Notification form in case of incident (Paper of incident)

Feed

with indications on how to deal correctly with 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 the notification form confidentially.

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, weekends and 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 feed inspection**

b. Your **customers** (e.g. farmers, compound feed producers, traders)

c. Your **suppliers** (e.g. raw material suppliers, feed material and additive producers, traders)

3. Where appropriate, **inform** your **employees** about the incident. Instruct them to refrain from making any statements to 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" in the feed sector?

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

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

- One of your suppliers violates requirements laid down in the laws governing feed.
- A feed product you have brought into circulation does not meet the requirements for feed and food safety.
- The media report negatively or in sensational fashion about your company.
- Protest groups conduct public activities against your company.
- The competent regulatory authorities investigate your company.

When must critical incidents be reported?

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

In particular, a reporting obligation exists if a feed product that is brought into circulation possibly does not meet the requirements for feed 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 feed sector 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
Feed

To QS Qualität und Sicherheit GmbH		
Fax:	**+49 (0) 228 35068-10**	or e-mail: **Ereignisfall@q-s.de** phone +49 (0) 228 35068-170
Contact persons:	Wilfried Kamphausen Oliver Thelen	phone +49 (0) 228 35068-130
Emergency number:	phone +49 (0) 228 35068-288	*Only outside business hours, weekends and public holidays, only in the case of emergency*

According to Art 19 and 20 of Regulation (EC) 178/2002, Art. 44a 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 responsible *authority for feed inspection*.

To the responsible authority for feed inspection

Name of authority:.....

Name of municipality/town: .....

Street, number:.....

Postcode, place: .....

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

Email: .....

Information of the company

Company name: .....

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

Location name: .....

QS location number: .....Production scope:.....

Street, number:.....

Postcode, town: .....

Country: .....

Crisis manager: .....

Phone and fax numbers: .....

Mobile number: ..... E-mail: .....

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Information of the incident

1. What happened? Type of hazard? (*please tick as appropriate*)

☐ **Suspected incident/Exceeding** of a maximum level, guidance value or action threshold

☐ Incident related to the add-on module **QS-Soy^{plus}**, e.g. **Sustainable Fraud** (please briefly explain the incident and continue with 5.)

☐ **Other:** .....

Brief explanation of the incident (e.g. "maximum dioxin content exceeded in mineral feed")

.....

.....

2. Information on the exceeding (*please tick as appropriate*)

The following has been exceeded: ☐ maximum level ☐ guidance value ☐ action threshold

Parameter (i.e. dioxin, aflatoxin, etc): .....

.....

Quantity / content of the undesirable substance in the sample: .....

Limit value: .....

Where and when was the sample taken? (i.e. truck loading, reception raw materials, production)

.....

.....

When did you receive the analysis results? .....

Which laboratory carried our the analysis? .....

Was the sample taken as part of the feed monitoring program of QS?

☐ no
☐ yes ☐ QS sample ID: .....

3. Information on the affected product (*please tick as appropriate*)

The product in question is ☐ feed material, ☐ compound feed, ☐ an additive, ☐ a premix from ☐ own production,

in ☐ contract production – **Company** (name, address, contact person): .....

.....

.....

as ☐ purchased product - **supplier** (name, address, contact person): .....

.....

.....

Affected batch/lot (designation/number): .....

Feed /commercial designation: .....

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Internal company designation (i.e. brand name): .....

Specific information about the product (i.e. floury, pelletized): .....

Affected quantity: .....

Country of origin/cultivation: .....

3.a) Relevant for producer:

Produced quantity: ..... Commercialised quantity: .....

Production date: ..... Date of commercialisation: .....

3.b) Relevant for trader:

Purchased quantity: ..... Further traded quantity: .....

Date of purchase: ..... Date of sale: .....

4. Have the goods in question already been delivered? (*please tick as appropriate*)

☐ No

☐ Yes ☐ Partial quantity: .....

If the goods have not been delivered or have been partially delivered: on which **place** are the goods stored? (e.g. silo's name or external warehouse): .....

.....

.....

If the goods were partially or completely delivered: was the feed commercialised as a **QS product**?

☐ Yes

☐ No

If yes, please send us a **customer list**[1] (information about customers) outlining what quantity of which goods were delivered when and to whom.

5. Who have you informed of the incident so far? (*please tick as appropriate*)

☐ Authorities	.....
☐ Customers	see **Customer list**[1] (Information about customers) in the Annex
☐ Suppliers	see **Supplier list**[1] (Information about suppliers) in the Annex
☐ Other	.....

[1] For this purpose, you can use for example the Supporting document for incident management (customer/supplier), which you can find under Documents **Feed Sector** (www.q-s.de/en).

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6. Do you use the recognition for another quality assurance system or are you certified according to another standard? (*please tick as appropriate*)

☐ no

☐ yes, which one?

☐ GMP+ International ☐ OVOCOM ☐ AMA ☐ AIC ☐ EFISC-GTP

☐ FAMI-QS ☐ Qualimat ☐ Oqualim ☐ QM-Milch

☐ Other(s): .....

Have you informed the standard owner(s) about the incident?

☐ yes

☐ no

Note: *If you are certified according to another standard or you are eligible to deliver in the QS scheme on the basis of mutual recognition with another quality assurance system, QS will inform the other standard owner about the incident in question.*

7. When and how did you become aware of what was happening?

When: .....

How: .....

.....

8. What can you tell us about the cause?

.....

.....

.....

9. What other measures have you initiated, or do you plan to take?

Already initiated:

.....

.....

Planned:

.....

10. Incident related to the add-on module QS-Soy^{plus} - Details of the affected product

Name (feed): .....

Quantity: .....

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

Stamp

Signature: .....

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Note: *If the incident notification form was not filled out completely at the moment of the first notification, because not all the information was available, the missing information can be also submitted later.*

Annex *(please tick)*

- ☐ Analysis report
- ☐ Customer list[1]
- ☐ Supplier list[1]
- ☐ Other: .....

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