Continuum Food Safety — White Paper

Digital food safety management for fresh produce operations

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Executive summary

Continuum Food Safety replaces food safety binders with one cloud system that fresh produce operations build and run themselves. SOPs, forms, inspection logs, corrective actions, self-audits and certification documents live in one place, on phones, tablets and computers, in English and Spanish, with or without a signal in the field.

It is built for growers, packers, coolers and warehouses that answer to the USDA, the FDA and its FSMA rules, retail buyers and third-party auditors. Optional modules add the CanadaGAP program and SENASICA's SRRC program in Mexico. Customers report saving about 30% of inspection time when no issues are found, and more when issues are found.

The system delivers three outcomes:

1. **Every inspection is done, on time, by the right person.** The system knows which inspections each site expects on each operating day, lists the ones that were missed, and emails the people responsible every morning.
2. **Every record can be trusted.** A read-only audit trail records who changed what, when and from where. Signed logs are locked, and corrections need a reason.
3. **Every audit starts ready.** Certification self-audits, FSVP supplier files, the ten record registers that FSSC 22000 version 6 asks for, the records the FDA's FSMA rules ask for and, where a company turns them on, the CanadaGAP and SRRC programs are kept beside the daily logs, and reports come out as PDFs in either language.

The challenge

Food safety programs in fresh produce have outgrown paper. Requirements from regulators, retail buyers and certification bodies keep rising, while the people doing the work are spread across fields, packing lines and coolers.

Most operations still run on some mix of three-ring binders, clipboards and spreadsheets. That creates five recurring problems:

- **Paperwork that never ends.** Logs, SOPs, plans and policies have to be printed, filled in, filed and kept for years. When a requirement changes, every binder has to be redone.
- **Gaps found too late.** Nobody knows an inspection was skipped, done late or left half-finished until someone reviews the paper, often at audit time.
- **Problems spotted by hand.** An out-of-compliance answer on paper alerts no one. Someone has to notice it and notify the right people.
- **Records that are hard to defend.** Auditors increasingly ask who recorded a value, when, and whether it was changed afterwards. Paper and shared spreadsheets cannot show that.
- **Two languages, no signal.** Crews often work in Spanish, inspectors and auditors in English, and many field sites have no reliable connection.

Continuum Food Safety came from exactly this situation at a client operation: shelves of binders, a bilingual crew, English-only inspectors and sites with no signal.

The Continuum approach

Continuum Food Safety rests on four design choices, each answering one of the problems above.

Design choice	What it means in practice	Problem it answers
One system of record	SOPs, forms, logs, corrective actions, self-audits and certification documents in one cloud system	Paperwork that never ends
Self-managed	Your own team adds and changes buildings, locations, areas, questions and audits, without writing code or waiting on the vendor	Requirements that keep changing

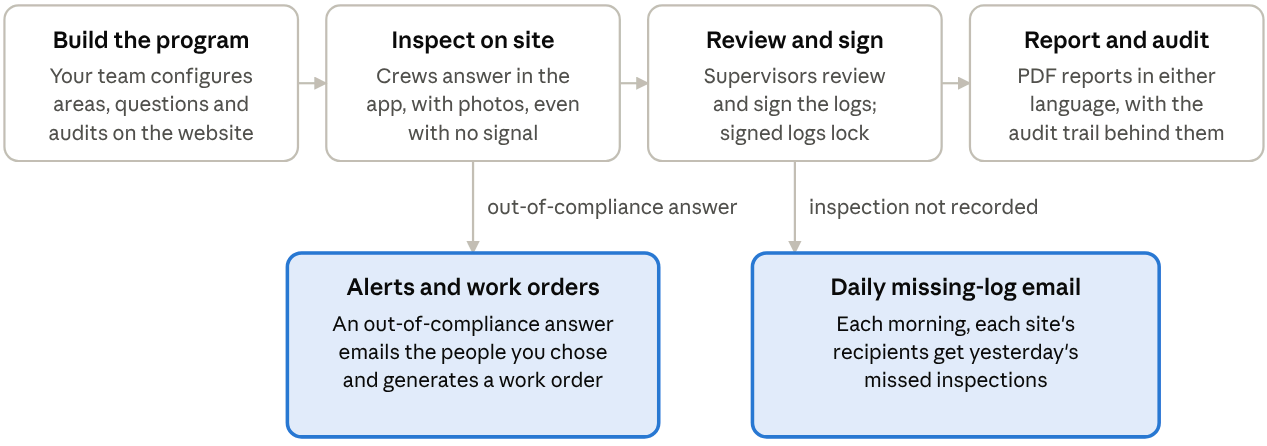
Design choice	What it means in practice	Problem it answers
Bilingual throughout	Every screen, question and report in English or Spanish; each user works in their own language and reports print in either	Two languages
Field-first	Native iOS and Android apps that keep working offline and sync when the signal returns; a web browser on any computer for supervisors	No signal

Because the program is configured rather than coded, a change made on the website reaches every device at once. A new question, a renamed area or a retired form is current for the whole crew the next time they sync.

How it works

A program is built once on the website, run every day from the field, and reviewed, signed and reported from the website, while the system watches for problems.

Inspections flow from the field to signed records; problems raise alerts on their own



How Continuum Food Safety works · 4 steps, 2 automatic alerts

The two highlighted alerts need no one to spot the problem: an out-of-compliance answer raises its own email and work order, and an expected inspection that was never recorded appears in the next morning's email.

- **Questions.** Eleven answer types: Yes/No, Yes/No required, numeric range, numeric only, alphanumeric, drop-down list, checkboxes, date, time, GPS and signature. Up to four responses per question, each required or optional.
- **Evidence.** Up to five photos per question, plus corrective-action notes on any finding.
- **Reports.** Report formats by log, by day, by week, by month and by season, all filtered by date range and printed as PDFs in English or Spanish.

Built for audits

Continuum Food Safety keeps what auditors ask for in the same system as the daily logs, so preparing for an audit means printing reports, not assembling binders.

Certification self-audits

Operations import the self-audits for the standards their buyers require, including PrimusGFS, GLOBALG.A.P., SQF, CanadaGAP and SENASICA's SRRC evaluation guide. The food safety manager runs them on a tablet, with scoring by module, then merges, finalizes and signs the results. Self-audit reports and dashboards (pie, bar and line) show where a site stands before the auditor arrives.

FSVP supplier verification

For importers covered by the FDA's Foreign Supplier Verification Program, Continuum keeps supplier folders, risk assessments and documents. Suppliers can be given their own access to upload documents, and every document can be added, moved or voided with a record of who did it. The FSVP itself, one per food and foreign supplier with its verification records, is part of FSMA compliance below.

FSSC 22000 version 6 records

Ten record registers cover the record-keeping that FSSC 22000 version 6 asks for:

Register	What it holds
FSSC plans	Food safety plans with their review cycle
Incidents	Incidents, holds and the decisions that release product

Register	What it holds
Management review	Review inputs, outputs and actions
Environmental monitoring	Sampling points, results and follow-up
Equipment & calibration	Equipment, calibration records and the product-impact evaluation of a failed result
Training & competence	Who is trained and competent for which task
Hazard analysis & HACCP	Hazard analysis and HACCP plans
Product development & labels	New products and label approval
Verification & FSMS updates	Verification analysis and system updates
Specifications	The specifications register

Every register follows the same workflow. Anyone with access can draft a record; approving, voiding or releasing product is reserved for approvers. A record cannot be approved while its checklist still shows something missing, approved records are fixed, and changes go through a new revision.

Document control

Documents uploaded to Document Management stay drafts until an approver approves them. An approved revision supersedes the previous one, each document gets a review date, and a document register lists every current document. Certification documents edited in Continuum print as drafts until they are approved.

PrimusGFS, GLOBALG.A.P., SQF and CanadaGAP are trademarks of their respective owners. Continuum is not affiliated with or endorsed by them or by SENASICA.

FSMA compliance

Continuum Food Safety keeps the records the FDA's Food Safety Modernization Act (FSMA) rules ask for, site by site, under one FSMA menu. Each site has an FSMA profile

that records which rules apply to it; the screens and approval checks follow that profile, and a site without a profile works as before.

FDA rule	What Continuum keeps
All rules: FSMA profile	Per site: Produce Safety, Preventive Controls (and whether the site is a qualified facility), Intentional Adulteration, Sanitary Transportation with the site's roles, and FSVP importer. Also the FDA registration number and why each rule applies or not.
Preventive Controls for Human Food (21 CFR 117)	The HACCP plans double as the FDA food safety plan: the preventive controls qualified individual (PCQI), a preventive-control type for each significant hazard, and the owner's or operator's signature at approval. A current recall plan is required before approval, and the records review within 7 working days is tracked. A supply-chain program keeps approved suppliers, their controls and verification activities, with an annual onsite audit for serious hazards unless a written reason says otherwise.
Produce Safety (21 CFR 112)	Agricultural water under the 2024 pre-harvest rule: water sources, yearly pre-harvest assessments, generic E. coli testing schedules and treatment monitoring. A failed result shows STOP USE until a corrective measure is recorded. A produce safety program covers every other requirement, with the yearly coverage or qualified exemption review and records of biological soil amendments.
Intentional Adulteration (21 CFR 121)	The FDA food defense plan: vulnerability assessment by the three fundamental elements or the key activity types, actionable process steps, mitigation strategies, monitoring, corrective actions and verification. The plan is signed at approval and reanalyzed at least every 3 years.
Sanitary Transportation (21 CFR 1 subpart O)	Written procedures for each role the site plays (shipper, loader, carrier, receiver), the specifications given to each carrier, written agreements and carrier training.

FDA rule	What Continuum keeps
Foreign Supplier Verification Program (21 CFR 1 subpart L)	The importer’s DUNS number, qualified individuals and procedures. One FSVP per food and foreign supplier, with its hazard analysis, supplier evaluation, approval and reevaluation at least every 3 years, plus verification records that the importer reviews.

Each screen lists what is in place and what is missing, for example a water source with no current test or a foreign supplier whose food must not be imported until a corrective action is recorded. FSMA records get the same protection as every other record: once approved or signed they are locked by the database, they are never deleted, and every change is kept in the audit trail.

Whether a rule applies to an operation is the operation’s decision; the FSMA profile records it.

CanadaGAP and SRRC (Mexico)

Two optional modules keep the programs of CanadaGAP and of SENASICA’s Contamination Risk Reduction Systems (SRRC) in Mexico, beyond the daily logs. A system administrator turns each one on for the whole company and sets up the program site by site. A module that is off is hidden, and its records are kept until it is turned on again. Certification is earned at the audit or the SENASICA evaluation; Continuum keeps the records and the reminders.

Module	What Continuum keeps
CanadaGAP (manuals version 11.0)	The manual followed (Fresh Fruits and Vegetables or Greenhouse Product) and the operation types certified: production, packing, storing, repacking, wholesaling or brokerage. Where each CanadaGAP form is kept; the annual records (internal audit, mock recall, food safety culture review, annual program review) and annual forms, each signed by the person responsible; letters of assurance and certificates with their expiry dates; section confirmations; and an audit pack that prints the season. Records are kept at least 4 years.

Module	What Continuum keeps
SRRC (SENASICA, Mexico)	Production, harvest and field packing, organized by the 15 modules of SENASICA's evaluation. The registration and certificate dates, with the 6 months of evidence before the evaluation, the maintenance audit a year after the certificate and the renewal window. Cycle records such as site history, water analysis, procedure validation, the traceability exercise and technical visits; authorized pesticides with their COFEPRIS registration, pre-harvest and re-entry intervals, and a harvest check before a crew enters a field; constancias with expiry dates; where each bitácora is kept; and an SRRC pack for the evaluator.

- **Forms as mobile logs.** The CanadaGAP record-keeping forms (G to Q) and annual forms (A to V), and the SRRC bitácoras, come ready-made. A company imports the ones it keeps as logs, and crews fill them in on the mobile app, with photos, like any other log.
- **What is due.** Each module's overview lists what is overdue or due this season or production cycle, including forms whose last log is late, and a weekly email goes to the people responsible when something is due (in Spanish for SRRC).
- **The official guide as a self-audit.** SENASICA's evaluation guide (Technical Annexes 1 and 2) imports as a self-audit for the internal audit, in the Spanish SENASICA publishes.
- **The same protection.** Records are never deleted: an entry made in error is voided with a reason, signed records cannot be changed, and every change is kept in the audit trail.

Record integrity

Continuum Food Safety lets an operation show an auditor not only what was recorded, but that nothing was changed behind the scenes. The protection is enforced in the database itself, so it applies to the web application, the mobile apps and any system tool alike.

Control	How it works
Read-only audit trail	Every addition, change, void, reopen and approval of a protected record is recorded: who, when, from where (web, mobile app or system tool), the reason, and each field’s value before and after. Nobody can edit or delete the trail, not even an administrator.
Locked signed logs	Once a log is signed, its entries cannot be changed or voided from the website or the app. A correction means reopening the log with a written reason (at least 10 characters), correcting it and signing it again. All three steps are kept in the trail.
Void reasons	Voiding an entry can require a reason, set per site.
Late-entry flags	Entries the server receives after their log was signed are flagged on the signed log and listed in a Late entries report until a reviewer acknowledges them. Lateness is judged by when the server received the entry, not by the device’s clock.
Retention and review policy	Per site, or as a default for all sites: years to keep records, document and plan review cycles, whether signed logs lock, and whether voids need a reason.

Auditors can be handed the audit trail as a printed list, filtered by site, date range, record type, action or user. Every FSSC 22000 record has a link that opens the trail already filtered to that record.

Operations oversight

Continuum Food Safety knows which inspections each site owes on each day it operates, so a skipped inspection is caught the next morning instead of at audit time.

- **Inspection frequencies, including several a day.** Each area is set to multiple times per day, daily, weekly, twice a month, monthly, quarterly, semi-annually or annually, with a minimum number of runs per day for high-frequency areas. The Inspection Frequency Dashboard shows each site’s status by frequency.
- **Operating calendar.** Each site records the months and weekdays it operates, so a split season is handled correctly, and declares closed days with a reason. Logs are expected only on operating days; areas that run all year can be marked as year-round.

- **Missing-logs report.** Lists, day by day, every inspection that was expected but not recorded, with the logs found against the logs expected. Days with no logs at all are listed for review until someone records whether the site operated.
- **Daily email.** Each morning, at the hour each site chooses in its own time zone, the people on that site's recipient list receive the previous day's missing logs. Nothing is sent when nothing is missing, and each site's email goes out through its own email settings.
- **Device clock check.** Every time a device synchronizes, its clock is compared with the server's. Devices more than 5 minutes off, runs dated in the future and uploads that arrive days late are listed so they can be corrected.
- **Flags for skipped questions.** Unanswered questions and areas are flagged, and supervisors can verify from the website that inspectors complete registrations on time.

Sites that inspect once a day see no change unless they choose the new frequency, a calendar or the daily email. Warehouses and other year-round sites keep working as before.

Platform, security and hosting

Continuum Food Safety is a hosted subscription service run by JGE Innovative Software. Customers need no servers of their own: field crews use the mobile apps, and everyone else uses a web browser.

Area	What customers get
Mobile apps	Native apps for iOS and Android, from the App Store and Google Play. Data is stored on the device when offline and synchronized when the connection returns. Changes made on the website can be pushed to selected devices, or any device can sync on its own.
Web access	Any computer with a current browser, for setup, review, signing, reports and administration.
Separation	Each customer company has its own database and its own web address.

Area	What customers get
Access control	Users are granted access screen by screen; administrators manage users, sites and permissions. Each mobile device is registered to the company before it can synchronize.
Encryption in transit	The websites are served over HTTPS only.
Protected records	The database itself enforces the audit trail and the signed-log locks, and the application’s own login cannot alter or remove them.
Multi-site	One company can run many sites, each with its own calendar, settings, email configuration and alert recipients.
Optional modules	CanadaGAP and SRRC are turned on or off for the whole company by a system administrator, and their screens are granted per user like every other screen.
Data ownership	Your team builds and manages the program, and you can export your data.

Implementation and pricing

Implementation starts with a free consultation and estimate, and the program is then built by the customer’s own team.

1. **Consultation.** Tell JGE Innovative Software how you manage food safety today, and see the same program shown in Continuum. Same-day consultations are available.
2. **Set up the company.** JGE sets up your company, sites and administrator accounts.
3. **Build the program.** Your food safety team enters buildings, locations, areas, questions, notices and drop-down lists, imports the certification self-audits and ready-made logs it needs, sets up the CanadaGAP or SRRC program where it applies, and assigns users and permissions.
4. **Register devices.** Install the app on the phones and tablets your crews use and register them to the company.
5. **Go live.** Crews start recording; supervisors review, sign and act on findings from the website.

Pricing depends on the number of mobile devices that run the Continuum app. People who use Continuum in a web browser do not count toward that number, so supervisors, managers and administrators can be added without changing the price.

A complete bilingual user manual covers every screen, and JGE Innovative Software supports customers directly.

Results and next steps

Customers report saving about 30% of their inspection time when no issues are found, and more when issues are found; results vary by operation. Beyond the time saved, the binders are gone, every crew member works in their own language, and the food safety manager learns about a missed inspection the next morning instead of from an auditor.

For operations preparing for PrimusGFS, GLOBALG.A.P., SQF, CanadaGAP, SRRC or FSSC 22000 audits, or answering to the FDA's FSMA rules, Continuum Food Safety puts the daily logs, the corrective actions, the self-audits, the certification documents and the proof behind them in one place.

See Continuum Food Safety on your own operation. Request a free consultation and estimate at jgesoftware.com/food-safety, or contact James Ecker, JGE Innovative Software, at 520-313-2899.

The product brochure is available in English and Spanish.