



8th January 2024

Dear Red Tractor Licensee

Red Tractor Licence Renewal & Traceability Challenge Programme 2024-2025 Food Service

Happy New Year. We hope this year is one of happiness, good health and prosperity for all our licensees. We have great pleasure in informing you that our licensing portal is now open and hereby invite you to renew your Red Tractor Licence for the year 2024/25.

This letter contains news and a reminder of essential information. Please read the letter and appendices and, if required, please share with your relevant colleagues as appropriate.

Change of Address

Please note our new Head Office address: Assured Food Standards, 20 St Dunstan's Hill, London, EC3R 8HL.

Please be aware that your current Red Tractor Licence **expires on 31 March 2024** and your licence status will change to "Not Valid" on our online Licensee Checker should your licence not be renewed by this date. Therefore, it is recommended that sufficient time is allowed for your application to be approved and payment processed as your new licence for 2024/25 cannot be issued until the whole process has been completed.

Licence Renewal

To begin the renewal, please login to the licensing portal:

<https://checkers.redtractor.org.uk/rtassurance/services.eb>

If you have forgotten your password, you can reset it by completing "Forgotten your login details?"

The application is divided into two sections. All steps in Section 1 must be completed before you can complete those in Section 2.

SECTION 1

- o Please check and, if necessary, update your suppliers, outlets and sectors/species. This year we have also introduced the requirement to list product data which, in time, will be used to display the associated product categories in the Licensee Checker. Products listed should be those which are sold with a Red Tractor Claim (see Claim Definition in Appendix 2) and must include a product description of the assured product/ ingredient e.g. 3oz beef patty/burger, rotisserie chicken.

SECTION 2

- o Sales Value is the Red Tractor invoiced sales for the year ending 31st March 2024, and you may need to enter a forecast of sales for the remaining weeks of the year. If required, there is the opportunity to enter a PO number at this point. **For Food Service licensees, the sales value is the cost of goods in, not the cost of the finished product to customers.**
- o Licence Agreement to be signed by an authorised person (see Appendix 1).

- Download your invoice. It is important to use your licence or invoice number to identify your payment.
- Your certificate will be issued as soon as payment has been processed. Please note that at this busy time of year, payments may take longer than usual to clear.

Keeping your licence up to date

We require that information you have entered is kept up to date throughout the licensing year. If you need to add a new species/sector, product, supplier and/ or customer, please contact the relevant Technical Manager (Licensing) and ask for your application to be opened for editing.

Requirements and Information for Licensees

Please note that there are several essential documents available for licensees on our trade website:

<https://trade.redtractor.org.uk/requirements-for-licensees/>.

These include:

- Licensing Eligibility Criteria
- Licence Agreement
- Traceability Challenge Checklist and Non-Conformance Codes (see also Appendix 2)
- Red Tractor Claim Definition
- Red Tractor Logos and Brand Guidelines
- Clarification on depth of trace and country of origin requirements
- FAQs

We would encourage you to look at the information provided in these documents.

Traceability Challenge (TC) Programme

We are pleased to confirm that Alex Howells will continue to conduct Red Tractor Traceability Challenges on our behalf. These assessments check that products being marketed and sold as Red Tractor meet the specified eligibility criteria at every required step and are traceable throughout the Red Tractor assured supply chain. For further information, please see Appendix 2.

Using our Checker Services

We wish to remind you that our Checker Services are a function for Licensees and they must be used for verifying the Red Tractor status of suppliers. We ask that each relevant member of staff have their own login which can be requested via: <https://checkers.redtractor.org.uk/rtassurance/services.eb>.

More information on the use of the Licensee and Industry Checker can be found in Appendix 3.

Supply Chain Problems

If at any time during the licensing year you encounter any issues with sourcing Red Tractor Assured products, please contact us immediately. We will be able to assist you in finding new suppliers.

Red Tractor Logos and Artwork Approval

The discontinued core standard logo and associated logos should now not be used. These have been replaced by the new suite of logos launched in 2022 – see Red Tractor Logos and Brand Guidelines at <https://trade.redtractor.org.uk/requirements-for-licensees/>.

Whilst you are licensed you may use the Certified Standards Logo on your website and the appropriate logo for the product/s on your menus. To ensure that the correct logo is being used, all artworks/ menus must be

sent to the relevant Technical Manager (Licensing) for approval before going to print. To avoid misleading the consumer, where logos are used or references to Red Tractor are made, they must relate directly to the assured product/ ingredient you are promoting.

I hope this letter and appendices are helpful in explaining what is required in completing your renewal. If you have any questions, please do not hesitate to get in touch.

We look forward to working with you during the coming year and thank you again for your continued support of Red Tractor.

Kind regards,



Joanna King

Senior Technical Manager (Licensing)

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Key Contacts:

General Enquiries

licensing@redtractor.org.uk

T: 0207 630 3320

Requirements for Licensees (documents)

<https://trade.redtractor.org.uk/requirements-for-licensees/>

Amy Panton

Red Tractor Technical Manager (Licensing)

Meat & Poultry

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Rob Brown

Red Tractor Technical Manager (Licensing)

Fresh Produce, Combinable Crops and Dairy

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Alex Howells

Traceability Challenge Assessor on behalf of Red Tractor Assurance

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T. 07969 777040

Appendix 1. Licence Renewal

Please login to begin your renewal: <http://checkers.redtractor.org.uk/rtassurance/services.eb>

A link will be visible for Renewals 2024/25.

All information entered last year has been brought forward and can be re-selected if still relevant or, if not, it can be de-selected.

If you have any questions or need any help at any time, please contact the relevant Red Tractor Technical Manager (Licensing).

All current Red Tractor Licences will expire on **31 March 2024**. Please ensure that you allow sufficient time for your application to be approved and payment to be processed. In addition, to avoid delays in approving your application, please check the following before submitting:

- o Have you selected all applicable sectors?
- o Have you listed all products you are selling with a Red Tractor claim?
- o Have you tagged all your suppliers? Please include all, even those you use infrequently.
- o Is your list of outlets up to date?
- o Is your Sales Value correct and verified? This is for the year ending 31/03/24 and is the value of the assured ingredient coming in.

Please note, this information must be kept up to date throughout the year. To add a new sector, product, supplier and/ or outlet during the year, please contact the relevant Technical Manager (Licensing) and ask for your application to be opened for editing. Please remember to always include your licence number.

Licence Agreement

Your Licence Agreement can be downloaded from the portal. Red Tractor would like to emphasise that the Agreement **must** be approved and signed by a person who has the authority to agree to the Terms and Conditions and can validate the declared RT Sales Value.

We recommend that the person in authority reads the Agreement prior to the start of the licence application to ensure that the conditions are clearly understood and the RT Sales Value is verified as accurate and correct.

We would like to bring the following Licence Agreement technical rule changes to your attention. These changes now feature in our Licence Agreement for 2024/25 (please refer to the Licence Agreement for further detail). This is a summary of some technical changes only so please read the new Licence Agreement carefully and in full before confirming your agreement to it:

- o Clause 7.3 – a new clause has been introduced which confirms that clause 7.1 also applies where a Red Tractor Assurance Claim (as defined in clause 2.1a) is made.
- o Clause 9.1 – has been amended to include rights of assessment for any other reason (than already stated) if Red Tractor Assurance considers that it is necessary to do so to prevent the Scheme or Red Tractor Assurance from being brought into disrepute.
- o The link to the “Requirements for Licensees” documents library has been replaced to now signpost licensees to our trade website: <https://trade.redtractor.org.uk/requirements-for-licensees/>

Invoices

The invoice will be available to download as the last step of your application. If you need to enter a PO number, you will have the opportunity to do so when you enter the RT Sales Value. Please allow sufficient time for your payment to be processed. If you have an enquiry regarding the fee, please contact: trademarketing@redtractor.org.uk

When making payment please ensure that your licence number is used as the payment reference.

Appendix 2. Traceability Challenge Programme 2024/25

Following a Traceability Challenge, and if any issues are found, the assessor will leave details of non-conformance/s with you.

If a critical or three or more major non-conformances are found, the assessor will contact Red Tractor whilst still on site to agree next steps. This may result in suspension or termination of your Licence and/or could involve additional visits, possibly at your expense. If additional traceability challenges are required, this may involve payment in advance (invoiced by Red Tractor).

Where major or minor non-conformances are found, and your licence has not been suspended or terminated, these must be closed out with your assessor, Alex Howells, within 28 days of the visit by providing satisfactory corrective evidence.

Unannounced Traceability Challenges

Unannounced Traceability Challenges will continue for the 24/25 licensing year for food service outlets such as restaurants but will remain announced at Head Office visits and outlets such as schools.

Traceability Challenge Checklist

The table below provides a checklist of the minimum requirements (where applicable) that our assessor will be verifying during a Traceability Challenge to ensure that a licensee has adequate traceability systems and processes in place:

1	If you are buying direct from farm/grower to process/pack, you are checking the Red Tractor (or Third Party Certification scheme recognised by Red Tractor) assurance status of all incoming livestock/product using the Red Tractor Checkers and Services – Industry Checker/Assurance Checking (see: https://checkers.redtractor.org.uk/rtassurance/services.eb)
2	If you are buying in Red Tractor product from other companies/ third parties, you are specifying your requirements for Red Tractor with those companies in a written product specification.
3	If you are buying in Red Tractor product directly from other companies/ third parties, you are regularly verifying their Red Tractor licence status using the Red Tractor Licensee Checker (see: https://checkers.redtractor.org.uk/rtassurance/services.eb) (Note, red meat abattoirs supplying only Red Tractor Assured [beef, lamb or pork] meat product which is a split carcase, sides or quarters do not need to be Red Tractor licensed).
4	If you are buying in Red Tractor product from other companies/ third parties, you regularly validate those companies/third parties are supplying Red Tractor products through your own challenges back to farm.
5	If you are sourcing from Trading Companies/Agents/Merchants you regularly check that these suppliers hold their own Red Tractor Licence by verifying their Red Tractor licence status using the Red Tractor Licensee Checker (see: https://checkers.redtractor.org.uk/rtassurance/services.eb)
6	The Red Tractor Assured status of all Red Tractor product on site is clearly labelled at all times subject always to the Exception set out in clause 5.1 (d)(i) and related proviso set out in 5.1 (d)(ii)

	of the Licence Agreement. If you are buying in Red Tractor product, you must also ensure that your supplier supplies appropriately labelled product.
7	All paperwork relating to Red Tractor product such as delivery documentation, intake checks, invoices, etc. includes the detail of the product's Red Tractor assurance status in the product description parts of such paperwork by reference to "Red Tractor", "RT", "RTA", "RT Assured" or "Red Tractor Assured", subject always to the Exception set out in clause 5.1 (d)(i) and related proviso set out in 5.1 (d)(ii) of the Licence Agreement.
8	Staff in areas that are key to delivering the traceability system/protecting the integrity of the Red Tractor Logo (such as intake checkers in abattoirs) are trained and aware of Red Tractor and the importance of the tasks they are employed or engaged to undertake.
9	Systems are in place to ensure the correct labels/packaging are taken to packing lines.
10	Licensees producing dairy products carrying the Logo only use milk that has been collected from farm by a Dairy Transport Assurance Scheme (DTAS) member.

Red Tractor Traceability Challenge Non-Conformance Classification and Codes

Classification is based on the impact the failing could have in terms of potential for a product to be erroneously labelled with the Red Tractor Logo/claim. If you have any queries about non-conformances issued by the assessor, they should be raised in the first place with the assessor or with the relevant Red Tractor Technical Manager (Licensing). Please note not all non-conformances listed below will be applicable to Food Service licensees.

Code	Level	Description
TC1	CRITICAL	Fraudulently/ knowingly using the RT logo/ claim on product (and/ or paperwork) that is not eligible for RT
TC2	CRITICAL	Mistakenly using the RT logo/ claim on product (and/ or paperwork) that is not eligible for RT - error is not down to the licensee but further down the supply chain.
TC3	CRITICAL	Mistakenly using the RT logo/ claim on product (and/ or paperwork) on product that is not eligible for RT - error is within licensee controls
TC4	MAJOR	Using wrong logo
TC5	MAJOR	Failed mass balance - cause is down to licensee management
TC5B	Minor	Failed mass balance - failures are further down the supply chain and out of the management control of the licensee
TC6	MAJOR	More than 4 hours to produce paperwork confirming product is eligible for RT logo - root cause of failure is completely within licensee management control (either on site or within company)
TC6B	Minor	More than 4 hours to produce paperwork confirming product is eligible for RT logo - if the supply chain back to assurance status is more than one step away and not within company
TC7	CRITICAL	Not checking the assurance status of incoming products
TC8	MAJOR	No product specifications for product purchased in for further processing
TC9	MAJOR	Product brought in for further processing is not identified as eligible for RT logo (farm assured status) on delivery paperwork
TC10	MAJOR	RTA product not clearly labelled throughout the site
TC10B	Minor	RTA product not clearly labelled throughout the site; however product is clearly labelled (by e.g. batch code, barcode) ensuring traceability is secure.
TC11	MAJOR	Inadequate licensee traceability/ management controls around product eligible for RT and product not eligible for RT

TC11B	Minor	Secure controls for product eligibility are in place, however this is not fully recorded.
TC12	MAJOR	Inadequate controls to ensure correct packaging/ labels/ stickers are used on product
TC12B	Minor	No product labelled as RT or label inspection checks are in place to ensure correct labels are applied but does not record RTA status.
TC13	MAJOR	Poor staff awareness/ training of Red Tractor. Skill gap is sufficient to provide an opportunity for mis-use of RT logo.
TC13B	Minor	Poor staff awareness/ training of Red Tractor. Skill gap minor and procedures and records are in place to ensure RT status is secure.
TC14	MAJOR	Not competing regular checks to validate that suppliers are supplying to specification
TC15	Minor	Traceability challenge carried out for QMS product has failed (RTA intact but whole life assurance for Scotch has failed)
TC16	CRITICAL	Licence held for company is not up to date/ valid/ doesn't correspond to current membership year or license fee has not been paid.
TC17	CRITICAL	Inadequate licensee traceability/ management controls around product that is stunned and non-stunned
TC18	CRITICAL	Site does not have/ know about DTAS
TC20B	Minor	Approved supplier list for all species/ produce does not match with the suppliers list on the licence application
TC21B	Minor	Product eligible for a RTA claim, which is sourced from animals assured to recognised equivalent schemes is not described as RTA post carcase, sides or quarters.
TC22B	Minor	Product of RTA origin is not described as RTA, e.g. "Farm Assured"
TC23	MAJOR	Full traceability backward or forwards is not demonstrated irrespective of assurance status of product.
TC24B	Minor	Customer list for all products sold with a RTA claim does not match with the customer list on the licence application
TC25	MAJOR	Product sold as RTA is not identified as RTA in the product description on despatch paperwork, customer invoices or products labels. Not applicable where product is destined for final consumer
TC26B	Minor	Product list for all products sold with a RTA claim does not match with the product names on the licence application

Red Tractor Claim Definition

The word "Claim", as used in clause 2.1a of the Food Service Licence Agreement, is to claim to source and supply Red Tractor Assured Products (a "Red Tractor Assurance Claim"), whether or not the Logo(s) is/are physically applied to such products, and to apply such a claim to Red Tractor Assurance Products which is an implicit indication of the Red Tractor Assured status and British origin of the product sold.

Examples include:

- o Application of the Red Tractor Logo/s to product;
- o A public statement made by a processor, packer or their supply chain customer, wholesaler, trader or food service operator (e.g. text on publicly accessible websites, marketing materials, emails, menus) asserting that product sold is Red Tractor Assured;

- Documented identification on product as Red Tractor Assured (e.g. “Red Tractor”, “RT”, “RTA”, “RT Assured” etc.) in accordance with section 5 of the Licence Agreements;
- Use of the Red Tractor Logo/s or terminology (e.g. “Red Tractor”, “RT”, “RTA”, “RT Assured” etc.) and/or a statement on paperwork identifying or asserting the product is Red Tractor Assured e.g. invoices, delivery notes (used, for example, to supply RT product to meet a customer’s buying specification).

Where Red Tractor Assurance is used purely for the accreditation of systems on farm, as a demonstration of pre-farm gate due diligence, this does not constitute a “Claim”.

If, at any stage beyond this point, a user (perhaps the end user) wants to utilise Red Tractor, then product would need to be segregated and documented as Red Tractor throughout the supply chain. This would mean an implicit indication of the Red Tractor Assured status of the product sold and would constitute a claim.

Appendix 3. Licensee Checker

In addition to the Industry Checker service, we continue to offer the Licensee Checker. The Licensee Checker has been developed and now allows users to verify approved product categories for Red Tractor Licensed processor/packer sites. For example, where previously a licensee was identified as licensed for fresh produce (processor/packer), the checker now also provides detail on approved product categories e.g. cherry tomatoes, chilli peppers and strawberries. This development has been applied across all sectors (for processor/packer licensees) and is being further developed so that approved product categories will be available later this year for wholesalers, traders and food service licensees.

The Licensee Checker must be used to verify the Red Tractor Licence status of suppliers if you are buying in Red Tractor product directly from other companies.

It is important to appreciate that the status of any Red Tractor Licensee in the supply chain can change at any time. Our Licensee Checker provides a live status and is the most robust way of verifying the Red Tractor Licence status of a food business operator at any given time.

The Checker can be found when you login to Checkers and Services. Click on “Licensees” and you will see “Licensee Checker” in the drop-down list.

If there are no matching records, you must assume that the food business operator does not have a valid licence. Please contact the relevant Technical Manager (Licensing) who will confirm the situation. You will be able to search for the Licensee using any of these fields:

Industry Checker

If you are not already registered to use the Industry Checker, you can request access by clicking on “My Account” and selecting Industry Services:

[Apply for Industry Services](#)

[Apply for Licensee Services](#)

The Industry Checker can be used for vertical back to farm traces however all your suppliers must be Red Tractor Licence holders.

[End]