



POST-FARM FOOD SAFETY

PROGRAM GUIDE FOR APPLICANTS

WWW.BCPOSTFARMFOODSAFETY.COM



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This program is funded by Canadian Agricultural Partnership (CAP), a federal-provincial-territorial initiative.

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HOW DOES THE POST-FARM FOOD SAFETY PROGRAM HELP ME?

We provide matched funding to food industry stakeholders for food safety activities.

These activities improve food safety capacity, systems and practices in the British Columbia Agri-Food industry.

The funding assists companies in improving standards, training, and works towards food safety certifications.

Up to
\$20,000
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 (TPA). 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 (PFFS) PROGRAM

The Post-Farm Food Safety (PFFS) Program is a cost-sharing initiative designed to assist in the improvement of British Columbia's (BC) food safety. The program provides up to \$20,000 in funding to BC food and beverage manufacturing facilities, leading toward the implementation of activities which directly encourage stronger food safety practices.

The program is administered by Food Processing Skills Canada (FPSC) and funded through Canada Agricultural Partnership (CAP), a \$3 billion federal, provincial, and territorial government commitment to support agriculture.

The objectives of the PFFS Program are to:

- Improve the food safety practices and systems across the BC agri-food sector;
- Enable post-farm businesses to meet the Safe Food for Canadians Act and Regulations requirements;
- Achieve third-party Hazard Analysis Critical Control Point (HACCP) food safety certifications through nationally/internationally recognized third party food safety certifying bodies; and
- Enhance the BC agri-food sector's capacity to keep building consumer trust and to increase profitability by accessing new domestic and international trade markets.

1.1 PROGRAM GOALS

The goals of the PFFS Program are to:

- Ensure foods processed in BC are among the safest both nationally and internationally;
- Support the repositioning of BC's agri-food 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 agri-food processors to conduct Food Safety Assessments;
- To encourage the adoption and implementation of Good Manufacturing Practices (GMPs), Best Practices (BPs), and recognized Hazard Analysis Critical Control Point (HACCP) food safety practices in these operations;
- Improve the capacity of agri-food businesses to address current issues and to meet emerging national and international food safety requirements;
- Identify and document risks, issues, and opportunities to improve food safety capacity, systems, and practices; and
- Provide access to training to increase the food safety 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, and that quality is built into your product. 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.

WHAT IS PCP?

A Preventive Control Plan (PCP) is a written plan outlining how you ensure that food is safe and fit for human consumption conforming to consumer protection and animal welfare requirements, as applicable. Using preventive controls to prevent, eliminate or reduce hazards associated with food products to an acceptable level is an internationally accepted approach based on the CODEX Alimentarius General Principles of Food Hygiene.

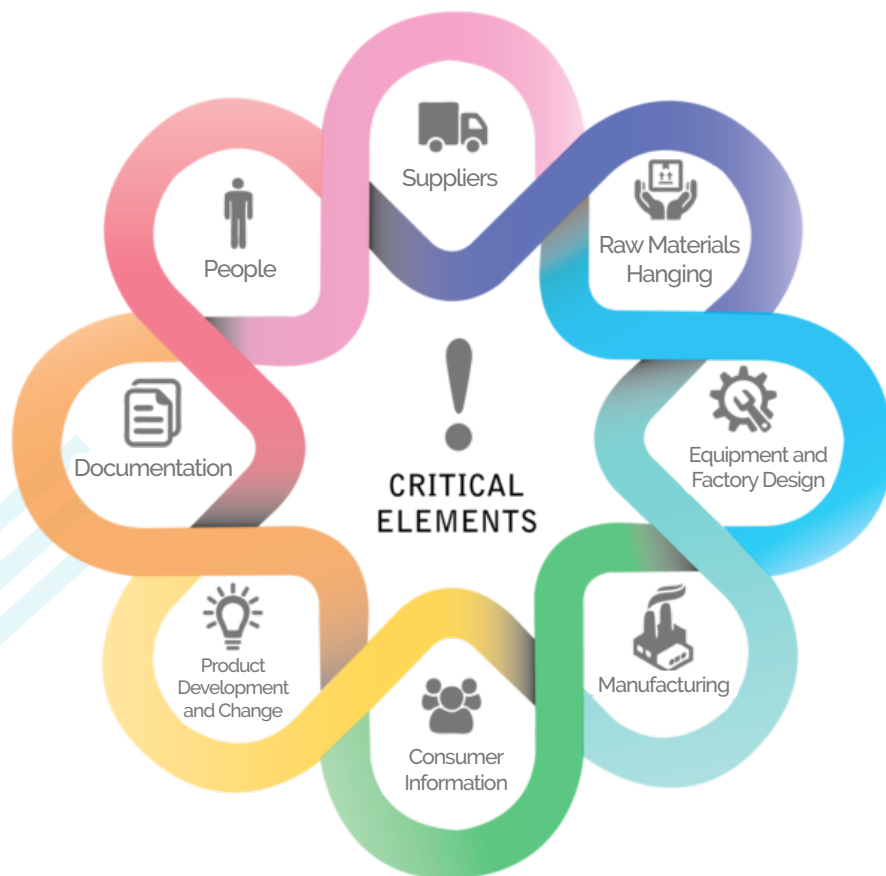


1.3 WHY IMPLEMENT A HACCP-BASED SYSTEM?

The program encourages agri-food businesses in BC to implement industry-recognized systems for food safety, based on HACCP principles, HACCP-based systems and certifications heavily influence businesses in their performance levels, food safety standards, and professional partnerships.

There are several 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.
- Many regulatory bodies require some food 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.



2

CERTIFICATIONS RECOGNIZED BY THE PFFS PROGRAM

The following list contains all certifications auditable under the Post-Farm Food Safety 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 preapproval by the Ministry.

- 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)
- Société Générale de Surveillance (SGS)

For more details, please refer to **Appendix A**.



3

PROGRAM ELIGIBILITY REQUIREMENTS

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

- Have an active 9-digit business registration number (BN) with CRA or have an active GST number and file business or farm income taxes in British Columbia (BC);
- Must be based and operating in the province of British Columbia.
- Be provincially or federally licensed;
- Constitute a legal entity (an association, corporation, partnership, proprietorship, trust, or individual that has legal standing in the eyes of the law);
- Be in compliance with all requirements of the law and agree to remain in compliance for the term of the CAP funding agreement;
- Be registered with the BC Premises Identification Program if you raise livestock and/or poultry; [please visit www.gov.bc.ca/premisesidprogram].

Required Documentation

In addition, eligible applicants will be asked to provide supporting documents, including:

- A letter of commitment from their Senior Management team in order to confirm their commitment to the improvement of their food safety system;
- A provincial, or federal operating license;
- A letter of Good Standing from a financial institution; and
- Other requirements for eligibility may be set if necessary;

PRIOR TO ACCEPTING A BUSINESS INTO THE PROGRAM,

FPSC WILL VERIFY WHETHER OR NOT THE BUSINESS QUALIFIES AS AN ELIGIBLE PARTICIPANT

THROUGH THE PART A AND PART B APPLICATIONS.

3.1 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 agribusinesses that handles food for human consumption and can be located on or off a farm premise.

Includes:

- Food and beverage manufacturers;
- Processors, Transporters, Warehouses, Distributors, Packagers, Importers and Exporters;
- Abattoirs (Abattoirs must be registered in the BC Premises Identification(1)*. Registration can happen simultaneously with the Post-Farm Food Safety Program's application); and
- Processing facilities (beyond basic washing, grading and packaging) located on or off a farm premise and not covered by a certified On-Farm Food Safety (OFFS) Program.

1 *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.

3.2 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 (PFFS) 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 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
- 3118 Bakeries and Tortilla Manufacturing
- 3119 Other Food Manufacturing

Beverage & tobacco product manufacturing

- 3121 Beverage Manufacturing
- **3123 Cannabis product manufacturing - NEW!**

Transportation and warehousing

- 481 Air transportation
- 482 Rail Transportation
- 483 Water transportation
- 484 Truck Transportation
- 4931 Warehousing and Storage



3.3 WHO CANNOT APPLY (INELIGIBLE APPLICANTS)

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

- Operations that grow, process or handle health or nutrition supplements;
- Health and/or nutrition supplement processing/handling operations;
- Operations producing pet food or food not intended for human consumption;
- Businesses only involved in primary production;
- Retail operations;
- Restaurants or other foodservice operations;
- Aquaculture and seafood production businesses
- 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 Ministry to make an official decision regarding eligibility.



ALTERNATIVES

For primary production, you might be eligible to apply to **On-Farm Food Safety Program**.

For more information, visit our website:
www.bconfarmfoodsafetyprogram.com

4 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 Program when they directly relate to:

- Conducting Food Safety Gap-Assessments (or pre-audit) to identify and document risks, issues and opportunities to improve food safety capacity, systems and practices;
- Implementing Food Safety Improvement related to Good Manufacturing Practices (GMPs), Best Practices (BPs) and recognized Hazard Analysis Critical Control Point (HACCP) food safety practices systems in their operations; and
- Achieving a successful third-party HACCP based audit.

After review of the client's requests, and the development of the workplan and contract, FPSC will determine whether the outlined activities are eligible. Any food safety activities taking place before a client's project launch date are **not eligible for funding**.

4.1 FUNDING CATEGORIES

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

Food Safety Project Categories	Percent Cost-Share	Maximum Available Cost-Share
1. Gap-Assessment (or pre-audit): <ul style="list-style-type: none"> • Identify and document risks through food safety gap-assessments (or pre-audits) • Food Safety (including Traceability) gap-assessment resulting in a project work-plan 	70%	up to \$20,000
2. Food Safety Improvement Activities (GMPs or BPs) <ul style="list-style-type: none"> • Pro-actively mitigate food safety risks identified in gap-assessment/ pre-audit through implementing food safety systems and/or upgrading of facilities and equipment 	70%	<ul style="list-style-type: none"> • All other Food Safety Improvement (systems, facility and equipment) - up to \$20,000 • Equipment/facility upgrade for regulatory compliance-capped at \$15,000
3. Third party audited HACCP Certification(s) get certified in recognized HACCP food safety systems in their businesses	70%	up to \$20,000
Maximum per applicant over 5 years of PFFS Program	70%	\$20,000

Each Eligible Participant may apply for and receive funding of up to \$20,000 for eligible activities over the term of PFFS program (i.e., 2018-2023).

4.1.1 GAP -ASSESSMENT OR PRE-AUDIT

% COST SHARE 70% ————— **MAX AVAILABLE COST SHARE \$20,000**

Projects under this category will focus on obtaining an assessment of the food safety risks and traceability capacity of your business, resulting in a work plan to address gaps. Accredited Food Safety Professionals are available to conduct your gap-assessment or pre-audit. Based on your needs, you may choose the appropriate organisation to conduct your gap-assessment or pre-audit. Accredited Food Safety Professionals can be accessed as detailed in section 7 below.

Eligible activities under this funding pocket include:

- Costs for a gap-assessment or pre-audit by third party accredited auditors to identify
- opportunities for food safety improvements (including traceability);
- Development of a Food Safety work plan outlining the actions needed to implement a
- HACCP based food safety program, including traceability planning;

4.1.2 FOOD SAFETY IMPROVEMENT ACTIVITIES

% COST SHARE 70% ————— **MAX AVAILABLE COST SHARE \$20,000**

Projects under this category allow applicants to implement food safety improvement activities, validate their existing practices and develop plans for food safety and traceability¹ procedures, including:

- Developing traceability plans and implementing written food safety programs
- Purchasing equipment which is directly and strongly related to food safety
- Making facility upgrades for regulatory compliance
- Conducting laboratory testing specifically required to reduce food safety risk including validation and/or verification of CCPs/PCPs.

High quality projects should include activities that demonstrate the highest impact on reducing food safety risk.

ELIGIBLE ACTIVITIES UNDER THIS FUNDING POCKET INCLUDE:

A. EQUIPMENT PURCHASES AND/OR FACILITY MODIFICATIONS

% COST SHARE 70% — **TO MEET REGULATORY COMPLIANCE IS CAPPED AT \$15,000**

- 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.

² Traceability – projects related to traceability implementation can be accessed through an independent Traceability Program. For more information, please visit: <https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/programs>

B. OTHER FOOD SAFETY IMPROVEMENTS

% COST SHARE **70%** ————— MAX AVAILABLE COST SHARE **\$20,000**

- Third party costs to develop written food safety documentation (i.e. food safety policies, procedures, schedules, and records);
- Conducting validation studies outlined in HACCP plans/CCPs/PCPs;
- Laboratory testing performed by an accredited third-party laboratory for validation and/or verification activities (e.g. testing of water, foods or food contact surfaces to assess that the item is suitable for their intended uses);
- One-time training of staff on newly developed or updated procedures, policies or practices related to food safety;
- Food Safety Training provided by a third-party organization or a food safety training provider;
- Developing a traceability plan to enable integration of multiple processes (e.g. receiving, shipping, production and inventory, sales/marketing, procurement, food safety records, resource management);
- Developing Recall Plan to include:
 - Contacting authorities and customers; and
 - Record-keeping of all actions taken during a recall.

4.1.3 HACCP BASED FOOD SAFETY FINAL AUDITS/CERTIFICATIONS

% COST SHARE **70%** ————— MAX AVAILABLE COST SHARE **\$20,000**

Projects under this category will focus on performing final audits or certification by a third party leading to a **successful certification** to any of the programs listed in **Appendix A**.

Note: You have to achieve your HACCP certification(s) in order to be reimbursed. Unsuccessful audit will not be reimbursed.

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



4.2 INELIGIBLE ACTIVITIES AND COSTS

Projects and activities are deemed ineligible when they do not directly relate to the improvement of a food safety system. Review below for a detailed list of the activities that are ineligible for the Post-Farm Food Safety 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; and
- Projects and activities that directly influence and/or lobby any level of government.

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

- Activities that are peripheral or not directly connected to food safety, including, but not limited to:
 - Dead-stock disposal and removal or other waste disposal;
 - Activities that support food quality rather than food safety; or
 - In-house (non-recognized) HACCP systems.
- Traceability equipment;
- Any cost not specifically required for the execution of a project;
- Normal day-to-day operating costs/activities 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.;
- Costs associated with food safety that are inherent in the day-to-day operations of the business or for the ongoing maintenance of a food safety program (e.g. ongoing expenses for employee salaries, disposable gloves, hairnets, ongoing pest control services, laundry services, hiring of external sanitation crews; ongoing calibration, etc.)
- Mentoring and coaching;
- Sponsorship of conferences and learning events or initiatives;
- Any travel costs unrelated to approved activities, in excess of provincial guidelines for Travel and Meal Guidelines;
- Purchase of vehicles, furnishings, 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 same activities also funded under other approved Province programs;
- Costs incurred before the approval of the project or after the project completion date identified in the contribution agreement between the Applicant 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.

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

5

THE APPLICATION PROCESS

The program Registrar has created an easy application process and an overall user-friendly experience to help you get to the program. From beginning to end, you 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 program Registrar, be sure to regularly check your email to receive email prompts from the Registrar.

For more information on the application process steps, please review **Appendix D**.

5.1 STEPS IN THE APPLICATION PROCESS

STEP 1: REVIEW PROGRAM DETAILS

Review the Post-Farm Food Safety 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 at: www.bcpostfarmfoodsafety.com.

STEP 2: GET STARTED, COMPLETE PART A - ELIGIBILITY APPLICATION

The Post-Farm Food Safety Program has a 2-part online application process, Part A and Part B. In this step, let's 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.bcpostfarmfoodsafety.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 with Part B.

5.1 STEPS IN THE APPLICATION PROCESS CONTINUED

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 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 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 ask you to briefly explain what you would like to do with the project funding!

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

Mandatory Documents:

- A 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; and
- A copy of your CRA business number.

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.



STEP 4: CHOOSE YOUR PLACEMENT

Once your application is approved, you will need to choose the option that reflects your case. Here are your options:

Option 1: You only want funds to complete a third-party HACCP final audit:

- The program Registrar will send you an email notification inviting you to schedule a time to speak with our Technical Program Advisor (TPA); then
- Proceed to Step 5.

Option 2: You want funds to make Food Safety Improvements

- a. You have a valid Gap-Assessment or a Pre-Audit:
 - You will be required to submit your valid Gap-Assessment and/or Pre-Audit to be reviewed by the program Registrar. The Gap-Assessment or Pre-Audit will be used to complete your Workplan;
 - Once verified, the program Registrar will send you an email notification inviting you to schedule a time to speak with our TPA; then
 - Proceed to Step 5.
- b. You need a Gap-Assessment or a Pre-audit:
 - You will be required to get a Gap-Assessment or a Pre-Audit from an Accredited Food Safety Professional (AFSP). Follow the direction provided in Section 6 under the heading Hiring An AFSP – consulting services;
 - You submit the Gap-Assessment and/or the Pre-audit to be reviewed by the program Registrar;
 - Once verified, the program Registrar will send you an email notification inviting you to schedule a time to speak with our TPA; then
 - Proceed to Step 5.

Note: Gap-Assessments or Pre-Audits identify and document food-safety risks or lapses in your facility. Gap-assessments are required for all participants seeking funds for food safety improvements. The PFFS Program requires that a fresh gap assessment be done.

The program will consider gap-assessments/pre-audits conducted by a recognized certification body (see website: www.bcpostfarmfoodsafety.com) or regulatory inspectors (BC or CFIA) within the last 12 months to be valid forms of assessments, for the purposes of the program, provided that:

- The facility information hasn't changed from the last audit/ assessment; and
- The requested food safety activities are identified in the submitted document (e.g. non-conformances not yet addressed).

If applying for HACCP certification only, and not any food safety improvements, you are not required to submit a PFFS valid form of assessment.

STEP 5: BUILD YOUR WORKPLAN!

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

What is a Workplan? In the Post- Farm Program, a “Workplan” is a form that documents all 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 program Registrar will reimburse with project funding. Your Workplan is a very important document, it will follow you throughout the duration of the program.

How do I make my Workplan? Schedule a time to speak with our Technical Program Advisor (TPA), Manmohan Singh (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 system, with the goal of reaching a HACCP-based certification or more advanced certifications. 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 Registrar to approve and start your contract!

STEP 6: CONTRACT/ FUNDING AGREEMENT

At this stage your Workplan has been finalized and is ready to be made into a contractual Funding Agreement. FPSC will develop your contract based on the Workplan submitted. **Sign the contract** and upload to the contract section in your **myprofile** for our countersignature. Always notify us of your signed contract with a message via the message center.

WELCOME TO THE PFFS PROGRAM!

Congratulations, you can start your projects.

Your 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. These timelines are important, binding and firm.

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 timelines to make claims and to view project documents.

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

5.2 “MY PROFILE” ONLINE SYSTEM

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

To make the Post-Farm Food Safety (PFFS) 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 Food Safety program resources that are handy to have on hand, for quick reference.
- **View program documents:** For ease of reference, My Profile features a “My 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 & FPSC.
- **My Workplan:** The FPSC 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 claims, see previous claims submissions and view your remaining balance – all in one spot!
- **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 “My 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, refer to Section 9 of this guide.

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!

6

THE ROLE OF THE TECHNICAL PROGRAM ADVISOR (TPA)

Manmohan Singh (Minty) Gadhok is the Technical Program Advisor for the 2018-2023 Post-Farm Food Safety Program. Minty is a Lead Instructor for FSPCA's Preventive Controls for Human Foods training, an approved FPSC, SGS, and SAI Global Instructor, is certified in QMS (ISO 9001:2008) Lead Auditor Certification, and is a 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; and
- 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 Program. While communicating regularly with the program Registrar, Accredited Food Safety Professionals (AFSP'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 11**.



7

HIRING AN ACCREDITED FOOD SAFETY PROFESSIONAL (AFSP)

The Ministry defines Accredited Food Safety Professional “AFSP”, as a qualified food safety professional who is either registered with a nationally/internationally recognized food safety program or is recognized by third-party Certifying Body as listed on Appendix A of the program guide.

The roles of an AFSP include, but are not limited to:

1. Conducting a gap-assessment and/or pre-audit to identify, evaluate and document risks found in the plant;
2. Recommending an action plan that includes food safety improvement activities under the following three headers:
 - system development;
 - facility compliance; and
 - equipment compliance.

These recommendations must align with the “eligible activities” listed in this guide and will form the basis for development of “workplans” at a later stage.

To access the services of an AFSP, you can contact the certifying bodies listed below under the heading Approved Certifying Bodies, or Registered Trainers/Consultants with GFSI Schemes.

7.1 APPROVED CERTIFYING BODIES

This list of certifying bodies is not exhaustive. Applicants who are seeking to use the services of certifying bodies that are not listed below, can forward to the program manager, who will forward this request to the Ministry and reply with their decision.

NAME	WEBSITE
bQb Cert	www.bqbcert.com/bqbcert-company
Dicentra inc.	www.dicentra.com
DQS Canada	www.dqs.ca
GCI	www.globalcomplianceinc.com
NSF International	www.nsfcanada.ca
SAI Global	www.saiglobal.com/en-au/contact/countries/canada
SGS	www.sgs.ca

7.2 REGISTERED TRAINERS/CONSULTANTS WITH GFSI SCHEMES

This list of GFSI Schemes is not exhaustive. Applicants who are seeking to use the services of professionals from other Schemes that are not listed below, can forward to the program manager, who will forward this request to the Ministry and reply with their decision.

NAME	WEBSITE
BRC	www.brcglobalstandards.com/training/approved-training-partners
Canada Gap	www.canadagap.ca
FSCC 22000	www.fssc22000.com/documents/certification-bodies.xml?lang=en
Global Gap	www.globalgap.org
GRMS	www.grms.org
IFS International	www.ifs-certification.com/index.php/en/partners
Primus	www.primusgfs.com
SQF	www.sqfi.com/partners/consultants



8

CLAIMS AND REIMBURSEMENT

The Post-Farm Food Safety (PFFS) Program is a cost-sharing initiative, which will reimburse a portion of the cost of food safety advancements within eligible food & beverage industry facilities. Participants will assume the full cost of the eligible activity, as approved in their PFFS 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 the Registrar. 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 writing a request to the Registrar.



8.1 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 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 and 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.
 - ***Please note:** You must prove that you have purchased this item, if you don't have a receipt, we need a copy of the cheque or proof of transaction.
 - ***Accepted Proof of Payment:** Copy of cheques, cheque stubs, bank transaction records, e-transfer receipt, credit card statements, official receipt, accounting records, online official receipts of purchase. ***Please note:** Writing the cheque number on the invoice is NOT a sufficient form of proof of payment.
- **An invoice from your company to the FPSC:** Now that you have paid the expense in full, you must invoice FPSC for the approved reimbursable amount as per the Funding Agreement.

Your invoice to us must clearly indicate:

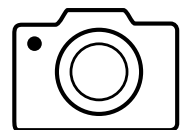
- Your Company name;
- Invoice number;
- Date of the expense;
- GST/HST number;
- Description of the expense;
- Total dollar amount; and
- Taxes paid.

***Please Note:** Taxes, shipping and travel expenses are not eligible for reimbursement.

Here are a couple examples:

1. Exact cost: activity cost is \$1,000 reimbursed at 70% - you will invoice FPSC for \$700
2. Under: Estimated Workplan quote is \$2,000 reimbursed at 70% - your activity only ended up costing \$1800, you will invoice FPSC for \$1,260

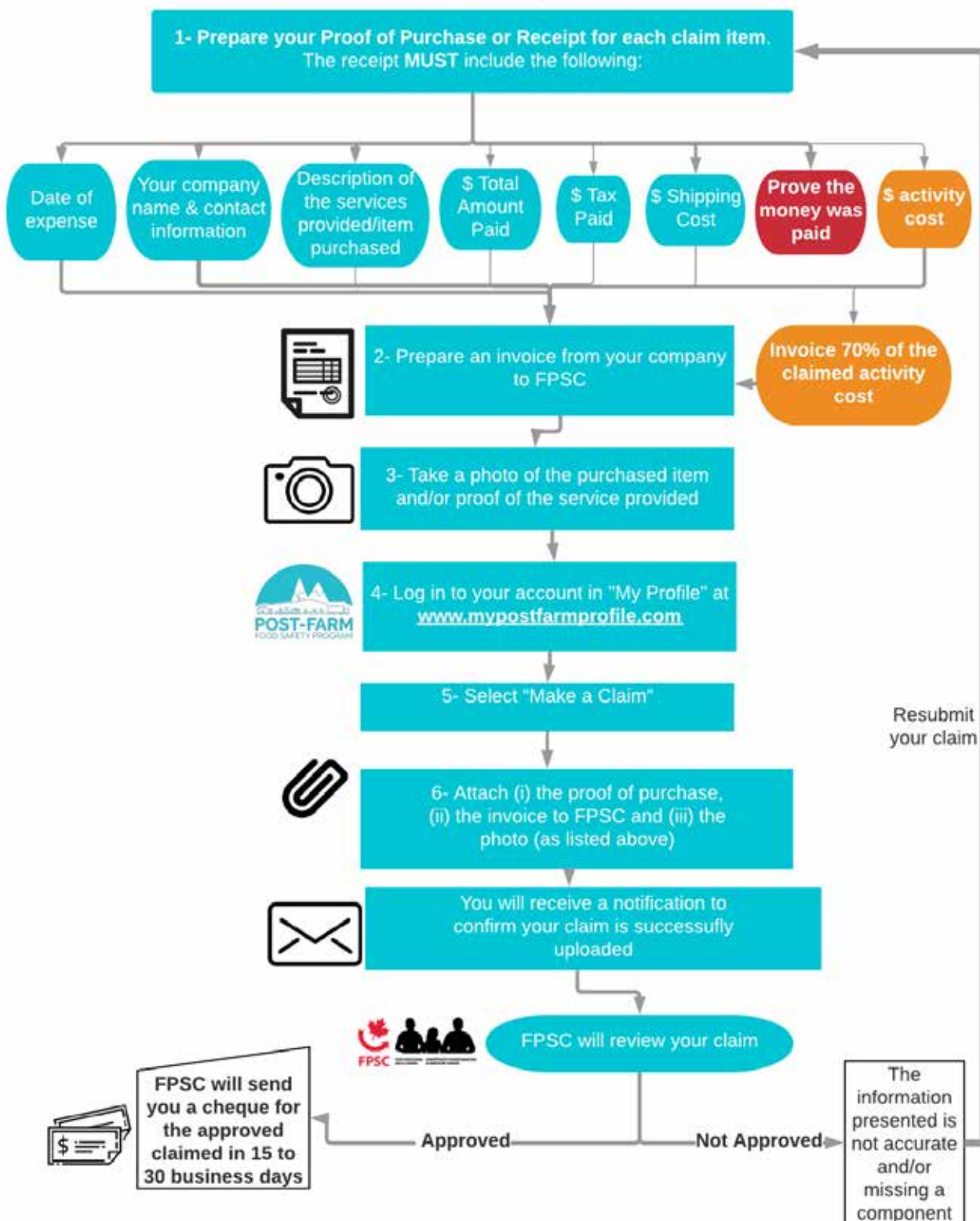
- **Supporting Documents/Pictures:** You are asked to provide supporting documents or pictures of the completed project. Your contract will state which items require supporting documents/ images.



***Please Note:** Always take pictures of new equipment, facility modifications, etc. for project monitoring and auditing purposes.

8.2 HOW TO MAKE A CLAIM

Submitting a claim is easy. Here is what you must do:



To make it even easier for you to submit a claim and get your money from the first trail, **follow the 3 step process below:**

1. Assemble all 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 the activity that you would like to submit a claim for.
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.

***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 30 business days.**

8.3 MONITORING OF ACTIVITIES AND VERIFICATION AUDITS

Monitoring of Activities

It's our goal to help you succeed! Throughout the PFFS 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 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 PFFS Program participant, you agree to periodic monitoring of your project by the program Registrar and the TPA.

Verification Audits

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

As a PFFS Program 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.**



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AMENDMENTS

Failure to complete and claim for your project by the deadline agreed in the approval letter may result in the forfeiture of your funding, regardless of written project approval (or how much money you may have spent on the project). The funding reserved for you will be respectively allocated to other producers who are waiting for funding.

If you are unable to carry out any of the activities by the deadline mentioned in the approval letter or you wish to amend the approved activities, you must go to “My Profile” and submit the “**Amendment Form**”. Failure to notify the Program Registrar 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 similar programs.



10 COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL

The FPSC 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 E**.

10.1 PROGRAM FEEDBACK AND EXIT SURVEY

FPSC 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.



PROGRAM CONTACT INFORMATION

Food Processing Skills Canada (FPSC)

201 - 3030 Conroy Rd,
Ottawa, Ontario K1G 6C2

Phone: 613-237-7988

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

Fax: 613-237-9939

Company Website: <http://www.fpsc-ctac.com>

Program Website: www.bcpostfarmfoodsafety.com

My Profile Website: www.mypostfarmprofile.com

TITLE	NAME	EMAIL
Program Manager	Rima Hatoum	rhatoum@fpsc-ctac.com
Program Registrar	Jennifer Brown	jbrown@fpsc-ctac.com
Technical Program Advisor	Manmohan Singh (Minty) Gadhok	mintytpa@fpsc-ctac.com
Financial Manager	Olga Karpinskaia	okarpinskaia@fpsc-ctac.com
FPSC Executive Director	Jennefer Griffith	jgriffith@fpsc-ctac.com



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FREQUENTLY ASKED QUESTIONS

- 1. Should we apply for the program? Our company does not have many resources.**
 Yes. The purpose of the Post-Farm Food Safety 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.
- 2. We are almost ready for our food safety system to become certified. Should we apply for the program?**
 Yes. The Post-Farm program funds pre-audit assessments as well as 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!
- 3. What if we want to work towards a secondary HACCP certification, recertification, or multiple certifications?**
 All third-party HACCP certifications are eligible for funding, whether it's a new certification or a recertification. You must successfully pass your audit and achieve your HACCP-based Certification in order to be funded, unsuccessful audits won't be reimbursed.
- 4. 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.
- 5. What is a Valid Form of Gap-Assessment (Pre-Audit)?**
 A "Valid form of Gap-Assessment/ Pre-audit" is a pre-requisite to accessing the Food Safety Implementation funding under the Post-Farm Food Safety (PFFS) Program. While there are many types of industry assessments that may be accepted, the PFFS program has posted an official definition of the type of assessments that we will consider valid when applying to the program. We encourage you to familiarize yourself with the definition on our project website www.bcpostfarmfoodsafety.com and in our program guide.
- 6. What if I don't have a valid form Gap-Assessment/ Pre-Audit, what do I do? Am I still allowed to access Food Safety Implementation funding?**
 If you don't have a valid Gap-Assessment/ Pre-Audit, or yours has expired, the Post-farm Food Safety (PFFS) Program will fund eligible post-farm businesses to get an assessment done. All participants must fill out both Part A and Part B applications forms in full and be approved by the program. Once approved, your organization will enter into a Contractual Funding Agreement with the program for the purposes of funding/ reimbursing a Gap-Assessment/ Pre-Audit for your business. The Contractual Funding Agreement must be signed & submitted before you may start your activities. *Any activity occurring before your contractual funding agreement starting date will not be reimbursed. Only assessments conducted by Accredited Food Safety Professionals (AFSP) will be considered valid and eligible for reimbursement, all other assessments.
- 7. Can I use the same advisor/consultant that I used in the 2016-2018 Post-Farm Food Safety & Traceability Program (PFFSTP), or may I use the advisor/ consultant that I'm already working with?**
 In order to be eligible for reimbursement under the program, all Gap-Assessments or Pre-Audits must be performed by an Accredited Food Safety Professional (AFSP), as defined by the program; this also applies to third-party audits/ certifications. However, you may use any consultant/ advisor of your choosing to develop and implement food safety plans within your plant. We encourage you to familiarize yourself with the criteria for an Accredited Food Safety Professional (AFSP) posted on our project website www.bcpostfarmfoodsafety.com, if your current advisor meets the criteria you may continue to use them.
- 8. How do I apply for the program?**
 The first part of the application (Part A: Eligibility Form) is accessible to everyone on the program website www.bcpostfarmfoodsafety.com. The second part of the application (Part B: Funding Application) is only accessible to clients who are deemed eligible. Access to the second application form is given via email to eligible clients. Detailed application steps can be also be found at www.bcpostfarmfoodsafety.com or on Section 5 "Application Process" of the program guide.

9. 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 the full \$20,000 worth of funding. You will work with the TPA to develop a Workplan that is right for your business.

10. Can I use the full \$20,000 worth of funding?

Yes, if all your activities are deemed eligible.

11. Is my west coast seafood establishment eligible?

No. Seafood establishments are not eligible for this program. Please refer to Section 4 of this guide.

12. Can I submit claims against the approved activities in part (i.e. post partial completion) or in full (i.e. after completion of all approved activities under the project)?

You cannot submit claims against partially completed projects. You can only submit claims once all activities under the respective project/ category/ group headings are completed.

13. What are the project/ category/ group headings?

There are five groups headings under the three project headings as detailed below:

- i. Gap Assessment
- ii. Food Safety Improvement Activities
 - 1. Food Safety Improvement Consulting
 - 2. Equipment/Facility update
- iii. HACCP final audit/ certification

Claims can be submitted after completion of all approved activities under any of the five groups headings above (therefore, technically you can submit a maximum of five claims if you have approved activities under all five group headings)

14. What is the timeframe for completion of my approved activities?

The claims must be submitted before the deadline provided by the TPA in your Workplan and Schedule A of your Funding Agreement. We however strongly recommend that you identify projects (which meet the eligibility criteria) that can be realistically completed within 6 to 8 months.

15. Can I seek an extension for my approved activities in case I am unable to complete them within the approved deadline?

Yes – you can (& must) seek deadline extension (amendment) to avoid losing the approved funding. By delaying your activity completion, you will however be putting yourself at a disadvantage in comparison to participants who complete activities ahead of time since they will be in a better position to seek additional funding before program funds run out (assuming they have not reached the funding limits). For more information, please refer to Section 9 Important Information of the program guide.

16. How do I communicate with the program manager/registrar regarding clarifications/ amendments?

All inquiries and communication need to be done through your “My Profile” on the Funding Program website at the website www.mypostfarmprofile.com.



13 APPENDICES



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APPENDIX A - FOOD SAFETY CERTIFICATIONS

The following list contains certifications recognized under the Post-Farm Food Safety (PFFS) Program.

Please note that this list is not exclusive. Other certifications may be accepted but require preapproval by the Ministry.

Global Food Safety Initiative (GFSI) Schemes:

- British Retail Consortium (BRC)
- Food Safety System Certification (FSSC) 22000
- Global Red Meat Standards (GRMS)
- International Food Safety Standard (IFS version 6)
- PrimusGFS
- Safe Quality Food (SQF 2000)

CFIA Recognized Food Safety Plans:

- Preventive Control Plans (CPCs) as per Safe Food for Canadians Regulation (SFCR)
- Food Safety Enhancement Program (CFIA's FSEP)

Others:

- American Institute of Baking
- Société Générale de Surveillance (SGS)

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APPENDIX B - PROJECT CATEGORIES FOR ELIGIBLE ACTIVITIES & COSTS

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

Food Safety Project Categories	Percent Cost-Share	Maximum Available Cost-Share
1. Gap-Assessment (or pre-audit): <ul style="list-style-type: none"> Identify and document risks through food safety gap-assessments (or pre-audits) Food Safety (including Traceability) gap-assessment resulting in a project work-plan 	70%	up to \$20,000
2. Food Safety Improvement Activities (GMPs or BPs) <ul style="list-style-type: none"> Pro-actively mitigate food safety risks identified in gap-assessment/ pre-audit through implementing food safety systems and/or upgrading of facilities and equipment 	70%	<ul style="list-style-type: none"> All other Food Safety Improvement (systems, facility and equipment)- up to \$20,000 Equipment/facility upgrade for regulatory compliance-capped at \$15,000
3. Third party audited HACCP Certification(s) get certified in recognized HACCP food safety systems in their businesses	70%	up to \$20,000
Maximum per applicant over 5 years of PFFS Program	70%	\$20,000

Each Eligible Participant may apply for and receive funding of up to \$20,000 for eligible activities (see below) over the term of PFFS program (i.e., 2018-2023).

LIST OF ELIGIBLE ACTIVITIES

CATEGORY #1: GAP-ASSESSMENT OR PRE-AUDIT	70% COVERAGE	MAX OF \$20,000
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- Costs for a gap-assessment or pre-audit by a third party to identify opportunities for food safety improvements, in compliance with a HACCP Based System Standards.
- Development of a Food Safety work plan outlining the actions needed to implement a HACCP based food safety program.

CATEGORY #2: FOOD SAFETY IMPROVEMENTS	70% COVERAGE	MAX OF \$20,000
--	---------------------	------------------------

Activities under this category focus on developing and implementing written food safety improvement activities, validate their existing practices and develop plans for food safety procedures, including:

- Developing traceability plans;
- Developing and implementing written food safety programs ;
- Purchasing equipment which is directly and strongly related to food safety;
- Making facility upgrades for regulatory compliance;
- Conducting laboratory testing specifically required to reduce food safety risk; and

Maximum available cost-share:

- No cap for activities (except equipment and facility modifications)
- **Equipment and/or Facility upgrades capped at \$15,000 per applicant for the PFFS Program Term (5 years).**

ELIGIBLE ACTIVITIES UNDER THIS FUNDING POCKET INCLUDE:

2-A: EQUIPMENT PURCHASES AND/OR FACILITY MODIFICATIONS	70% COVERAGE	CAP OF \$15,000
---	---------------------	------------------------

- 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.);
 - Purchase of signage;
 - Hand washing sinks, soap and paper towel dispensers, hand sanitizing stations, footbath/door framers, 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);

- Chlorinator and equipment designated to water treatment methods (e.g. ultraviolet, ozonation, filtering systems),
- 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:
 - Upgrading interior surfaces to cleanable materials (non-toxic, smooth and non-absorbent);
 - Separate storage area for chemicals (room, chemical cabinet);
 - 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.

2-B: OTHER FOOD SAFETY IMPROVEMENTS

70% COVERAGE

MAX OF \$20,000

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), including:
 - Personnel and handling of food;
 - Cleaning and sanitizing; water treatment and testing etc.
 - Pest control- preparation of a pest management plan for buildings by a third party pest control business
 - Food Safety record keeping, Traceability plans, Recall plans
 - Preventative maintenance and calibration of equipment related to food safety
 - Shipping/receiving
 - HACCP or PCP
 - Operational pre-requisite programs including, allergen, foreign material prevention program, etc.
- Third party consultation/advisory costs- one-time training of staff on newly developed or updated procedures, policies or practices related to food safety, i.e. how to collect samples, calibrate equipment;
- Food safety training /skills development- projects under this category will focus on increasing

general knowledge of food safety risks, risk prevention, and food safety programs by taking education or training course. Course outline (detailing training to be provided and outcomes, including a cost summary or quote), training and materials from an accredited third-party organization or training provider on food safety.

- Laboratory analysis – Baseline 3rd party laboratory to conduct testing:
 - Testing of water, food or food contact surfaces to assess that the item is suitable for their intended uses (i.e. sanitation, food contact surface, product-testing, etc.); and
 - Testing performed by an accredited 3rd party laboratory to obtain validation results.
- Developing a traceability plan to enable integration of multiple processes (e.g. receiving, shipping, production and inventory, sales/marketing, procurement, food safety records, resource management
- Developing a Recall Plan to include:
 - Contacting authorities and customers; and
 - Record-keeping of all actions taken during a recall.

CATEGORY #3: HACCP FINAL AUDITS/CERTIFICATION (S) | 70% COVERAGE | MAX OF \$20,000

This category focuses on final audits leading to successful certification(s) for nationally or internationally recognized food safety programs. Participants are eligible for multiple HACCP plans.

Note: HACCP certification (s) needed for reimbursement

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APPENDIX C - LIST OF INELIGIBLE ACTIVITIES



LIST OF INELIGIBLE ACTIVITIES

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

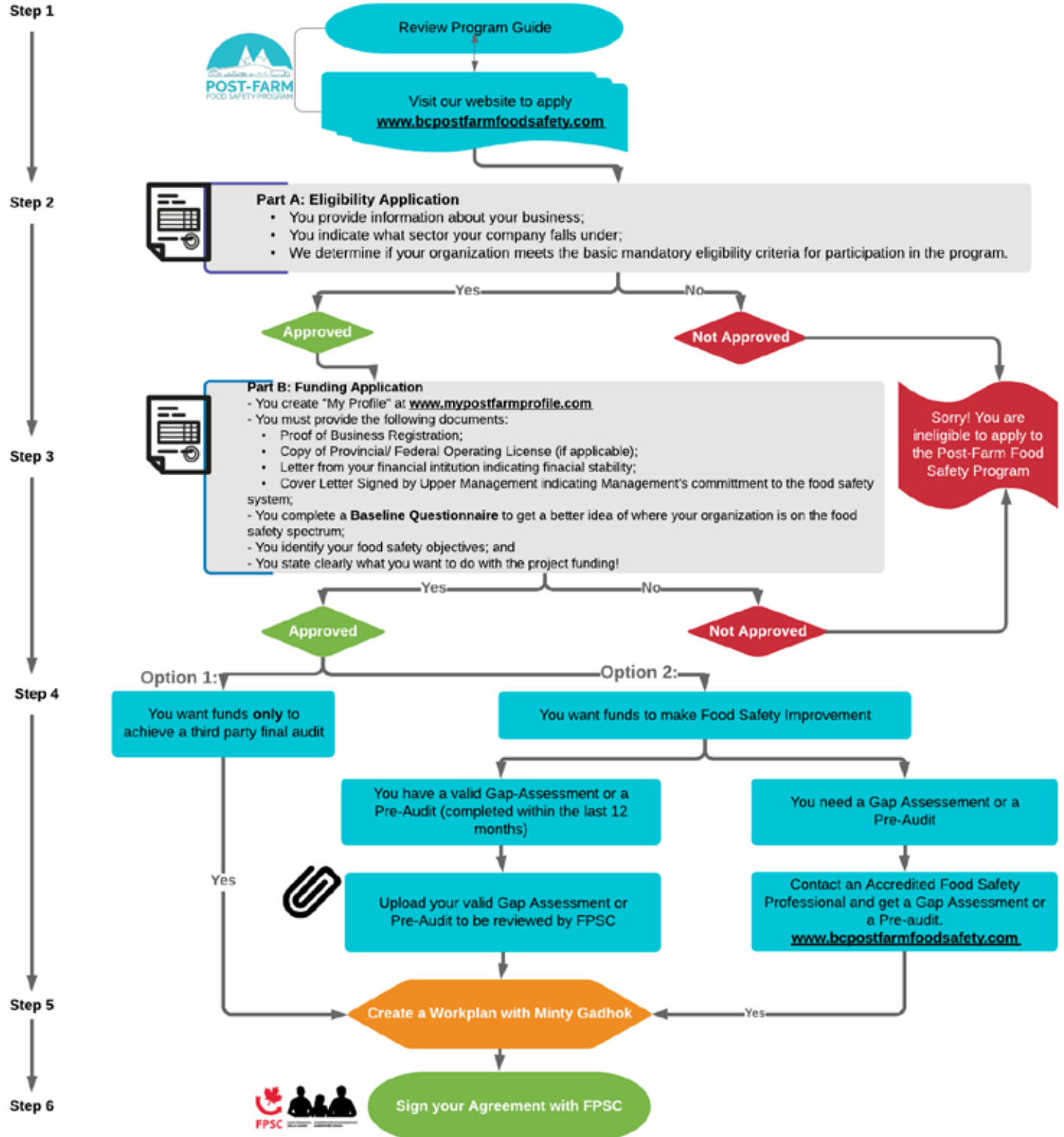
- Activities that are peripheral or not directly connected to food safety, including, but not limited to:
 - Dead-stock disposal and removal or other waste disposal;
 - Activities that support food quality rather than food safety; or
 - In-house (non-recognized) HACCP systems.
- Traceability equipment;
- Any cost not specifically required for the execution of a project;
- Normal day-to-day operating costs/activities 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.;
- Costs associated with food safety that are inherent in the day-to-day operations of the business or for the ongoing maintenance of a food safety program (e.g. ongoing expenses for employee salaries, disposable gloves, hairnets, ongoing pest control services, laundry services, hiring of external sanitation crews; ongoing calibration, etc.)
- Mentoring and coaching;
- Sponsorship of conferences and learning events or initiatives;
- Purchase of vehicles, furnishings, 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 same activities also funded under other approved Province programs;
- Costs incurred before the approval of the project or after the project completion date identified in the contribution agreement between the Applicant 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.

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APPENDIX D - POST FARM APPLICATION STEPS



POST FARM APPLICATION STEPS



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APPENDIX E - COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL



FPSC POST-FARM FOOD SAFETY PROGRAM

COMPLAINT MANAGEMENT AND RESOLUTION PROTOCOL

The protocol has been used and continues to be used successfully by FPSC in other programs. The process includes and documents: communication with the client, process steps and timelines associated with each step and 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 PFFS Program web platform or by contacting the Program Registrar.

The protocol is outlined in all hard copy program promotional materials, at any informational sessions held and is a part of any program training activities. All program staff has 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 for a written agreement from the Complainant. Once the Complainant verifies the 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 FPSC 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 FPSC 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 off” 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
COMPANY NAME	EMAIL ADDRESS
FULL MAILING ADDRESS	
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 _____	



Contact:

Food Processing Skills Canada (FPSC)
201-3030 Conroy Rd,
Ottawa, ON K1G 6C2

Tel: 613-237-7988

www.bcpostfarmfoodsafety.com

