

**STANDARD OPERATING**

**PROCEDURE ON MANAGEMENT, ALLOCATION, UPDATE AND ACCESS TO THE**

**FBO (FOOD BUSINESS OPERATOR) SYSTEM**

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# 1. OBJECTIVE

To provide a guideline for the management, access, update and registration process of the Food Business Operator (FBO) system of the Department of Agriculture, Forestry and Fisheries (DAFF).

# 2. SCOPE

2.1 The Standard Operating Procedure (SOP) shall be followed by all FBO, personnel of the DAFF and relevant assignees involved in the objective of the system. The SOP shall include procedures and responsibilities for all role-players to follow.

2.2 The scope of registration is for products subject to the standards and requirements published under the Agricultural Product Standards Act, 1990 (Act No. 119 of 1990), which requires an Export certificate. This SOP includes drying and fermentation that take place on the farm. (See Annexure B for schedule of registered products.). The scope of this Standard Operating Procedure (SOP) will be applicable to FBO's producing and handling produce for export as well as those who are doing local handling.

2.3 The registration of a FBO code is to facilitate the traceability process of tracing and tracking of product one step up and one step down in the supply chain.

# 3. DEFINITIONS

3.1 "**assignee**": a person, undertaking, body, institution, association or board designated under section 2(3) of the Agricultural Product Standards Act, 1990 (Act No. 119 of 1990);

3.2 "**Commercial cold storage facilities (CCS)**": means commercial cold storage facilities not located on primary production sites/farms involved in the handling, storage and distribution of products of plant origin, which are intended for export and local. On-farm cold storage is not treated as a separate FBO and is assumed to be operating under the on-farm packhouse code;

3.3 "**Container depot (CD)**": means a place for storage, cleaning, detention and examination of empty containers;

3.4 "**Drying facilities DF)**": means those facilities involved in the drying, handling and chemical treatment of dried fruit, rooibos and honey bush tea destined for further processing;

3.5 "**Dry storage facilities (DSF)**": means those facilities involved in the handling, storage and distribution of products of plant origin, which are intended for export and local. These include commercial storage facilities and exclude facilities only storing own product. These are collection depots and ambient bulk storage facilities.

3.6 "**Executive Officer**": the officer designated under section 2(1) of the Agricultural Product Standards Act, 1990 (Act No. 119 of 1990);

3.7 "**Exporter (EXPO)**": means those FBO's that are responsible for ensuring that the pro­ducts that they supply to the market meet the requirements of the buyers (importers and/or retailers) as well as the minimum regulatory requirements of the importing and exporting countries. They are also responsible for co-ordinating the export supply chain from farm to fork.

3.8 "**Food Business**": means any enterprise or undertaking, whether for profit or not, whether public or private carrying out any or all of the stages of handling from, and including primary production up to and including the export of food products. The food business and its sub-units must be allocated a single FBO Code, representing the food business, enterprise or undertaking. "Undertaking" would include third party arrangements or projects managed by third parties, e.g. production contracts operating within or from a food business. Such "virtual" undertakings may be separately identified when appropriate.

3.9 "**Food Business Operator (FBO)**": means the person or persons responsible for ensuring that the prescribed requirements of the standards regarding food hygiene and food safety of regulated agricultural food products of plant origin intended for local and export (Notice 707 of 13 May 2005) are met within the food business under his or her control and include both the management of the food business as well as the person with overall authority on site or in the specific establishment. The FBO will be accountable for third party arrangements, where responsibility for such operations is under the control of a third party food producer.

3.10 "**Food Business Operator (FBO) Code**": means an alpha-numeric code which has been registered with the Executive Officer of the APS Act by each producer, packhouse packing products of plant origin destined for export and local.

3.11 "**Food Producer**": means the person or persons responsible for the food, who may be the food business operator or employee of the food business or a part owner of share block participant or third party;

3.12 "**Food or Agri Production Unit (PUC)**": means any facility or food business unit or sub-unit that is used for the production of food for export or local/ domestic markets, and which needs to be uniquely identified. Examples include farms, orchards, blocks, fields, tunnels or hot houses. The food production unit would be identified by the Production Unit Code (PUC). One food business could have many food production units;

3.13 "**Fresh produce or municipal market facilities (MARK)**": means municipal and private fresh produce mar­kets and associated produce handling facilities that are sources of agricultural products of plant origin destined for local and export;

* 1. "**Grain storage facilities (On-farm) [GSF (on)]**”**:** means facilities involved in the handling, storage and distribution of regulated grains and oilseeds (excluding groundnuts) intended for local and export. The grain storage facility may have multiple storage silo's or bins.
	2. "**Grain storage facilities (Off-farm) [GSF (off)]**” on-farm storage facilities and alternate storage facilities such as silo bags, bunkers and grain dams that handle grains for local and export.

3.16 "**inspector/assessor**": the Executive Officer or an officer under his or her control, or an assignee or an employee of an assignee.

3.17 "**Off farm packhouse [PHC (ON)]**": means permanent packing facilities located on primary production sites/farms and associated cold storage facilities involved in the packing of all products of plant origin coming from that farm and from other farms, or not located on primary production sites/farms involved in the packing of all products of plant origin that are not subjected to semi-processing or processing procedures, destined for export and local markets;

3.18 "**On-farm cold storage**": means a cold storage facility located on primary pro­duction sites/farms involved in the handling, storage and distribution of products of plant origin coming from only that farm, which are intended for export and local market. These are facilities that serve as cooling and holding stores or are associated with on-farm packhouses;

 **Note:** These FBO types do not have to register for an FBO code.

3.19 "**On-farm packhouse [PHC (OFF)]**": means permanent packing facility and associated cold storage facilities located on primary production sites/farms involved in the packing of all products of plant origin coming from only that farm, that are not subjected to semi-processing or processing procedures, destined for export;

3.20 "**Processing plant (PROCES)**": means a factory where the plant product is subjected to a process which alters its original state and the product is graded/classified and packed, and in this context means shelling of groundnuts, milling of grain and pasteurization, drying of fruit into dried fruit and packing of rooibos and honey bush tea.

3.21 "**Retail distribution centre (RET)**": means a local retailer depots used for the collating of product and picking of orders for retail stores, which might be outside the borders of the RSA, and will thus be regarded as exporting of product.

3.22 "**Seaport or airport terminal (SEA or AIR)**": means a facility that is concerned with the receiving, stacking, storage and loading of export and import palletized and containerised products of plant origin;

3.23 "**Transport operator (TRANS)**": means a transport company involved in the transportation of products of plant origin, which are intended for export. This refers to transport that is used for example, from the packhouse to the commercial cold storage facility, depots or terminals etc. This excludes on-farm transport (e.g. from the orchard to the packhouse) and the transport of empty containers.

# 4. REFERENCE TO REGULATORY REQUIREMENTS AND OTHER INTERNA­TIONAL DOCUMENTS

4.1 All relevant current S.A. Directives, regulations and export standards and requirements shall be adhered to at all times.

4.2 South African "Standards regarding the food hygiene and food safety of regu­lated agricultural food products of plant origin destined for export" - R707 of 13 May 2005.

4.3 SOP on Sampling and Analysis of Agricultural products of plant origin destined for export to determine agro chemical residue levels and risk assessment as part of export inspection and certification in terms of the Agricultural Products Standards Act.

4.4 SOP on Official Export certification of regulated agricultural products of plant origin destined for export in terms of the Agricultural Products Standards Act.

# 5. ALLOCATION PROCESS

5.1 All new FBO's handling regulated produce of plant origin destined for export and sold at local market, must apply for a valid FBO code with the DAFF (Department of Agriculture, Forestry and Fisheries).

5.2 This will be done by accessing the online Registration Facilities using the following link: <http://webapps.daff.gov.za/FBO/> or on request from DAFF or assignee, and completing the "Application for Allocation of Codes for Food Business Operators" form, and submitting it to the fax, e-mail address or postal address as indicated on the application form.

5.3 The FBO must supply the DAFF with all valid supporting documentation with regards to this allocation, i.e. commercial certificates for Globalgap, Nature's Choice, HACCP, BRC, ISO 22000 etc.

5.4 A separate registration form must be completed for each FBO type or code applied for. When an FBO owner has more than one FBO type, each FBO type must receive a separate allocated code, i.e. farm, on-farm packhouse.

5.5 Exporters of seasonal products, and which might not be aware whether they will be exporting for the coming season, may indicate that they intend to export, although they may not be.

5.6 FBO's (packhouses, processing plants etc.) must stipulate which FBO's producers will be supplying them with product, and also what FBO's they will supply to (transporters/exporters).

5.7 The DAFF will verify the submitted detail, and allocate a unique code to the applicant. This verification might entail:

5.7.1 The DAFF to request the PPECB or D: IS to verify the allocation detail on site.

5.8 All mandatory fields within the application must be completed, for the application to be processed. Applications that are not completed correctly will be returned to the applicant within 2 working days from the day of receipt of the application.

5.9 On successful application, the DAFF will:

5.10.1 process the application on the internal DAFF access system;

5.10.2 then confirm the allocated FBO code/ s to the applicant within 10 working days from day of application, either by fax or e-mail.

# 6. UPDATE AND MAINTENANCE OF THE FBO SYSTEM

6.1 When the details changes, it is the FBO's responsibility to update the information with the D: FSQA.

6.2 The PPECB and D: IS will, when conducting quality inspections and food safety audits, verify the FBO allocations and inform the D: FSQA of any incorrectness, non-compliances and wrongly allocated FBO codes.

# 7. ACCESS TO THE FBO SYSTEM

7.1 All FBO's can access the FBO system on the following website address:

 <http://webapps.daff.gov.za/FBO/>

# THIS IS YOUR STEP BY STEP GUIDE TO FBO ONLINE REGISTRATION AND CODE APPLICATION

# IMPORTANT NOTES:

# Access the Online Registration Facilities using the following internet link:

<http://webapps.daff.gov.za/FBO/>

**STEP 1 (Registration):**

Log onto <http://webapps.daff.gov.za/FBO/>

Click on the ‘***Food Business Operator Online Registration***’ link i.e. the third link on

 the left hand side

Registration requires the following information:

- Valid South African ID Number

- Full Name

- Contact Details (No. and Email – email is important for electronic communication

 between DAFF and yourself)

- Login Details (Username and Password)

After entering your valid information click on ‘***Save Registration***’ button

A registration confirmation email together with your login details will be sent to your email box for safekeeping

**STEP 2 (Logging in and FBO Code Application):**

Log onto <http://webapps.daff.gov.za/FBO/>

Click on the ‘***LOGIN***’ link i.e. the second link on the left hand side.

Enter your username and password you selected during registration.

After successfully logging in you can now apply for an FBO Code.

Click on the ‘APPLY FOR FBO Code’ button and fill in the form.

Both DAFF and you will receive notification emails about your application.

As soon as your application is processed and FBO Code is allocated by DAFF; an email will be sent to your mail box.

***NB: - FBO Code Application Form requires Adobe Reader 9.0 or later AND***

 ***Windows Internet Explorer version 8/9***

***- Fill in all information to avoid delay in your application being processed.***

# 8. REGISTRATION OF FACTORY CODES

8.1 All factories that process the following products for export and local markets shall be registered -- canned fruit and vegetables, pasta, mushrooms and jam, jelly and marmalade, frozen fruit and vegetables, rooibos and honeybush, and dried fruit;

8.2 Log onto <http://webapps.daff.gov.za/FBO/> and download the "Factory Codes Registration Form" (fourth link from the top on the left hand side). Complete this form and forward it via fax or e-mail to the persons indicated on the form.

8.3 How to complete the form:

* Point 1 – Factory's details

 This is the information of where the factory is physically situated.

* Point 2 – Owner of Factory

This is the information of the owner if the owner is not the responsible person at the factory, and this may for example be the information of the "head office".

* Point 3 – Type of product

 Indicate the regulated product for which the factory is registering.

* Point 4 – Suggested factory code

Take note that factories can decide on their own code (if not already allocated to another factory) or the Department can allocate a factory code.

* Point 5 – Products

 This must correspond with the products indicated in point 3.

* Point 6 – Certifications

 Please indicate here the relevant certifications obtained.

* Point 7 – Declaration

It is preferred that the signature be indicated on the faxed and scanned documents, but may be omitted if the excel spreadsheet is forwarded by e-mail, provided that a cover e-mail accompanies the document.

* Annexure

 This Annexure is applicable to canned and frozen products only.

 The information requested can be in code or open form.

8.4 Confirmation of registration will be received via fax or e-mail.

8.5 The factory code must be indicated on the products as prescribed by the relevant Standards and Requirements, and Regulations or in the case of rooibos, as indicated in point 9 of this document.

# 9. USE OF THE FBO CODES

9.1 According to the product standards and requirements for all regulated products, the outer containers exported and for local markets must be marked with the relevant FBO code [e.g. farm (PUC) or packhouse (PHC)]. The PHC code can only be allocated on the outer container if the packhouses or processing facilities can prove that they have a system in place whereby they can identify individual growers or producers to the facility.

9.2 This code must be indicated as prescribed by the relevant product standards and requirements. This implies the FBO code for fresh fruit and vegetables and the factory code for canned, frozen fruit and vegetables, and dried fruit.

9.3 Processors of rooibos and honey bush tea must indicate the code either as FBO code followed by the allocated number, or indicate the FBO number at the end of the lot identification on the product outer containers.

# 10. ROLE-PLAYERS, ROLES AND RESPONSIBILITIES

| **NO.** | **KEY BUSINESS PROCESS** | **KEY PERFORMANCE MEASURE** | **OBJECTIVES** | **INPUT** | **OUTPUT** | **RESP.** | **DOC REQ.** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | **Allocation process** |  |  |  |  |  |  |
| 1.1 | All new FBO's must register with the DAFF | Exporting producers identified during export certification | 100% of all exporting FBO's to register. | FBO allocation | Allocated FBO's | FBO | FBO application form |
| 1.2 | Completing of the application form and supply of supporting documentation | No of returned applications to the FBO | 100% accurately completed applications | FBO information | No delays in the allocation process | FBO | FBO application form |
| 1.3 | Processing new application for FBO codes within 10 working days from receipt of information | Processing time: Once per fortnight | 100% of applications processed within measure | FBO application | Uniquely allocated code communicated to the applicant | DAFF: FSQA | FBO application form |
| 1.4 | Verification of the application detail | No wrongly allocated codes | No duplication of codes & no allocation errors | FBO allocation | Accurate system | DAFF: FSQA | n/a |
| 1.5 | Update of the FBO system with new allocations | 5 working days | 100% of applications updated on website within the 5 working days | FBO allocation | Updated FBO system to be used by FBO's and assignee | DAFF: FSQA | n/a |
| 1.6 | Verification of FBO detail on site | Verification of FBO detail whilst conducting food safety audits | 100% accurate information on system | FBO system | Accurate system | PPECB, APIS | n/a |
| 2. | **Update and maintenance of FBO system** |  |  |  |  |  |
| 2.1 | Updates of all FBO information | All FBO's to update their information  | 100% updated information | Update of FBO information | Accurate system | DAFF | n/a |
| 2.2 | Verification of FBO detail on site | Verification of FBO detail whilst conducting food safety audits | 100% accurate information on system | FBO system | Accurate system | PPECB, DAFF: IS | n/a |
| 3. | **Use of FBO Codes** |  |  |  |  |  |  |
| 3.1 | All outer containers of produce destined for local and export must comply with the product standards and requirements | PPECB EPI and inland rejections | 100% Compliance | FBO system | Traceable containers/products | FBO / PPECB / DAFF | Product stan­dards and re­quirements.Non com­pliance FBO's |

# 11. REVIEW

 The SOP will be reviewed annually.

# 12. RECORDS

 All records as stated in this SOP shall be kept for a period of two years and in accordance of DAFF archive procedure.

# 13. AMENDMENT RECORD

|  |  |  |
| --- | --- | --- |
| AMENDMENT NO. | ENTERED BY | DATE |
| 1 | T.M. Chipane | 15/04/2008 |
| 2 | T.M. Chipane/ M.F.B. Magagula | 29/01/2013 |
| 3 |  | 2016 |

# ANNEXURE A

**CONTACT PERSON(S) FROM THE DAFF AND PPECB**

**CONTACT PERSONS FROM THE DAFF:**

|  |  |  |
| --- | --- | --- |
| **Contact person(s)** | **Products** | **Contact details** |
| **Vacant** | **Divisional manager: Fresh fruit and flowers** | **Tel. (012) 319-6058** |
| Bernard Magagula | Deciduous fruit, citrus, subtropical fruit and flowers | Tel. (012) 319-6512 |
| Tebogo Chipane | Deciduous fruit, citrus, subtropical fruit and flowers | Tel. (012) 319-6070 |
| Ansie Els | Deciduous fruit, citrus, subtropical fruit and flowers | Tel. (012) 319-6387 |
| **Theo van Rensburg** | **Divisional manager: Animal and processed products** | **Tel. (012) 319-6388 / 6020** |
| Matlou Setati | Dried fruit | Tel. (012) 319-6049 |
| Vacant | Frozen fruit and vegetables | Tel. (012) 319-6020 |
| Vacant | Honeybush and Rooibos | Tel. (012) 319-6060 |
| **Mooketsi Mosome** | **Divisional manager: Agronomy and Vegetables** | **Tel. (012) 319-6334** |
| Victor Mapfumari | Grains and vegetables | Tel. (012) 319-6171 |

**CONTACT PERSONS FROM PPECB:**

|  |  |  |
| --- | --- | --- |
| **Contact person(s)** | **Products** | **Contact details** |
| Johan Blaauw | PPECB: Special Project Manager | Tel. (021) 872-4566 |
| Babalwa Zantsi | PPECB: Administrator: Food Safety | Tel. (021) 930-1134 |
| Natasha Wentzel | PPECB: Standards Co-ordinator | Tel. (021) 930-1134 |

# ANNEXURE B

EXPORT STANDARDS AND REQUIREMENTS REGARDING PRODUCTS

***(No. R. 1983 of 23 August 1991 as amended by Notice 1174 of 26 November 1993 and Notice 1171 of 22 July 2005)***

PRODUCTS IN RESPECT OF WHICH EXPORT STANDARDS AND REQUIREMENTS HAVE BEEN STIPULATED

**A. Animal products**

A-1 Dairy products

 A-2 Meat

 A-3 Poultry meat

 A-4 Eggs

A-5 Karakul pelt

A-6 Hides and skins

**B. Processed products**

 B-1 Apricot and peach kernels

 B-2 Frozen fruit and vegetables

 B-3 Dried fruit

 B-4 Canned vegetables

 B-5 Canned fruit

 B-6 Canned mushrooms

 B-7 Canned food

 B-8 ~~Rooibos tea~~ Rooibos and rooibos

 mixtures

*B-9. Jam, jelly and marmalade*

*B-10. Canned pasta products*

*B-11. Honeybush and green*

 *honeybush*

**C. Citrus and subtropical fruit**

 C-1 Citrus fruit

 C-2 Fruit, excluding citrus and certain

 deciduous fruit

 C-3 Avocados

 C-4 Litchis

C-5 Mangos

C-6 Pineapples

C-7 Strawberries

C-8 Melons and watermelons

C-9 Kiwifruit

*C-10. Papayas*

*C-11. Granadillas*

*C-12. Guavas*

*C-13 Cactus pears*

*C-14 Green bananas*

**D. Deciduous fruit**

 D-1 Apples

 D-2 Apricots

 D-3 ~~Grapes~~ Table grapes

 D-4 Cherries

 D-5 Pears

 D-6 Peaches and nectarines

 D-7 Plums and prunes

*D-8. Persimmons*

**F. Flowers**

 F-1 ~~Flowers (excluding~~

~~Chinkerinchees~~)

Fresh cut flowers and fresh ornamental foliage

 F-2 Chinkerinchees

 F-3 Ornithogalum bulbs

F-4 Proteas

**G. Grain and agronomy products**

 G-1 Buckwheat

 G-2 Dry beans

 G-3 Grass seeds

G-4 Groundnuts

G-5 Grain sorghum

G-6 Oil seeds

G-7 Wheat

G-8 Maize

G-9 Maize products

G-10 Maize: Lesser known types

G-11 Leguminous seeds

G-12 Tobacco

G-13 Feed products

G-14 Vegetables

G-15 Potatoes

G-16 Onions

*G-17. Popcorn*

*G-18. Soya beans*