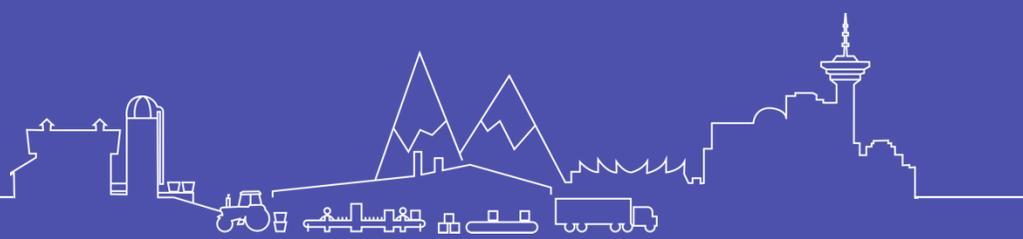


FOOD SAFETY RISK PRIORITY RANKING

In funding projects under food safety for *GF2*, priority will be given to those commodities that possess the greatest food safety risk. Below is a table outlining the level of priority given to various commodities, based on their level of food safety risk. If you are not sure what priority your food product falls into, contact Ministry of Agriculture.

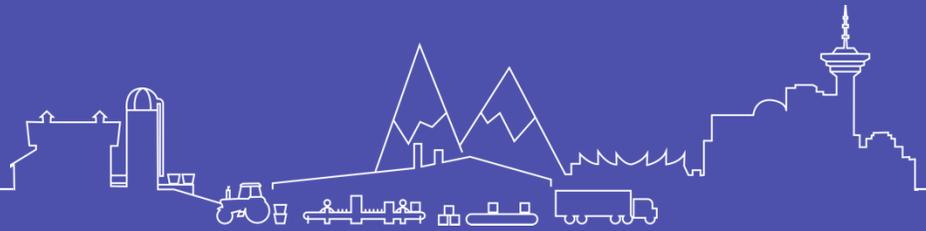
HIGH PRIORITY	<p>Ready to Eat (RTE):</p> <ul style="list-style-type: none"> • Bagged minimally processed fruits and vegetables (e.g. Peeled, cut, washed, dried, packaged) • Bagged salads or greens (e.g. Salad mix, spinach) • Spreads and dips (e.g. Hummus, tahini) • Meat products (e.g. Pate, meat spreads, franks, deli meats, jerky, dry/semi-dry fermented sausages) <p>Unpasteurized Foods:</p> <ul style="list-style-type: none"> • Un-ripened or fresh soft cheese (e.g. Cottage cheese, cream cheese, feta, ricotta, etc.) • Unpasteurized fruit or vegetable juice (e.g. Apple cider) • Unpasteurized milk <p>Livestock Slaughter or Processing</p> <ul style="list-style-type: none"> • Poultry (chicken, turkey, duck etc) • Other livestock
MEDIUM PRIORITY	<ul style="list-style-type: none"> • Sprouted seeds • Swine slaughter or processing • Sheep and other milk (e.g. water buffalo, mare, etc.) • Shelf-stable canned products • Pasteurized milk
LOW PRIORITY	<ul style="list-style-type: none"> • Oilseeds (e.g. Soybean, corn) for processing • Grains (e.g. Wheat, pea and bean, rice for processing) • Fresh fruits and vegetables that are frozen or cooked • Peanuts and tree nuts (e.g. Hazelnuts, walnuts) • Maple syrup and honey • Beverages (e.g. Pasteurized fruit juices, carbonated soft drinks, bottled water, alcohol) • Baked goods • Semi-hard cheese (e.g. Cheddar, brick, Gouda) • Hard cheese (e.g. Asiago, Parmesan) • Processed cheese • Ice cream, and other high fat and sugar dairy products • Other cultured milk products (e.g. Yogurt, kefir) • Ready to serve meat products (e.g. Meat pies, pizza etc.)





APPENDIX C

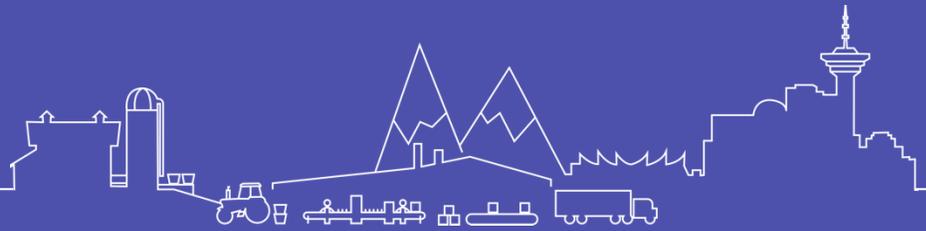
Approved Post Farm Food Safety And Traceability Advisors



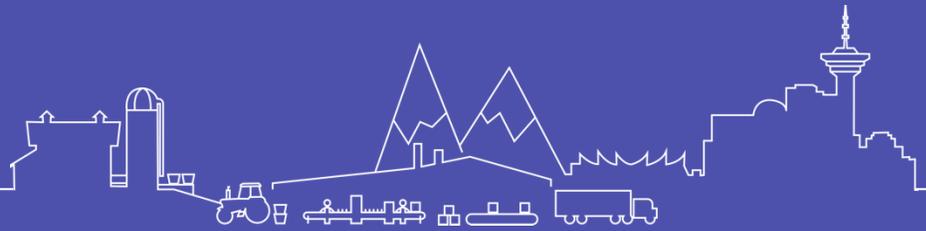
Post-Farm Food Safety and Traceability Program

Included in the following list are approved auditors clients must use to get an assessment or any food safety advice.

NAME	ADDRESS	PHONE NUMBER	EMAIL ADDRESS
BRITISH COLUMBIA			
Dave Charchuk	38-245 Whistler Dr. Kamloops, BC V2E 1W8	250-819-7646	chad1900@outlook.com
Margaret Daskis	Unit 9, 20295-113B Ave. Maple Ridge, BC V2X 6E9	604-460-0811	mdaskis@freshideas.ca
Parm Dhillon	Surrey, BC	604-375-2848	parmjtd@yahoo.com
Walter Dullemond	19021 Mitchell Rd. Pitt Meadows, BC V3Y 1Y1	604-288-2719	walter@ftcinternational.com
David Fernie	Big Lake, BC	250-398-0415	rodear@xplornet.ca
Manmohan Singh Gadhok (Minty Gadhok)	10518 - 239 St. Maple Ridge, BC V2W 1X1	778-873-2362 604-479-1963	msgadhok@yahoo.com



Gerald Kok	Vancouver, BC	778-709-1122	gerald12gerald@gmail.com
Karine Lawrence	1332 Bothe Rd. Kelowna, BC V1W 3N3	778-821-1392	karine@siroccoconsulting.com
Michelle Lui	9457 Kanaka St. Langley, BC V1M 4G4	604-786-3651	michelleluiws@shaw.ca
Victor Martens	Aldergrove, BC	604-854-6707	vmtechservices@shaw.ca
Parimal M. Rana	3851 Moscrop St. Burnaby, BC V5G 2E1	778-388-5779	1969rana@gmail.com
Nancy Ross	315-8623 Granville St. Vancouver, BC V6P 5A2	604-319-3930	info@foodquality.ca
Satinder Sanghera	4920 Mahood Dr. Richmond, BC V7E 5C4	778-389-3246	satinders@live.ca
Kanwaljit Singh Sokhi	12151 97 Ave. Surrey, BC V3V 2C8	778-241-3034	kanwaljit@agriscosupplies.com
Kathrin Wallace	North Vancouver, BC	604-980-2605	kathrinwallace64@gmail.com



Phil Watney	21543 126th Ave. Maple Ridge, BC V4R 2H1	604-353-7372	Phil.watney@gmail.com
Lisa Weih	10050 McKinnon Cres. Langley, BC V1M 3V4	604-970-2430	lisaweih@shaw.ca
Nova Woodbury	P.O. Box 130 Falkland, BC V0E 1W0	250-379-2881 250-558-6855	novawoodbury@gmail.com
ALBERTA			
Jill Binder	46 Tuscany Springs Bay NW Calgary, AB T3L 2X7	403-650-3299	jill@foodsafetysolutions.ca
Meenakshi Gaheer	46 Tuscany Springs Bay NW Calgary, AB T3L 2X7	403-861-7593	meenakshi@foodsafetysolutions.ca
Danni Kneeland	46 Tuscany Springs Bay NW Calgary, AB T3L 2X7	403-650-3903	danni@foodsafetysolutions.ca
ONTARIO			
Aaron Hibma	Mallot Creek Strategies Inc. 294 Mill Street East, Suite 201 Elora, ON N0B 1S0	519-846-1830	ahibma@mallotcreek.com
Nena Velickovic	619 Windermere Ave. Toronto, ON M6S 3L9	647-983-4747	Nena@nvconsulting.ca

