

III. FIELD VISITS

1. Visit to a fresh produce market

Purpose:

- To visit a fresh produce market and to observe first-hand the flow of products, management of produce flow, cash flow and transactions, stakeholder interaction, hygiene, waste and quality management systems
- To understand how all elements of supply chains are integrated so as to assure safety and quality

Field site protocol

Visiting a fresh produce market is interesting, but it can also be risky if certain protocols are not followed. Trainers are requested to observe these protocols to ensure that maximum benefit can be derived from the visit. Fresh produce markets are extremely busy during trading hours and participants are requested not to interfere with the normal flow of goods or with the work of traders and other workers. Trainers should at all times remain in a close circle with the group and ensure that no one falls behind; the group should remain at the sides of the halls to avoid injuries caused by fast moving forklifts and trucks.

Activities during the visit:

- Make a note of critical questions and observations for further discussion
- Collect rotten fruit samples in labelled plastic bags for microbiological testing
- Note strengths and weaknesses of the marketing system

Tasks following the visit:

- Draw the supply chain for a selected fresh produce item, charting the different types of activities and links in the chain, and distinguishing between those that involve physical transformation and those that reflect service inputs
- Write a one-page summary of critical observations of systems, failures and strengths of the market and relate it to the situation in your respective country
- Complete this assignment and report on it on the final day of the programme

Discussions and feedback:

- Present brief (three-minute) feedback on key observations at the market
- Present feedback on the supply chain for the selected produce item
- Write a brief summary of key discussion points that could be of practical value to your respective country

2. Visit to an orchard

Purpose:

- To visit an orchard in order to observe the implementation of general principles of Good Agricultural Practices (GAP) as well as harvesting operations

Field visit protocol:

- When visiting an orchard, adherence to strict codes of conduct must be observed in order to derive maximum benefit from the visit
- Participants should remain with the group at all times
- A limited number of questions may be asked during the visit, but the tour guide should also be given ample time to explain the system

Code of conduct for visit:

- Dress appropriately (wear closed shoes, for example)
- Do not smoke, do not litter and be attentive to moving vehicles
- Refrain from touching fruit in the orchard
- Do not eat or drink while on the tour
- Be respectful and friendly to all staff and workers

Activities during the visit:

- Make a note of critical questions and observations for discussion after the visit
- Note strengths, weaknesses and non-conformances for later documentation in your field report
- Observe the general sanitation of the orchard
- Observe harvesting operations and the use of specialised tools during such operations
- Observe harvesting containers
- Observe temporary storage procedures
- Observe systems for identifying orchard blocks to facilitate traceability of produce
- Observe produce quality

Discussions and feedback

- Present a brief (three-minute) feedback on key observations in the field during group discussions
- Write a brief summary of key discussion points that could be of practical value to your respective country

3. Visit to a pack house

Purpose:

- To visit a pack house in order to observe process flow, pack line operations, hygiene, waste disposal systems and quality management

Field site protocol:

- When visiting a pack house, a strict code of conduct must be observed if maximum benefit is to be derived from the visit
- Participants should remain with the group at all times
- Participants should be aware of fast moving forklifts and other vehicles
- A limited number of questions may be asked during the visit, but the quality manager should also be given ample time to explain the system

Code of conduct for the visit:

- If you have any septic wounds or are feeling sick do not enter the facility with the group (wait at the office)
- Dress appropriately (wear, for example, closed shoes, hair tied back, a warm jacket for visits to cool storage)
- Remove jewellery prior to entering the plant
- Wash hands thoroughly prior to entering the plant
- Wear protective clothing as provided; this may include hair or beard nets, clean coats, boots or shoe coverings
- Do not smoke, do not litter and be attentive to overhead structures and forklifts
- Refrain from touching equipment and/or products
- Do not eat or drink while on the tour
- Be respectful and friendly to all staff and workers

Activities during the visit:

- Make notes of critical questions and observations for discussion after the visit
- Note strengths and weaknesses of operations and any non-conformances for later documentation in your field report
- Observe the lay-out of the pack house
- Observe the surroundings of the pack house
- Observe how hygienic conditions are in the pack house
- Observe washing operations
- Observe pack line operations
- Observe packing operations
- Observe pre-cooling, storage and any specialised operations

Discussions and feedback:

- Present a brief (three-minute) feedback on key observations in the field
- Write a brief summary of key discussion points that could be of practical value to your respective country