Notification form in case of incidents (paper of incident)

Fruit, vegetables, potatoes

with information on correct conduct in the case of incidents and crisis situations

What steps should you take in the event of an incident or crisis?

1. **Contact** QS by **phone** or **e-mail**. Inform us about the critical incident as specifically as possible using this **notification form**.

We will treat all information you provide in strict confidence.

How to reach QS:

Monday - Friday, 8 a.m. to 5 p.m.
Phone: +49 (0) 228 35068-0
Fax: +49 (0) 228 35068-10

Outside business hours, at weekends and on public holidays:
Phone: +49 (0) 228 35068-288

E-mail: Ereignisfall@q-s.de

2. Where appropriate, **inform** the following persons, regulatory authorities and companies about the incident by phone:

a. Your local **authority for food inspection**

b. Your **customers** (e.g. producer organizations, wholesaler, food retailer)

c. Your **suppliers** (e.g. seedling grower, producer, producer organization, wholesaler)

d. Your **agency** responsible **for plant protection** (department for environment, chamber of agriculture)

3. Where appropriate, **inform** your **employees** about the incident. Instruct them to refrain from making any statements vis-à-vis third parties (e.g. customers, journalists) and to forward corresponding enquiries directly to the person authorised to deal with the case in question.

What happens after QS receives your incident report?

In close cooperation with you, QS supports you in your crisis management. This involves all measures to prevent damage to your company, other scheme participants and the QS scheme and to resolve the existing problems as rapidly as possible.

However, we can only provide support and prevent damage if inform us in good time and accurately.

What are "critical incidents"?

All incidents that pose a threat to humans, animals, the environment, assets or general confidence in food can become a critical incident for individual scheme participants, the food sector or the entire supply chain.

The following are examples of incidents that can affect you directly:

- A food product you have brought into circulation does not meet the requirements for food safety.
- The competent regulatory authorities investigate your company (e.g. during herbal epidemics).
- The media report negatively or in sensational fashion about your company.
- One of your resources contains harmful substances.
- You are involved in a callback action.

When must critical incidents be reported?

In addition to your information obligations vis-à-vis QS, you are also obliged to submit reports to the regulatory authorities in many cases.

In particular, a reporting obligation exists if a food product that is brought into circulation possibly no longer meets the requirements for food safety. Each individual case must always be taken seriously.

Who can use this notification form?

The notification form is designed to help scheme participants in the fruit and vegetable sector (producing, processing and marketing of fruit, vegetable and potatoes) to submit reports to QS and provide initial information to the competent regulatory authority.

Please store it in an easily accessible place together with your documents for your own crisis management.

Qualitätssicherung - Vom Landwirt bis zur Ladentheke.

QS Qualität und Sicherheit GmbH: MD Dr. Alexander Hinrichs, Schwertberger Straße 14, 53177 Bonn, Tel. +49 228 350 68-0, info@q-s.de

Incident report

Fruit, vegetables, potatoes

To QS Qualität und Sicherheit GmbH

Fax: **+49 (0) 228 35068-10** or e-mail: **Ereignisfall@q-s.de**

Contacts: Wilfried Kamphausen phone +49 (0) 228 35068-170
Oliver Thelen phone +49 (0) 228 35068-130

Emergency number: phone +49 (0) 228 35068-288 *outside business hours, at weekends and on public holidays, in emergencies*

Pursuant to Art 19 and 20 of Regulation (EC) 178/2002, Art. 44 a of the German Food and Feed Code (LFGB) and further legal regulations, you may also be under an obligation to report the incident to the responsi- ble *authority for food inspection*.

To the responsible authority
(e. g. authority for food inspection, authority for plant protection)

Name of authority: .....

Name of municipality/town: .....

Street, number: .....

Postcode, town: .....

Phone and fax numbers (with area code): .....

no

Details of the company

Production scope*: ☐ Production fruit, vegetable, potatoes ☐ Wholesale fruit, vegetable,potatoes
☐ Food retail fruit, vegetable, potatoes ☐ Logistics ☐ Preparation/Processing

Name of company/trade chain: .....

QS scheme participant number (QS-ID): .....

Name of location/store: .....

QS location number: .....

Street, number: .....

Postcode, town: .....

Crisis manager/Contact person: .....

Phone and fax numbers: .....Mobile number: .....

E-Mail: .....

Coordinator: .....

**please tick appropriate production scope.*

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Details of the incident

1. What happened? When happened?

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2. What have you done in this matter up to now?

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4. Which other persons or institutions have become active in this matter?

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5. What other measures do you plan to take?

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4. Details of the affected product

Product designation: .....

Quantity/acreage: ..... Quantity delivered as QS: .....

Affected batch/lot: .....

Kind of diagnosis (e. g. residue of of plant protection products, nitrates and other substances, lack of hygiene):

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.....

Date: ..... Time: .....

Stamp

Signature: .....

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