



REFERENCE

Imported bulk grain Site Operations Manual requirements for Class 2.7 and 3.1 AAs

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Purpose of this document

This document specifies the requirements of a site operations manual for Class 2.7 (bulk grain storage) and Class 3.1 (bulk grain processors) Approved Arrangement (AA) sites.

A site operations manual approved by Plant Import Operations forms part of the Class 2.7 and 3.1 AA requirements.

Compliance with the requirements of the site operations manual will be assessed at audit.

Unless specified otherwise, any references to ‘the department’ or ‘departmental’ means the Department of Agriculture and Water Resources.

Any procedures contained in other documents, these documents must be clearly referenced and be provided with the site operations manual for assessment.

What is a site operations manual?

A Site Operations Manual (SOM) details the biosecurity operations that will be undertaken at the site and accurately and comprehensively detail processes and procedures that will be followed by accredited and other persons working with imported grain at the AA site.

Requirements of a site operations manual

The following sections provide a brief explanation of what is required to be listed in a SOM.

1. Scope of activities

Provides details on the scope of activities.

1.1 Scope

Contains the following standard words and a detailed list of all imported and domestic grain that will be handled at the site.

“The site operations manual details all the processes and procedures for managing the biosecurity risks of imported bulk grain during handling, storage and processing/out loading at <insert AA site details>”

1.1.1 Imported grain

Detailed list of imported grain that will be handled on site.

1.1.2 Domestic grain

Detailed list of domestic grain and other products that will be handled on site during imported grain operations.

2. Internal auditing/management review

This section details any of the internal procedures/audits that are in place to ensure that all procedures are undertaken as per the SOM. For example:

- who undertakes the internal audits
- number of times internal audits are conducted
- what is the scope of the audit
- records of internal audits and where they are kept
- the type of corrective action that is implemented when a non-conformance is identified and how this is overcome.
- reporting of non-conformances to the department

3. Organisational Structure

Provides details of the organisational structure of the organisation/site.

3.1 Authorised persons

Details of all authorised persons who have functional responsibility for delivering roles within the SOM are listed here. This includes the names, positions of staff and their contact details (see example table below).

Note: The biosecurity industry participant (holder of the AA site) must ensure that persons having physical access to goods subject to biosecurity control are aware that such items must only be handled by an accredited person or under the direct supervision of an accredited person.

Register of authorised persons and duties (example)

Position	Authorised person		Duties/responsibilities	Contact details
Example	Name	Qualifications		
Site Operations Manager	John Smith	AA site approved training	Oversees all biosecurity operations and directs staff etc.	Phone: Email:
Quality Manager	Joe Brown		Process Control Monitoring	Phone: Email:

4. Training

Details of the training provided to all persons involved in the AA are listed here.

4.1 Internal

This section includes the details on how staff will be trained in the delivery of the SOM, including the details of how staff handling imported grain will be verified as competent in their roles and responsibilities.

4.2 External

This section includes the details of any external training undertaken or proposed to be undertaken, which will be relevant to developing staff skills and knowledge, e.g. accredited persons training. It is also noted that:

- all staff handling imported grain must complete the department's online accredited person training
- records must be kept of all staff training for audit purposes.

4.3 Reference material

This section provides details of the type of reference material that staff have access to. For example, the AA requirements, the *Guideline: Management of grain imported bulk in-ship's hold*, *Reference: Conveyance standards for imported bulk grain*.

4.4 Training register

Details of all trained personnel are listed here. This includes the names, training undertaken and the date of training (see example table below).

Training register (example)

Training	Team member		Date	Trainer	
	Name	Signature		Name	Signature

5. Site description

An up-to-date AA site plan showing grain receipt and intake areas, flow/transfer paths, storage areas, processing paths, waste collection and outloading/dispatch areas. The site plan must also include:

- date of AA site plan preparation
- AA site reference number (if there is an existing reference number for the site)
- physical address of AA site
- location, shape and dimensions of the AA site boundary
- location of entry and exit points on the AA site boundary
- names and locations of the following roads:
 - Roads immediately adjacent to the AA site boundary, and
 - AA site access roads
- location of car parking for departmental officers
- function and locations of permanent structures within the AA site
- location and orientation of biosecurity areas within the AA site, providing accurate and precise measurements in relation to one or more of the following:
 - the AA site boundary, and
 - permanent structures within the AA site,
- accurate and precise representation and measurement of the shapes and dimensions of biosecurity areas
- location of any areas within the AA site that are under the control of other entities
- location of traffic zones for vehicles/machinery within the AA site
- location of emergency assembly areas, and
- location of first aid points.

6. Process flow path

A flow diagram showing the movement pathways of imported grain (and associated waste streams) through the site listing all equipment used (e.g. conveyors, elevators, augers, storage bins, front end loaders, etc.) and any common pathways with domestic grain.

7. Process control

This section:

- provides details on the procedures in relation to the receipt, unloading, handling, storage, segregation and processing of imported grain
- covers the outloading of imported grain (and other usable by-products/waste) to Class 2.7 or 3.1 AA sites.

7.1 Receipt of imported grain

7.1.1 Prior to unloading

This section includes:

- a description of where imported grain conveyances are inspected and weighed prior to unloading.
- work procedures for receiving imported grain including:
 - verifying the integrity of each delivery (checking seals are intact and there is no signs of leakage)
 - inspecting each conveyance for compliance with the department's *Conveyance standards for imported whole grain*
 - verifying the contents of each delivery including weights
 - verifying the cleanliness of the grain intake area.

7.1.2 Unloading/Intake

This section includes:

- a description of where imported grain conveyances are unloaded and the equipment used
- work procedures for unloading imported grain including:
 - dust control measures
 - identity preservation procedures
 - inspection of grain for pests.

7.1.3 Following Unloading

This section includes:

- work procedures for:
 - external cleaning of conveyances prior to leaving the site
 - managing grain residues within empty load compartments by one of the following:
 - cleaning
 - securing conveyances that will be delivering another load that day
 - securing trailers/containers overnight within the AA site

- cleaning grain intake areas after each delivery (and any other areas contaminated with grain)
- cleaning equipment used during delivery
- reporting non-compliant conveyances and loads to the department
- maintaining records for each delivery including:
 - date and time of arrival
 - type of grain
 - import permit number
 - tonnage of grain received
 - registration number of the conveyance (including trailer number if applicable)
 - seal numbers applied to the conveyance at the loading point
 - conveyance verification check
 - storage location (e.g. silo or bin number).

7.2 Grain storage

7.2.1 Movement into storage

This section includes:

- a description of how imported grain is moved into storage
- work procedures for moving imported grain into storage including controls to prevent cross contamination between imported and domestic grain.

7.2.2 Secure storage

This section includes:

- a description of where imported grain will be stored
- work procedures for storage including:
 - security arrangements to prevent unauthorized access to biosecurity areas and imported grain
 - controls and application of signage to indicate stored imported grain is subject to biosecurity control
 - lock out procedures (physical and electronic) to prevent access to stored imported grain.

7.3 Processing (applies to Class 3.1 AA sites only)

This section includes:

- a description of how imported grain is processed to devitalise the grain (processing parameters required by the department are to be specified)
- work procedures for process control monitoring including:
 - sampling processed product to verify process capability is maintained throughout operations.
 - a minimum of 500 g sampled twice every 12 hours must be visually inspected for presence of whole seeds (grain and weed seeds).
Note: pelleted products must be broken/crushed to inspect for whole seed.
 - notification of any failed processing or whole seeds detected in processed product.

- handling procedures for any product out of specification e.g re-processing or sent to biosecurity waste stream.
- start-up procedures to ensure processing parameters are reached before processing imported grain.
- daily (or continuous) processing records (e.g. temperatures and times) must be kept.
- a description of the mechanism (e.g. a mechanical alarm or procedure) that alerts when there has been a system failure during processing.

7.4 Transporting imported grain (and by-products subject to biosecurity control)

7.4.1 Prior to loading

This section includes work procedures for inspecting each empty conveyance for compliance with the department's *Reference: Conveyance standards for imported bulk grain* prior to movement of imported whole grain; and procedures for inspecting conveyances prior to movement of the by-products of imported grain still subject to biosecurity control.

7.1.2 Loading

This section includes:

- a description of the where the conveyances are loaded
- work procedures for loading imported grain or its by-products still subject to biosecurity control including:
 - dust control measures
 - identity preservation procedures.

7.1.3 Following Loading

This section includes:

- work procedures for:
 - verifying the loaded conveyance complies with the department's *Reference: Conveyance standards for imported bulk grain*
 - maintaining security of conveyances prior to movement of the by-products of imported grain still subject to biosecurity control
 - external cleaning of conveyances prior to leaving the site
 - cleaning grain outload areas after each delivery (and any other areas contaminated with grain)
 - cleaning equipment used during delivery
- maintaining records for each delivery including:
 - destination AA site
 - time and date of departure
 - type of grain
 - import permit number
 - tonnage of grain or its by-products loaded
 - registration number of the conveyance (including trailer number if applicable)
 - seal numbers applied to the conveyance at the loading point

- conveyance verification check.

8. Hygiene management

This section includes the following work procedures for hygiene management:

- cleaning of the biosecurity area and equipment used to handle goods subject to biosecurity control including:
 - frequency of cleaning
 - areas to be cleaned
 - method of cleaning
- preventing grain and residues leaving the site on personnel e.g. use of dedicated or disposable clothing and footwear
- pest control program:
 - use of insecticides/fumigants, rodenticides, baits and/or traps
 - frequency of pest monitoring
 - a site plan with numbered bait stations
 - contract details (if applicable)
- weed control program:
 - the use of herbicides
 - frequency of monitoring
 - contract details (if applicable).

9. Biosecurity waste management

This section includes:

- a description of the material that will be collected as biosecurity waste e.g. spillages, screenings, residues
- projected weight and volume of waste to be generated for each consignment
- work procedures for biosecurity waste management including:
 - collection
 - storage
 - disposal
- details of any offsite biosecurity waste disposal arrangements including the method of disposal and the department approved waste transporter and disposal site.

10. Maintenance and calibration

This section outlines work procedures for the maintenance and calibration of equipment used to handle and process imported grain and biosecurity waste including:

- a list of equipment requiring calibration and maintenance
- the frequency of calibration and maintenance (equipment must be calibrated and maintained in accordance with the manufacturer's specifications or as required)

- daily checks (and repairs) of the process paths for grain and biosecurity waste/by-products for faults, leaks and cross contamination points (applies to Class 3.1 AA sites only)
- maintenance records
- calibration records/certificates
 - date on which the calibration was performed
 - method of calibration including calibration temperatures
 - who performed the calibration
- reporting of significant repairs to the department.

11. Decontamination

This section outlines work procedures for decontaminating biosecurity areas and equipment prior to use with domestic grain including:

- cleaning procedures
- flushing procedures
 - tonnage of domestic grain to be used
 - management of grain prior to flushing
- inspection procedures
- removal of biosecurity signage.

12. Records and reporting

12.1 Records

This section outlines work procedures for record keeping including:

- grain receipt and outload records
 - date and time of receipt or outload
 - type of grain
 - import permit number
 - tonnage of grain received or outloaded
 - registration number of the conveyance (including trailer/container number if applicable)
 - seal numbers applied to the conveyance
 - conveyance verification checks
 - tonnage of grain in storage
 - storage location within the biosecurity area
 - tonnage of grain processed
- processing records (Class 3.1 only)
 - temperatures and times (if applicable)
 - tonnage of grain processed
 - inspection results for end products

- waste records
 - tonnage of waste collected
 - tonnage of waste disposed including the date and method of disposal
- cleaning records
- maintenance and calibration records
- pest and weed control records.

Note: details must be provided for any electronic storage of records and subsequent access of records.

12.2 Reporting

This section outlines what must be reported to the department during operations with imported grain including:

- notification of the sites operating hours (along with any alteration to these hours) for the receipt and out loading of imported grain
- notification of planned decommissioning activities
- reportable biosecurity incidents including those specified in the AA requirements such as:
 - processing failure
 - cross contamination between imported and domestic grain
- intent to change the department-approved SOM
- intent to change the location of the AA site or biosecurity area boundary
- daily provision of relevant records during receipt and outload. Must complete the *Bulk Grain Reconciliation* spreadsheet provided by the Department.
- daily provision of relevant records during processing of imported grain (Class 3.1 only).

12.3 Document amendments

This section provides details on who is responsible for controlling the SOM and the process for making amendments.

Note: The department must be notified at least 15 business days prior to the proposed date of any changes to the SOM.

Related material

The following related material is available on the department's website:

- *Guideline: Management of grain imported bulk in-ship's hold*
- *Reference: Conveyance standards for imported bulk grain*
- *Imported bulk grain delivery record*
- *Bulk grain weight reconciliation spreadsheet*

Version history

The following table details the published date and amendment details for this document.

Version	Date	Amendment details
1.0	28 Jan 2019	First publication of this reference.

This is a CONTROLLED document. Any documents appearing in paper form or offline are not controlled and should be checked against the web version prior to use.
