



Red Tractor COVID -19 frequently asked questions (UPDATED 27th March 2020)

Q. Are all Red Tractor schemes affected by the suspension of physical assessments.

A. As of Friday 20th March, Physical assessments have been suspended for members in farm, market, collection centre and haulier schemes.

Q. Why isn't Red Tractor just suspending everything until this is all over?

A. It is crucial that the integrity of the food supply chain is maintained. This is an unprecedented time for UK farming and food production, but shoppers and customers are relying on farmers, food companies and the wider industry to continue to provide the reassurance they expect from us.

Q. What do you mean by remote assessment?

A. A remote assessment is where standards can be checked and verified without an assessor visiting the site. The Red Tractor team is working closely with our certification bodies to determine how this will work for each sector. They will be scheme specific and could include a combination of documents, photo's, videos and telephone interviews.

Q. When will my remote assessment be?

A. Once the detail has been agreed your certification body will contact you to explain when and what you need to do. Members should wait to be contacted.

Q. I can't be compliant with a standard because I'm dependent on a third-party service. What should I do?

A. There are various examples where, to remain compliant, members are dependent on third-party services. During the course of any assessment should there be a standard or an element of a standard that requires a service from a third-party, and you are unable to provide the evidence that this has been undertaken, then a non-conformance will be raised. However, the period for you to demonstrate compliance (normally 28 days) will be extended by your Certification Body, to allow for the current situation. This will also be taken into consideration when categorising members as part of the Risk-Based Approach. If you have such non-conformances from a recent assessment that you are unable to rectify within the normal 28-day period, please contact your Certification Body immediately to discuss an extension to the time period for supplying the corrective evidence required.

Q. Do I need to renew my membership when it becomes due?

A. Memberships must be renewed for the certificate to remain valid

27th March 2020