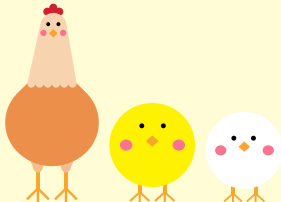


ESA PROGRAM STRUCTURE



The ESA program was developed for industry, is owned by Australian Eggs and managed by Merieux NutriSciences. This resource will guide you to the right organisation when you have questions or need help.

My question or issue is:	Who to speak to; their role and responsibilities
	Sites (you) • Keep certification current • Confirm audit is scheduled with enough time to close CARs before certification expires • Provide current certificate to customers • Comply with ESA rules
• I want to lodge CAR closure evidence • I want to check in on the status of my CAR closures	Auditors • Conduct audit • Comply with all site rules • Communicate CARs to site at closing meeting • Close CARs after audit once evidence received from site • Provide audit report to CB
• I want to schedule an audit • I want to appeal a CAR • I want to lodge a complaint about my audit or auditor • I need to cancel or reschedule my audit • I haven't received my site certificate yet	AUS MEAT, BSI, Merieux NutriScience and SGS – Certification Bodies (CBs) • Employ ESA auditors • Review CAR appeals from sites • Conduct a technical and certification review of each ESA audit report • Send audit report onto Merieux NutriSciences within 10 days of audit being completed • Provide certificates to compliant sites
• I need to register a new site with ESA • I need to update site or contact details • I'd like to enquire about changing CBs • I need to notify ESA that there is a recall of eggs or serious food safety incident at my site	Merieux NutriSciences – Program Manager • Register new sites • Follow up with CBs to make sure CARs are closed • Update ESA database when reports are submitted • Create site certificates esaaudits.au@mxns.com
• I've lodged a CAR appeal with my CB but I'm not satisfied with the result	Merieux NutriSciences – Program Manager • Responding to ESA auditor queries • Assess CAR appeals where CBs can't • Provide QA assistance to Aus. Eggs
• I have a question or a complaint about the standard • I have a complaint about a CB • I need an Aus. Eggs or ESA resource	Australian Eggs – Program Owner • Review standards • Resolve CAR appeals ONLY where they can't be resolved at the CB or ESA Admin level • Review complaints about audit process or standards Noella.powell@australianeggs.org.au 0488 288 443