

Meat Standards Australia®

Standards Manual for Beef processing Enterprises



Meat Standards Australia
PO Box 2363
Fortitude Valley, QLD, 4006.

23 Kyabra St,
Newstead, QLD.

Meat & Livestock Australia Limited
ABN 39 081 678 364
Locked Bag 991
North Sydney NSW 2059

ISBN 1 74036 660 3

July 2007

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Foreword

This document contains the Meat Standards Australia (MSA®) Standards for MSA licensed Enterprises. These Standards are designed to protect:

- (a) the integrity of the MSA program;
- (b) the reputation of MSA; and
- (c) the correct presentation and use of the MSA trade marks.

Note: Traditionally the MSA program has been confined to beef. The finalising of the sheepmeat eating quality (SMEQ) research and development components have provided industry sectors the opportunity to capitalise on the outcomes in the market place. The MSA Trade Marks will form the publishing of this Standard, be applied to both beef and sheepmeat in accordance with the Standards.

1. Definitions and application

1.1. Definitions

In these Standards and appendices, where commencing with a capital letter:

“Audit” means a systematic and independent examination to verify that an Enterprise is acting in accordance with these Standards;

“Auditor” is a person approved by an Authorised Authority to conduct Audits;

“AUS-MEAT” means AUS-MEAT Limited ABN 44 082 528 881;

“Authorised Authority” means MLA or an organisation authorised to act on behalf of MLA in relation to the MSA program;

“Enterprise” means any enterprise which holds an MSA Licence;

“JAS-ANZ” means the Joint Accreditation System of Australia and New Zealand;

“MSA coordinator” means a person accredited by an Authorised Authority who has demonstrated to the satisfaction of the Authorised Authority the levels of competency required for the position for which they are accredited;

“MLA” means Meat & Livestock Australia Limited ABN 39 081 678 364;

“MSA” means Meat Standards Australia® an MLA operated program;

“MSA Certified Supplier” means an enterprise or other entity licensed to use the MSA Trade Mark;

“MSA License” means the license granted by MLA to use all or part of the MSA program;

“Operative” means any person carrying out tasks relating to the MSA systems at an Enterprise;

“Quality Management System” means the quality assurance system prepared and adopted by an Enterprise in accordance with an Authorised Authority’s MSA program requirements;

“Quality Management System Manual” means the documentation detailing how quality is controlled, maintained and improved at an Enterprise in accordance with its Quality Management System.

“Trade Mark” means registered trademarks of MLA relating to the MSA Sheepmeat program, including those specified in the appendix.

“Agent” means a licensed stock and station agent who is registered and trained with MLA to conduct the sale of MSA Eligible consignments of livestock;

“Eligible Consignments” means livestock eligible for certification under these Standards;

“Processor” means an enterprise which slaughters livestock;

“Saleyard” means an enterprise whose business is the supply of a facility for the sale of livestock by auction or other methods;

1.2. Application

- 1.2.1. These Standards came into effect on 1st January 2007 and must be read in conjunction with the conditions of an Enterprise's MSA Licence.
- 1.2.2. MLA may from time to time by notice to each Enterprise vary these Standards. A variation takes effect 7 days after MLA sends notice or from any other date specified in the notice and has effect despite any accidental failure to give notice to any Enterprise.

1.3. Indemnity

The Enterprise indemnifies each Authorised Authority against all damages, losses, costs and expenses incurred by the Authorised Authority arising out of:

- (a) any non-compliance by the Enterprise with an Authorised Authority's requirements or these Standards; or
- (b) any act or omission of the Enterprise in connection with Authorised Authority's requirements or these Standards.

1.4. Use of information

The Enterprise acknowledges that MLA may use information concerning the Enterprise or the business of the Enterprise obtained in connection with these Standards in such manner as MLA considers appropriate for the MSA program, including providing details of the Enterprise's participation in the MSA program to other participants and potential participants in the program. In exercising its rights under this paragraph 1.4, MLA acknowledges that it will comply with the terms of its privacy policy.

1.5. Rights of entry

The Enterprise must, for the purposes of reviewing the Enterprise's compliance with an Authorised Authority's requirements or these Standards:

- (a) permit each Authorised Authority and Auditor to Audit the Enterprise's Quality Management System and view and take samples, including DNA samples, of product held by the Enterprise;
- (b) provide any assistance reasonably required by an Authorised Authority or Auditor;
- (c) produce to each Authorised Authority or Auditor all information, records or documents requested to facilitate an Audit; and
- (d) provide each Authorised Authority with access to the Enterprise's premises (and any other premises controlled by the Enterprise or an agent of the Enterprise) at times reasonably required by an Authorised Authority.

2. Standards for licensing of an Enterprise

2.1. Application to participate in the MSA program

- 2.1.1 Prior to participation in the MSA program the Enterprise must:
- (a) apply for and enter into an appropriate MSA license;
 - (b) satisfy an Authorised Authority that the Enterprise will comply with these Standards;

2.2. Compliance with application

- 2.2.1 The Enterprise must comply with all matters and operate in the manner specified in its Application.
- 2.2.2 If the scope of the Enterprise's operations changes from that detailed in its Application, the Enterprise must give written notice to an Authorised Authority at least 7 days prior to the changes taking effect. The Enterprise must ensure that its Quality Management System is amended to reflect these changes. These changes must be approved by an Authorised Authority prior them taking effect.

3. Enterprise requirements

3.1. Quality Management System

- 3.1.1 Each Enterprise as defined by the License application must incorporate these standards and maintain a Quality Management System, as and where required by an Authorised Authority.
- 3.1.2 An Authorised Authority must approve all Quality Management System documentation, including the Quality Management System Manual. The Enterprise must ensure that the documentation is reviewed from time to time to conform to any variations in these Standards or an Authorised Authority's requirements.
- 3.1.3 The Enterprise must establish and maintain a program of internal quality Audits of the Enterprise's MSA procedures as documented in the Enterprise's approved Quality Management System.
- 3.1.4 The Enterprise must establish procedures for corrective and preventative action to be implemented in response to identified or emerging problems. Detailed records of actions taken and follow up activities must be maintained.

3.2. Planning and design

The MSA program requirements of the Enterprise may be integrated into existing quality system manuals and procedures of the Enterprise. It is not a requirement to establish a separate Quality Management System Manual.

3.3. Quality Management System elements

The Quality Management System Manual must contain procedures or information that addresses the following elements:

3.3.1 Management responsibility

The Enterprise must define and document the responsibility, authority and interrelations of personnel who manage, perform and verify work relating to the Enterprise's MSA systems.

3.3.2 Contract review

The Enterprise must establish and maintain documented procedures for reviewing contracts relating to its MSA systems and MSA product. A detailed record of each review must be maintained.

3.3.3 Document Control

The Enterprise must establish and maintain documented procedures for controlling specified documents relating to its MSA systems. A list of controlled MSA documents as specified by an Authorised Authority must be maintained.

3.3.4 Product identification and traceability

The Enterprise must establish and maintain documented procedures to ensure that practices relating to its MSA systems and MSA product are accurately identified and traceable. The method of identification must be recorded.

3.3.5 Process control

The Enterprise must establish and maintain documented procedures to ensure that processes which directly affect the Enterprise's MSA systems and MSA product are carried out under controlled conditions.

3.3.6 Inspection and testing process

The Enterprise must establish and maintain documented procedures for inspection and testing of practices relating to the Enterprise's MSA systems and MSA product.

3.3.7 Control of non-conforming product

The Enterprise must establish and maintain documented procedures to ensure that non-conforming product is prevented from unintended use or dispatch. All MSA non-conformances must be documented.

3.3.8 Corrective and preventative action

The Enterprise must establish and maintain documented procedures to ensure that effective corrective and preventative action is taken concerning the Enterprise's MSA practices.

3.3.9 Handling, storage, preservation, packaging and delivery

The Enterprise must establish and maintain documented procedures to ensure that MSA product is correctly handled, stored, preserved, packaged and delivered in accordance with the requirements of the MSA program.

3.3.10 Quality records

The Enterprise must establish and maintain documented procedures to ensure records which verify compliance with MSA program requirements and effective operation of the Quality Management System are maintained.

The following records must be kept in accordance with the specified minimum mandatory time frames:

- (a) vendor declarations – 6 months; and
- (b) training records – 2 years.

3.3.11 Internal quality Audits

Each Enterprise must establish and maintain documented procedures to ensure that its MSA practices are internally audited. A record of each internal Audit must be maintained for a minimum of 2 years.

3.4. MSA Coordinator

3.4.1 The Enterprise must appoint one or more MSA coordinators who are management representatives with the responsibility and authority to ensure that the integrity of the MSA program is maintained in the Enterprise.

3.4.2 The MSA coordinator must be trained as determined by an Authorised Authority and demonstrate, to the satisfaction of the Authorised Authority competence in all aspects of the MSA program, which are relevant to the Enterprise.

3.5. Duties of the MSA Coordinator

The MSA Coordinator must

- (a) ensure that the Enterprise conforms with all MSA program requirements;
- (b) ensure that the Enterprise has in place a documented, approved Quality Management System which addresses all requirements of MSA program;
- (c) ensure that a program of internal Audits takes place to verify the effectiveness of the Enterprise's Quality Management System procedures;
- (d) ensure that all product produced by the Enterprise which does not conform to a customer's requirements is rejected, re-worked to conform or redirected to another customer (provided that the product is in conformity with that customer's specifications);
- (e) without limiting paragraph 3.7, ensure maintenance of an approved training program and records to ensure that sufficient trained staff are available to undertake work when required for the MSA program;
- (f) verify the competence of trained personnel who are operating in the Enterprise's MSA system;
- (g) ensure that there are sufficient staff trained to perform the Enterprise's MSA program requirements;
- (h) maintain skill levels and training to ensure that new technology is incorporated as appropriate;
- (i) ensure that at all times a sufficient number of persons are on duty at the Enterprise to properly administer the Quality Management System;
- (j) ensure that all Quality Management System records are properly completed and that action is promptly taken to remedy any defects in them;
- (k) ensure that the identity of described product produced by the Enterprise is maintained;
- (l) ensure that prompt action is taken in accordance with all notifications from an Authorised Authority; and
- (m) accompany, or delegate an appropriately qualified staff member to assist the Auditor during an Audit.

3.6. Duties of Operatives performing MSA related activities

Each Operative must, for that part of the Enterprise for which the Operative is responsible:

- (a) assist the MSA coordinator to ensure that the Enterprise conforms to MSA program requirements;
- (b) ensure that descriptions used and measurements taken are accurate;
- (c) ensure that the Quality Management System is maintained;
- (d) ensure that carcase assessments, tickets, carton labels and markings and other wraps are in accordance with MSA program requirements and customer requirements; and

- (e) ensure that all MSA product produced by the Enterprise which does not conform to MSA specifications is brought to the attention of the MSA coordinator.

3.7. Maintenance of skills

- 3.7.1 The MSA coordinator is responsible for the implementation and maintenance of the Quality Management System required for the training of the Enterprise's personnel and the implementation of all aspects of the MSA program.
- 3.7.2 Effectiveness of these procedures will be verified through an audit by an Authorised Authority once an Enterprise has been licensed.
- 3.7.3 The ongoing maintenance of skills required to maintain the MSA program will be verified by Audits of the Enterprise's MSA procedures. If an Authorised Authority considers that an MSA coordinator ceases to demonstrate the levels of competency required for the position it may suspend the person's approval to act as an MSA coordinator.

3.8. Trained personnel

- 3.8.1 The Enterprise must provide sufficient trained personnel to ensure that all requirements of the MSA program are effectively maintained and that all aspects are in place to properly administer the Quality Management System.
- 3.8.2 Details of the training and staff records must be identified in the Quality Management System Manual and approved by an Authorised Authority.

3.9. Mandatory Trade Mark labelling requirements

- 3.9.1 All use or intended use of the MSA Trade Mark and standards in relation to the identification of Certified MSA Product must be in accordance with this MSA Standards Manual.
- 3.9.2 The Enterprise is entitled to use the Trade Marks in accordance with its MSA Licence.
- 3.9.3 The Enterprise must comply with lawful and reasonable directions of MLA in connection with MSA Product and the use of Trade Marks.
- 3.9.4 The Enterprise must immediately notify MLA of any matters which come to its attention which may adversely affect the reputation of the Trade Mark.
- 3.9.5 MLA must approve all use or intended use of the Trade Marks. Application to use the Trade Mark must be submitted in writing. The application must state the intended use of the Trade Mark. The

application requires the written approval of the Manager – Meat Standards Australia.

Figure 1:



Figure 2:



Figure 1:

The rosette with tails Trade Mark must only be used in relation to MSA Product, where statements are being made against MSA Product (e.g. branded beef).

Figure 2:

The rosette Trade Mark must only be used for promotion, company letterheads and other approved documents.

The MSA Trade Marks must always appear in the following formats:

- (a) Full colour, or
- (b) Mono (black and white only)

The Registered Trade Mark symbol ® must appear at the bottom right of the Trade Mark.

3.10. Other requirements

The Enterprise must comply with and do all things necessary or desirable to give effect to the requirements set out in the appendices. In the event of any inconsistency between these Standards and the appendices, these Standards prevail.

3.11. Reference materials

The Enterprise must at all times make the following documents available for reference by all relevant staff:

- (a) These Standards and all amendments to them;
- (b) All notifications which an Authorised Authority advises;
- (c) the Enterprise's Quality Management System Manual and related records, and
- (d) all other documents which an Authorised Authority advises must be made available for reference.

4. Schedule of Fees and Service.

The purpose of this instruction is to provide the policies regarding requests for service. As a result of the commercialisation of the MSA program, fees may be charged for work undertaken by the Authorised Authority.

- **Technical Services**

These service fees will cover costs for an Enterprise to utilise the Authorised Authority's staff for Plant surveys and quality systems development.

- **Enterprise fees**

Annual license fee - all Enterprises must pay a fee as follows (based on a 50 week calendar year).

Beef enterprises;	
Less than 100 head per week.	\$1,500
101-500 head per week	\$3,000
501 or more head per week	\$5,000+ GST

- **Standard fees**

- \$95 per person per hour.
- All fees exclusive of GST

- **Holiday/ weekend:** A charge of \$27.50 per hour, in addition to the standard fees will apply for work on gazetted State Public Holidays and weekends.
- **Travel:** Where travel is required out of normal areas of operations, travel will be charged at cost
- **Accommodation:** Provision of services requiring an overnight stay, will incur a charge of \$165.00, covering the cost of accommodation, meals etc.
- **Overtime**

All requests for overtime must be approved by the Authorised Authority.

 - The Authorised Authority will not permit staff to work such long hours that can endanger their health or cause unsatisfactory work performance.
 - Overtime will be charged at the above rates.
 - Where a staff member is required to work or travel on a sixth day in one Monday to Saturday, or Sunday to Friday period, overtime will apply. Where a staff member is required to work or travel on a Sunday (up to 1800hrs), or a public holiday, overtime will apply.
- **Public holidays:** Applicants requesting service on a gazetted state holiday may be provided with service at the established holiday rate.

- **Equipment:** On request, costs relating to the purchase of general equipment can be obtained from the Brisbane Meat Standards Australia office.
- **Monitoring:** Tax Invoices will be issued monthly to the Enterprise, detailing all work undertaken and costs incurred. All accounts are payable within 30 days.



5. Audits

5.1 Initial systems Audit

Prior to approval of the Enterprise to engage in MSA Beef Grading or MSA Sheepmeat the Enterprise must demonstrate to the satisfaction of an Authorised Authority compliance with the MSA program requirements through a systems Audit.

5.2 Compliance Audits

5.2.1 Following initial approval, unannounced procedural Audits will be conducted at a minimum frequency of once per calendar month, or as otherwise determined necessary by an Authorised Authority.

5.2.1.1 After an initial qualifying period of six (6) consecutive satisfactory monthly Audits or until deemed satisfactory by the authorised authority, the Enterprise's compliance with MSA requirements will be reviewed and its future Audit frequency may be varied.

5.2.2 An Authorised Authority may schedule and conduct additional Audits at Enterprises:

- (a) where the Authorised Authority considers that such Audits are required to verify compliance by the Enterprise with the MSA program or these Standards;
- (b) if an Audit report indicates that the Enterprise is not complying with or may not comply with the requirements of the MSA program; or
- (c) in any other circumstances that the Authorised Authority considers appropriate.

5.2.3 All Audits will be unannounced unless the Authorised Authority considers it appropriate to provide prior notification.

5.2.4 An Auditor may conduct a follow up Audit to verify the effectiveness of corrective or preventative actions.

5.2.5 An Enterprise's Audit frequency may be varied based on the Enterprise's history of compliance with MSA requirements or other matters considered relevant by an Authorised Authority.

5.2.6 The Enterprise may remain on a varied Audit frequency until it has demonstrated to the satisfaction of an Authorised Authority a history of compliance with MSA program requirements.

5.3 Reporting of Audits

The Authorised Authority will prepare an Audit report and provide the Enterprise with a copy of the report for signature during an exit meeting.

The Authorised Authority shall then forward a copy of the Audit report to the Meat Standards Australia, Quality Assurance System Coordinator.

5.4 Audit assessments

- 5.4.1 Where an activity is assessed as a critical non-conformance at the conclusion of an Audit, the Enterprise must surrender all carcass stamps and inserts and will be suspended from participation in the MSA program with immediate effect until such time as an Authorised Authority is satisfied with the Enterprise's corrective action requirements.
- 5.4.2 During the period of suspension no affected or implicated product may be sold or disposed of by or on behalf of the Enterprise as MSA product.
- 5.4.3 Where a critical non-conformance is issued the Auditor will attempt to make telephone contact with a senior manager in the priority shown below to discuss the action taken:
- (1) MSA Quality Assurance Systems coordinator, Brisbane.
 - (2) MSA field Operations Manager, Brisbane.
 - (3) MSA Manager, Brisbane.

5.4.4 A summary of Audit outcomes is as follows:

Performance Status	Documented by	Definition	Process and outcomes
Critical Non-conformance as determined by an Auditor	Corrective Action Request (CAR).	Would cause loss of integrity to the MSA program or loss of integrity to eating quality. May be evidence that MSA program requirements have been compromised. Includes all incidences of misrepresentation of product. Where there are two or more major non-conformances in a given procedure or process step, the non-conformance will be assessed by the Auditor and may be upgraded to a critical non-conformance.	Immediate suspension of the MSA Licence until such time the Enterprise can demonstrate a corrective and preventative action process.
Major Non-conformance as determined by an Auditor	CAR	Has the potential to impinge on the integrity of the MSA program. If not addressed there would be potential for the non-conformity to further compromise the program. Where there are two or more minor non-conformances in a given procedure or process step, the non-conformance will be assessed by the Auditor and may be upgraded to a major non-conformance.	Corrective and preventative action must be demonstrated to an Authorised Authority within the time specified on the CAR.
Minor Non-conformance as determined by an Auditor	CAR	Does not directly impinge on the integrity of the MSA program.	Corrective and preventative action must be demonstrated to an Authorised Authority within a specified timeframe.
Observation as determined by an Auditor	CAR, noted as an observation.	A procedure that should be investigated by the Enterprise.	Investigation must be done to demonstrate to an Authorised Authority within the time specified on the corrective action.
Satisfactory	Detailed in Audit report.		

5.5 Changes in ownership

An Authorised Authority may review the Audit frequency of an Enterprise if a change occurs in the ownership of the Enterprise.

5.6 General

5.6.1 An Authorised Authority may notify customers of an Enterprise of any non-conformance of MSA product.

5.6.2 The Enterprise acknowledges that it maybe responsible for the payment of all fees, cost and expenses associated with Audits.

6. Auditor requirements

6.1 Auditors

- 6.1.1.1 All Auditors must be approved in writing by an Authorised Authority and must meet the qualifications set out in this paragraph 6.1
- 6.1.2 Without limiting the requirements of an Authorised Authority, each Auditor must:
- (a) provide evidence of accreditation according to JAS-ANZ Policy Number 3/94 and Procedure 10 as an Auditor or lead Auditor of Quality Management or Food Safety systems to the ISO 9000 family of standards (provisional Auditor status is not sufficient);
 - (b) provide evidence of the successful completion of a course of instruction on the application and auditing of HACCP methodology;
 - (c) satisfactorily demonstrate:
 - i) a practical understanding of the Australian meat industry and technology and product manufacturing processes;
 - ii) a practical working knowledge of the application of the MSA program and any other standards relating to the MSA program;
 - iii) capability to carry out the obligations of an Auditor under the MSA program;
 - (d) have working experience in the Australian meat industry in a role connected with quality management systems;
 - (e) satisfy such other requirements notified to the Auditor from time to time;
 - (f) undertake and satisfy the requirements of an Authorised Authority; and
 - (g) have satisfactorily completed the MSA Auditor Training Course;

6.2 Documents and instructions

An Authorised Authority will ensure that each Auditor involved in Audits receives, prior to Audit:

- (a) copies of all documents which are relevant to the carrying out by that Auditor of their work in connection with the Audit; and
- (b) detailed and up-to-date instructions concerning the Auditor's work in connection with the Audit.

6.3 Procedure

- 6.3.1 An Authorised Authority will ensure that the Audit of those matters, which relate to the Enterprise's compliance with MSA program requirements are conducted by the Auditor:
- (a) thoroughly and comprehensively; and
 - (b) in a manner:
 - (i) acceptable to the Authorised Authority; and
 - (ii) which enables the Authorised Authority to determine from a review of the working papers for the Audit whether the Enterprise complies with the relevant requirements.

- 6.3.2.1 An Authorised Authority will ensure that the Audit of those matters which relate to the Enterprise's compliance with MSA program requirements includes:
- (a) verification of the effectiveness of the Enterprise's Quality Management System;
 - (b) collection and analysis of evidence to support the conclusions reached with regard to compliance with MSA program requirements; and
 - (c) review of randomly selected documents dated after the date of the immediately preceding Audit.
- 6.3.3 An Authorised Authority will ensure that the Auditor identifies separately those parts of the Audit relating to compliance with MSA program requirements and those relating to other audits.

7. Suspension or Termination

An Authorised Authority may in its absolute discretion suspend or terminate an Enterprise's MSA Licence if:

- (a) the Enterprise goes into liquidation, has a receiver and manager appointed to it or any part of its assets, enters into a scheme of arrangement with creditors or suffers any other form of external administration;
- (b) ceases to operate its business for a period more than 6 consecutive months;
- (c) has ceased operations and the Authorised Authority is not expected to recommence operations within 6 months cessation of operations; or
- (d) breaches any MSA program requirement or provision of these Standards and, if the breach is capable of remedy, fails to remedy the breach within 7 days after notice from the Authorised Authority.

8. Dispute resolution

If the Enterprise requires resolution of a dispute under these Standards it must, before seeking any other resolution, immediately submit full details of the dispute to the Secretary of the MSA Standards Group.

If the dispute is not resolved within 7 days the Enterprise may request the President of the Law Society of New South Wales to appoint an expert to determine the dispute. In making a determination the expert acts as an expert and not as an arbitrator. The expert's decision is conclusive, final and binding on the parties (except in the case of manifest error). The parties must pay the costs of the determination as determined by the expert.

9. MLA Privacy policy

General policy:

This policy sets out how Meat & Livestock Australia Limited (**MLA**) collects personal information. It also describes how MLA maintains, uses and discloses personal information. MLA respects the privacy of individuals. Generally, MLA does not release personal information.

However in response to a legal requirement, in an emergency or in exceptional circumstances the Managing Director may at his or her discretion authorise the release of personal information. In all other circumstances this policy governs the collection, use and disclosure of personal information.

Collection of personal information

Where MLA collects personal information it is collected for MLA's business purposes, which are detailed generally on MLA's website, www.mla.com.au. Where MLA documents request personal information, MLA will state the general purposes for its use and to whom it may be disclosed.

Use of personal information

MLA may from time to time send marketing material that MLA considers will be useful. It may also send material about MLA. If MLA is notified that a person does not wish to receive such information, it will not send it to that person. This does not apply to information that we are legally required to send.

MLA uses the personal information that it collects to fulfil its legal obligations and to keep its members, levy payers and relevant members of the public informed of MLA's business and the products and services that it provides.

Disclosure of personal information

Generally, MLA must obtain consent before it discloses any personal information. Consent may be given expressly or it may be implied by conduct.

Depending on the product or service, personal information may be disclosed to:

- External service providers (on a confidential basis and such service providers will be limited in their use of the information to the purpose of MLA's business only). In particular, MLA's database of members is maintained on a server operated by a third party, under contractual obligations of confidence;

- specialist advisers to MLA who have been engaged to provide MLA with legal, administrative, financial, insurance, research, marketing or other services; and
- any other person authorised, implicitly or expressly, when the personal information is provided to or collected by MLA.

MLA may at other times publish its disclosure practices in relation to specific products or services that it provides in relation to its activities.

Security of personal information

MLA takes all reasonable steps to protect personal information from loss, unauthorised access, modification, disclosure or other misuse.

Sensitive personal information

MLA does not generally collect any sensitive information as that term is used in the privacy legislation (including information relating to racial or ethnic origin, membership of political bodies, religion or trade unions, sexual preferences or activities, criminal record, state of health or medical history). If MLA holds any sensitive personal information, that information will only be used and disclosed by MLA for the purpose for which it was provided. If MLA asks for sensitive information MLA will explain this.

Access to personal information

At any time a person may request access to personal information that MLA holds about them. MLA will process such requests within a reasonable time and may charge a fee to cover the costs of verifying the application and retrieving the information requested.

Correction of personal information

MLA should be promptly notified if there are any changes to an individual's personal information. A person may ask MLA at any time to correct personal information held by it about them.

Changes to this policy

MLA may amend this policy from time to time, and the policy will be published on MLA's website (www.mla.com.au)

10. Amendment register

Instructions for control of this document

The Meat Standards Australia Standards Manual is a controlled document.

In such circumstances where the owner or controller of the manual is unknown, or the manual is reported lost, stolen or damaged, the manual shall be listed as uncontrolled and updates shall not be issued.

The Authorised Authority will maintain a database of the individual owners or controller of the manuals and their status.

Owner confirmation

The owner or controller as registered with the Authorised Authority shall be informed of any updates relating to the information contained in this manual. Attached to any updates regarding this manual is a form for notification of changes to the owner or controller of the manual.

Amendments and updates

Amendments shall be sent to the manuals where required. Amendment registers shall accompany the amendments and must be signed off by the owner or controller of the manual as being updated into the manual.

Document control confirmation

Owners of manuals can confirm the status of a given manual by contacting the Meat Standards Australia Office on Ph: 1800 111 672 or Fax: 1800 999 672 or by viewing it online at (www.mla.com)