



MANAGEMENT OF GRAIN WITHIN THE AUSTRALIAN GRAIN SUPPLY CHAIN:

Australian Grain Industry – Code of Practice

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Australian Grain Industry - Code of Practice

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within the Australian Grain
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This version of the Australian Grain
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Please note - the Code, the Transport
Code of Practice and supporting
Technical Guideline Documents are
subject to review and amendment as
determined by GTA.

GTA reserves the right to update and
make changes to these documents.
To ensure access to the most recent
version of any of these documents,
including GTA Trade Rules and
Standard Form Contracts, please visit
the GTA website.

www.graintrade.org.au

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Section 1: About this Code of Practice

1.1 Purpose of the Code

This Code of Practice (Code) is a practical guide for participants in the grain industry to achieve the standards and expectations of domestic and export customer requirements. Customer requirements include those stipulated in contracts and regulatory requirements at the Australian State, Territory and Federal levels and international and overseas country level.

Compliance with the Code is mandatory for members of Grain Trade Australia (GTA).

Code terms are not incorporated into any contract unless the parties expressly agree to do so.

Associated with this Code are also:

- i. A range of industry Standards;
- ii. Ancillary Codes of Practice, such as the Grain Transport Code;
- iii. Technical Guideline Documents (TGDs) that support and provide greater detail of components of the Code; and
- iv. A range of other documents produced by GTA on topics of relevance within this Code.

Whilst each industry participant manages their own operations based on the needs of its customers, their own commercial operations, internal procedures and systems, this Code focuses on common standards, operating procedures and documented processes.

In adopting this Code all participants accept they shall be individually responsible for implementing the necessary systems, procedures, and processes to achieve the purpose of the Code.

Adoption of this Code will provide all industry sectors including Governments, researchers and consumers with confidence that grain industry processes and management systems exist in Australia to successfully:

- i. Guide the farm-based production practices of grain;
- ii. Ensure effective assessment, classification, storage and transport of grain;
- iii. Promote the Australian industry and its grain in support of market access; and
- iv. Supply grain that meets the expectations of the market.

Self-regulation is a key focus of the grain industry. An objective of this Code is to support that purpose by providing guidance to industry that outlines minimum requirements of all involved in the Australian grain industry.

GTA will continue to review this Code with input from industry and Government, to ensure its integrity is maintained.

1.2 Scope of this Code

This Code provides practical guidance for persons conducting business in the Australian grain industry. It has been developed to be applicable to all grain and grain products and applies to all processes and activities from market driven varietal classification, grain production through to the end consumer.

The Code has been designed to promote the use of best management practice by industry participants. This means:

- Mandatory compliance with all laws and regulations; and

- Recommended compliance with accepted industry practices as documented in this Code including:
 - On farm management practices;
 - Quality Assurance systems;
 - Storage and transport practices;
 - Sampling and testing regimes;
 - Grain quality management;
 - Marketing and contractual arrangements;
 - Environment, sustainability and traceability management; and
 - A complaint handling procedure.

1.3 Industry Endorsement

All organisations involved in the Australian grain industry from plant breeding to the end consumer are encouraged to adopt this Code.

Industry participants who adopt this Code agree to:

- Comply with all laws and regulations relating to the growing, merchandising, inspection, grading, weighing, storing, handling and transport of grain, including relevant Workplace Health and Safety regulations;
- Conduct activities considering the impact on the environment;
- Conduct activities in a sustainable manner;
- Comply with legal requirements for the application and use of chemicals at all stages along the supply chain;
- Comply with Australian and importing countries' maximum residue limits (MRLs) and other regulated import requirements such as food safety parameters and biosecurity;
- Implement financial management standards where applicable;
- Comply with industry standards, processes and procedures;

- Conduct activities and manage data and all transactions as required in a secure manner;
- Where contractors are used, comply with industry and individual company procedures;
- Maintain and promote the use of industry-accepted management practices, standards and procedures in the transaction of business;
- Promote the Australian grain industry and its grain in support of market access;
- Promote the adoption of safe practices at all stages along the supply chain; and
- Improve the standards of practice and service in the Australian grain industry.

1.4 Supporting Codes and Technical Guideline Documents

The Code is supported and enhanced by ancillary Codes of Practice (Grain Transport Code), Technical Guideline Documents (both existing and under development) and other documents including GTA Fact Sheets. The purpose of these supporting Codes and Technical Guideline Documents (see Appendix 2) is to:

- Provide more detailed information to industry on specific activities; and
- Assist implementation of each listed activity as outlined in this Code.

Industry is encouraged to provide input into the development of Technical Guideline Documents and other instructional documents.

Section 2: Code of Practice Requirements

This Code is structured on a number of activities that industry undertakes along the supply chain commencing with On-Farm Activities. There is no intention to prioritise each activity, as all are considered essential to managing grain within the Australian grain industry.

There are many generic requirements and processes that are applicable to more than one of these activities or areas of industry operation. For example:

- Mandatory compliance with applicable regulations;
- Staff training;
- Impact on the environment;
- Documentation of procedures;
- Collection of data and maintenance of records; and
- Traceability through the supply chain.

2.1 On-Farm Activities

All farm related activities are carried out in compliance with the Stewardship Guide Growing Australian Grain - Safely managing risks with crop inputs and grain on farm available from Grain Producers website.¹

That guide details information for grain growers and their advisers about managing risks with inputs, grain handling and safety on-farm.

2.1.1 General Processes

This activity refers to all processes occurring on the farm including:

- Pre-sowing;
- Crop growth and agronomy practices;
- Harvesting;
- Storage; and
- Transport.

At all stages the crop and/or harvested grain is managed to consider the impact of those practices on producing grain that meets market requirements. These factors include yield, grain quality, agronomic aspects of the crop and environmental impacts, and to limit and/or eliminate the presence of toxins, microbial and other contamination, non-approved chemical residues, live stored grain insects and contaminants as appropriate.

Activities conducted in all areas of operations for this purpose include:

- In-crop monitoring for insect pests, weeds and diseases;
- Biosecurity risks are managed appropriately;
- Maintaining the hygiene of storages, vehicles, equipment and surrounds;
- Minimising contamination of the commodity produced;
- Complying with regulatory requirements and controls at all times;
- Conducting activities according to workplace health and safety regulations and other labour laws such as modern slavery;
- Prior to and during crop growth, chemicals are applied based on agronomic and environmental conditions.
- Complying with any regulatory or industry requirements as appropriate for grain, including sustainability, traceability and environmental management of producing grain; and
- Contractors used to carry out an activity providing a declaration attesting to compliance with industry guidelines.

Documentation and records of relevant management practices are kept. Records are kept as per requirements of any relevant Federal, State or Territory legislation or as required by industry.

2.1.2 Crop Growth

Where applicable, seed purchased for sowing complies with the Australian Seed Federation National Code of Practice for Seed Labelling and Marketing².

Seed should be:

- Labelled and traceable;
- Accompanied by an assurance that the variety has been tested; and
- Treated prior to sowing to minimise potential disease infestation during crop growth.

During crop growth a range of agronomic practices are conducted:

- To maximise the quality of grain produced;
- To maintain the integrity of the crop;
- To minimise contamination of the harvested grain;
- To control pests and diseases as required; and
- Records are maintained of all chemical treatments applied.

Principles of managing pests are followed, as outlined in the Farm Biosecurity Manual for Grain Producers³. This includes at a minimum:

- Crop monitoring and pest surveillance;
- Maintaining good farm hygiene;
- Keeping records; and
- Reporting suspect pests.

2.1.3 Grain Harvesting and Storage

Grain is harvested, handled and stored to preserve its integrity according to industry standards. Where relevant, on-farm storage facilities are managed as per requirements outlined in Section 2.3 "Storage Facilities".

During the harvest operation:

- Grain is harvested to maximise its quality based on the end-use;
- Grain integrity is maintained; and
- Operations are carried out, and equipment is used that will minimise the risks of contamination of the harvested grain.

During the storage period:

- Documentation and records of all storages used on-farm are kept by the producer;
- All storages are maintained in a suitable condition;
- Grain is monitored to preserve its quality;
- Documentation is kept of grain storage and movement activities to provide traceability of the grain when moved on to the next segment of the supply chain;
- Stored grain is managed to comply with the need to be free of live stored grain insects on outturn; and
- All chemical treatments to storages, handling equipment and grain are applied as per regulatory and industry requirements.

¹ <https://www.grainproducers.com.au/australian-grains-guide>

² https://www.asf.asn.au/wp-content/uploads/2016/06/ASF_Code-of-Practice_WEB.pdf

³ https://www.farmbiosecurity.com.au/wp-content/uploads/2023/05/Biosecurity-Manual-for-Grain-Producers_23.05.23.pdf

2.1.4 Movement ex-farm

Prior to loading, all transport and handling equipment is inspected to determine its suitability for use in the loading and transporting of grain. Where external transport agents are utilised a Grain Commodity Truck Cleanliness and Prior Load Declaration should be completed.

All aspects of the Grain Transport Code of Practice, as outlined under section 2.6, are followed where relevant.

For the purposes of traceability, producers provide appropriate documentation to transport agents when used to move grain from the farm through the supply chain. Grain is accompanied by a Commodity Vendor Declaration (CVD)⁴ that provides details on the status of the grain as required by the market.

As outlined in section 2.5.1, at a minimum a CVD is required:

- For the tonnage of grain covered under each individual contract; and
- For each truckload tendered for delivery where no contract exists (e.g., at harvest).

2.2 Grain Sampling and Testing

2.2.1 General Requirements

Procedures are documented for all major processes associated with sampling and testing grain. These documented procedures for equipment maintenance and use and sampling and testing procedures are outlined in the company Sampling Manual or the Operating Procedures.

Where available, industry reference material is to be used to assist the grain classification process. This includes material such as:

- GTA Technical Guideline Documents;
- Visual Recognition Standards Guide;
- Seed Impurities of Grain Identification Guide;
- Insects of Stored Grain, A Pocket Reference; and
- Equipment operating manuals and instructions.

2.2.2 Equipment to be Used

There is a range of equipment available for sampling and assessing the quality of grain against specifications listed in grain quality Standards (Standards). The type of equipment used, and the level of sophistication and accuracy will vary by organisation, location used, purpose of use and commodity being assessed.

Only equipment suited to its intended purpose is to be used. The preference is for the use of:

- Pneumatic or mechanically operated vacuum sampling equipment rather than manual vacuum or handheld probes when obtaining a sample from a road truck;
- A grain divider to obtain a sub-sample for assessment; and
- Objective technology rather than subjective assessment, where available and commercially acceptable and feasible.

Where “field methods and equipment” are used, these are to be based on and where applicable, calibrated against the reference methods to provide comparable results.

2.2.3 Equipment Monitoring and Calibration

All equipment is to be routinely monitored, calibrated and checked as relevant, to ensure correct operation as outlined in the company Sampling Manual or the Operating Procedures. The frequency of calibration and these checks will vary based on the type of equipment, frequency of use and operating procedures of the company. At a minimum, equipment should be checked annually. During periods of continual use, equipment should be checked more frequently.

Checking of all equipment including any calibration must be done by a person appropriately qualified to carry out such a task. Personnel may be external to the company or internal staff skilled in that task. Records must be kept of all such maintenance and checks.

If equipment is found to not be properly calibrated, the Sampling Manual or Operating Procedures is to be checked for actions to be taken - with corrective action to be taken as soon as practically possible.

Refer to the appropriate TGD for specific details by equipment type.⁵

2.2.4 Trade Certification of Equipment

Where equipment is used that falls under National Measurement Institute (NMI) regulations and is considered to be “for trade”, it must meet conditions as outlined by the NMI⁶. This includes any equipment that is referenced in those regulations such as for grain quality assessment, weighbridges and analytical balances used at any stage

throughout the supply chain such as at receipt.

Industry is committed to the use of all equipment of a standard for “use in trade” where the outcome of the grain classification process is a payment to the supplier of the grain. All other equipment used for testing grain that does not fall under this NMI legislation is also to be checked under similar processes, as it is the desire of industry to ensure all equipment used for grain testing is suited to that purpose.

2.3 Storage Facilities

2.3.1 Storage Construction & Maintenance

Grain storage facilities:

- Are to be soundly constructed;
- Must be maintained to minimise the entry of pests, vermin and moisture that may affect stored grain;
- Must prevent seepage of grain from the storage; and
- Are to be located in an area, and the surrounds are to be of suitable construction material, to minimise contamination of grain and to prevent damage to stored grain through water ingress.

Where an individual storage is categorised as sealed, and is used on that basis, it is to comply with the Australian Standard AS2628⁷. This includes the requirement to comply with the pressure test as outlined in that Standard.

Storages should be suitable for the commodity to be stored. For more

⁴ <https://graintrade.org.au/trade-rules-contracts/>

⁵ <https://graintrade.org.au/technical-guidelines-documents/>

⁶ <http://www.measurement.gov.au/Pages/default.aspx>

⁷ Australian Standard AS2628 Sealed grain-storage silos - Sealing requirements for insect control - <http://infostore.saiglobal.com/store/default.aspx>

information refer to GRDC Stored Grain Website⁸. Industry preference is for the use of sealed and well-maintained permanent storages that have aeration to assist maintaining the quality of grain in storage.

The structural integrity of storages must be monitored regularly during the storage period to maintain the integrity of the stored grain and to assist in maintaining its quality. Any storage condition that may impact on the quality of grain to be stored should be addressed as soon as possible after detection.

2.3.2 Stored Grain Pest & Hygiene Management

(i) General

A pest management strategy for all pests should be documented and regularly updated. Where required, additional pest management strategies should be implemented based on seasonal conditions (e.g., mouse plagues) or as required under regulations (e.g., operation of an Export Registered Establishment).

Storages, their surrounds and all associated handling equipment should be regularly checked to prevent the entry of and to be practically free of pests, vermin and weeds.

Grain spillages and dust should be cleaned and removed from the site as soon as practical following grain movement. Facilities should be regularly cleaned down following out-loading or movement of grain to remove carryover contaminants, assist insect control and assist maintaining hygiene.

(ii) Stored Grain Insects

For management of live stored grain insects, industry follows the principles of Integrated Pest Management including, where relevant, using tools such as:

- Hygiene;
- Inspection; and
- Aeration.

The intention is that grain is to be maintained free of live stored grain insects.

Grain should be sampled regularly to determine the presence of live stored grain insects:

- Any infestation should be treated as soon as practicable following detection;
- When using chemicals, all label directions must be complied with;
- The use of chemicals should be done to follow industry guidelines and to meet regulatory requirements and customer specifications;
- All chemical treatments to grain should be done to ensure compliance with applicable MRLs; and
- Only legal chemical treatments for grain, storages, structures and surrounds are to be used.

2.3.3 Storage Operations

Any provider of a storage facility, including storage facilities located at processing and / or container packing facilities must operate that facility to ensure any commodity moving through that facility is not compromised in any way. This includes:

- Minimising the risks for contamination of grain with other commodities stored and moved within that facility; and

- Minimising the risks of contamination of grain with treatments used for insect control on structures and handling equipment.

All commercial Storage and Handling operators should provide a Storage and Handling Agreement outlining all terms and conditions. An Example Storage and Handling Agreement for use by industry is on the GTA website⁹.

Procedures will be documented for the major activities occurring at that facility.

All staff will be adequately trained. Workplace Health and Safety and Chain of Responsibility procedures will be documented and complied with as required by relevant legislation.

Services offered at the storage facility will be documented and, where relevant, documentation will be publicly available that lists a range of commercial services including but not limited to:

- Storage and Handling Agreement outlining:
 - The nature of the service provided;
 - The responsibility of the storage provider in supplying the service to its customers;
 - Procedures for allocating lost or damaged grain against inventory when grain is in a commingled ownership state;
 - Communication to the owner of the grain if an event has damaged the grain or prevents the owner from out turning or accessing the grain;
 - The liability of the storage provider should grain be lost or damaged;
 - The obligations of the storage provider covering insurance; and
 - The price for conducting those services.

- Notices of the requirement for industry to be compliant with relevant procedures and actions to be taken by the storage provider in circumstances where non-compliance is detected, such as:
 - Detection of pickled grain and other nil tolerance parameters that may cause a food safety issue;
 - Detection of chemical residues in excess of legal requirements; and
 - An incorrectly completed Commodity Vendor Declaration.

As outlined in the Storage and Handling Agreement, trace-back to the grain supply source will occur for investigation of any non-compliance. TGD No.17, Container Packer Operations Manual is available from GTA website and provides new and existing storage operators a reference document to assist in the handling of grain through a container packing grain storage facility.

2.4 Chemical Use

2.4.1 Regulations

Industry is committed to complying with relevant Australian and International chemical regulations. The grain industry provides a product that is considered safe for human and animal consumption.

A whole-of-chain approach applies to food safety and chemical residue management and the provision of grain according to customer requirements through a combination of:

- Australian State, Territory and Federal Government legislation; and
- Industry quality assurance systems and general practices.

8 <https://grdc.com.au/resources-and-publications/grownotes/technical-manuals/grain-storage>

9 <https://graintrade.org.au/storage-and-handling/>

At all times, the grain industry must comply with all regulatory controls for chemicals. The key elements of the regulatory system in Australia and overseas are:

Australia

- Chemicals are registered for both in-crop and post-harvest use on grain. In Australia there are two Government bodies (Australian Pesticides and Veterinary Medicines Authority (APVMA)¹⁰ and Food Standards Australia New Zealand (FSANZ)¹¹ responsible for registration of chemicals and for determining MRLs of chemicals. The Australian MRLs and the registration and use of chemicals, are binding in all Australian States and Territories;
- Australia is a full signatory to the Codex Alimentarius Commission¹², an international body created by the World Health Organisation and the Food and Agriculture Organization to develop, amongst other things, international MRLs ;
- The Australian Government Department of Agriculture, Fisheries and Forestry (DAFF) regulates exports under the Export Control Act 2020¹³ or any subsequent legislation. Plant Exports Branch¹⁴ is part of DAFF and is responsible for this task. Plant Exports Branch interfaces with the grain industry through various means such as the Grain and Plant Products Export Industry Consultative Committee¹⁵ (GPPEICC); and

- The Australian National Residue Survey (NRS)¹⁶ gathers information on chemical residues and environmental contaminants in the products of participating industries such as grain. Samples are taken from a range of domestic grain products, container exports and all bulk exports of prescribed grains and assessed for levels of a range of chemical compounds. Where MRL violations are detected, the NRS initiates a trace-back system to determine the cause. That trace-back system is done by the relevant regulatory authority in each State and Territory as required by legislation. As required by legislation, NRS reports on those violations. Industry participating in the NRS Program must assist in those trace-back investigations. Under this Code, the following industry sectors are required to actively participate on a continuous basis in the NRS grains residue monitoring program, and to comply with any NRS directions applying to that program:
 - All grain organisations out-turning on the domestic market to an end-processor (who is not defined as a primary producer);
 - All bulk grain exporters;
 - All container exporters; and
 - Where relevant, operators of facilities who provide grain as part of the above services.

Export

- Each importing country operates its own legislation in relation to chemical residues permitted on imported grain. Industry uses the information available to:
- Understand those requirements prior to supply of grain;
- Implement measures to meet those requirements; and
- Implement corrective action practices when residues on grain are identified that do not meet importing country MRLs.

As required by legislation industry will not trade (i.e., supply) in grain on the domestic or export market that contains a chemical in violation of relevant legislation. Industry will have a documented procedure to manage non-conformances.

Where an MRL is found to be in violation of domestic or export regulations:

- Where required by legislation, it is to be reported to authorities and the cause investigated as relevant.
- Industry will take action to review the cause:
 - If a minor exceedance is found, appropriate communication and advocacy will be conducted.
 - If any intentional misuse of a chemical is identified, it is to be reported to the relevant authority.

2.4.2 Industry Practices

Industry implements a range of quality assurance systems and practices relating to the safety and compliance of Australian grain with market and regulatory requirements, including insect control and chemical residues of in-crop and post-harvest chemicals. These measures:

- Promote the safety of Australian grain in general to show compliance with changing customer requirements and regulations.
- Highlight that industry only uses chemicals as required;
- Incorporate measures outlined in the On-Farm Stewardship Guide;
- Incorporate the principles of Integrated Pest Management;
- Incorporate rotating the use of chemicals and judiciously using chemicals to manage insect, weed or pest resistance, to assist in ensuring chemicals are available in the long term;
- Include compliance with FSANZ "National Code of Practice for Chemicals of Security Concern"¹⁷;
- Include a range of sampling and testing procedures to determine the chemical residue status of grain;
- Include compliance with any regulatory or customer Quality Assurance systems;
- As a back-up to industry sampling and testing programs, include participation in the NRS program, including any industry agreed practices in relation to that program;
- Apply across the Australian grain supply chain from on-farm production to export in bulk vessels, containers or bags and trade to the domestic market;

¹⁰ <https://www.legislation.gov.au/F2023L01350/latest/versions>

¹¹ <https://www.legislation.gov.au/F2015L00468/latest/versions>

¹² <https://www.fao.org/fao-who-codexalimentarius/home/en/>

¹³ <https://www.legislation.gov.au/C2020A00012/latest/versions>

¹⁴ <https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products>

¹⁵ <https://www.agriculture.gov.au/biosecurity-trade/policy/partnerships/consultative-committees/gppeicc>

¹⁶ <https://www.agriculture.gov.au/agriculture-land/farm-food-drought/food/nrs>

¹⁷ <https://www.nationalsecurity.gov.au/protect-your-business/chemical-security/national-code-of-practice>

- Ensure that industry does not knowingly trade in grain that contains residues in excess of regulatory or market requirements; and
- Are updated based on a range of factors such as changes in regulations, variable agronomic practices and environmental conditions or the pest status of stored grain.

2.4.3 Chemical Application

At all times, chemicals are applied:

- To comply with label directions for those chemicals;
- To comply with MRLs for those chemicals; and
- By appropriately qualified personnel.

Prior to, during and following harvest, chemicals such as structural, equipment hygiene and stored grain treatments are applied:

- At rates based on a range of factors including end-use of that grain;
- To maintain and prolong the life of those chemicals;
- To comply with MRLs for each applicable market;
- To minimise the cross-contamination of grain subsequently handled through any infrastructure;
- To comply with the Strategy to Manage Resistance to Grain Protection Chemicals in the Australian Grain Industry to prolong the life of fumigants such as phosphine and other stored grain protectants¹⁸; and
- Abiding on outcomes recommendations and activities of the National Working Party on Grain Protection (NWPGP) as determined and published following each year's annual conference¹⁹.

Industry adopts a nil tolerance for live stored grain insects on outturn of grain to the domestic or export market. Storages are actively monitored for the presence of live stored grain insects and industry strives for grain in storage to be free of live stored grain insects.

Fumigations are monitored to ensure recommended concentrations are achieved and to meet regulatory requirements.

2.5 Grain Quality Management

Industry activities are conducted safely, to meet expectations of workers, customers, regulators, the community and all industry stakeholders.

All involved in the supply chain are responsible for providing traceability of grain as it moves through the supply chain. This is based on the principle that any entity in the supply chain has the capability to trace grain one step forward and one step backward. Documentation is used for various reasons including to undertake investigations of non-conformance.

All legal requirements for the operation of facilities (e.g., Export Registered Establishment for bulk and container premises under the Export Control Act 2020 or subsequent legislation) are complied with.

2.5.1 Commodity Vendor Declaration

Preference is for a standard-form CVD to be used across industry where possible. It is recognised CVDs may be developed by individual industry participants.

CVD forms:

- Are routinely used in the grain supply chain on receipt of grain from a producer or during the transfer of ownership within the trade;
- Must include details of:
 - Variety
 - Chemical residue status
 - GM status of the grain;
- May include details of the quality status of the grain;
- Contain information that is used by the buyer or handler of the grain to confirm the status of the grain and to verify the grain meets regulations and/or market requirements;
- Are only to be provided where information documented can be supported by records or other suitable means;
- May only be completed by approved persons; and
- Are actively transferred by industry along the supply chain following a change in ownership and movement of grain.

2.5.2 Quality Checks

Grain quality checks:

- Are carried out from the time grain is harvested and received into storage up to the time:
 - It is placed on a shipping belt for loading onto a bulk vessel for export;
 - It is loaded into a container for export;
 - It is delivered to a domestic end-user; and
- Involve assessment of a range of representative samples taken along the supply chain as outlined in 2.5.3 -2.5.6 to ensure customer and

regulatory requirements will be met on outturn of that grain for various grain quality parameters.

Samples and certification documentation may accompany each grain parcel as it moves through the supply chain. These may be provided by each participant in the supply chain or by independent third parties.

2.5.3 Grain Receipt & Segregation

(i) Receipt

Industry preference is for the use of common industry Standards and procedures to sample, test, classify and grade grain. On receipt of grain, all commercial storage providers:

- Apply industry approved sampling and testing procedures, with any field test methods being equivalent to reference methods where applicable;
- Document operational procedures associated with sampling, testing and classification of grain and, where applicable, make these publicly available;
- Take representative samples for assessment of grain against Standards;
- Classify grain according to industry or end-buyer Standards²⁰;
- Conduct assessment and classification of grain at the point of receipt, recognising the practical difficulties of this process in certain situations;
- Assess individual truckloads or rail wagons or on a composite basis as applicable of all grain tendered for delivery according to those Standards;

¹⁸ <https://graintrade.org.au/nwpgp/post-harvest-chemicals/>

¹⁹ <https://graintrade.org.au/nwpgp/>

²⁰ <https://graintrade.org.au/grain-trading-standards/>

- Where feasible, use reference methods for grain assessment;
- When determining grain weight, determine that weight on a Registered Weighbridge or other approved weighing device.
- Document and make known to industry where variations to industry Standards occur;
- Use reference material where applicable (e.g., GTA Visual Recognition Standards Guide²¹);
- Make available at each receival site a documented dispute and rejection procedure for each load tendered for delivery. Preference is for the use of a procedure applying common industry principles²²;
- Obtain a declaration from the deliverer of the grain on a range of parameters, including where applicable commercial contract/price issues, variety, GM composition, chemical use and QA status of the grain;
- Take various samples for further analysis of grain quality or verification of the declaration at receival based on the risk assessment procedure of the storage provider. At a minimum grade running samples are collected where relevant to operations; and
- Maintain relevant records of each delivery.

(ii) Segregation

Segregations are created according to market requirements and/or based on compliance with the industry Standard for that commodity and grade.

Documentation of each delivery is checked prior to unloading to ensure the

integrity of the grain held in storage will be maintained.

Where relevant, grain of differing varietal grade classification is not blended unless:

- The outcome of the resultant grain quality is known; and
- Appropriate approval has been obtained from the owner of the grain.

2.5.4 Grain Quality Management during Storage

During the storage period:

- Segregations and grain integrity are maintained to meet market requirements;
- Regular sampling and grain inspection occur, and these processes are documented;
- Hygiene of the grain is maintained;
- Insect and pest control programs are implemented to assist in maintaining the hygiene of the stored grain and meet marketing requirements on outturn;
- Following grain movement, grain spillages are cleaned on a regular basis; and
- Relevant records are maintained for all storages and when grain is moved within the storage facility.

These records may include:

- Commodity
- Grade
- Quality
- Chemical treatments

2.5.5 Grain Outturn - Domestic

All handling and transport equipment is inspected prior to moving grain to ensure:

- It is of an adequate standard; and
- It will not compromise the integrity or quality of the grain to be moved.

Prior to and during outturn:

- Quality requirements of the customer are known, and stock is selected based on meeting those requirements;
- Representative samples are taken, and grain is physically inspected to ensure its quality has been maintained whilst in storage;
- Representative samples obtained are retained for a suitable period. A documented sampling, testing and sample retention procedure ensures staff are aware of requirements;
- As required, representative samples are taken according to requirements of the National Residue Survey;
- Transport units loaded with grain are to comply with relevant weight limits and other transport regulatory requirements;
- Where grain weight is assessed, it is determined on a Registered Weighbridge or other approved weighing device; and
- Suitable documentation (e.g., CVD) is supplied with the outturned grain to identify its quality and integrity.

2.5.6 Grain Outturn - Export

Grain may be exported in bags, containers or bulk. Documented procedures apply to each type of export operation.

All export premises, grain handling equipment, pathways and processes must meet any regulatory requirements, including those stipulated by DAFF.

Documented procedures are to be maintained at the export premises relating to a range of procedures including but not limited to storage and grain pathway hygiene, grain sampling, grain testing and sample retention.

Grain sampling, testing and records as appropriate are used to confirm appropriate stock is selected and loaded and it will meet customer and regulatory requirements.

Grain loading may commence:

- Once the empty vessel (e.g., bulk vessel, container or bag) is deemed fit to load, as per the DAFF Guideline²³, the Australian Maritime Safety Authority requirements for domestic commercial vessel inspections²⁴, and any other relevant regulations and requirements;
- If grain pathways and the empty vessel have been inspected and it is determined they do not contain any material that may adversely impact on the quality and quarantine status of the grain to be loaded; and
- Once the quality of grain accumulated is known. No grain is to be loaded unless the quality is known.

21 <https://graintrade.org.au/fact-sheets/>

22 <https://graintrade.org.au/technical-guidelines-documents/>

23 <https://www.agriculture.gov.au/sites/default/files/sitecollectiondocuments/biosecurity/export/plants-plant-products/plant-exportsmanual/guideline-empty-bulk-vessels-export.pdf> and <https://www.agriculture.gov.au/sites/default/files/documents/guideline-inspectionempty-containers-for-plant-exports.pdf>

24 <https://www.amsa.gov.au/vessels-operators/domestic-commercial-vessels/domestic-commercial-vessel-inspections>

During loading:

- Grain is inspected as per DAFF requirements²⁵;
- Representative samples are taken as per documented procedures at the required rate of 2.25 litres per 33.33 tonnes;
- Grain as sampled is tested for quality and its' quarantine status;
- Analytical results obtained using approved objective testing technology for quality parameters take precedence over results obtained by subjective assessment methods;
- Independent inspection companies are used where contractually required to independently verify the status of grain loaded:
 - Representative samples of the cargo may be taken directly by independent inspection companies; or
 - Representative samples of the cargo are provided to the independent inspection company;
- As required, representative samples are taken according to requirements of the National Residue Survey;
- Where certification is produced, this certification is based on:
 - The representative sample being taken during loading and composited following loading;
 - Assessment of the grain to verify the certification statement; and
 - Any legal requirements such as those required by DAFF.
- Samples obtained during loading may be further assessed or retained as required.

2.6 Transport

Efficient grain movement and logistics is a focus of industry.

All participants in the supply chain have a primary duty of care under Chain of Responsibility legislation to ensure the safety of road transport operations, including managing the risks of speed, fatigue, mass dimension and loading - so far as reasonably practicable.

For every grain movement, all participants shall:

- Maintain the quality and integrity of the grain;
- Actively seek to prevent unintentional contamination of the load; and
- Transport grain to their designated destination, safely and within the relevant laws.

This is achieved through compliance with the Grain Transport Code of Practice jointly developed by GTA and industry or other approved Transport Codes of Practice. Adoption of a Grain Transport Code of Practice is a commitment to operate safely and efficiently, whether industry participants are a commodity trader, local storage operator, a transport company, grain processor, packing facility, export terminal or operate in other areas of the supply chain.

2.6.1 Regulations

All supply chain participants involved in the transport of grain comply with:

- Regulations relating to all activities associated with transport vehicles such as:
 - Vehicle cleaning and cleanliness;
 - Work Health & Safety requirements;
 - Loading and unloading;
 - Consigning;
 - Scheduling;
 - Driving;
 - Vehicle mass;
 - Driver fatigue management; and
 - Vehicle roadworthiness.
- Primary duties under Chain of Responsibility legislation;
- Relevant Biosecurity requirements; and
- Relevant industry Codes, including any approved Transport Code of Practice.

All staff involved in the grain transport process are to have the relevant licences, permits and be appropriately trained.

2.6.2 Processes

All supply chain participants:

- Must demonstrate compliance with Chain of Responsibility legislation by:
 - Having established and determined the business' Transport Activities;
 - Conducting a risk assessment to identify risks within those Transport Activities;
 - Completion of a process to establish what steps are reasonably practicable for the business to comply with Chain of Responsibility parameters (such as preventing mass breaches, ensuring drivers do not speed);
- Development and ongoing review of supporting Policy and Procedures;

- Implementation of active training; and
- Development of a means to record activity and to audit processes and procedures for compliance.
- Must achieve the minimum standards of grain hygiene for road transport units and loading/unloading equipment as relevant by:
 - Having suitably documented systems, procedures, and conduct training for all staff and contractors to meet the grain industry requirements for the transport of grain as documented in those procedures;
- Being able to demonstrate adherence to the relevant Transport Code of Practice through records and audits, and must provide those records on request;
- Using dedicated transport units where possible where there is a risk of contamination of subsequent loads;
- When required, sampling grain during loading or unloading to minimise the risk of loading or discharge of inappropriate quality grain;
- Ensuring grain is loaded and unloaded in a safe manner; and
- Where available, ensuring grain is loaded into transport units within legal weight limits using a Registered Weighbridge. Where a weighbridge is not available the methods as described in the GTA or other Transport Code of Practice are to be adhered to.

Where non-compliance with transport obligations has been detected:

- Actions must be taken to remedy the situation as soon as possible;

²⁵ <https://www.agriculture.gov.au/sites/default/files/documents/inspection-prescribed-grain-and-plant-products-for-export.pdf>

- Industry actively investigates issues to implement measures where feasible to prevent re-occurrences; and
- Where legally required, such incidents must be reported to the relevant authority.

All transport units (e.g., rail wagons, road trucks, containers):

- Are to be inspected and cleaned to an agreed industry standard prior to loading²⁶;
- Are to be of suitable condition to maintain the integrity and quality of the product to be loaded (e.g., able to be enclosed);
- Are to be suitably dry and free of contaminants to preserve the quality of the grain to be loaded (e.g., free of fertiliser residues)²⁷;
- Must comply with any industry or regulatory “prior load” requirements;
- Must be accompanied by relevant documentation and not be loaded unless the required documentation is provided;
- Are not to contain chemical residues that may impact on the integrity of the grain to be loaded or violate market or regulatory requirements;
- Must only be loaded with a quantity of grain that meets legal weight limits;
- Are not to be used to fumigate grain while in-transit or be used to outload grain that has been treated with a grain contact insecticide unless legally permitted to do so; and
- Are to be cleaned in a suitable biosecurity area following discharge.

2.7 Marketing

2.7.1 Understanding Market Requirements

All involved in the grain supply chain, including producers, storage providers and marketers are to be aware of the relevant domestic and international regulations and quality requirements where applicable.

Depending on the parameter, information is obtained from a range of sources including:

- On various overseas market Government websites;
 - From the DAFF Micor website²⁸.
 - In marketing contracts; and
 - From commercial service providers.
- For chemicals, this includes MRLs applying to grain. Information is obtained from a range of sources including:
 - The Australian Grain Industry Post Harvest Chemical Usage Recommendations and Outturn Tolerances publication²⁹;
 - On the NRS³⁰ and GTA website;
 - For grain quality, this includes a range of physical quality parameters related to the grain.
 - For grain biosecurity, this relates to pests and diseases, food safety parameters such as chemicals, heavy metals, mycotoxins, radiation and any quarantine pre-shipment treatments.

2.7.2 Marketing Australian Grain

When marketing Australian grain, industry:

- Aims to proactively identify, engage in and maintain access to domestic and international markets;
- Strives to adopt common Standards, procedures, documentation and data management processes to assist those aims. This includes adoption of various recognised QA systems, standards and processes where available and relevant;
- Provides structured training programs to increase the awareness, and capability of industry participants to better support marketing goals;
- Supports the use of documented contractual terms to facilitate aspects of the grain trade outlined within this Code, including where appropriate the use of the Commercial Resources developed by GTA covering grain sales contracts, storage and freight agreements and grain Standards; and
- Implements appropriate procedures for the management of their operations and in particular grain quality to:
 - Underpin the product standard;
 - To comply with quarantine requirements as relevant;
 - To produce and manage grain according to food safety regulations and principles;
 - To comply with safety requirements for those personnel operating along the supply chain and those individuals who may come into contact with the grain supply chain; and

- To comply with all regulatory, industry and customer safety requirements, underpinning the industry strategy of safely managing their operations.
- Industry participants do so with the intention of promoting and maintaining the reputation of Australian grain, the supply chain and all participants that deliver the products to the domestic and international markets;
- Where applicable, the relevant grain Standard and description as applied by industry will be used. This includes where relevant any varietal classification rules as outlined in the Varietal Master List and use of any applicable trademark relevant to that Standard;
- Preference is for the use of industry approved contracts and published grade Standards;
- All grain traded is to be supplied with appropriate documentation;
- Buyers communicate relevant grain Standards and specifications to their suppliers in clear, meaningful and accurate terms;
- GTA grade Standards (e.g., referring to CS number) will only be used where the final grain out-turned meets all specifications of that Standard such as physical quality parameters, relevant Varietal Master Lists and varietal purity, and all rules associated with those grades are complied with, including:
 - Applicable dates for implementation of new seasons’ Standards;
 - Re-classification of old seasons’ grain; and
 - Blending of old and new seasons’ grain.

26 TGD No.10 Truck Cleaning = <https://graintrade.org.au/technical-guidelines-documents/>

27 TGD No.18 Truck Cleaning Procedures Treated Fertiliser = <https://graintrade.org.au/technical-guidelines-documents/>

28 <https://micor.agriculture.gov.au/Pages/default.aspx>

29 <https://graintrade.org.au/nwpgp/post-harvest-chemicals/>

30 <https://www.agriculture.gov.au/agriculture-land/farm-food-drought/food/nrs/databases>

- Where samples or analytical results are required to be provided as per contract terms, the marketer or supplier of the grain arranges those samples to be taken so as to be representative of the consignment and assessed as per industry sampling and testing protocols;
- Certification is only to be supplied based on appropriate information; and
- Provision of analytical results is only to be supplied based on:
 - Appropriate sampling and testing; and/or
 - As outlined in the relevant contract; and/or
 - According to national or international standards.

For grain destined for the domestic market, the grain meets all relevant Australian regulations such as:

- The FSANZ Food Standards Code;
- APVMA MRLs;
- Where supplied for stockfeed use, all State and Territory stock food regulations.

For grain exported, the grain at all times complies with:

- Requirements outlined in the Export Control Act and associated legislation, including the collection of representative samples of the consignment;
- Quarantine requirements of the importing country; and
- Relevant international standards such as:
 - Codex Alimentarius Commission
 - Importing country MRLs for chemicals, Maximum Levels (MLs) for other contaminants such as

heavy metals/mycotoxins and other relevant contaminant restrictions;

- The Cartagena Protocol on Biosafety³¹.

Grain is only out-turned:

- When known to be in compliance with market requirements.
- When treated with a chemical, following compliance with the legislated label directions such as With-holding and Ventilation Periods;
- When in compliance with customer and/or regulatory MRLs that apply to that grain; and/or
- Where applicable, following analysis of grain to confirm the status of the grain (i.e., chemical residue levels are in compliance with customer and/or regulatory MRLs).

Where grain is known to contain a chemical that is in violation of a regulatory or customer market requirement, industry will not supply that grain to that market unless the following measures are undertaken to ensure the grain upon reaching the destination market will comply with the relevant MRL:

- A mitigation strategy is implemented; and/or
- The supplier receives written agreement from the customer of the grain, provided regulatory requirements are always met.

2.7.3 Market Access

Industry will actively cooperate with the Australian Government and relevant industry organisations to:

- Understand existing market requirements;
- Keep updated with changing market requirements and advise industry and the Australian Government where those requirements change (e.g., via Import Permit conditions as listed on Micor);
- Maintain access to existing markets;
- Improve market access where applicable;
- Develop new markets for grain domestically and internationally;
- Meet all of the requirements of its markets, including those related to food safety, quality, quarantine, environmental management and sustainability;
- Comply with any specific market quarantine or other requirements where agreement has been reached by the Australian Government and industry jointly (e.g., industry management plans, protocols); and
- Assist to promote the grain industry through development and use of general documentation outlining industry practices (i.e., promotional material).

Each industry participant recognises its responsibility to collaboratively with other participants, maintain and grow the reputation of Australian grain. Through its actions, each participant will adopt policies and processes to ensure that trade to markets is maintained and future trade to markets is enhanced.

Industry will adopt the GTA Stewardship Framework for New Technologies to assist in this task, assisting in the wider industry stakeholder knowledge of and uptake of technology across the supply chain^{32, 33}.

Where actions are identified that may negatively impact on market access or the reputation of Australian grain, relevant corrective action will be undertaken either by individual participants or jointly with other sectors of the Australian grain industry.

2.7.4 Sustainability, Environmental Social and Governance (ESG) Credentials

In domestic and international markets, industry operates sustainably to ensure its activities comply with relevant regulations or customer requirements and to support an efficient, health focussed and safe trade in grain that improves the world's food security. The activities vary, however industry participants will:

- Recognise sustainability is a key factor to manage for the long-term future of the grain industry;
- Establish their own or customer sustainability programs or adopt common industry systems where available;
- Adopt sustainability programs as required by the market; and
- Undertake all activities to support the principles of a sustainable grain industry³⁴.

³¹ <https://bch.cbd.int/protocol>

³² <https://graintrade.org.au/trade-market-access-initiatives/>

³³ <https://graintrade.org.au/fact-sheets-publications/>

³⁴ <https://graintrade.org.au/technical-guidelines-documents/>

In operating within a self-regulatory framework, industry:

- Liaises with, and understands customer requirements relating to environmental, social and governance (ESG) aspects;
- Understands and complies with any industry agreed ESG principles as applicable to their activities³⁵;
- Conducts their own activities and engages with other industry stakeholders as required under ESG principles;
- Works with industry, Government and markets to adopt and where possible, improve ESG practices in areas in which they operate.

2.7.5 Contract Documentation

The commercial relationship between parties will be managed by a contract. Services offered by participants along the supply chain are documented and publicly available.

GTA will maintain templates for grain sales contracts as required by industry. The AusGrain 2015 Voyage Charterparty³⁶ freight and storage contracts³⁷ are also available.

The contractual relationship will be bound by provisions of one or more of the following:

- Contract law;
- Government legislation;
- Industry rules such as the GTA Trade Rules³⁸; and/or
- The provisions of the terms and conditions of the specific contract.

The GTA Trade Rules can be used to govern the arrangements that underpin transactional relationships between parties. Where used, all parties involved in buying and selling grain should be familiar with those GTA Trade Rules and ensure they understand the terminology of the industry.

Where used the GTA Trade Rules assist to harmonise the various contracts and trade rules in operation within the Australian market including for other specialty grain contracts. The Trade Rules reflect trade practices and facilitate organised trade between buyers and sellers in the grain industry.

All parties involved in buying and selling grain should ensure they understand the terminology used by industry:

- Where appropriate all parties involved in buying and selling Australian grain will conduct trading activities in accordance with the GTA Trade Rules, or practices equivalent to or exceeding the GTA Trade Rules, and all parties should have a full appreciation of the GTA Trade Rules;
- Grain contracts will clearly define payment and other contract terms. Where terms and conditions are outside the industry Standard, parties will make their counterparties aware of these terms and conditions;
- When using industry terminology, buyers will use this in line with the intent of the definition of that terminology;
- Industry participants will ensure that they understand the nature of the contract, its pricing characteristics,

the risks in relation to the contract and under what circumstances and through what mechanism the original terms of the contract can be altered³⁹;

- All participants, including producers should clearly understand at the time of contracting what the risk and its implications are in the event of production difficulties and the inability to fulfil contract obligations due to reduced or failed production;
- Where variations to the contract are agreed, these should be confirmed in writing between the parties in a clear and transparent manner;
- Parties to a GTA contract should reference the GTA Dispute Resolution Service in all contracts; and
- Parties to contracts incorporating the GTA Trade Rules are obliged to refer any dispute to GTA for settlement under the GTA Dispute Resolution Service.

Buyers and other industry participants will implement the following protocols:

- Publish all fees and charges associated with any products or services in a transparent and clear manner. This will be achieved by buyers posting all fees and charges on their respective websites and/or making such information freely available upon application;
- Deduct statutory and industry levies⁴⁰ and end point royalties⁴¹, as required by law or contract and remit same to the relevant agency (e.g., Plant Breeder's Rights); and
- Post all grain prices exclusive of GST.

2.7.6 Grain Pool Providers

Industry participants who offer grain pools must adhere to the protocols as detailed in the TGD Number 4 - Operating Standards for Pool Providers⁴².

2.7.7 Data Management

Industry will manage the capture, processing and transfer of data as it relates to grain quality, contracts and various other commercial activities:

- At a minimum, data to be captured and records maintained by the company should include those required for compliance with contractual and regulatory requirements and industry standards, including for the purposes of traceability;
- The use of electronic means to capture data is preferred over manual processes;
- The use of automated processes to capture and transfer data to participants along the supply chain is encouraged;
- Data is captured and stored for periods relevant to its use and purpose;
- Information technology systems used by industry or where relevant if reliant on third parties, will ensure at all times that data integrity, security and any commercially sensitive data is maintained as needed;
- Industry is encouraged to use common data management systems, terminology, reference material, codes and transfer mechanisms to assist data transfer along the supply chain. These may include GTA generated reference material where available;

35 <https://graintrade.org.au/esg/>

36 <https://graintrade.org.au/trade-rules-contracts/>

37 <https://graintrade.org.au/trade-rules-contracts/>

38 <https://graintrade.org.au/trade-rules-contracts/>

39 <https://graintrade.org.au/fact-sheets-publications/>

40 <https://www.agriculture.gov.au/agriculture-land/farm-food-drought/levies>

41 <http://varietycentral.com.au/>

42 TGD no.4 for pool providers = <https://graintrade.org.au/technical-guidelines-documents/>

- Where required, there are documented procedures relating to what data is captured, the mechanism of capture and the storage period for data retention;
- Data will be used for the purposes of traceability and certification, as required; and
- Other records will be captured and retained based on the individual company Sampling Manual or Operating Procedures Manual.

2.7.8 Financial Management

Industry participants employ financial management processes:

- To ensure that there are adequate resources to meet their objectives;
- To remain solvent;
- To ensure continual operation within the grain industry;
- To ensure they are sustainable, properly capitalised and funded; and
- To ensure they have adequate cash flow to support their operations and to contribute to achieving their goals. Sound financial management is undertaken.

At all times industry complies with relevant financial legislation (e.g., Financial Services Reform Act)⁴³ including any requirement for:

- Record keeping;
- Financial reporting;
- Auditing; and
- Those companies offering retail financial advice must operate under an Australian Financial Services License.

Companies have a documented procedure relating to financial management.

⁴³ <https://www.legislation.gov.au/C2004A00891/latest/text>

⁴⁴ <https://graintrade.org.au/training-development/>

2.8 Training

This Code encourages professional development through the continual development of training for staff to maintain high professional standards.

For compliance with this Code, at least one staff member for each Company is to undertake GTA Code Training⁴⁴. All staff including contractors and/or registered officers are to be adequately trained in the requirements of this Code as it relates to their job function. Where required, internal and/or external company audits are performed, and suppliers are audited against their stated competency and records kept.

While the specific training required will differ across the supply chain and depend on the tasks undertaken, industry participants are to ensure that all principals and staff:

- Are trained and given clear guidance so they can safely, competently and efficiently discharge their functions and provide the services they are authorised to provide;
- Have an adequate knowledge of the provisions of this Code as it relates to their job functions. There is to be sufficient personnel with the training and ability to carry out the provisions of this Code.
- Have completed training relevant to their roles (e.g., samplers are trained in industry sampling and testing protocols). Training may be:
 - Formal;
 - Informal through guidance and instruction “on the job”.

- Undertake training relevant to regulatory and industry practices and as offered by industry experts (e.g., GTA Professional Development Courses⁴⁵);
- Comply with all relevant industry and Government regulations and/or standards (e.g., chemical use);
- Keep skills and accreditations up to date through ongoing training (e.g., yearly refresher training on application of grain standards);
- Where appropriate, increase their skills through further training;
- Maintain documented evidence of training completed (e.g., as a record on employee file); and
- Have the appropriate support and ongoing training to ensure they can carry out their role:
 - Adequately;
 - In a professional manner; and
 - In accordance with all current regulations and industry standards (e.g., appropriate Personal Protective Equipment when using chemicals as per Workplace Health and Safety regulations).

Following appointment and following each training session, as relevant, all staff involved in particular activities:

- Are to be assessed;
- Are required to be “deemed competent”; and
- Have their relevant records duly noted.

⁴⁵ <https://graintrade.org.au/training-development/>

⁴⁶ <https://www.interekinform.com/en-au/>

⁴⁷ Technical Guideline Document TGD No.1 Complaints Handling Guideline <https://graintrade.org.au/technical-guidelines-documents/>

2.9 Complaints

2.9.1 Customer Complaints

Industry participants will have in place a procedure for dealing appropriately with any customer complaints. Where relevant, this should include reference to Standard “Quality Management - Customer Satisfaction - Guidelines for complaints handling in organizations” (ISO 10002:2018, MOD)⁴⁶.

GTA also provides a Complaints Handling process relating to complaints made against an industry participant⁴⁷.

The Complaints Handling process is designed to:

- Cover the full range and scope of complaints that may be expected to be received;
- Ensure fairness, efficiency and effectiveness for all parties involved in the complaint;
- Ensure issues raised are responded to in a timely and cost-effective manner;
- Ensure confidence in the Code;
- Comply with any regulations that may apply; and
- Capture information that will enable improvements in the quality of individual company and overall industry processes

Where the customer complaint is made either directly by or involves a Government agency due to the complaint of a regulatory issues nature, the participant will actively engage with and support the Government agency in the investigation, review and resolution of the complaint.

Section 3: Reference Material

2.9.2 Complaints against an Industry Participant

In the first instance any complaint about the conduct of an industry participant should be referred to that industry participant who should be allowed a reasonable time to address or resolve the complaint.

If the complaint is not resolved to the complainant's satisfaction the complainant should contact the GTA Compliance Officer who will address each complaint with integrity and in an equitable, objective and unbiased manner as per the GTA Complaint Handling Guidelines.



Appendix 1: Glossary & Definitions

AFSL (Australian Financial Services Licence)

An AFSL authorises an individual and their representatives to provide retail financial services to clients. Without an AFSL, a retail financial services business cannot be carried out.

AOF (Australian Oilseeds Federation)

An industry body for the oilseed sector.

AMSA (Australian Maritime Safety Authority)

In relation to grain exports AMSA is focused on policies and guidelines relating to ship construction standards, ship survey and safety, crewing, seafarers' qualifications and welfare, occupational health and safety and the safe carriage and handling of grain cargoes.

APVMA (Australian Pesticides and Veterinary Medicines Authority)

APVMA is an Australian Government authority responsible for the assessment and registration of pesticides and veterinary medicines and for their regulation up to and including the point of retail sale. The APVMA administers the National Registration Scheme for Agricultural and Veterinary Chemicals in partnership with the States and Territories and with the active involvement of other Australian Government agencies.

Authorised Representative

In relation to all operational activities of a commercial enterprise outlined in this Code, refers to all staff (permanent, casual, contractor or otherwise employed) that are permitted to conduct the relevant activity.

Cartagena Protocol on Biosafety

The Cartagena Protocol on Biosafety is an international agreement on Biosafety. Its aim is to contribute to the safe transfer, handling and use of living modified organisms (LMOs) - such as genetically engineered plants, animals, and microbes - that cross international borders. The Protocol is also intended to avoid adverse effects on the conservation and sustainable use of biodiversity without unnecessarily disrupting world food trade. The Protocol provides countries with the opportunity to obtain information before new biotech organisms are imported.

Chain of Responsibility

The Chain of Responsibility (CoR) is the part of the Heavy Vehicle National Law (HVNL) that makes parties other than drivers responsible for the safety of heavy vehicles on the road. Everyone who works with heavy vehicles - from the business that employs a driver or owns a vehicle, to the business that sends or receives goods, is accountable for the safety of the heavy vehicle, its driver, and its load throughout the journey.

Compliance Officer

Person appointed by GTA for the purposes of dealing with Complaints falling under the jurisdiction of this Code, according to the Complaints Handling Guidelines.

Code Signatory

All GTA Members are Code Signatories.

Codex Alimentarius Commission

The Codex Alimentarius Commission was created in 1963 by FAO and WHO to develop food standards, guidelines and related texts such as codes of practice under the Joint FAO/WHO Food Standards Program. The main purposes of this Program are protecting the health of consumers and ensuring fair trade practices in the food trade and promoting coordination of all food standards work undertaken by international Governmental and non-Governmental organisations.

Commercial Resources

Commercial resources for the grain industry refer to the set of tools developed by GTA that enable the facilitation of trade. These include GTA Grain Trading Standards, GTA Trade Rules, GTA Contracts and the GTA Dispute Resolution Service.

Container Packer Operations Manual

A GTA TGD that provides summary level information that will support small container exporters, both existing and new, in the establishment of effective export business procedures. A key objective of the Manual is to list and describe the component steps and processes relevant to operating a grain (and processed products) container packing business.

Contract

A contract may be defined as an agreement between two or more persons, which is legally enforceable.

CVD (Commodity Vendor Declaration)

Commodity Vendor Declaration forms are routinely used in the grain supply chain on receipt of grain from a producer or during the transfer of ownership within the trade. These forms can include details such as chemical residue status, variety, GM status and quality status of the grain.

DAFF (Australian Government Department of Agriculture, Fisheries and Forestry)

Under the Export Control Act 2020, DAFF regulates grain exports. Plant Exports Branch is part of DAFF and is responsible for this task.

FSANZ (Food Standards Australia New Zealand)

FSANZ is an independent statutory agency established by the Food Standards Australia New Zealand Act 1991. It works within an integrated food regulatory system involving the Governments of Australia and New Zealand. FSANZ sets food standards for the two countries.

Food Standards Code

All food sold in Australia and New Zealand must comply with food standards. These standards are compiled in the Australia New Zealand Food Standards Code. The Code is developed by FSANZ and lists a range of requirements including the MRLs on food sold in Australia and New Zealand.

GPPEICC (Grain and Plant Products Export Industry Consultative Committee)

The Grain and Plant Products Export Industry Consultative Committee is the principal advisory forum for Plant Exports Branch to consult with the grain and related industries on export certification, export market access, quarantine and other relevant issues.

Grain

Refers to cereal grains (except rice), oilseeds, pulses and their products.

GTA (Grain Trade Australia)

An Industry organisation providing the grain industry with a range of commercial resources to facilitate trade and advocacy on behalf of its members.

GTA Contracts

These contracts developed by GTA provide standard terms and conditions for the trade of grain within Australia.

GTA Dispute Resolution Service

GTA provides a dispute resolution service that is industry based and compliant with the NSW Commercial Arbitration Act. Its aim is to avoid litigation and thereby reduce the time and expense required to resolve a dispute between parties transacting in the Australian grain industry. This service provides an equitable means to settle a dispute by a panel of industry experts.

GTA Grain Trading Standards

Grain Trading Standards are used to measure and describe the physical and biological properties of grain at the time of inspection. These include any varietal classifications that may be developed by external organisations as listed in relevant Varietal Master Lists. GTA develops and distributes the wheat, coarse grain and pulse standards for Australia. It also distributes the standards for oilseeds (developed by the Australian Oilseeds Federation) and birdseed (developed by the Queensland Agricultural Merchants).

GTA Trading Standards Committee

An industry committee administered by GTA. Its primary role is to review and make recommendations for updates of commodity standards in cooperation with the Australian Oilseeds Federation and other industry participants.

GTA Trade Rules

These rules, developed with industry consultation by GTA, reflect trade practice and facilitate trade between parties in the grain, feed, oilseeds and processing industries. They govern all disputes of a mercantile, financial or commercial character connected with grain, feed, oilseeds and other commodities when traded under the terms and conditions of GTA.

Industry Standards

In this Code, unless otherwise stated, refers mainly to Grain Standards and their application.

IPM (Integrated Pest Management)

Integrated Pest Management is an effective and environmentally sensitive approach to pest management that relies on a combination of common-sense practices. IPM programs use current, comprehensive information on the life cycles of pests and their interaction with the environment. This information, in combination with available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment.

Market Choice Framework

A document that provides guidance to industry on the uptake of Genetically Modified crops with the aim of managing market access and compliance with market requirements.

Maximum Residue Limits (MRLs)

APVMA sets MRLs for agricultural and veterinary chemicals in agricultural produce, particularly produce entering the food chain. These MRLs are set at levels which are not likely to be exceeded if the agricultural or veterinary chemicals are used in accordance with approved label instructions. At the time the MRLs are set,

the APVMA undertakes a dietary exposure evaluation to ensure the levels do not pose an undue hazard to human health. The MRL Standard lists MRLs of substances which may arise from the approved use of those substances, or other substances, and provides the relevant residue definitions to which these MRLs apply. Foreign country MRLs may be accessed directly from foreign Government websites and the NRS grains database at <http://www.agriculture.gov.au/ag-farm-food/food/nrs/databases>.

An outturn tolerance document that provides guideline advice on post-harvest chemicals used in the treatment of stored grain and the MRLs that apply to grains marketed in Australia and overseas can be found at graintrade.org.au/nwpgp

NMI (National Measurement Institute)

The National Measurement Institute is Australia's peak measurement body responsible for biological, chemical, legal, physical and trade measurement. It stipulates a number of requirements for instruments used for assessing grain quality.

NRS (National Residue Survey)

The NRS monitors residues of agricultural and veterinary chemicals and environmental contaminants in Australian food commodities. The cost of this monitoring is largely industry-funded through levies on the animal and plant commodities that are tested.

NWPGP (National Working Party on Grain Protection)

The NWPGP is the industry body responsible for providing management and leadership to industry in the areas of post-harvest storage, chemical use, market requirements and chemical regulations. Refer to graintrade.org.au/nwpgp.

Objective Assessment Technology

Refers to analysis of grain quality where the result is determined by an instrument (e.g., protein).

Pest

Refers to a disease, pathogen, weed seed, insect or other quality parameter that may be present in grain. Restrictions may apply in commercial contracts, Trading Standards, or more frequently, be those imposed by governments in export markets.

Plant Exports Branch

The Plant Exports Branch facilitates trade and market access through the development of technical operational phytosanitary export inspection and certification policies. The branch does this by developing and implementing policies and guidance materials that ensure Australian horticulture, grain and other plant-based exports meet Australia's export legislation, international obligations and importing country conditions. The branch has a key role in advancing Australia's market access priorities by actively engaging in overseas market access negotiations. The branch works with all participants in the export pathway to continuously improve the export framework and ensure expert advice and support is available to the horticulture and grain export industries. In addition, the branch administers the development and training of authorised officers to conduct inspections.

QA (Quality Assurance)

Quality assurance is a 'guarantee of excellence' with the adoption of minimum standards of control and monitoring. QA involves a planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established, that products and services conform to

established technical requirements, and that satisfactory performance is achieved. Formal systems are often developed on behalf of industry by a peak industry body or association.

Registered Weighbridge

Registered Weighbridge means a weighbridge that is registered with the relevant Government or Trade Authority.

Running Sample

A sample obtained via sub-sampling each load delivered into grain segregation. Compiled based on the tonnage received. The sample is then analysed for all quality parameters to determine if individual loads into the segregation were assessed correctly.

Sampling Manual or Operating Procedures

A document that outlines a range of activities performed by the company when sampling, testing and classifying grain or other activities such as operating a grain storage facility.

Stewardship Framework for New Technologies

A document that outlines the industry approach to adoption of new technologies, with the aim of adopting common technologies that support, rather than hinder, market access and supply chain management of grain.

Storage and Handling Agreement

An agreement outlining the storage and handling terms and conditions for the storage and/or warehousing and/or on-farm storage of various grain commodities.

Subjective Assessment

Analysis of grain quality where the result is determined by a sampler using visual analysis.

Supply Chain

The grain supply chain includes all elements of on-farm, storage and transport infrastructures.

Technical Guideline Document

Documents supporting this Code covering a range of topics giving guidance on meeting requirements of the Code.

Trade Certification Legislation

Outlines the regulation of measuring instruments used for trade and provides for a system of verification of utility meters and measuring instrument used for trade.

Varietal Master List

This list designates the varietal group into which each variety may be assigned for relevant commodities. The Varietal Master List may be developed by an external organisation but is an integral part of the GTA Grain Standards.

Variety

Variety refers to a group of organisms within a species, having similar characteristics but not distinct enough to be a separate species.

Visual Recognition Standards Guide

The Visual Recognition Standards Guide is a booklet containing a range of definitions and photographic depictions of various defects of grain. Used as a reference for assessment of grain quality parameters listed in standards.

Appendix 2: Technical Guideline Documents

The following table lists Technical Guideline Documents that have been developed by GTA as a supplement to the Code.

2.1 Existing Technical Guideline Documents

No.	Title
	Standing Operating Procedure - Approval of Technical Guideline Documents
1	Complaints Handling Guidelines
2	Test Weight Assessment
3	Sprouted Grain Assessment
4	Operating Standards for Pool Providers (Revised Sept 2017)
5	Static Grain Sampling - Road Truck
6	Grain Certification
7	Wheat Blending
8	Disputing Classification
9	Grain Drying
10	Truck Cleaning
11	Growing Australian Grain
12	Managing Heat Damaged, Bin Burnt & Storage Mould
13	Grain Levies
14	Commodity Vendor Declaration (CVD)
15	Managing Chemical Violations
16	Trade Certification (Assessing Grain Quality)
17	Container Packer Operations Manual
18	Truck Cleaning Procedures - Treated Fertiliser
19	Broker / Agent Operating Standards
20	National Residue Survey Participation
21	Grain Sampling All Scenarios
22	Sustainability Program Principles & Guidelines

2.2 Existing Technical Guideline Documents (Grouped by Subject Matter)

Group	Group Components
1 Code of Practice	<ul style="list-style-type: none"> Australian Grain Industry Code of Practice
2 Transport Code of Practice	<ul style="list-style-type: none"> Transport Code of Practice
3 Grain Assessment & Classification	<ul style="list-style-type: none"> TGD 2. Test Weight Assessment TGD 3. Sprouted Grain Assessment TGD 5. Static Grain Sampling - Road Truck TGD 6. Grain Certification TGD 8. Disputing Classification TGD 12. Managing Severely Damaged Grain TGD 15. Managing Chemical Violations TGD 16. Certification of Grain Assessment Equipment TGD 20. National Residue Survey Participation TGD 21. Grain Sampling All Scenarios
4 Operational Procedures	<ul style="list-style-type: none"> TGD 7. Wheat Blending TGD 9. Grain Drying TGD 10. Truck Cleaning TGD 17. Container Packer Operations Manual TGD 18. Truck Cleaning Procedures - Treated Fertiliser TGD 13. Grain Levies TGD 14. Commodity Vendor Declaration (CVD)
5 Industry Standards and Issue Management	<ul style="list-style-type: none"> TGD 1. Complaints Handling Guideline TGD 4. Operating Standards for Pool Providers TGD 19. Broker / Agent Operating Standards
6 On Farm Procedures	<ul style="list-style-type: none"> TGD 11. Growing Australian Grain (Safely managing risks on-farm)
7 Sustainability	<ul style="list-style-type: none"> TGD 22. Sustainability Program Principles and Guidelines



**Department of Agriculture,
Fisheries and Forestry**

The development of the Australian Grain Industry Code of Practice (Code) was funded by the Australian Government Department of Agriculture, Fisheries and Forestry.

The Code and associated Transport Code of Practice and Technical Guideline Documents are important components of the Australian Grain Industry's self-regulatory framework. These documents outline the base requirements for procedures and quality assurance processes across the supply chain. Adoption of the Code enhances value for industry and its customers, creating confidence in the Australian grain supply chain and its products.

The Grain Trade Australia Board and the Department of Agriculture, Fisheries and Forestry endorse this Code and encourage all Australian grain industry and supply chain participants to adhere to the principles and processes laid out in the Code and associated Technical Guideline Documents.



**GRAIN TRADE
AUSTRALIA**

The development of the Australian Grain Industry Code of Practice has been undertaken by Grain Trade Australia.

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