

Thank you for your interest in becoming a member of RSPCA Assured

You will find an **application form**, the relevant **RSPCA welfare standards** and our **membership agreement** enclosed or attached.

If your group has applied for membership on your behalf, this information is for your reference only.

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How to join

1 Please **complete and return the enclosed application form** and return it to us along with your membership fee (see below)

2 Once we have received your application and payment **your assessor will contact you** to arrange an assessment

3 Once you have met all the RSPCA welfare standards and your assessment has been signed off by our scheme manager (NSF), **we will send you your certificate***

*usually valid for 12 months

How to pay

Please pay your membership fee by BACS:

Account name: Freedom Food Limited
Account number: 69595259
Sort code: 60-11-17

Please use the enquiry reference number printed on your enclosed application form, or the farm or site name as the reference.

Fees

As a non-profit organisation our fees are **very competitive**.

We charge a **membership fee** based on the size and type of operation. Processor and packers pay a **licence fee**.

You'll find a list of fees on page 5

Assessments

We must carry out an assessment **within 12 weeks** of receiving your application, but will always try to do so sooner.

Assessments typically take around **two-and-a-half hours** depending on the size and type of operation, although your first assessment may take a little longer.

Compliance

Your assessor will provide you with a copy of their **assessment report**. This will tell you which, if any, standards you have not met (**non-compliances**) and what **evidence** you need to send us, like an invoice or photo, to show that you have made the required changes.

You have **up to four weeks** from the date of your assessment to make any changes and send us your **completed report** and evidence.

Your assessor cannot advise you on how to make the required changes.



Monitoring

Once you have become a member of RSPCA Assured you will receive a **monitoring visit** from an **RSPCA farm livestock officer** within your first year of membership. These monitoring visits are **compulsory** and provide an additional level of assurance. Please be aware that these visits **can be unannounced**.

You'll find more information about monitoring on the RSPCA Assured website: rspcaassured.org.uk/about-us/rspca-monitoring

Preparing for your assessment

To ensure your assessment can be completed as quickly as possible please **check the following**:

- 1** You have read and met the relevant **RSPCA welfare standards**
- 2** You have a suitable **person available** to accompany your assessor
- 3** You have the following **documents available**:
 - Defra advisory booklets
 - Veterinary health plans
 - Veterinary medicine and treatment records
 - Farm policies
 - Training records
 - Production records

“We are committed to sourcing all our meat, poultry, eggs, game and dairy products from verified higher animal health and welfare suppliers.”

Judith Batchelar, Sainsbury's Director of Brand

Remember

You must read and **comply with all the relevant RSPCA welfare standards** before applying and being assessed, and maintain those standards throughout your membership.

Your assessment

On arrival your assessor will confirm their identity, sign the visitors book and ensure they comply with biosecurity.

1 They will **start by confirming** the following:

- assessment process
- standards to be assessed
- site information
- who will accompany them
- your report is confidential
- what happens following assessment

2 **During your assessment** your assessor will:

- look at the condition of your animals
- inspect production and service records
- speak to other stock people

3 **Following your assessment** your assessor will need time to complete their report. They will then:

- discuss their findings
- ask you to sign their report
- advise you of next steps

NSF Certification will decide whether to **issue a certificate** based on the **assessor's report** and, if applicable, **evidence** of any changes having been made.

'When it comes to ethical claims made by food and drink companies ... concerns over animal welfare top the list.'

Mintel, Consumer Trust in Food

Remember

If anything changes after you have become a member – for example your contact details, facilities, vehicles, management, location, stocking density – or you take a break in production, please **let us know** in writing straightaway.

Renewals

Six weeks before your certificate expires **you will be sent an email or letter** inviting you to renew your membership.

As soon as we receive your **renewal form** and **membership fee** we will send you your **new certificate**.

Your **assessor will contact you** during your new membership period to arrange your next assessment.

Top tip

If you're **not sure whether you meet a standard** or how to meet a standard, don't wait until your assessment. Just **give us a call** and one of the team will be happy to help.

Adding a site or unit

If you wish to add an **additional site, unit or vehicle** etc. at a later date you will need to **submit a new application** and payment (see page 5). The new certificate will **expire on the same date** as any existing certificates. This is so all sites can be reassessed at the same time.

Complaints procedure

- 1 If you receive a complaint regarding RSPCA Assured, your animals, facilities or products etc. you must:
 - keep a record of the complaint and any action taken
 - inform RSPCA Assured of the complaint and any action in writing
 - make records available to your assessor if requested

- 2 We will review any complaints we receive and will advise you of the following:
 - any changes that need to be made
 - any evidence needed to show changes have been made
 - any additional assessments that may be required

Complainants are informed of this complaints procedure.

Using the certification mark



CERTIFICATION MARK

You will receive a copy of our **certification mark guidelines** with your certificate.

For more information, visit:
business.rspcaassured.org.uk/using-the-mark

Remember

All processor/packers selling RSPCA Assured produce **must pay licence fee** and send any **artworks for approval**.

RSPCA welfare standards

The RSPCA welfare standards (set by the RSPCA's farm animals department) are **occasionally updated** to take account of the latest scientific, veterinary and industry knowledge.

You will be given **three months notice** of any changes. A **longer notice period** will be given when changes are significant.



Standards development

The RSPCA holds Standards Technical Advisory Group meetings (STAGs) for each species at least **once a year**.

If you have any feedback regarding standards or are interested in participating in an advisory group please contact the RSPCA's farm animals department on **0300 123 0183** or email them at farm-animals@rspca.org.uk. Alternatively you can speak to your RSPCA farm livestock officer.

For more information about the RSPCA welfare standards and advisory groups please visit:
business.rspcaassured.org.uk/standards

“The RSPCA Assured logo is clear and recognisable to our customers, helping them to make informed choices about the products they buy.”

Mary Dunn, Aldi UK Communications Director

Membership fees

| | Cost |
|---|---------------|
| One-off joining fee | £36.00 |
| <i>PLUS the appropriate fees below</i> | |
| Pullets and turkeys | |
| Up to 12,000 birds | £299.00 |
| Additional multiples of 12,000 birds @ | £68.40 |
| Laying hens | |
| Up to 6,000 birds | £299.00 |
| Additional multiples of 6,000 birds @ | £68.40 |
| Chickens and ducks | |
| Up to 30,000 birds | £142.80 |
| Additional multiples of 30,000 birds @ | £68.40 |
| Poultry catching team(s) | |
| Single | £299.00 |
| Each additional team @ | £68.40 |
| Dairy cattle | |
| Up to 200 animals | £142.80 |
| For 201 animals and over | £211.20 |
| Beef cattle and sheep | |
| Up to 200 animals | £142.80 |
| For 201 animals and over | £211.20 |
| Pigs | |
| Breeder or rearer or finisher | £299.00 |
| Breeder, rearer (rearer, finisher) | £299.00 |
| Breeder, rearer, finisher | £299.00 |
| Salmon and trout | |
| Well boats and all sites, including hatcheries, tank units and abattoir | £583.20 |

All prices include VAT

| | Cost |
|---|----------------|
| Haulier | |
| First vehicle | £142.80 |
| Each additional vehicle/trailer | £20.40 |
| Helicopter transport | £486.00 |
| Fish road hauliers | £142.80 |
| Abattoir, processor/packers and hatcheries | |
| Per site | £454.80 |
| Revisits, including additions | £199.00 |
| Service | |
| Site revisit cost | £199.00 |
| Additional Farm Livestock Officer visit | £325.00 |
| Derogation/Exception requests | £125.00 |
| Deadline extensions | £33.00 |
| Reinstatement of Certification/Membership | £46.00 |
| Fast Track: to certification | £46.00 |
| Report generation per hour | £43.00 |
| Duplicate certificate issue | £4.00 |
| Covers | |
| <ul style="list-style-type: none"> • Annual membership fee for 12 months • Issue of annual certificate • Cost of single annual inspection and administration | |

Remember

Cancellations received less than 48 hours before the inspection may incur a cost of £199.

Licence fees

Licence fees are paid by processor/packers selling RSPCA Assured produce. Licence fee returns must be submitted on a monthly or quarterly basis as appropriate. **Returns must be submitted within 14 days of the end of the period.**

| Product | Rate |
|-------------------------------------|--|
| Meat, poultry and liquid egg | 0.375% of value of product sold |
| Eggs (including boiled eggs) | 5p per 30 dozen eggs sold |
| Milk | 2.5p per 20 litres sold |
| Fish | 0.875p of value of product sold per kilo (gutted weight) |

Important

Before applying to become an RSPCA Assured member we encourage you to read the full terms and conditions of our **membership agreement**, but ask that you pay particular attention to the following.

As a member of RSPCA Assured you agree to:

- Adhere to the RSPCA welfare standards and RSPCA Assured **membership agreement at all times** throughout your membership and not do anything that could damage the organisation's reputation
 - Pay an annual **membership fee** based on the size and type of operation if you are a producer, and a **licence fee** if you are a processor/packer selling RSPCA Assured produce
 - Submit to an **annual assessment** by an RSPCA Assured assessor in addition to an independent **monitoring visit** by an RSPCA farm livestock officer, which may be unannounced
 - Allow RSPCA Assured assessors and RSPCA farm livestock officers **access to your premises**, facilities, livestock, produce and records to confirm compliance with the RSPCA welfare standards, RSPCA Assured traceability standards and membership agreement as applicable
 - Immediately inform RSPCA Assured of any **previous convictions** or **pending prosecutions** relating to any offence involving the care, handling, rearing, transport, slaughter or sale of animals or produce
 - Contact us **within 24 hours** in case of: disease, withdrawal/recall of produce, mislabelling, or being charged with an offence; or **within five days** in the case of: higher than normal mortality or breakout, a change in circumstances, facilities, contact information, suppliers or a non-routine inspection by Trading Standards, the police or similar body
 - Treat our staff with respect
- Only use the certification marks as per the RSPCA Assured **membership agreement** and **brand guidelines**, and obtain **prior written approval** by emailing artwork@rspcaassured.org.uk
 - Remove the RSPCA name and certification marks from all communications, return your certificate and inform your customers **should your RSPCA Assured membership be discontinued**

Please note:

- You risk your RSPCA Assured membership being **suspended** or **withdrawn** if you do not **maintain the RSPCA welfare standards at all times**, especially if you are found to have a major welfare non-compliance or brought the organisation into disrepute
- Membership fees are **not refundable** if your application is unsuccessful
- You have up to **four weeks** following assessment to rectify any **non-compliances** and submit **evidence** showing that you have done so
- If you do not **renew within 28 days** of your certificate expiring your membership will be **withdrawn** and you will have to submit a new application

Contact

If you have any questions or feedback please contact the member services team:

t 01403 286170

e help@rspcaassured.org.uk

w business.rspcaassured.org.uk

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