

SALSA Glossary of Terms – Issue 6

The following provides a summary of terms used in the SALSA Standards. It is an important reference tool for making sure that you fully understand the requirements of the SALSA Standard and a useful ‘jargon buster’ for industry terminology.

Use this Glossary of Terms, in conjunction with the SALSA Standard and the SALSA Interpretation Guide (member’s only document), to understand and implement SALSA’s requirements in preparation for your audit.

TERM	EXPLANATION
Accreditation	Formal recognition of competence awarded by an authoritative body to a business to provide certificated services. For example, UKAS provides accreditation to laboratories and also to audit certifying bodies.
Adulteration	Reducing the quality of food and/or drink by including a foreign substance, in order to lower costs or fake a higher quality.
Agreement	An agreement is any understanding or arrangement reached between two or more parties.
Agent	A company that facilitates trade between a site or company and their raw material or packaging suppliers or their customers through the provision of services, but does not at any point own or take title to the goods.
Allergen	A known component of food which causes physiological reactions due to an immunological response.
ATP or rapid test	A swab test which uses ATP bioluminescence methods (adenosine triphosphate) to detect biological materials. An accurate system used for validating cleaning results. When the swab is connected to the handheld monitor, a read-out of results can be interpreted.
Audit	A review of internal systems to evaluate compliance of practices with a predetermined system such as the SALSA standard.
Back-haul	To collect a load following delivery of products for return to the distribution depot or warehouse.
Batch	A batch (also may be known as a ‘lot’ or ‘consignment’) comprises products that have been produced, manufactured and packaged under practically the same conditions (eg. processing of products for a specific formulation). For continuous operations (eg. processing of products in a continuously operated line for a defined period), a batch will be linked to the particular production run start time and finish time and date (FSA).
Brand owner/ Brand identity	The owner of a brand logo or name that is placed on retail products. Brand identity is the visible elements of a brand, such as colour, design, and logo, that identify and distinguish the brand in consumers' minds.
Broker	A company which purchases or ‘takes title to’ products for resale to customers and consumers.
BSD	The SALSA Brokers, Storage & Distribution Standard for businesses that place products on the market they have procured or taken title to but have not manufactured. The standard scope covers up until legal ownership is transferred.

Certificates of Analysis/Conformance	<p>Certificates of Analysis (CoA) are actual laboratory and/or testing results performed on an ingredient or product for key attributes. The results are usually specific for a particular batch or lot.</p> <p>Certificates of Compliance (CoC) do not include test results and are statements of general wholesomeness and of compliance with key attributes.</p>
Certification	<p>The result of an assessment by an independent body of written assurance (a certificate) that the product, service or system in question meets specific requirements. This confirmation is often, but not always, provided by some form of external review, education, assessment, or audit. Suppliers could be certified to a Food Safety Standard e.g. BRCGS Food or Packaging, SALSA Food or BSD, ISO9001 etc.</p>
Cleaning Swab Tests	<p>Other in-house cleaning swab tests can be protein- or glucose-based. When the swab is returned to a test tube solution, the colour change will provide an indication of the presence of protein or glucose.</p> <p>Microbiological testing is where swabs are taken by the business and sent to an external laboratory. The results will be tested to specifically indicate the presence of individual, or groups of, bacteria, viruses, moulds or yeasts.</p>
Calibration	<p>A set of operations, used under controlled conditions, which will check the accuracy of a range of equipment such as thermometers and weighing scales.</p>
Cleaning In Place (CIP)	<p>A method of cleaning the interior surfaces of pipes, vessels, process equipment, filters and fittings without disassembly.</p>
CODEX Alimentarius Commission (CAC)	<p>The Codex Alimentarius, or "Food Code" is a collection of standards, guidelines and codes of practice adopted by the Codex Alimentarius Commission. The Commission, also known as CAC is the central part of the Joint FAO/WHO Food Standards Programme and was established by FAO and WHO in 1963 to protect consumer health and promote fair practices in food trade. https://www.fao.org/fao-who-codexalimentarius/en/</p> <p>The key document for FBO's is 'General Principles of Food Hygiene' CXC 1-1969 Adopted in 1969. Amended in 1999. Revised in 1997, 2003, 2020.</p>
Company	<p>The business entity or enterprise that is being audited against the SALSA Standard.</p>
Competency	<p>The ability to demonstrate that a task can be successfully undertaken in order to achieve the desired results.</p>
Compliance (FC)	<p>Fully meeting a regulatory or customer requirement or a requirement in the SALSA audit standard.</p>
Consumer	<p>The end-user of the finished product, commodity or service. For example, a member of the public who purchases food or drink for personal use.</p>
Contamination	<p>The presence or introduction of an unwanted substance such as physical, chemical, microbiological or allergen material in food and/or drink or within the food premises.</p>
Contract	<p>A contract is a specific type of agreement that, by its terms and elements, is legally binding and enforceable in a court of law. It is specific, signed by both parties and regularly reviewed.</p>
Control Measure	<p>Any action or activity that can be used to prevent or eliminate a food and/or drink safety hazard or reduce it to an acceptable level.</p>
Corrective Action	<p>The action taken to eliminate the cause of a detected non-compliance or deviation.</p>
Critical Control Point	<p>A step at which control can be applied and is essential to prevent or eliminate a food and/or drink safety hazard or reduce it to an acceptable level.</p>
Critical Limit	<p>A measure and/or observation in real time that separates acceptability from unacceptability for the prevention, elimination or reduction of identified hazards. For</p>

	example, it may be specified that a chilled ready to eat product may be stored refrigerated at a temperature < 5°C.
Cross-Contamination	The unwanted transfer of a contaminant from one product to another, or from a product contact surface either directly or indirectly.
Cross-docking	Material is unloaded at a facility separate from the main certificated site and handled, but not formally put away into storage. The inbound materials at the cross-docking facility are sorted, consolidated and temporarily stored until the outbound shipment is complete and ready to ship.
Customer	A business or person to which a product has been provided, either as a finished product or as a component part of the finished product.
Detergent	A soap or mixture of chemicals which assist in the removal of grease and food particles.
Digital Cyber Security	How businesses reduce the risk of cyber-attack by protecting internet-connected devices (e.g. computers, laptops, smartphones and tablets), and the services accessed on-line from theft and/or damage. It is also about preventing unauthorised access to the vast amounts of personal information stored on these devices, and online.
Disinfectant	Chemical disinfectant – a product capable of reducing the levels of specific bacteria when applied to visibly clean surfaces at the specified dilution and for the recommended contact time. Chemical disinfectants must comply with BS EN 1276 and/or BS EN 13697. Heat disinfecting – when heat, such as steam, is used to clean/visibly clean equipment or surfaces to reduce the level of bacteria. Hand disinfectants, antibacterial hand soaps must comply with BE EN1499.
Distribution	Transport of goods by road, rail, air or ship. Distribution may be in-house under the business’s control or may be sub contracted to a third-party haulier/distributor or courier.
Documents	Formal written information such as policies, procedures, work instructions and forms.
Durability	Shelf-life is defined legally as the ‘date of minimum durability’ and means the date until which a food retains its specific properties when properly stored. The type of expiry date must be taken into account when reviewing the shelf-life that is assigned to ingredients, work in progress or products that are ready for sale ‘Use-by’ date – Used for food which from a microbiological point of view, is highly perishable and therefore, likely after a short period to constitute an immediate danger to human health. After the ‘use-by’ date has passed, a food is deemed unsafe and must not be sold or consumed ‘Best-before’ date – The date until which a food retains its specific properties when properly stored, i.e. quality characteristics such as appearance, odour, texture, flavour etc. FDF 2017 Guidance on Shelf-Life Labelling. Also see Shelf Life.
e-commerce	A business selling finished goods or products online to other businesses and/or the final consumer.
Enclosed	The food and/or drink is protected from exposure to the environment either within its primary packaging (wrapping) or within closed pipes or within a box or crate and remains protected throughout any further handling activities.
Enforcement Authority	Local or port health authority, FSA, FSS or the Department of Agriculture, Environmental and Rural Affairs (DEFRA) in Northern Ireland, depending on the type of food business.
Environmental Sampling Plan	A test plan designed to verify cleaning is effective by sampling to monitor levels of contamination on non-food contact and food contact surfaces. Water and air may also be sampled.

Flow Diagram	A systematic representation of the sequence of operations using in the production of a product, usually from goods receipt through to dispatch of finished product.
Food Authenticity	Food or raw materials purchased and offered for sale are of the nature, substance and quality expected.
Food Business Operator	Article 3 of Regulation (EC) No 178/2002 defines “food business operator” as the natural or legal persons responsible for ensuring that the requirements of food law are met within the food business under their control”.
Food Defense	Procedures adopted to ensure the safety of raw materials and products from malicious contamination or theft.
Food Fraud	A dishonest act or omission such as intentional substitution, dilution or addition, relating to the production or supply of food, which is intended for personal gain and may be detrimental to consumers, businesses or the overall public interest.
Food Handler	All operatives who come into contact with raw materials through to final product whether open (unwrapped) or enclosed (packaged).
Food Safety Culture	The attitudes, values and/or beliefs which are prevalent at the site, relating to the importance of product safety and the confidence in the product safety systems, processes and procedures used by the site.
Food Security	Procedures adopted to ensure the continued availability of raw materials and products.
Food Surplus/Food Waste	Food surplus is where there is more than is needed and alternative streams within the food supply chain may be used. It is still fit for human consumption. Food waste is any food, and inedible parts of food, removed from the food supply chain to be recovered or disposed of. It is not intended for human consumption.
Good Hygienic Practice (GHP)	Fundamental measures and conditions applied at any step within the food chain to provide safe and suitable food (CODEX).
Good Manufacturing Practice (GMP)	The combination of manufacturing and quality control procedures aimed at ensuring that products are consistently manufactured to their designated specifications.
HACCP System	Hazard Analysis and Critical Control Point (HACCP) is the development of a HACCP plan and the implementation of procedures in accordance with that plan which identifies, evaluates and controls hazards that are significant for food safety. HACCP is recognized by CODEX and required by SALSA audit standards. HARA or Hazard Analysis Risk Assessment is also the development of a HARA plan and the implementation of procedures in accordance with that plan which identifies, evaluates and controls hazards that are significant for food safety but, is also used for product quality and legality, does not necessarily use a CCP decision tree and is not recognized by CODEX.
HACCP Plan	Documentation or set of documents, prepared in accordance with the principles of HACCP to ensure control of significant hazards in the food business.
HACCP Scope	The scope should describe all the products and processes to be included within the HACCP plan.
Hazard	A biological, chemical, physical, allergenic or radiological agent found in food and/or drink with the potential to cause an adverse effect to health.
Hazard Analysis	A system that identifies and evaluates hazards for food safety by considering existing controls.
Handling Activity	Includes storage, a change in state from or into frozen, re-labelling, re-packing into smaller/larger retail units, distribution with the food and/or drink remaining enclosed at all times.

High Care/High Risk	High Care/High Risk food and/or drink: A chilled, ready to eat or heat product that is vulnerable to the growth of pathogens. High Care/High Risk area: A physically segregated area where controls and practices are aimed at preventing product contamination by pathogenic organisms.
Identity Preserved	A product which has a defined origin or purity characteristic which needs to be retained throughout the food chain. For example, Welsh Lamb, Jersey Royal Potatoes, GMO Free.
Importer	A company facilitating the movement of products into the UK.
Incident	An event which has resulted in the production or supply of unsafe, illegal or non-compliant product. See product recall and product withdrawal.
Internal Systems Review	An audit at least annually to check current practice, documentation and records against every requirement within the SALSA Standard. The review report shows evidence of compliance and non-compliance. Corrective actions with responsibility and timescale for completion are agreed.
Labels & Labelling	Label - is any tag, mark, picture or other descriptive matter, whether it is written, printed or otherwise marked, on or attached to the packaging of a product. Labelling – any words, picture or symbol relating to the food and placed on any packaging or label accompanying the product at point of sale, including e-commerce, websites and leaflets.
Low Risk	Low Risk food and/or drink: Is microbiologically safe for the consumer to eat without further preparation (e.g. a biscuit) or requires further preparation, such as cooking, by the consumer which will render it safe (e.g. raw meat). Low Risk area: A processing area where the processing of food presents a minimum risk of product contamination or is microbiologically safe, or where further preparation by the consumer will render it safe (e.g. cooking).
Manufacturer	A company that produces product from raw materials and/or components and packs the product into retail units or supplies product in bulk to a packing company that packs the product into retail units. A packer in this case can also be considered a manufacturer.
Mass Balance	A calculation which accounts for raw materials intake and the resultant finished quantity of a product. The calculation also takes into account all process waste and rework. This would usually form part of a traceability or costing exercise or be useful for proving provenance.
Monitoring	A planned sequence of observations and/or measurements in real time of defined control parameters to assess whether predefined limits are being met. Also see Critical Limit.
Non-Conformance (NC)	The failure to meet fully or in part a specified requirement for product safety, legality, quality or a specified system requirement.
Organoleptic	The taste, smell, appearance and texture of the food.
Packaging	Primary packaging: Constitutes the unit of sale to the customer or consumer e.g. bottle, closure, label and includes the packaging items in direct contact with the product. Secondary packaging: Is used to transport the sales unit to the customer or consumer e.g. corrugated case. Packaging system: Is the equipment, material and processes employed by the company to service the packaging needs of its various customers. For temperature-sensitive products, the packaging system is used to maintain the product in the temperature-controlled environment of an assembled package. The system may use pre-conditioned coolant in the form of chilled or frozen gel packs, phase change materials, ice, dry ice or others. Pre-packaged products: Are in their final packaging that is designed for sale to the consumer.

Pasteurisation	A heat treatment process with the aim of reducing the number of potential pathogens to levels that are considered minimal risk to consumers. Plus Cheese: Thermization is a sub-pasteurisation heat treatment applied to raw milk, typically in the range 62 to 65oC for 10 to 20 seconds.
Pathogen	An organism or infectious agent that can cause disease.
PCA	Partially Compliant for Action – The requirements of the clause have not been fully met and a corrective action is required for full implementation and is submitted to SALSA for approval.
PCI	Partially Compliant for Improvement – The requirements of the clause have been met but a recommendation to improve the existing controls has been identified. The corrective action should be completed by the following audit.
Potable water	Water which is safe to drink and meets legal requirements. This would normally be ‘mains’ water. If bore hole water is used this must be treated and tested and results must be compliant with the water regs.
Precautionary (or alibi) Labelling	Precautionary labelling – a warning such as ‘may contain traces of nuts’ or ‘may contain bones’. Also known as ‘alibi labelling’ when used for allergens that may be present.
Predictive Modelling	Campden BRI: Predictive microbiological models are computer-based software packages which allow the user to estimate the rate of microbial growth or get an indication of whether growth of a particular microorganism will occur under a specified set of conditions with the aim of determining shelf-life. https://www.campdenbri.co.uk/services/predictive-microbiological-models.pdf CFA Guidelines: Modelling systems are of significant value in assessing the growth of pathogens and spoilage organisms. However, it is important when using predictive models to be aware of their limitations. Also see Shelf Life.
Prepared Primary Product	A food product that has undergone a washing, trimming, size-grading or quality-grading process and is prepacked.
Prerequisites	The basic set of environmental and operating controls (or ‘house rules’) which control food hazards and are necessary for the production of safe food. Prerequisites provide the foundation for HACCP and the overall food safety management programme.
Product Integrity	Products that are of the nature, substance and quality expected.
Provenance	The origin or source of raw materials. Also see Identity Preserved.
Primary Authority	This is where a local authority partners with a business or group of businesses to provide them with regulatory advice that other authorities have to respect. Primary Authority is a statutory scheme underpinned by Statutory Guidance which includes obligations for local authorities.
Primary Processing	Is the conversion of raw materials e.g. from farming, harvesting, into food commodities which require further preparation or processing before consumption.
Procedure	A document describing how a requirement from the SALSA standard is achieved by detailing what is done, how, when and by whom.
Processing Aid	Any substance not consumed as a food by itself but that is intentionally used in the processing of raw materials, food or their ingredients to fulfil a certain technological purpose during treatment or processing, and which may result in the unintentional but technically unavoidable presence of residues of the substance or its derivatives in the final product. The residues do not present any health risk and do not have any technological effect on the finished product. For example, anti-foaming agents, anti-caking agents.

Procurement & Purchasing	Procurement is the process of finding and agreeing to terms, and acquiring goods, services, or works from an external source. Procurement deals with the negotiation, the sourcing activities, and the strategic selection of services and the goods. Purchasing is the process of how services and the goods will be ordered.
Product Description (HACCP)	A full description of the product including relevant safety information such as compositions, origin of ingredients, physical or chemical properties, food safety characteristics, allergen status, product claims, treatment and processing, packaging, storage and distribution, shelf life.
Product Recall & Product Withdrawal	Recall: When customers and consumers are asked to return or dispose of a food product because the products are unfit for human consumption or have a significant quality defect and are no longer under the control of the customer. Withdrawal: When efforts are made to return out of specification or unfit products from customers (business to business, other manufacturers, wholesalers, warehouses, distributors) but not from the consumers because they have not yet been sold to consumers and are under the control of the customer. Mock recall: A test of the product recall/withdrawal procedure to ensure the system will work and is up to date.
Protective Clothing	Workwear issued by the company which is designed to protect the food and/or drink being produced from contamination by the employee and may or may not be disposable (e.g. hairnets, coats, tops, trousers, footwear, gloves, aprons, arm sleeves). Protective clothing must be worn in High Care / High Risk production areas but may also be required in other areas dependant on risk. Also see Workwear.
Quantity Control	Check on the amount of product in the consumer pack. May be related to minimum or average weight or volume or to the number of pieces.
Raw material	Ingredients including additives, food packaging materials and processing aids used for the manufacture of a product.
Ready to eat	Foodstuffs or ingredients that are intended to be eaten without the need for further cooking or processing e.g. smoked salmon, sandwiches, pies, desserts, salads, cheese etc.
Ready to heat	Foodstuffs or ingredients that are intended to be further heated or cooked before being eaten e.g. ready meals, black pudding, pies etc.
Record	Documented evidence that an activity has taken place. Records should be genuine, legible and collected and retained in a way that allows them to be retrieved.
Refresher training	Refresher training is a short-term course aimed at reinforcing previously acquired knowledge and skills.
Regular Review	A planned assessment of a set of processes within the food safety system with the intention of making changes if required. The HACCP and/or systems review should be carried out whenever there is a change to any product or practice. Otherwise, reviews should be undertaken at least annually.
Retailer	A business selling products to the public by retail. Also see e-commerce.
Rework	Rework is unadulterated food that has been removed from processing for reasons other than insanitary conditions or that has been successfully reconditioned by reprocessing and that is suitable for use as food. For example, mis-shapes, dough trimmings.
Risk Analysis	A process consisting of three components: risk assessment, risk management and risk communication.
Risk Assessment	The identification, evaluation and estimation of the levels of risk involved in a process to recognize significant hazards and to determine an appropriate control process.

Root Cause(s)	The underlying cause(s) of a problem, which if adequately addressed will prevent a recurrence of that problem. RCA - Root Cause Analysis: Is a method that can be used to determine how and why the problem occurred and to help identify actions to prevent future incidents. The results of the RCA can be used to review how you manage food safety and hygiene in your food business, including the traceability, withdrawal and recall of unsafe food (FSA).
Sanitizer	A combined disinfectant and detergent in one product. For effective disinfection, they must be used twice, first to clean, then to disinfect. If used for disinfection the product must comply with BS EN 1276 and/or BS EN 13697. Hand sanitizer gels must comply with BS EN 1500.
Segregation	Physical Segregation: Where clean and dirty areas are separated by distance and/or barriers. Necessary for the processing or handling of High Care/High Risk products. Time Segregation: Where clean and dirty processes are carried out in the same area or using the same equipment but are not carried out at the same time. Clean area: An area or surface where any contaminants present on surfaces or equipment could carry over to the final product.
Semi-Finished Products (Intermediate, Work-In-Progress)	A partly made product which needs to be controlled either because it is a recipe component i.e. a sub-formulation or pre-mix, that is added at a later stage during manufacture or because processing has been interrupted to be continued at a later time or because stock is being generated for finishing at a later time.
Shall (Requirement)	This is a requirement to comply with the contents of the clause.
Shelf Life	The period of time during which a food will remain safe and of a suitable quality for consumption while stored as instructed and in any unopened packaging within which it was supplied. Secondary or Open life: The period of time during which a food will remain safe and of a suitable quality for consumption after the primary product packaging has been opened. Shelf Life Studies: An assessment of the period during which the product maintains its microbiological safety and sensory qualities at a specific storage temperature. It is based on identified hazards for the product, heat or other preservation treatments, packaging method and other inhibitory or inhibiting factors that may be used (CFA). Also see Durability.
Should (IG)	This is the expected or desired requirement to comply with the contents of the clause. There may be alternative means of achieving the same outcome.
Site Plan	A map or diagram of the site that shows all the buildings, layout, production & storage areas, staff facilities, flow and movement of raw materials, people and product including semi-finished product, rework and waste.
Specification	An explicit or detailed description of a material, product, process or service.
SME	Small and Medium Enterprise. An SME is any organisation that has fewer than 250 employees and a turnover of less than €50 million or a balance sheet total less than €43 million. The SALSA scheme is limited to small (< 50 staff) and micro food (< 10 staff) and drink businesses.
Subcontracted Service Provider	The person, company or organisation with which the company being audited subcontracts to provide a service e.g. storage or distribution of product, repacking or relabeling of products, pest control, maintenance, laboratory services.
Substitution	Replacing a food or ingredient with another substance that is similar but inferior for economic gain (fraud/adulteration) or sabotage.

Supplier	The person, firm, company or other entity to which a company's purchase order to supply a material or product is addressed.
Supply Chain	A supply chain is the entire process of making and selling commercial goods, including every stage from the supply of materials and the manufacture of the goods through to their distribution and sale. (Ref: Collins Dictionary)
Supply Chain Complexity	Supply Chain Complexity. (Supply chain) complexity does not mean complicated, but rather it describes a condition of inter-connectedness and inter-dependencies across a network where a change in one element can have an effect on other elements. (Ref: Chartered Institute of Procurement & Supply https://www.cips.org/en-GB/knowledge/procurement-topics-and-skills/strategy-policy/models-sc-sourcing--procurement-costs/supply-chain-complexity/)
Systems Review	Is a detailed assessment to show the level of compliance with the requirements of the SALSA Standard. A self-assessment checklist is available from SALSA. Also see Internal Systems Review .
Traceability	The ability to trace and follow a product or ingredient through all stages of receipt, production, processing and distribution both forwards from raw material to customer and backwards from customer to raw material supplier.
Validation	Obtaining objective evidence that a control or measure, if properly implemented, is capable of delivering the specified outcome. For example, cleaning validation may include the use of swab testing. Shelf-life/durability validation may include microbiological test results & organoleptic assessments. Proving it will work <u>accurately</u> : vAlidation
Verification	Obtaining objective evidence that the methods, procedures, tests, evaluations and monitoring have been fulfilled as intended by checking. For example, cleaning verification can be evidenced by supervisor checks of actual cleaning, swab tests, monitoring records. Thermometer or scale verifications is where accuracy is checked routinely using a reference such as ice and water for thermometers and standard weights for scales. Showing it continues to work and is <u>effective</u> : vErification
Wholesaler	A distributor or middleman who purchases products to sell mainly to retailers, institutions or other companies rather than to consumers.
Workwear	Company issued or approved clothing designed to protect the employee and/or product from potential contamination. Includes footwear.
Zone	Zones should reflect the potential contamination risks to the product. They may be illustrated on a site plan e.g. using colour, by considering the activities in a zone and the expectations for site hygiene, personal hygiene including company approved clothing, building finish, equipment etc.

SALSA offers a range of support services and resources to assist in gaining Approval:

- Mentoring - SALSA-approved mentors can be found through the Mentors' Directory on the SALSA website
- Tools & Tips - Where these exist, they are indicated by the Tools & Tips logo in the Interpretation Guides
- HACCP Training Courses - Interactive courses aimed at the needs of small businesses – including HACCP, Food Labelling, Allergen Management and Microbiology
- Telephone Helpline - 'In person' advice available from 9.00-5.30 Mon-Fri