

RSPCA APPROVED FARMING SCHEME

OPERATIONS MANUAL

MARCH 2021

v5.3



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| Group: | RSPCA Australia | Amendment: | Governance | ID code: | 1106 |
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| Title: | RSPCA AFS Operations Manual | | | Owner: | SDPO |

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Note about the use of this manual

RSPCA Australia is currently transitioning from the processes as outlined in the RSPCA Approved Farming Scheme Operations Manual - September 2016, to the processes outlined in this manual. The transition to the processes in this manual shall first occur for Participants in the Meat Chicken Program from 1 March 2020, with other species-specific Programs to follow. However, when and wherever appropriate, as determined by RSPCA Australia through the RSPCA Australia Certification Body, the processes as outlined in this manual shall, for any Program, supersede and replace those outlined in the previous manual.

1. Introduction

1.1. The RSPCA in Australia

The RSPCA is Australia's best known and most trusted animal welfare organisation. With a mission to prevent cruelty to animals by actively promoting their care and protection, the RSPCA is a charity that is firmly based in the Australian community. RSPCA Australia is a federation of the RSPCA Societies that operate in each state and territory. Together these Societies work to improve animal welfare at the local, regional and national level. RSPCA Australia is the national voice for the RSPCA, leading opinion, policy and behaviour through strong science-based expertise.

1.2. The RSPCA Approved Farming Scheme

The RSPCA Approved Farming Scheme (the Scheme) is a not-for-profit program that was established in the mid-1990s. It is owned by RSPCA Australia and its aim is to improve the welfare and lives of as many farm animals in Australia as possible, today. The Scheme is underpinned by Standards developed by RSPCA Australia.

1.3. RSPCA Australia's Standards

The RSPCA Approved Farming Scheme Standards (the Standards) set out species-specific animal welfare requirements and production practices that aim to meet the animal's behavioural and physiological needs and are designed to assist the relevant industry to continually improve and demonstrate good animal welfare outcomes. Standards are a mix of resource and animal-based requirements and provide a level of animal welfare higher than that which is currently required by Australian animal welfare legislation.

The Standards require that those responsible for the care of animals practise:

- Caring and responsible planning and management.
- Skilled, well-trained, knowledgeable and conscientious stockpersonship.
- Appropriate environmental design and management.
- Considerate handling and transport.
- Humane slaughter.

1.4. Principles underpinning the Standards

The Standards are underpinned by RSPCA Australia's Good Animal Welfare policy:

RSPCA Australia considers that the welfare of an animal includes both physical and mental states. Ensuring good animal welfare goes beyond preventing pain, suffering or distress and minimising negative experiences, to ensuring animals can express their natural behaviour in an enriching environment, feel safe, have healthy positive experiences and a good quality of life. Thus providing good animal welfare means providing animals with all the necessary elements to ensure their physical and mental health and a sense of positive individual wellbeing.

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2. Overview

2.1. Scheme documentation

The documentation that underpins the Scheme includes:

- The Standards - detail the requirements for the production of each species under the Scheme.
- The Operations Manual - provides information about the Scheme's operation.

2.2. Standards development

RSPCA Australia is responsible for developing the Standards. RSPCA Australia periodically reviews existing Standards and may develop new Standards for other parts of the supply chains relating to the Standards. RSPCA Australia may also develop new Standards for other species. Stakeholders in the Scheme and other invited parties have the opportunity to provide comment during any development or review process.

2.3. Programs

The Scheme includes individual Programs that encompass the processes, policies and procedures applied for determining conformance with each species-specific Standard. The Scheme has Programs for determining conformance with current versions of the following Standards:

- Dairy calves
- Farmed Atlantic salmon
- Layer hens
- Meat chickens
- Pigs
- Turkeys

2.4. Participation

Participation in the Scheme is as a Producer and/or a Licensee.

2.5. Producers

Producers operate, and/or are contractually associated with, one or more production sites. Producers and production sites are assessed against the relevant Scheme and species-specific Standard requirements. Producers, through their production sites, produce Approved Products. Only Producers may supply Approved Products to Licensees. Producers are responsible for the welfare of the animals farmed under the Scheme and for conformance with Scheme and Standard requirements. As part of these responsibilities, Producers take corrective action whenever nonconformance with any Scheme and/or Standard requirement is identified.

2.6. Licensees

Licensees source and market Approved Products from Producers. Only Licensees may reference RSPCA Approved by name or through the use of the RSPCA Approved Farming Scheme logos on Approved Products and on any associated marketing material. Licensees are permitted to use the Logos in accordance with the RSPCA Approved Farming Scheme Style Guide after entering into a Trademark Licence Agreement with RSPCA Australia.

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2.7. Licensing Fees

The Scheme is funded by Licensing Fees paid by Licensees. These fees are used to fund the Scheme's assessment, certification, and marketing activities. All fees paid by Licensees are quarantined once received and used only for the purpose of operating and promoting the Scheme. Licensee Fees are paid according to the requirements of a Trademark Licence Agreement. Applicants or Producers can also be charged an Assessment Fee but only in specific circumstances, as detailed in section 2.8.

2.8. Assessment Fees

Applicants and Producers do not incur fees except in the following circumstances where an Assessment Fee may be charged for:

- A site visit (see [section 4.6.](#))
- Conducting certification activities for an Applicant.
- An Evaluation Assessment of a production site that has had two prior sequential assessments conducted where its Certification Status was Under Application.
- An assessment that an Applicant or Producer specifically requests to occur.
- Variations to the assessment schedule as requested by an Applicant or Producer.
- A planned and scheduled assessment or site visit that an Applicant or Producer cancels or changes at late notice.

2.9. Biosecurity

RSPCA Australia recognises that production sites can experience transmissible disease outbreaks and that in circumstances of a biosecurity incident, access to production sites for non-essential personnel and visitors can be restricted. In such circumstances, non-essential visitors can include RSPCA Australia Certification Body (the Certification Body) personnel and contractors, and therefore decisions made to limit access to production sites can impact planned and scheduled assessments. RSPCA Australia supports the implementation of best practice biosecurity measures at all production sites. RSPCA Australia is committed to implementing short-term alternative mechanisms to monitor conformance at any production site that cannot be assessed due to a biosecurity incident.

2.10. Australian legislation

Producers are responsible for compliance with Australian legislation applicable to their production sites, including but not limited to animal welfare, animal health, water and land use, environmental impact management and monitoring, effluent management, biosecurity, transportation, processing, food safety and product labelling.

If Certification Body personnel and contractors observe what they believe to be a breach in relevant Australian animal welfare legislation during an assessment, the breach is reported to the responsible authority in the jurisdiction in which it was observed. Any relevant assessment observations, measurements, photographs, and videos are also provided to the responsible authority. The applicable production site's Certification Status may be changed whilst an investigation by the responsible authority is on-going.

2.11. Traceability

The Scheme includes Traceability and Chain of Custody requirements for Participants and those in the supply chain handling Approved Product.

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2.12. Supply chain sectors

The Scheme does not include all supply chain sectors within the scope of its Certification Process. Tabled below are the species-specific supply chain sector arrangements for the Scheme.

| Meat chickens Turkeys | Requirements specified | Requirements Assessed | Assigned a Certification Status |
|---|------------------------|-----------------------|---------------------------------|
| Breeding stock supplier site | ✗ | ✗ | ✗ |
| Breeding site | ✗ | ✗ | ✗ |
| Hatchery site | ✗ | ✗ | ✗ |
| Transport to brooding and/or growing site | ✗ | ✗ | ✗ |
| Brooding and/or growing site | ✓ | ✓ | ✓ |
| Brooding and/or growing shed | ✓ | ✓ | ✗ |
| Catching for slaughter | ✓ | ✓ | ✗ |
| Transport to slaughter | ✓ | ✓ | ✗ |
| Slaughter | ✓ | ✓ | ✗ |
| Marketing of Approved Product | ✓ | ✗ | ✗ |

| Layer hens | Requirements specified | Requirements assessed | Assigned a Certification Status |
|---|------------------------|-----------------------|---------------------------------|
| Breeding stock supplier site | ✗ | ✗ | ✗ |
| Breeding site | ✗ | ✗ | ✗ |
| Hatchery site | ✗ | ✗ | ✗ |
| Transport to brooding and/or rearing site | ✗ | ✗ | ✗ |
| Brooding and rearing site | ✗ | ✗ | ✗ |
| Transport to laying site | ✗ | ✗ | ✗ |
| Laying site | ✓ | ✓ | ✓ |
| Laying shed | ✓ | ✓ | ✗ |
| Depopulation | ✓ | ✗ | ✗ |
| Transport to slaughter | ✓ | ✗ | ✗ |
| Slaughter | ✓ | ✗ | ✗ |
| Marketing of Approved Product | ✓ | ✗ | ✗ |

| Pigs | Requirements specified | Requirements assessed | Assigned a Certification Status |
|---|------------------------|-----------------------|---------------------------------|
| Breeding stock supplier site | ✗ | ✗ | ✗ |
| Transport to breeding and/or growing site | ✓ | ✗ | ✗ |
| Breeding site | ✓ | ✓ | ✓ |
| Growing site | ✓ | ✓ | ✓ |
| Loading for slaughter | ✓ | ✓ | ✗ |
| Transport to slaughter | ✓ | ✓ | ✗ |
| Slaughter | ✓ | ✓ | ✗ |
| Marketing of Approved Product | ✓ | ✗ | ✗ |

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| Farmed Atlantic salmon | Requirements specified | Requirements assessed | Assigned a Certification Status |
|-------------------------------|------------------------|-----------------------|---------------------------------|
| Breeding stock supplier site | ✓ | ✗ | ✗ |
| Transport to breeding site | ✓ | ✗ | ✗ |
| Breeding site | ✓ | ✓ | ✓ |
| Transport to hatchery | ✓ | ✓ | ✗ |
| Hatchery site | ✓ | ✓ | ✓ |
| Transport to marine site | ✓ | ✓ | ✗ |
| Marine site | ✓ | ✓ | ✓ |
| Transport to slaughter | ✓ | ✓ | ✗ |
| Slaughter | ✓ | ✓ | ✗ |
| Marketing of Approved Product | ✓ | ✗ | ✗ |

| Dairy calves | Requirements specified | Requirements assessed | Assigned a Certification Status |
|--|------------------------|-----------------------|---------------------------------|
| Breeding stock supplier site | ✗ | ✗ | ✗ |
| Transport to breeding site | ✗ | ✗ | ✗ |
| Breeding site | ✗ | ✗ | ✗ |
| Supply site | ✓ | ✓ | ✓ |
| Transport to rearing and/or finishing site | ✓ | ✓ | ✗ |
| Rearing site | ✓ | ✓ | ✓ |
| Finishing site | ✓ | ✓ | ✓ |
| Transport to slaughter | ✓ | ✓ | ✗ |
| Slaughter | ✓ | ✓ | ✗ |
| Marketing of Approved Product | ✓ | ✗ | ✗ |

2.13. Parallel production

The Scheme is open to Producers who operate higher welfare production systems. Producers who also operate conventional production systems are not ordinarily excluded from participating in the Scheme. Where Producers are permitted to operate parallel production systems, the animals and products that are associated with the Scheme are clearly identified and appropriate separation and traceability systems are in place.

2.14. Scheme promotion

RSPCA Australia may undertake general marketing activities to promote the Scheme, promote the benefits to farm animal welfare, and encourage consumers to seek out Approved Products. Licensees are consulted and kept informed regarding promotional activities and are encouraged to complement them with their own brand-specific promotions.

2.15. Confidentiality

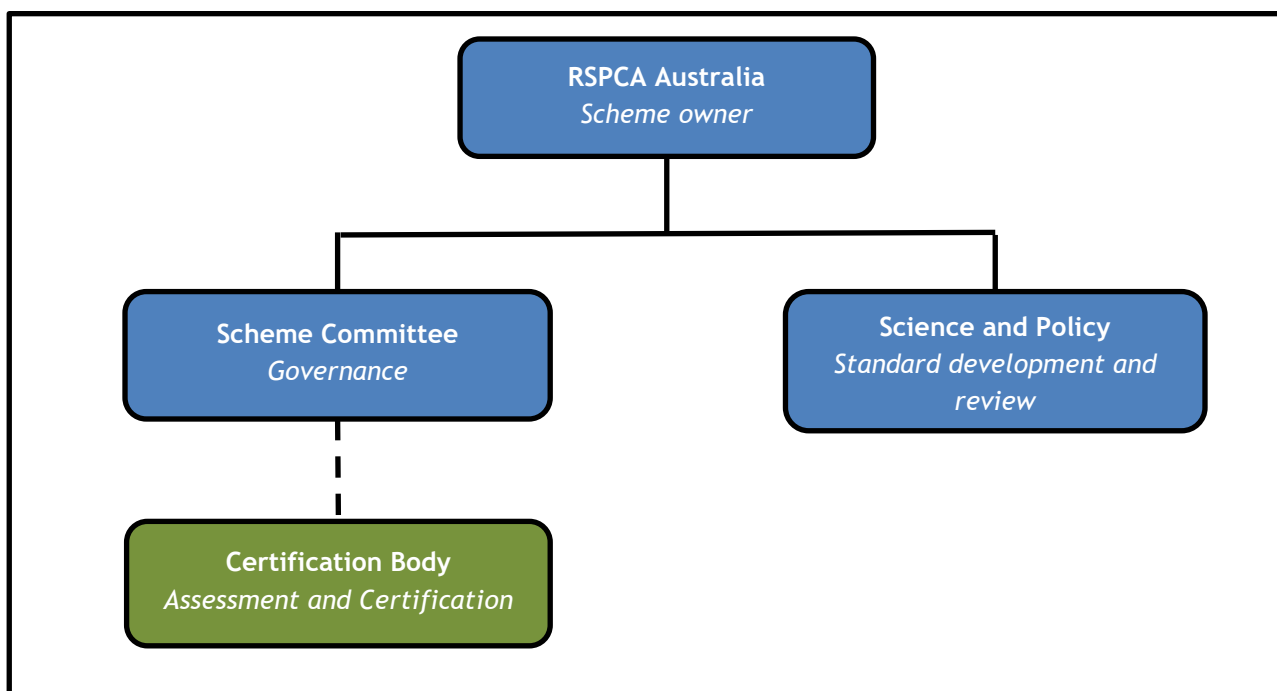
Information gathered and created as part of the Certification Process is managed according to the confidentiality requirements as stated in the:

- Privacy Act 1988.
- ACT Information Privacy Act 2014.
- AFS Certification Body Confidentiality Policy and Procedure.

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3. Operational Information

3.1. Organisational structure



3.2. Scheme Committee

The RSPCA Australia Scheme Committee (the Scheme Committee) sets the Certification Body's governance rules and operating parameters. The Scheme Committee is composed of senior RSPCA Australia personnel and may also include an external member. The Scheme Committee is also responsible for deciding upon exemptions and adjudicating Certification Decision appeals.

3.3. Certification Body

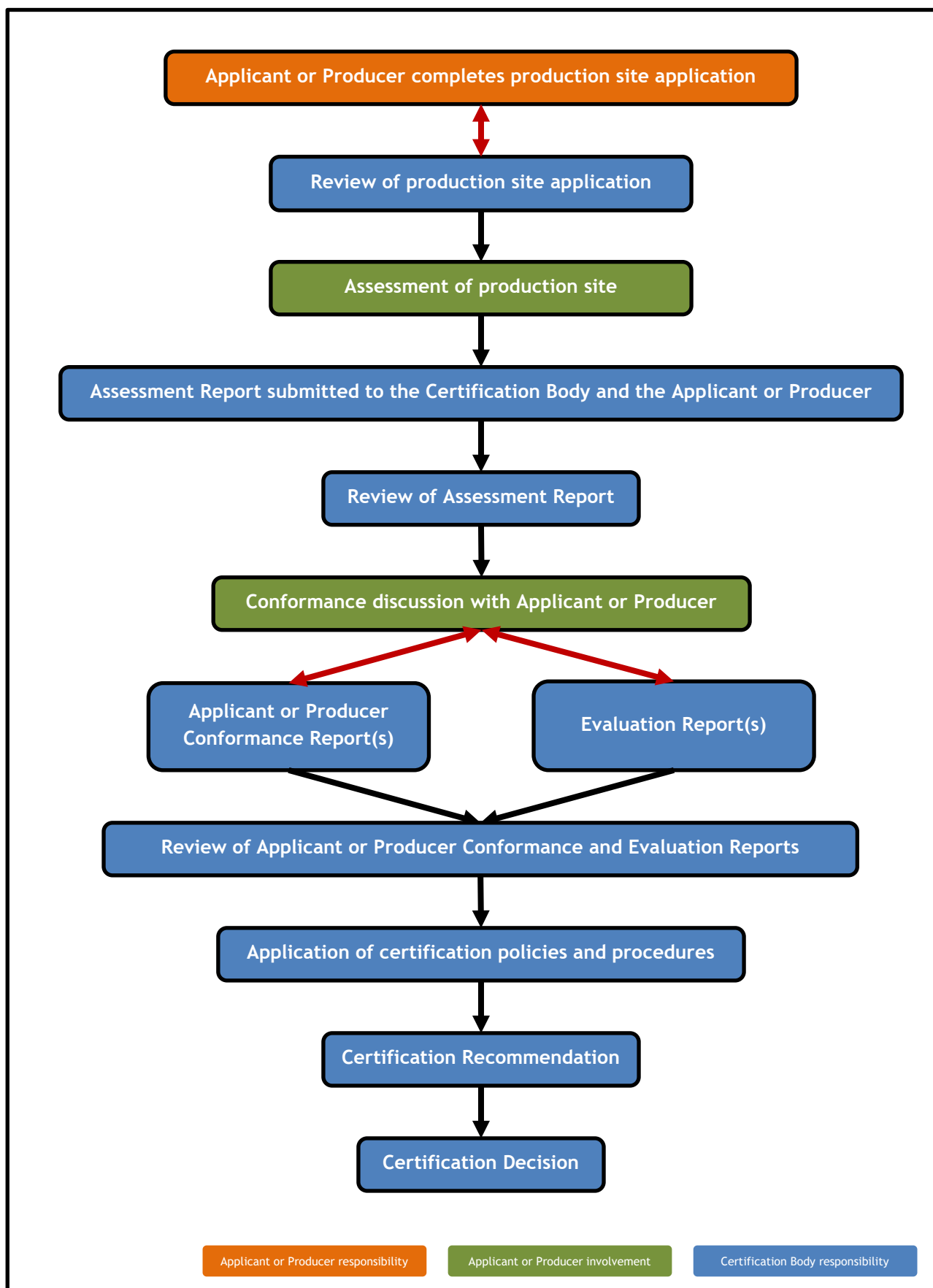
The Certification Body manages and operates the Scheme, including all certification activities. The Certification Body reports to the Scheme Committee regarding its certification activities.

3.4. Certification Body top management

Certification Body top management is responsible for overseeing the implementation of the Scheme and its associated certification activities. Certification Body top management arrange Participant agreements and are responsible for managing any complaints made regarding the Certification Process and any appeals made regarding assessment findings.

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3.5. Certification Process



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3.6. Certification activities

3.6.1. Application

Application covers Certification Body activities from liaising with individuals and companies interested in joining the Scheme through to the planning and scheduling of a site assessment. Completed application and Scheme documentation is reviewed by the Certification Body to make an informed judgement as to whether relevant Scheme and Standard requirements are being appropriately fulfilled. Where it is judged that these requirements are likely being met, a site assessment is planned and scheduled for the purpose of verifying conformance.

3.6.2. Evaluation

Evaluation covers all Certification Body activities from the preparation for an assessment through to the provision of associated conformance reports. On completion of a site assessment, an Assessment Report is provided to both the Certification Body and the Applicant or Producer. The Certification Body reviews the Assessment Report, and where applicable the production site's conformance history, as well as Applicant or Producer responses to any identified nonconformance. Evaluation Report(s) are generated using this information. Evaluation Report(s) supersede the Assessment Report and are also provided to the Applicant or Producer. Producer Conformance Report(s) may also be generated and provided to an Applicant or Producer as part of Evaluation. Producer Conformance Report(s) outline any identified nonconformance that is not site-specific.

3.6.3. Review

Review covers all Certification Body activities that relate to determining a Certification Recommendation for an Applicant or Producer's production site. The recommendation is determined by applying certification policies and procedures utilising information from Evaluation. Recommendations are determined by Certification Body personnel not involved in the relevant Application and/or Evaluation.

3.6.4. Certification

Certification covers all Certification Body activities that relate to determining a Certification Decision for an Applicant or Producer's production site. The decision is made by applying certification policies and procedures utilising information from Review. Certification Decisions are made by Certification Body personnel not involved in the relevant Application and/or Evaluation.

3.7. Assessment schedule

Applicants and Producers are contacted by the Certification Body to schedule assessments. The Certification Body schedules assessments to fulfil the Assessment Program and in a manner that conforms with biosecurity requirements.

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3.8. Assessment Program

The following Assessment Program is completed for each production site with a valid Certification Status under the Scheme.

| Species | Program |
|--|---|
| Layer hens Meat chickens Turkeys | Depending on individual production site circumstances, between two and four Evaluation Assessments in a 12-month cycle. |
| Dairy calves Pigs | Two Evaluation Assessments in each 12-month cycle. |
| Farmed Atlantic salmon | <ul style="list-style-type: none"> One Evaluation Assessment of specific animal handling procedures in each 12-month cycle. One Evaluation Assessment of freshwater phase production sites in each 12-month cycle. One Evaluation Assessment of a marine phase production site in each 24-month cycle. |

Not all production sites are assigned a Certification Status under the Scheme. This includes production sites which do not have any applicable specified Scheme or Standard requirements or are outside the scope of any species-specific Program, as well as abattoirs that slaughter animals to produce Approved Product.

3.8.1. Abattoirs

Only slaughter processes that have been assessed by the Certification Body and shown to comply with the requirements for slaughter contained within the relevant Standard may be used to slaughter animals to produce Approved Products.

Process assessments occur at each abattoir at a minimum of once in each 12-month cycle. An abattoir may also slaughter animals that have not been farmed or slaughtered to Scheme and Standard requirements, however these animals are not used to produce Approved Product.

3.8.2. Other processes

Process assessments occur for catching and loading for transport at a minimum of once in each 12-month cycle for each Producer. These processes are not assigned a Certification Status under the Scheme.

3.9. Evaluation Assessment

Evaluation Assessments are conducted by RSPCA Assessors to verify conformance with relevant Scheme and Standard requirements. Under certain circumstances, Evaluation Assessments may be conducted remotely. Certification Body internal audit processes are used to verify the correct application of assessment policies and procedures by Assessors.

During an Evaluation Assessment, Assessors can be joined by other Assessors, other Certification Body personnel and/or contractors, and/or other RSPCA personnel, for observation, supervisory, verification, education, or training purposes. During Evaluation Assessments measurements, photographs, and videos, can be taken as evidence of conformance with the Scheme and Standard requirements. Assessors are responsible for producing an Assessment Report of the findings from the Evaluation Assessment; this report is provided to the Applicant or Producer and the Certification Body.

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3.10. Verification Assessment

Verification Assessments of production sites are conducted as per Evaluation Assessments except that they do not count towards the completion of the required Assessment Program and may be:

- Limited in their scope to verifying the completion of any specific corrective action to address nonconformance with Scheme or Standard requirements.
- Planned and scheduled without prior agreement from the Producer.
- Conducted with 12-24 hours' notice provided to the Producer.

3.11. Certification

Evaluation and Review of production sites are conducted to determine their Certification Status under the Scheme. Certification Coordinators are responsible for conducting Evaluations and Reviews, as well as making Certification Recommendations and Certification Decisions. Certification Coordinators are also responsible for the planning and scheduling of assessments for Applicants and Producers.

3.12. Conformance Working Group

In certain situations, three or more Certification Body personnel or contractors may form a Conformance Working Group for the purpose of making a Certification Recommendation.

3.13. Certification Status

A Producer or production site's Certification Status can be one of the following as formally notified by the Certification Body:

3.13.1. Under Application

An Applicant or production site that has applied to participate in the Scheme but is yet to demonstrate conformance with relevant Scheme and Standard requirements.

3.13.2. Declined

An Applicant or production site that has applied to participate in the Scheme but did not demonstrate conformance with relevant Scheme and Standard requirements.

3.13.3. Approved

A Producer or production site that demonstrates conformance with relevant Scheme and Standard requirements.

3.13.4. Suspended

A Producer or production site that does not demonstrate conformance with relevant Scheme and Standard requirements, and/or certification has been removed for a specific timeframe.

3.13.5. Withdrawn

A Producer or production site that does not demonstrate conformance with relevant Scheme and Standard requirements, and/or certification has been removed.

3.13.6. Terminated

A Producer or production site that has decided to cease participation in the Scheme.

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3.14. Scope of certification

A Producer or production site can be limited in the scope of certification. The scope of a Producer's certification can be limited to specific supply chain sectors and/or production sites as well as specific Scheme and Standard requirements. The scope of a production site's certification can be limited to specific infrastructure and/or equipment as well as specific Scheme and Standard requirements.

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4. Applicant and Producer information

4.1. Application

To apply to participate in the Scheme, Applicants submit an Application Form. An Application Fee may be charged by the Certification Body.

Applicants and Producers must also complete and submit documentation for each production site that has a Certification Status of Under Application. This application documentation can include: a Self-Assessment Form, an Animal Care Statement, a Veterinary Health Plan and a Production Site Details Form.

4.2. Self-Assessment

A Self-Assessment Form is used by Applicants and Producers to self-identify conformance and nonconformance with the requirements of the Scheme and the relevant Standard on each production site that has a Certification Status of Under Application. A completed Self-Assessment Form is submitted to the Certification Body prior to arrangements being made for undertaking an assessment.

4.3. Animal Care Statement

An Animal Care Statement is a document that describes the policies and procedures in place on a production site for the management of animals, the responsibilities of personnel, the features of the operation's infrastructure and emergency procedures. The requirements for Animal Care Statements are outlined in each species-specific Standard. A completed Animal Care Statement is submitted to the Certification Body prior to arrangements being made for undertaking an assessment.

4.4. Veterinary Health Plan

A Veterinary Health Plan is a document that provides the details of animal health matters such as vaccination programs, use of medicines and on-site biosecurity procedures. The requirements for Veterinary Health Plans are outlined in each species-specific Standard. A completed Veterinary Health Plan is submitted to the Certification Body prior to arrangements being made for undertaking an assessment.

4.5. Production Site Details

A Production Site Details Form is used by Applicants and Producers to provide detail about each of their production sites to the Certification Body. The required detail is determined by the Certification Body and includes information such as location, ownership, management, dimensions, infrastructure, and equipment. A completed Production Site Detail Form is submitted to the Certification Body prior to arrangements being made for undertaking an assessment.

4.6. Site visit

Site visits can be conducted at a production site at the request of an Applicant or Producer. Site visits can be used to inform and assist Applicants and Participants with regards to conforming with relevant Scheme and Standard requirements and identify any gaps. Site visits are planned and scheduled, with agreement from, and notice provided to, the Applicant or Producer. Site visits do not form part of the Assessment Program.

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4.7. Exemptions

The Scheme Committee considers all exemption applications from an Applicant or Producer and may provide an exemption based on the information and evidence submitted. A decision on all exemptions is made on a case-by-case basis after reviewing all material considered necessary and relevant. Any granted exemption may include requirements for additional assessment, certification and/or verification actions being conducted by the Certification Body and/or the Applicant or Producer. The Scheme Committee will not consider an exemption to any Scheme or Standard requirement if the exemption contravenes RSPCA policy.

4.8. Complaints

Applicants and Producers may submit a complaint regarding the performance of any aspect of the Certification Process. Complaints are made in writing to the Certification Body. Upon receiving a complaint, Certification Body top management verify and investigate the details of the complaint. Applicants and Producers may request status updates on their complaint. Applicants and Producers are provided a resolution on their complaint, and justification for this resolution, in writing. If required, the complaint may be referred to the Scheme Committee for their review and resolution.

4.9. Appeals

Applicants and Producers may submit an appeal regarding any Certification Decision. Appeals are made in writing to the Certification Body. Upon receiving an appeal, the Certification Body verifies all necessary information. Appeals made regarding assessment findings are referred to, and resolved by, Certification Body top management. If required, appeals made regarding assessment findings may be referred to the Scheme Committee for their review and resolution. Appeals made regarding Certification Decisions are referred directly to the Scheme Committee. The Scheme Committee reviews the information and ensures the Certification Decision was made in line with relevant Certification Body certification policies, procedures, and associated requirements. Applicants and Producers may request status updates on their appeal. Applicants and Producers are provided a final Certification Decision, and justification for this decision, in writing.

4.10. Producer Agreement

The Producer Agreement outlines the specific requirements of being a Producer under the Scheme. For an Applicant, once the Certification Process is complete and the Producer Agreement is signed, it becomes a Producer under the Scheme.

4.11. Information use

Under strict conditions, RSPCA Australia may use the following records for information and promotional purposes:

- Market share.
- Production data.
- Retail outlets selling Approved Products.
- Photographs and/or videos of facilities and/or animals under the Scheme.
- Licensee marketing materials.
- Any other records deemed appropriate.

Any data used for information or promotional purposes is grouped and anonymised to prevent an individual Producer's data being identifiable.

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4.12. Outsourcing

Applicants and Producers are advised where any aspect of the Certification Process is outsourced to an external body. All external bodies meet the requirements of the AFS Certification Body Outsourcing Policy and Procedure.

4.13. Changes affecting certification

Applicants and Producers are advised of any new or revised Scheme or Standard requirement. In such circumstances, an implementation date is set and additional assessment, certification and/or verification actions may be conducted by the Certification Body to assess an applicable production site's conformance with any updated requirement.

Applicants and Producers notify the Certification Body of any changes at a production site that impact upon its ability to meet the Scheme and/or an applicable Standard's requirements. These changes are assessed on a case-by-case basis and may result in additional assessment, certification and/or verification actions being conducted by the Certification Body.

4.14. Reportable events

Applicants and Producers inform the Certification Body of any major reportable events. Detailed definitions of major reportable events are outlined in each species-specific Standard. In certain circumstances, RSPCA Australia may notify the relevant state/territory animal welfare authority of the event.

4.15. Internal assessment

Applicants and Producers have internal assessment systems in place to verify conformance with the Scheme and Standard requirements as well as reporting to the Certification Body the details of any identified nonconformance. The Applicant or Producer identifies the root cause of any nonconformance and completes appropriate corrections and corrective actions to resolve the nonconformance. Applicants and Producers communicate internally regarding all existing, potential reoccurring and/or systemic nonconformance with the Scheme or Standard requirements. This includes notifying all applicable production sites of actions that are to be, or have been, taken to resolve the nonconformance.

4.16. Data

Producers submit data to the Certification Body that is related to their animal production activities under the Scheme. The data required and frequency of submission is determined by the Certification Body.

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5. Licensee information

5.1. Application

Licensees submit an application to the Certification Body. The application will be reviewed by Certification Body top management prior to progressing to any Trademark Licence Agreement negotiations with RSPCA Australia.

5.2. Participation

A Licensee can be a:

- Producer(s) marketing Approved Products, or products containing Approved Products, sourced from their own production site(s) which have a Certification Status of Approved.
- Brand owner(s) marketing Approved Products, or products containing Approved Products, sourced from a Producer's production site(s) which has a Certification Status of Approved.

5.3. Responsibilities

Licensees enter into a Trademark Licence Agreement with RSPCA Australia. The agreement is legally binding. Licensees are permitted under an agreement to reference RSPCA Approved by name and use the RSPCA Approved Farming Scheme logos on Approved Products and on any associated marketing material. Licensees may only make appropriate and correct claims regarding any Approved Product. Licensees are responsible for conforming with all relevant Scheme policies and procedures as well as specific requirements detailed in their Trademark Licence Agreement.

5.4. Chain of custody

Licensees disclose their chain of custody arrangements for all Approved Product.

5.5. Scheme references

Licensees may only make claims for Approved Products, or references to the Scheme, where the product is supplied by a Producer from production site(s) which have a Certification Status of Approved and the product has been produced in conformance with Scheme and Standard requirements. References to the Scheme and the use of logos on Approved Products and associated marketing materials are governed by the RSPCA Approved Farming Scheme Style Guide. Only associated packaging and marketing materials that have been authorised for use by RSPCA Australia may be used for Approved Products. Potential actions that may be taken in response to incorrect references to the Scheme or use of logos can include: corrective actions, suspension or withdrawal of a Trademark Licence Agreement, publication of the transgression and/or legal action.

5.6. Termination of agreement

Trademark Licence Agreements detail the circumstances that may lead to termination of an agreement by RSPCA Australia. Some reasons for termination can include:

- Referencing non-Approved Product as Approved Product (substitution).
- Failure to provide required data.
- Failure to pay Licensing Fees.
- The Licensee entering into administration/receivership.
- Incorrect use of logos.

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6. Glossary

| Word | Definition |
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| Applicant | A legal entity which has applied to undergo the Certification Process and has a recognised Certification Status under the Scheme of either Under Application or Declined. |
| Application | The collective term for the activities that produce the information required for Evaluation. |
| Approved Product | Product made from, or produced by, animals which have been farmed in conformance with Scheme and Standard requirements. |
| Assessor | A Certification Body employee or contractor with recognised competencies to conduct site conformance assessments. |
| Authorisation | Official permission for undertaking a particular role, function and/or task. |
| Certification | The collective term for the activities that determine, apply, and communicate a Certification Decision. |
| Certification Coordinator | A Certification Body employee or contractor with recognised competencies to coordinate the Certification Process. |
| Certification Status | The formal standing of a Producer's involvement in the Scheme and/or a Program. |
| Evaluation | The collective term for the activities that produce the information required for Review. |
| Licensee | A legal entity which is authorised to source and market Approved Product. |
| Parallel production | Circumstances where both higher welfare and conventional production systems are operated by the same legal entity. |
| Participant | The collective term for Licensees and Producers. |
| Producer | A legal entity which has undergone the Certification Process and has a recognised Certification Status under the Scheme of either Approved, Suspended, Withdrawn or Terminated. |
| Production site | A physical location within a supply chain which produces animals and/or Approved Product and supplies these to Producer(s). |
| Program | The collective term for all the processes, policies and procedures that are applied for each species-specific Standard. |
| Review | The collective term for the activities that produce the information required for Certification. |
| RSPCA Australia Certification Body | The Certification Body operated by RSPCA Australia. |
| Standard | The collective term for the individual requirements of each species. |



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