

Guideline  
**Pet food**



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**Note:** The Guideline Pet food is written in German and translated into English. In case of discrepancies between the translation and the German version, the German original is valid.

# 1 Fundamentals

QS is the scheme owner and carrier of the basic quality assurance for pet food, hereinafter also referred to as the "QS scheme". The standards defined by the scheme owner lay down strict, verifiable production and marketing criteria for the production and trade of pet food. The QS scheme is characterised by the monitoring of these criteria and the traceability of the agricultural products and the pet food produced from them.

Basic information on the QS scheme, such as organisation, conditions of participation, use of certification marks and sanction procedures, can be found in the **Guideline General Regulations**.

The guideline pet food maps the requirements for the production of feed for pets, especially dogs and cats. Certification according to this guideline is the prerequisite for labelling pet food with the seal of the Initiative Tierwohl (ITW).

## 1.1 Scope

A "pet animal" as defined in Art. 3 of **Re. (EC) No 1069/2009** is understood to mean: "any animal belonging to species normally nourished and kept but not consumed, by humans for purposes other than farming".

"Pet food" for the purposes of this guideline, refers to feed and chews for pets (initially dogs and cats). Meat and animal by-products contained in pet food may only be used if they are of human-grade quality or Category 3 material as defined in Chapter 4.1.

The product groups are distinguished from one another in Table 1.

Table 1: Delimitation of the product groups

Product group	Explanations, preservation	Examples, forms of offer
<b>Raw pet food</b> So-called "Bones And Raw Foods", in short "BARF".	Petfood containing certain Category 3 material which has been exclusively chilled or frozen to preserve it	leak-proof packaging, storage at max. 7 °C, with the notice "Only as pet food. Keep away from food. Wash hands and tools, utensils and surfaces after handling this product"
<b>Chews</b>	Products for chewing for pets, made from untanned hides and skins of ungulates or other material of animal origin	Dogchews
<b>Processed petfood, in tins and other containers</b>	Heat-treated pet food in hermetically sealed containers (heat treatment: $F_C$ - value min. 3) processed pet food other than canned pet food. (Heat treatment core temperature min. 90 °C)	Canned pet food  Pet food in trays and bags
<b>Dry petfood and snacks (incl. semi-moist products)</b>	Definition according to FEDIAF: dried fodder (max. 14 % water content). Semi-moist dry pet food (< 14 % - 60 %) Water removal through thermal drying processes, freeze drying, lowering $a_w$ value, use of exclusively indirect drying processes through ventilation, cooling or heat exchangers	Pellets, extruded products, snack articles (e.g. "treats", reward snacks)



The following requirements cover the manufacture including the upstream processes for the production of pet food as well as the storage, wholesale (B2B) and retail (B2C) of pet food:

**Transport and Storage:** In the sense of the guideline, companies involved in the warehousing and transport of raw materials in Category 3.

**Processing plant:** A company or establishment as referred to in Article 24(1)(a) (pressure sterilisation or alternative methods in agreement with the competent authority) of **Reg. (EC) No 1069/2009** in which animal by-products are processed. In the sense of the guideline, this includes companies that obtain animal fats and proteins from relevant animal species, separate meat or similar. The guideline also covers companies that process meat and by-products in the petfood production chain and are not classified as petfood plants.

**Petfood plant:** A company or establishment for the production of petfood or flavouring meat extracts as referred to in Article 24(1)(e) of **Reg. (EC) No 1069/2009**.

**Private labelling:** Any company that sells pet food to business customers under its own brand name or company that have been manufactured by another company is engaged in private labelling. The private labeller can have the pet food produced according to his requirements by another company (contract manufacturer) or take over the goods from the manufacturer without his own requirements and distribute them under his own name. Both the manufacturer and the principal (private labeller) are obliged to participate.

**Wholesalers** are companies that store packaged and unpackaged petfood in designated business premises. They carry out trading activities with business customers by selecting their suppliers themselves or on their behalf and by acquiring goods for the purpose of further trading. In addition, the following processes in particular are permitted within the scope of their activities: primary packaging, picking (incl. transport packaging for end consumer products), repalletising, tumbling (inverting), freezing and thawing.

**Brokers** are companies that carry out trading activities with business customers, act as distributors of manufacturing companies or are indicated as distributors on goods. Brokers can be owners of the goods without having possession of them themselves or coming into contact with them. They can organise logistical activities in their own name or through service providers.

**Retail companies** within the meaning of the guideline are companies that sell packaged and unpackaged pet food articles directly to the final consumer. Food retail companies offering such products are covered exclusively by the *guideline for food retail meat, meat products and fruit, vegetables, potatoes* and are not within the scope of the *guideline pet food*.

**Headquarters of retail companies (pet food coordinators):** If requirements are the responsibility of the head office, they can be checked by the relevant head office. Retail company headquarters combine individual company groups with several markets or companies (franchise companies) into a bundle and are therefore referred to as "coordinators" in QS scheme.

**Retail markets (bundled pet food retail markets/branches):** Markets or branches of a retail company are branches that are geographically separate but connected to the central organization of a retail company (the "coordinator").

**Independent retail markets (unbundled pet food retail markets/branches):** Retail company without a head office.

**Online trade:** Online trade or distance selling as defined by the guideline includes delivering pet food to final consumer with the use of distance communication media (e.g. internet). The products are selected and purchased online by final consumers. The physical compilation of goods takes place exclusively in the absence of the final consumer. In accordance with the guideline, only specialised online trade without any physical contact with the goods is registered with its own production type (549). The production types 515, 520, 530, 540, 541, 542 can be integrated via the "online trade" add-on module.

**Note:**

- *Integration of online trade possible for production scopes 515, 520, 525, 530, 540, 541, 542 in combination with the **add-on module online trade***
- *Specialised online retailers **without physical product contact** register with production scope 549 (online trade pet food)*
- *Specialised online retailers with physical product contact, e.g. through manufacturing, storage and/or picking processes, register with **production scope 542** (independent pet food retail market) and **add-on module online trade***

## Integration of retail business (marketing to the final consumer/B2C) into the QS scheme for pet food

The requirements for marketing directly to the final consumer are listed in the following chapters:

- Chapter 11 Requirements for retail (B2C) - central specifications and procedures
- Chapter 12 Requirements for retail (B2C) - practical implementation in markets/branches
- Chapter 13 Requirements for online trade (B2C)

### Pet food - coordinator

Coordinated groups of companies with markets or retail outlets or companies (franchise companies) include the following companies, depending on their structure and the type of good procurement:

- Legally dependent stores with similar company structures (e.g. centrally managed markets)
- Legally independent companies that are contractually bound to the company, with exclusively centralised supply relationships
- Legally independent companies with individual supply relationships (free purchase of goods, not exclusively through the centrally managed suppliers)

### Auditing of requirements in central structures

If requirements are the responsibility of the central office, they can be audited in the relevant central office. This applies to the requirements for specifications and procedures from chapter 11. The central audits are carried out regularly, approximately every 12 months, and can be carried out remotely in agreement with the certification body. The requirements in chapter 12 are used to check that the requirements are being implemented in the markets/branches. The requirements in chapter 11 do not have to be checked (again) in the markets/branches if they are checked centrally. If the requirements in chapter 11 are not centrally managed and checked, these requirements are also checked in the markets/branches.

### Auditing of bundled markets/branches: risk-based approach

Risk assessment must be used to justify the auditing of **bundled markets/branches of the retail** trade and their inclusion in the QS database if **one or more** of the following conditions is/are met:

- Manufacturing or repacking processes for pet food
- Offering of open goods
- Offering of articles requiring refrigeration (including frozen articles)

If only one or more of the above requirements are met in individual markets/branches, only these must be registered under production type 541.

The requirements are presented in a modular way in the individual chapters of the respective company forms/production scopes (see Table 2).

Table 2: Definition of the process chain

Type of company/ chapter in the guideline	1	2	3	4	5	6	7	8	9	10	11	12	13	Production scope
Transport (raw material petfood)	X	X	X	X		X			X					501
Storage (raw material petfood)	X	X	X	X			X		X					505
Processing plant (raw material petfood)	X	X	X	X	X	X	X	X	X					510
Petfood plant	X	X	X	X	X	X	X	X	X				(X)	515

Type of company/ chapter in the guideline	1	2	3	4	5	6	7	8	9	10	11	12	13	Production scope
Wholesale (petfood)	X	X	X	X	X		X		X	X			(X)	520
Private labelling (petfood)	X	X	X	X	X				X	X			(X)	525
Broker (petfood)	X	X	X	X	X				X	X			(X)	530
Central retail companies (pet food coordinators) (B2C)	X	X			X						X		(X)	540
Pet food retail market/branch (bundled locations) (B2C)	X	X										X	(X)	541
Independent pet food retail market/branch (unbundled locations) (B2C)	X	X			X						X	X	(X)	542
Online trade pet food (B2C)	X	X			X						X		X	549

Companies that decide to participate in the Initiative Tierwohl must register for both the QS scheme and the ITW scheme ([www.initiative-tierwohl.de](http://www.initiative-tierwohl.de)) (based on the production scopes shown in Tab. 2). After a successful audit, ITW and QS scheme agreements or participation agreements are concluded with the two companies. The costs incurred in this context are borne by the companies themselves.

**Note:** The "Steps to becoming a scheme participant in pet food" guide explains how to register. This can be found at [www.q-s.de](http://www.q-s.de).

⇒ Steps to becoming a scheme participant in pet food

## 1.2 Responsibilities

The **scheme participant** is responsible for:

- compliance with the requirements,
- the complete and correct documentation,
- self-assessment,
- the proper and timely implementation of corrective actions
- as well as the correct labelling of the products.

He must comply with the requirements in the QS scheme at all times and be able to prove compliance at all times. He must ensure that, in addition to the requirements of this guideline and the other applicable QS requirements (e.g. *guideline General Regulations*, *guideline Certification*), the applicable legal requirements are met, both in the country where the products are manufactured and stored and in the country where they are placed on the market by the scheme participant.

### Compliance with the Code of FEDIAF EuropeanPetfood

Pet food manufacturers undertake to comply with the **FEDIAF EuropeanPetfood Code** (at [europeanpetfood.org](http://europeanpetfood.org)) in particular with regard to Good Hygiene Practice, Good Manufacturing Practice and the labelling of pet food.

## 2 General requirements

Chapter 2 contains general requirements for quality management and the HACCP concept. This chapter must be fulfilled by all companies wishing to be certified according to this guideline.

### 2.1 General scheme requirements

#### 2.1.1 General business data

The following master data must be collected in the QS database and kept up to date at all times:

- Company name
- Address of the (main) company and all locations/production sites with EU approval numbers
- Telephone number, e-mail address, legal representative, contact person
- Contact details of the crisis manager
- Information on the type of company and production
- Working hours (only in QS database)

For pet food manufacturers and traders, all manufactured/traded product groups (subdivision according to Table 1) must be currently stored in the QS database under "Location information - Product groups". In case of changes (e.g. addition of a new product group), this must be communicated to the commissioned certification body.

In addition, a company overview must be prepared (existing documentation on QM, HACCP, etc. can be used), which, in addition to the information mentioned above, also contains the following data:

- all production and storage facilities (with EU approval numbers, if applicable; this also includes external companies such as DF warehouses; if the premises are shared by several companies, all premises belonging to the company must be labelled in a company plan).
- Information on existing quality management, sustainability or audit systems (e.g. ISO 9001, IFS, BRC, VLOG, organic, MSC, ASC)
- Commissioned laboratories (current address, telephone number, e-mail address) and their areas of investigation

⇒ 3.1 Quality management system (QM system)

⇒ 3.2 HACCP system and self-assessments

#### 2.1.2 [K.O.] Official registration and authorisation

The companies included in the process chain have a valid ABP (animal by-products) legal registration and approval according to Art. 23 and 24 of **Reg. (EC) No 1069/2009** by the competent authority of all plants or establishments subject to official control and active at any of the stages of production, transport, handling, processing, storage, placing on the market, distribution, use or disposal of animal by-products and derived products.

Valid ABP approval for the **relevant stages** (as defined in the Guideline) is a prerequisite for scheme participation.


Furthermore, manufactures of pet food (in the sense of compound feed production, including "BARF" products) are **required to register as feed business operators** (under Regulation (EC) No 1831/2003 (requirements for feed hygiene) (activities according to Article 5 (2))).

The manufacturing (including repacking and portioning) of pet food in retail or direct marketing (i.e. direct sale to final consumers) at the point of sale (including distance selling/online trade) is exempt from the registration requirement. However, retail businesses (including online trade) **must notify the competent authority of the manufacture of pet food** at the point of sale in accordance with § 22 (1) of the Feed Regulation.

Retailers who only offer pet food in ready-to-sell finished packaging are not required to register **and are not required to notify**.

#### **Note on further documents:**

- BMEL guidelines for the registration of feed businesses ([bvl.bund.de](http://bvl.bund.de))

 Decision of the competent authority

### 2.1.3 Incident and crisis management

QS has developed a comprehensive incident and crisis management system that actively supports scheme participants in the event of an incident or crisis. The scheme participants must inform QS immediately and - where a legal obligation exists - also the competent authorities about critical incidents and public product recalls where these are of relevance for the QS scheme.

Critical incidents are incidents that pose or may pose a risk to humans, animals, the environment, assets or the QS scheme as a whole.

Especially in cases where

- nonconformities occur in the sourcing, production or marketer that may compromise pet food safety,
- Investigation proceedings are initiated for the violation of regulations to ensure pet food safety or fraud, or
- Media research, critical media reports or public protests on pet food safety issues are carried out,

the scheme participants must inform QS.

Each scheme participant must have a documentation structure for reporting an incident, e.g. QA incident form, in order to be able to pass on all necessary information in a targeted manner in the event of an incident. In addition, each scheme participant must appoint a crisis officer who can be contacted at any time. The crisis officer must be stored in the QS software database.

A procedure for dealing with incidents and crises must be defined and introduced and verified at regular intervals, but at least once a year (approx. every 12 months). The following points, among others, must be included:

- Setting up crisis team
- Emergency call list
- Product recall and product withdrawal procedures
- Communication plan
- Customer information

## 3 Good manufacturing and hygiene practices, management systems

### 3.1 Quality management system (QM system)

#### 3.1.1 Establishment of a quality management system

The company must establish, document, implement, maintain and continuously improve the effectiveness of a quality management system (QM system). The enterprise must determine the limits and applicability of its QM system. The area of application shall at least cover the activities related to petfood for which the company is responsible.

The responsibility of the company begins where the responsibility of the previous level (supplier) ends and ends where the responsibility of the next level (customer) begins.

An overview of all activities at the location must be available.

### 3.2 HACCP system and self-assessments

#### 3.2.1 [K.O.] HACCP system

**Note:** The "FEDIAF Guide to Good Practice for the Manufacture of Safe Pet Foods" can be used to develop and establish a company-specific HACCP concept. This is published at <https://europeanpetfood.org> or **IVH - Industrieverband Heimtierbedarf (ivh-online.de)**.


In order to comply with the necessary pet food safety requirements, the company shall establish, implement and maintain a hazard control system in accordance with the HACCP principles so that it is traceable to third parties.

The HACCP system is integrated into the pet food safety management system on the basis of basic hygiene measures, including the codes of good hygiene practice (GHP) and good manufacturing practice (GMP).

The process from incoming goods to outgoing goods is set up in such a way that contamination of raw materials, partially processed goods, finished goods, packaging materials, machinery and all other substances

coming into contact with the petfood is avoided. It is ensured that physical and/or microbiological and/or chemical, allergenic contamination (in the case of hypoallergenic feed) and, where applicable, ionising radiation are minimised or avoided by effective and technically feasible measures.

If changes are made to a product, a manufacturing process or a production, processing, storage or distribution stage that are relevant to HACCP, the company must review and, if necessary, amend the HACCP concept.

 Self-checking records, checklists

### **3.2.2 HACCP team**

The necessary knowledge must be available to develop an efficient HACCP concept. The HACCP team must be recorded in writing. If necessary, the HACCP team must be trained. In this case, evidence of the training must be kept.

The top management must appoint a HACCP team for the implementation and maintenance of the HACCP concept. It must be shown that the HACCP team has sufficient experience from the individual areas of the company.

If there are several HACCP teams, a coordinator must be designated who is responsible for the systematic work of the HACCP teams.

### **3.2.3 Product description**

A complete description of the product/product group must be provided and the intended use must be specified. The product/product group description must include:

- Composition of the product/product group
- Physical and chemical structure
- antimicrobial/static treatment
- Packing
- Shelf life
- Storage conditions
- Distribution channels (e.g.: foreign/country, type of condition, loose goods/self-service packaging, etc.)

### **3.2.4 Flow charts**

A schematic flow chart must be prepared. The flow chart must include all operating processes and product groups.

In flow charts, each process, manufacturing and processing step must be listed individually so that they contain a schematic representation of the entire (production) process.

Flow charts can be divided into a main process and several sub-processes. Creating a main process can be useful if the process is complex due to numerous sub-process steps or if there are many incoming and outgoing product flows.

### **3.2.5 Hazard analysis**

The HACCP concept is based on the determination of hazards that must be avoided, eliminated or reduced to an acceptable level.

### **3.2.6 Critical Control Points (CCP)**

Critical control points must be defined if control is required, in order to avoid, eliminate or reduce any hazards to an acceptable level.

### **3.2.7 Limit values for CCP**

Limit values must be defined for the critical control points, which are used to distinguish between acceptable and unacceptable values.

### **3.2.8 Monitoring and verification of limit values for CCP**

Efficient procedures for monitoring and verifying the critical control points must be defined and implemented. These procedures must be applied regularly in accordance with the CCP plan.

Furthermore, verification procedures must be established to determine whether the measures specified in the HACCP-principles are functioning fully and effectively.

### 3.2.9 Corrective actions for CCP

Corrective actions must be defined if monitoring shows that a critical control point exceeds the defined limit values.

### 3.2.10 Responsibilities

Responsibilities must be clearly defined in an organisational chart (At least one deputy must be named).


### 3.2.11 Documentations/Records

Documentation/records appropriate to the type and size of the petfood company must be established/kept to demonstrate that the measures set out in the HACCP concept are being applied.

### 3.2.12 HACCP verification

The implementation of the HACCP concept must be checked (verified) at least once a year (approx. every 12 months).

If changes are made to a product, a manufacturing process or a production, processing, storage or distribution stage that are relevant to HACCP, the company must review and, if necessary, amend the HACCP concept.

 e.g. location-based HACCP manual, self-assessment documentations, checklists, flow charts, organisation chart, training records

### 3.2.13 Self-assessments

The company must develop a risk-oriented sampling plan, considering the relevant analyses for product and process safety.

The microbiological criteria according to **Regulation (EU) No 142/2011** (see Table 3 and Table 4) apply to the specified product categories in order to document the microbiological status. Sample analysis must be carried out using a standardised procedure. A trend analysis must be carried out and in case of unsatisfactory results or negative trends, the causes must be identified and effective measures must be taken.

### Pathogen monitoring

If, according to the HACCP study, the pet food or the primary products passes a risk of pathogenic germs, a monitoring programme must be implemented that:

- sampling of the production environment,
- of the lines and
- of the final products.

In the analysis plan:

- type of microorganisms,
- their limit values,
- sampling frequency and
- sampling points are described.

The nonconformities detected in the self-assessments or in the pathogen monitoring must be rectified within the set deadlines. Responsibilities shall be defined.

⇒ 3.2.1 [K.O.] HACCP system

⇒ FEDIAF Guide to Good Practice for the Manufacture of Safe Pet Foods (<https://europeanpetfood.org>)

Table 3: Microbiological criteria for chews and processed pet food other than canned pet food (from **Reg. (EU) No 142/2011**)

Microorganisms	Sampling plan / Limit values	Sampling
<i>Salmonella</i>	no findings in 25 g $n^{(1)} = 5$ $m^{(2)} = 0$	during production and/or storage (before shipment)




Microorganisms	Sampling plan / Limit values	Sampling
	$M^{(3)} = 0$ $c^{(4)} = 0$	
Enterobacteriaceae	$n^{(1)} = 5$ $m^{(2)} = 10$ $M^{(3)} = 300$ in 1 g $c^{(4)} = 2$	during production and/or storage (before shipment)

$n^{(1)}$  = number of samples to be examined,  
 $m^{(2)}$  = threshold value for the bacterial count; the result is considered satisfactory if the bacterial count does not exceed  $m$  in all samples,  
 $M^{(3)}$  = maximum level for the bacterial count; the result is considered unsatisfactory if the bacterial count in one or more samples is greater than or equal to  $M$ , and  
 $c^{(4)}$  = number of samples in which the bacterial count may be between  $m$  and  $M$ , the sample still being considered acceptable if the bacterial count in the other samples is  $m$  or less.

Table 4: Microbiological criteria for raw pet food (from **Reg. (EU) No 142/2011**)

Microorganisms	Sampling plan/Limit values	Sampling
<i>Salmonella</i>	no findings in 25 g $n^{(1)} = 5$ $m^{(2)} = 0$ $M^{(3)} = 0$ $c^{(4)} = 0$	during production and/or storage (before shipment)
Enterobacteriaceae	$n^{(1)} = 5$ $m^{(2)} = 10$ $M^{(3)} = 5000$ in 1 g $c^{(4)} = 2$	during production and/or storage (before shipment)

$n^{(1)}$  = number of samples to be examined,  
 $m^{(2)}$  = threshold value for the bacterial count; the result is considered satisfactory if the bacterial count does not exceed  $m$  in all samples,  
 $M^{(3)}$  = maximum level for the bacterial count; the result is considered unsatisfactory if the bacterial count in one or more samples is greater than or equal to  $M$ , and  
 $c^{(4)}$  = number of samples in which the bacterial count may be between  $m$  and  $M$ , the sample still being considered acceptable if the bacterial count in the other samples is  $m$  or less.

 results of residue analysis, documentation of microbiological status, sampling plans, analysis results, process controls, corrective actions plans

### 3.3 Good hygiene and manufacturing practice

#### 3.3.1 Water quality

A risk assessment must be carried out for water coming into contact with the pet food, facilities or equipment. This must include the frequency of testing at which the water quality is checked. The company may either test the water quality itself or obtain results or confirmation of water quality from its water supplier. The water quality tests must be documented. Water (either liquid, solid or vapour) that comes into contact with pet food shall be suitable for animals.

Water, irrespective of its origin and aggregate state, used for the production, treatment, preservation or placing on the market of pet food and for cleaning objects and equipment that could come into contact with pet food as



intended, must comply with the **Drinking Water Ordinance (TrinkwV)** in its current version. Drinking water must be available in sufficient quantity and must not pose a risk of contamination.

If water contains additives (such as plasticisers, rust inhibitors, etc.),

- these additives must be taken into account in the HACCP concept,
- the dosing systems must be calibrated and controlled to ensure the correct amount is added and
- the dosage of the additives must be documented.

Separate water systems (e.g. for fire fighting) must be labelled. This water must not come into contact with water used for cleaning.

A tapping point plan must be available in the company. Risk-oriented sampling of the taps must be carried out in accordance with the current version of the **Drinking Water Ordinance (TrinkwV)**, depending on the drinking water supply (i.e. own water supply system, e.g. own well or purchase from the public network).

The risk-oriented sample plan for the examination of drinking water shall include at least the following information:

- Tapping point allocation
- Risk level
- Purpose of the analysis
- Frequency of the analysis
- Reference to analysis parameters and limit values

The type and frequency must be specified in the company's sampling plan.

 Tapping point plan, confirmation/testing of water quality

### 3.3.2 Cleaning and disinfection

Based on a Risk analysis, cleaning and disinfection plans must be drawn up that include the following:

- Responsibilities
- Products used and their instructions for use
- Areas to be cleaned or disinfected
- Cleaning intervals
- Recording obligations
- Cleaning process and procedure
- Hazard symbols (if required)

The implementation of the cleaning and disinfection plans must be documented.

 Proof of cleaning and disinfection

#### Cleaning work

All storage and handling facilities that come into contact with dry pet food must be dry again after wet cleaning or before being used again.

Before each occupancy of the storage room, it must be cleaned and disinfected according to the cleaning and disinfection plan.

Social rooms of the company shall also be kept clean and cleaned according to the cleaning schedule and as required.

The implementation of the cleaning work must be recorded.

An authorised person must check the cleaning and disinfection procedures for their suitability and effectiveness. The results of these inspections must be documented.

#### Trainings

The cleaning staff must be trained, including first aid measures, cleaning procedures and labelling of the cleaning agents used. The cleaning procedure according to the cleaning and disinfection plan must be known to the staff.

#### Requirements for the monitoring of cleaning and disinfection measures

For the microbiological control of the cleaning and disinfection measures, a risk-oriented sampling plan is in place that adequately takes into account the physical space of the business, the complexity of the production

processes as well as the type and quantity of the products. Samples are taken from defined points in accordance with the internal risk assessment. The inspections are repeated at least every 4-8 weeks.

### Sampling

Sampling must take place at the latest before the start of production in areas that have a direct influence on product hygiene (e.g. knives, machine parts that come into contact with the product). The sampling points must be selected once and should be sampled alternately. Sampling must be carried out according to a recognised procedure and must be specified in a sampling plan.

### Assessment

To determine the hygiene status of a company, samples must be examined for aerobic mesophilic bacterial count as well as Enterobacteriaceae, yeasts and moulds (dried fodder production). The examination should be repeated within 4 weeks. The evaluation can be done according to the assessment schedule (see table 5).


Table 5: Assessment schedule for monitoring the success of cleaning and disinfection

Area	Germ type	Limit value
Surfaces with product contact immediately after cleaning and disinfection	Aerobic mesophilic bacterial count <sup>(1)</sup>	≤ 100 CFU/100 cm <sup>2</sup>
	Enterobacteriaceae <sup>(1)</sup>	n.d. CFU/100 cm <sup>2</sup>
	Yeasts and moulds (dried fodder)	≤ 100 CFU/100 cm <sup>2</sup>

<sup>(1)</sup> Limit values for aerobic mesophilic bacterial count and Enterobacteriaceae based on DIN 10516:2020-10

### Reporting results

The results must be communicated to the cleaning staff in charge as soon as possible and, especially in the case of unsatisfactory results, appropriate measures must be taken (e.g. training/instruction, testing of cleaning equipment and agents, maintenance of cleaning equipment, monitoring of the cleaning process). The measures taken must be documented.

 Cleaning and disinfection plans, sampling logs, measures

### 3.3.3 Pest monitoring/control

It must be ensured that a high level of cleanliness and hygiene is maintained in all working areas to avoid attracting pests. Precautions must be taken both in the premises and in the outdoor areas to keep pests out. Appropriate pest monitoring and, if necessary, pest control measures must be implemented.

When carrying out pest monitoring or pest control, these measures and the qualification of the user must comply with the legal provisions of the respective country and the respective product descriptions. The monitoring and bait sites must be inspected at least once a month, unless other inspection intervals are defined on the basis of a risk assessment. In order to guarantee the safety of both the pet food and the workers, appropriate pest control methods and means must be used. Pest monitoring and pest control shall not compromise the safety of products manufactured or stored by the company.

Permanent baiting with rodenticides independent of infestation is only permissible in exceptional cases if it is strategically carried out by a competent user (pest control operator according to the **Ordinance on Hazardous Substances** Annex I Number 4 Paragraph 4.4). The exceptional case must be proven and documented by the expert within the framework of an annual hazard analysis and risk assessment. In this case, only baits approved for this purpose may be used; if applicable, nonconforming legal regulations apply abroad and must be complied with accordingly.

The documentation must contain at least the following:

- Information on products used for pest prevention and control
- Date of treatment, as well as indication of the quantities applied

- Proof of qualification of the employees involved in pest control
- Control point maps showing the location of monitor and bait stations
- Records of pests found (findings)
- Corrective actions reports in case of pest infestation
- If necessary, annual risk assessment

 Pest control documentation

**Please refer to the following supporting documents**


- IFS Pest Control Guideline (see QS documents “further-documents”)

### **3.3.4 [K.O.] Control of defective products and services**

The handling of non-conforming raw materials, intermediate and final products, auxiliary materials and packaging materials must be regulated and functioning in the company. The company must ensure that products and services that do not meet the requirements of this guideline or legal requirements are labelled and managed. This must prevent unintended use, delivery or performance. The control measures and associated responsibilities and authorities for dealing with non-conforming results shall be defined in a documented procedure. In the case of nonconforming products or services, the company shall take one or more of the following actions:

- Elimination of the detected error,
- exclusion, blocking, return or suspension of the provision of products and services (this includes, for example, the proper disposal of pet food if required),
- notification of clients and
- where applicable, obtaining and complying with a permit from the competent authority authorising the use, release or acceptance.

Documentation on the nature of the error and the follow-up actions and approvals taken must be maintained. If a corrective action has been taken for an erroneous result, this must be re-verified to demonstrate conformity with the requirements.

 Work instructions and documentations for handling nonconforming products and services, proof of use/disposal of deviating products

### **3.3.5 [K.O.] Contamination**

In the evaluation of production processes, possible direct and/or indirect re- or cross-contamination must be taken into account. The risk of transmission of undesired substances must be minimised by effective measures during production, in-house storage and transport of products.

The company must take every precaution to avoid contamination, cross-contamination and any adverse effect on the safety and quality of the pet food and its raw materials, as well as any misuse or confusion. All receiving and loading facilities as well as storage, processing and conveying facilities must be designed and operated in such a way as to minimise the likelihood of contamination. Particular attention shall be paid to contamination by:

- Weather conditions,
- animals (pets, birds, rodents or insects) or
- operating fluids (hydraulic oils, lubricants, etc.).

### **3.3.6 Foreign body management**

An appropriate and effective foreign body management is implemented in the company, which excludes or reduces the entry of foreign bodies into pet food. Risk assessments shall be used to identify and evaluate hazards and possible sources of entry for at least the following categories of foreign bodies:

- Metal
- Hard plastic
- Soft plastic
- Glass
- Stone
- Pests
- Paper
- Wood
- Lubricants

- Lacquers / Coatings (Teflon)

When using foreign body detectors (e.g. X-ray or metal detectors), detection limits and functional tests (including ejection) are defined for the individual devices and are demonstrably complied with. For products for delivery to the final consumer, a technically possible detection size for metallic foreign bodies of <7 mm should be ensured. The devices are serviced annually according to the manufacturer's specifications. Plastics that are in direct contact with the pet food should be coloured as far as possible (this excludes e.g. red E2 crate). Before starting production, each machine/plant must be checked for damage. Measures to be taken in the event of foreign objects being found (incl. metal-detected units) must be defined and reliably rule out any risk to the product. Foreign object findings are categorised, the frequency of occurrence, the cause of entry and the measures initiated are evaluated (e.g. complaint evaluation, process checks, error messages).

 Documentation foreign body management

**Please refer to the following supporting documents**

- IFS Guideline for an Effective Foreign Body Management (see QS documents "further-documents")

**3.3.7 [K.O.] Use of glass and other fragile material**


The company must ensure that glass and other fragile materials in the company do not pose a risk to the pet food. Where possible, glass bottles and other glassware should be excluded from production, processing and storage areas. Where complete exclusion is not possible, there shall be instructions to minimise the risk of breakage and to ensure that there is no contamination of the petfood in the event of breakage.

Lighting fixtures must be protected in process and storage areas to minimise the risk of contamination of pet food in the event of breakage.

**3.3.8 Production release**

Before the start of production, the production rooms must be released daily by means of a plant inspection. A visual inspection of the cleaning success and a check for damage must be carried out. The release must be documented.

In the event of nonconformities, corrective actions must be defined. The implementation of the corrective actions is documented.

 Documentation production release, implementation of corrective actions

**3.3.9 [K.O.] Waste management and disposal logistics**

Appropriate arrangements shall be made for the storage and disposal of animal by-products and other waste that cannot be used (for pet food). The disposal of waste generated in the production premises and facilities shall be managed and documented.

In this context, materials classified as waste must be labelled as such quickly, visibly and clearly, and promptly stored in such a way as to preclude unintended use.

Containers for storing waste that may attract pests and vermin must be closed. They shall be stored in lockable closed containers. Such containers shall be suitable, in very good condition, easy to clean and, if necessary, easy to disinfect. Such waste containers shall also be located away from petfood storage areas and emptied as frequently as possible. Waste shall not be collected or stored in containers that are also used for raw materials or petfood.

The places where waste is collected or stored must be included in the cleaning programme. They shall be in a clean and very good condition hygienically. Sufficient waste containers shall be placed in the social areas of the company.

Waste must be disposed of in accordance with legal regulations. Waste that is classified as hazardous waste according to legal regulations must be disposed of accordingly. Records of waste disposal must be kept.

 Disposal records

**3.3.10 Maintenance and repair/maintenance programs**

For all premises, facilities and equipment that have an impact on product safety, a maintenance plan with the planned maintenance measures and intervals must be drawn up and implemented to ensure that the work is carried out in a hygienically safe manner. Maintenance work must not jeopardise pet food safety. Maintenance and repairs must be documented. The manufacturer's instructions regarding the maintenance and inspection of the facilities and devices should be considered when planning maintenance. Documentation of maintenance

activities shall be used to demonstrate that the requirements are met. The maintenance plan shall contain the following elements:

- (Operating) areas and company premises
- Plants and (internal) transport systems
- Conformity of the auxiliary materials and lubricants used
- Responsible employees (own or from external companies)
- Frequency

 Maintenance plan, documentation of maintenance and repair work

### **3.3.11 Calibration**

Where necessary to ensure valid results, the monitoring, testing and measuring equipment required to demonstrate petfood safety and quality shall:

- are collected,
- be calibrated at specified intervals or before use,
- be adjusted or readjusted as required,
- labelling so that the calibration or verification status can be identified,
- be secured in such a way that they cannot be adjusted,
- be protected from damage during handling, maintenance and storage


## **3.4 Staff**

### **3.4.1 Premises and access regulations**

All buildings and operating facilities must be protected against unauthorised access and kept closed. Therefore, an access regulation must be established. Operating premises must not be accessible to unauthorised persons. Unauthorised persons may only enter the company if accompanied or with the consent of an authorised person. All persons outside the establishment, except drivers in the designated loading zone as part of the loading activity, must be instructed before entering the premises.

If outside vehicles, e.g. disposal vehicles or suppliers, enter the premises, the hazards resulting from the Risk assessment must be considered and evaluated. If necessary, access regulations must be established as a result.

The company must ensure that any outside company working in the company is instructed so that, for example, pest control measures or maintenance and construction work do not affect the safety of the pet food. The instruction and any necessary cleaning measures must be documented.

 Access regulations

### **3.4.2 General rules of conduct and staff hygiene**

There must be documented guidelines on staff hygiene that have been communicated to the staff in training courses. The staff hygiene guidelines must be observed and applied by all persons (staff, service providers, etc.). The following points must be taken into account as a minimum:

- hand cleaning and disinfection
- eating, drinking, smoking, vaping, stimulants and chewing gum
- conduct in case of injury
- fingernails, jewellery, piercings, artificial eyelashes/fingernails and wristwatches
- hair and beards
- protective clothing

Each employee must be provided with a sufficient number of suitable protective clothing and headgear (including beard protection if necessary). There must be sufficient facilities for hand hygiene and signs indicating how to use the disinfectant. The facilities for hand hygiene in the production rooms must at least meet the following requirements:

- flowing cold and hot water with touch-free fittings (sensor/knee switch)
- liquid soap and disinfectant from dispensers
- means for hygienic hand drying

If coat hooks are provided, they must be positioned properly and sensibly.

There must be a procedure to regularly check the consistent implementation of staff hygiene in the company. The results must be evaluated and, if necessary, measures for optimisation must be initiated. All persons whose work has an influence on product safety must have the necessary experience/training.

 Procedures for implementing and reviewing staff hygiene

### 3.4.3 Staff rooms and sanitary facilities

Suitable changing rooms must be available for employees and external persons. Street and protective clothing must be stored separately. Sanitary facilities and staff rooms must be in a clean condition. If shower facilities are available, they must be intact and appropriately maintained. If coat hooks are provided, they must be correctly and sensibly positioned.

### Rules on eating, drinking and smoking

Clear instructions must be given to employees and visitors about eating, drinking and smoking in the company. Eating, drinking and smoking must be prohibited in areas where this may compromise pet food safety. If necessary, separate rooms must be made available for this purpose. All employees and visitors must be informed accordingly so that the risk of contaminants entering is minimised.

### 3.4.4 [K.O.] Hygiene sluice

All persons can only enter the production area through a hygiene sluice. Effective cleaning and disinfection of footwear and hands must take place.

Airlocks are located in a suitable place and are equipped and functional to ensure effective cleaning, drying and disinfection of hands and effective cleaning of soles, i.e.:

- Running water at a suitable temperature with touch-free taps (sensor/knee switch)
- Liquid soap and disinfectant from dispensers
- Means for hygienic hand drying
- Sole cleaning (alternatively shoe change before access)

Sewage water from the sole washer is channelled to the drain. Cleaning is regulated in plans, the facilities are not objectionable from a hygienic point of view.

## 3.5 Staff training

### 3.5.1 [K.O.] Hygiene trainings

The company must ensure that all employees who have direct contact with pet food and its packaging receive hygiene training. Staff attendance at hygiene training must be documented. Persons known to have a disease that may compromise the safety of pet food shall not have direct contact with pet food or its packaging.

Documented training programmes must be defined according to the product requirements and the employees' areas of activity. This training plan must include the following points:

- Contents
- Training intervals
- Participants and speaker
- Languages

 Training plan and training certificates

### 3.5.2 Information about the QS scheme

All responsible employees must be informed about the requirements of the QS scheme manual. In addition to the basic principles of the QS scheme, this includes above all the specific requirements that lie within the area of activity of the responsible employees.

## 3.6 Technical/structural condition

Plants where petfood is handled and rooms where petfood or its raw materials are stored, prepared, treated or processed shall be clean and maintained at all times. They shall be designed, constructed and dimensioned in such a way as to permit adequate cleaning and/or disinfection, to avoid or minimise aerogenic contamination and to provide sufficient working surfaces to enable operations to be carried out in very good condition.

The following requirements must be met:

- Floor and wall coverings must be kept in very good condition and must be easy to clean and if necessary, disinfect. They must be impermeable, water-repellent and non-toxic. Any sewage water and other liquids shall be drained away so as to prevent the formation of puddles or the accumulation of liquids on floors. Wall surfaces must be smooth up to a height appropriate for the respective work processes.
- Ceilings (or, where ceilings are not provided, the interior roof surfaces) and ceiling structures shall be constructed and processed to prevent accumulation of dirt and minimise condensation, undesirable mould growth and shedding of material particles.
- Windows and other openings must be constructed in such a way as to prevent the accumulation of dirt. Where they open outwards, they must, where necessary, be fitted with insect screens which can be easily removed for cleaning purposes. Where open windows are conducive to contamination, they must remain closed and locked during the manufacturing process. Windows that could favour contamination must not be able to be opened.
- Lighting must be sufficient for cleaning, processing and other activities important for pet food safety.
- Splinter protection must be in place (for windows and lamps in the production and storage area of pet food as well as primary packaging materials based on the risk assessment for foreign body management).
- Doors must be easy to clean and, if necessary, disinfect. They must have suitably smooth and water-repellent surfaces.
- Surfaces (including surfaces of equipment) in areas where petfood is handled, and in particular surfaces which come into contact with petfood, shall be maintained in a very good condition and shall be easy to clean and, if necessary, disinfect. They shall be passed smooth, abrasion-resistant, corrosion-resistant and non-toxic material.

Plants, plant parts and equipment must be planned, designed, constructed and used in such a way that thorough cleaning and maintenance is possible and contamination, technologically unavoidable carry-over and any kind of negative influence on product or process safety or product quality are avoided.

### 3.7 Premises, facility and device hygiene

Premises where pet food is handled and premises where pet food or its raw materials are stored, prepared, treated or processed must be kept clean and maintained at all times. Equipment shall be kept in good working order and in very good condition, and corrosion and foreign body contamination of equipment and machinery shall be avoided.

## 4 Specific product requirements for pet food (raw material and final product)

### 4.1 Requirements for raw materials

#### 4.1.1 Raw material for processed pet food and for chews

The raw materials used meet the legal requirements for raw materials for pet food and chews made from animal by-products or derived products and the specific requirements for the selection of raw materials according to **Reg. (EU) No 142/2011**.

#### 4.1.2 Requirements for processed animal protein and other derived products

For the production of processed animal proteins and other derived products (such as melted fats from Category 3 material), the requirements for raw materials as well as the processing standards of **Reg. (EU) No 142/2011, Annex X, Chapter II Specific requirements for processed animal protein and other derived products** apply in conjunction with the specific requirements of this guideline.

### 4.2 Specific requirements for product groups

The following requirements must be complied with for the various product groups.

#### 4.2.1 Processed petfood in tins and other containers

Processed petfood in tins or similar hermetically sealed containers must be heated to an  $F_c$ -value of at least 3 (note: an  $F_c$  value of 3 means that a petfood in tins or similar hermetically sealed containers has been subjected during the sterilisation process to a thermal treatment equivalent to heating to 121,1 °C for 3 minutes measured in the core of the container). Alternative heating methods may be used after risk assessment and release by the competent authority.



#### **Processed petfood in containers other than those mentioned above:**

- must be subjected to heat treatment at a core temperature of at least 90 °C,
- ingredients of animal origin must be subjected to a heat treatment at a temperature of at least 90 °C, or
- with regard to feed materials of animal origin, must be produced using only the following products:
  - animal by-products or derived products from meat or meat products which have undergone a heat treatment to a core temperature of at least 90 °C
  - milk and milk-based products, gelatine, hydrolysed protein, egg products, collagen, blood products as referred to in **Reg. (EU) No 142/2011** Annex X, Chapter II, Section 2, processed animal protein including fishmeal, rendered fat, fish oils, dicalcium phosphate, tricalcium phosphate or flavour enhancing meat extracts.

#### **4.2.2 Dry food and snacks (incl. semi-moist)**

- treatment such as drying or fermentation must ensure that this petfood does not pose unacceptable risks to public and animal health
- Manufacturing procedures must be approved by the competent authority

After manufacture, all necessary precautions shall be taken to avoid contamination of the processed petfood.

The processed petfood shall be packed in new packaging.

#### **4.2.3 Chews**

Chews must be subjected to treatment to ensure that pathogens, including salmonella, are effectively killed.

After treatment, all necessary precautions should be taken to avoid contamination of the chews.

The chews shall be packed in new packaging.

#### **4.2.4 Raw pet food**

Operators shall only produce raw petfood from Category 3 material in accordance with Article 10(a) and Article 10(b)(i) and (ii) of **Reg. (EC) No 1069/2009**.

Raw pet food must be packed in new, leak-proof packaging.

All necessary precautions shall be taken to ensure that the product is protected from contamination at all stages of its manufacture and until it is supplied to the retail trade.

#### **Labelling**

According to **Reg. (EC) No. 1069/2009**, Art. 4, pet food plants that produce raw pet food must label it as ABP. This applies to both derived products and raw pet food intended for the final consumer (end products).

Raw pet food shall be labelled as follows: "For pet food only. Keep away from food. Wash hands and tools, utensils and surfaces after handling this product" (according to **Reg. (EC) No. 142/2011**, Annex VIII, Chapter 2).

#### **4.2.5 Specific requirements for flavour enhancing meat extracts for the production of petfood**

- Operators shall only use animal by-products which may be used as raw material for processed petfood and for chews in accordance with point 2 of Chapter II (Annex XIII) of **Reg. (EU) No 142/2011** for the production of liquid or dehydrated derived products intended to enhance the palatability of petfood.
- Flavour-enhancing meat extracts shall have been processed in accordance with a method and parameters which ensure that the product complies with the microbiological standards laid down in **Reg. (EU) No 142/2011**, Annex XIII, Chapter II, point 5. After treatment, all necessary measures shall be taken to prevent recontamination of the product.
- The final product must be:
  - packed in new or sterilised packaging or
  - transported in bulk in containers or other means of transport that have been thoroughly cleaned and disinfected before use.

#### **4.2.6 Use of technological additives (processing aids)**

If technological additives (processing aids) are used in production, they must be removed from the product completely or to such an extent that residues or transformation products are present only in technically unavoidable residues that do not pose a risk to animal health.



#### 4.2.7 Further processing of intermediate and final products, rework (including breakage)

Rework in the sense of the guideline is the recycling of defective or returned materials that are suitable for reprocessing (e.g. products with quality defects and customer returns). Such materials may only be returned to the manufacturing process after a thorough technical inspection by trained employees.

The following principles apply to rework:

- when processing rework, traceability must be ensured throughout the entire process
- for reprocessing processes, procedures must be implemented to ensure the safety, legality and quality of the finished product.
- separation and labelling of rework from quality assurance and origin programmes (incl. consideration of possible influences on claims).
- Rework or reprocessing processes must be considered in the HACCP (e.g. flow chart, evaluation of the finished product).

## 5 Supplier management, purchasing and specification

### 5.1 Recipes/Specifications

#### 5.1.1 [K.O.] Recipes/Product specifications

Specifications are available for all raw materials. Recipes and specifications must be prepared for all products manufactured in-house. Current specifications and ingredient lists must be available for all purchased products, which at least comply with the valid legal regulations. All components must be listed in the recipes/specifications. The recipes must be known and accessible to the staff concerned. A procedure for changing recipes/specifications shall be established and applied.

 Specifications, recipes, customer requirements

#### 5.1.2 Product labelling

The product must comply with the relevant legal requirements and the accepted principles of the industry of the country of destination, as well as the industry guidelines „FEDIAF- Code of good labelling practice for pet food“. If specific customer requirements have been agreed (e.g. Private labelling), these must be complied with.

The **EU Regulation (EC) No 767/2009** sets out the following labelling requirements for feed (including pet food):

##### General labelling requirements

- Type of feed: intended use as „feed material“, „complete feed“ or „complementary feed“
- For raw pet food, additional labelling: „For pet food use only. Keep away from food. Wash hands and tools, utensils and surfaces after handling this product.“
- Name or business name and address of the feed business operator responsible for the labelling
- If available the establishments approval number of the person responsible for the labelling granted (in accordance with the **Reg. (EG) No 1069/2009** or **Reg. (EU) No 142/2011** or **Reg. (EU) No 183/2005**)
- List of additives (preceded by the heading „Additives“)
- Moisture content (mandatory for feed other than mineral feed and substitute milk products with a moisture content > 14 %)
- The batch or lot reference number
- The net quantity expressed in units of mass in the case of solid products, and in units of mass or volume in the case of liquid products

##### Specific mandatory labelling requirements for feed materials

- The name of the feed material
- Compulsory declaration corresponding to the respective category as set out in the list in Annex V of the **Reg. (EC) No 767/2009** or according to the catalogue.
- Animal species, if a species-limited additive has been added to the feed material
- Instructions for proper use if additives have been added for which maximum levels have been specified (e.g. maximum age, intended use and withdrawal period),
- Minimum shelf life of the additive for feed materials to which additives are added

### Specific mandatory labelling requirements for compound feed

- Species or categories of animals for which the compound feed is intended
- Minimum storage life
- A list of feed materials of which the feed is composed, bearing the heading „composition“ (the designation of the feed materials is to be indicated in descending order by weight)
- Note on proper use

The specific name of the feed material may be replaced by the name of the category/group to which the feed material is assigned (see Annex Table 8)

When additives are added, the **animal species or category** must be indicated if the additives is not approved for all animal species or if a maximum level has been set for certain animal species or categories; in addition, it may also be indicated for which animal species or categories the additive is not approved.

- Information on the analytical components for proper use in accordance with Annex II No 4 (**Reg. (EC) No 767/2009**)
- If the manufacturer is not responsible for the labelling, the name or company name and the addresses of the manufacturer must also be indicated or the approval number or identification number of the manufacture/importer (if available)
- Feed for special nutritional purpose (dietetic feed): indication of the term „dietetic“, the particulars prescribed for the respective intended use, instructions for use of the dietetic feed (e.g. recommended feeding, duration, rations)
- On the label of pet food a free telephone number or other appropriate means of communication shall be indicated in order to allow the purchaser to obtain information in addition to the mandatory particular on the feed additives contained in the pet food and the feed materials contained therein that are designated by category

### Chews

Labelling as supplementary feed or feed material

#### Labelling of bulk goods (via accompanying document)

- Must contain all labelling information required by this Regulation
- In quantities of up to 20 kg, the full labelling information must be provided at the point of sale or at least the following information must be provided on the invoice:
  - For feed materials: the type of feed, the name of the feed material and the mandatory information in accordance with Annex V of **Reg. (EC) No 767/2009**.
  - For compound feed: the type of feed, the animal species or category for which the feed is intended; as well as instructions for proper use

The labelling and presentation of pet food must not mislead or deceive the user.

The prescribed labelling information must be complete and placed in a prominent position on the packaging, the container or an attached label. The Information must be clearly visible, easily legible and non-erasable in German.

Regulations for exceptional cases are published in the guideline for the labelling of feed materials and compound feed on the website of the Federal Office of Consumer Protection and Food Safety (BVL) in the feed section.

Separate labelling regulations apply to distance selling/online trade. The relevant requirements are explained in chapter 13.

#### Note on further documentation:

- Guidelines on the labelling of feed materials and compound feed (pursuant to Regulation (EC) No 767/2009) (Bundesministerium für Ernährung und Landwirtschaft - [bmel.de](http://bmel.de))
- FEDIAF Guidelines of good labelling practice for pet food ([Branchenleitlinien \(ivh-online.de\)](http://Branchenleitlinien(ivh-online.de)))

### 5.1.3 Conformity Packaging materials


For plastic packaging materials with direct petfood contact, a current declaration of compliance must be available and the packaging material is suitable taking into account the specific product characteristics (e.g. fat content, pH) and technologies (e.g. pasteurisation). For all other primary packaging materials used, safety is confirmed. The declarations are based on the applicable food law regulations.

 Declaration of compliance/ declaration of no objection

## 5.2 Supplier management

### 5.2.1 Supplier selection and evaluation

The company shall assess and select all suppliers and service providers relevant to pet food safety based on their ability to supply pet food in accordance with the company's requirements and this guideline. Criteria for selection, assessment and reassessment shall be established. Documentation on the results of assessments and on necessary actions shall be maintained. A supplier/service provider assessment must be carried out at least once a year. The evaluation relates to the ability of the suppliers to fulfil the agreements made (basic requirements e.g. eligibility of delivery of the supplier) and the suitability of the products delivered (actual delivery performance e.g. according to specification). The company must have up-to-date lists of suppliers of products and service providers. A scheme for blocking and releasing suppliers is implemented.

 Documented procedure for supplier selection, evaluation

### 5.2.2 Outsourced processes

Outsourced processes (sub-processes or complete processes of production, storage of relevant raw materials and/or trade/distribution) are considered in the supplier selection.

## 6 Transport and carriage of animal by-products

The production chain within the meaning of the area of application of **Reg. (EC) No 1069/2009** begins with the irrevocable decision of an enterprise to exclude animal by-products and derived products for human consumption and to use these products for purposes other than in the food chain. **Reg. (EU) No 142/2011** regulates, among other things, hygiene requirements for such products.

### 6.1 Requirements for transport and carriage

#### 6.1.1 Vehicles and containers

The delivery vehicles are in a hygienic and tidy condition and do not show any old soiling. The goods are not negatively affected by the clothing of the drivers and, if applicable, the accompanying persons or the handling of the goods.

The goods to be transported are loaded in very good condition and show no gross contamination. The temperature of the goods complies with the legal regulations or specifications.

Animal by-products and derived products shall be collected or collected and transported in tightly closed, new packaging or covered, leak-proof containers or vehicles.

Vehicles and reusable containers as well as all reusable equipment and utensils that come into contact with animal by-products shall be kept clean.

Unless they are used exclusively for the transport of certain animal by-products or derived products in such a way as to prevent cross-contamination, they shall in particular

- be clean and dry before use and
- cleaned, washed and/or disinfected after each use, as necessary to prevent cross-contamination.

Only one specific animal by-product or derived product may be transported in reusable containers at any one time, where necessary to avoid cross-contamination (note: on-farm use is excluded).

However, reusable containers may, if approved by the competent authority, be used for the following purposes:

- for the transport of different animal by-products or derived products when cleaned and disinfected between uses in such a way as to prevent cross-contamination;
- for the transport of animal by-products or derived products in accordance with Article 10(f) of **Reg. (EC) No 1069/2009** following their use for the transport of products for human consumption, under conditions which prevent cross-contamination.

Packaging material shall be incinerated as waste or disposed of by any other method authorised under Union legislation.

### 6.1.2 Temperature monitoring system

Vehicles used for refrigerated transport must be designed in such a way that an appropriate temperature can be maintained throughout the transport period and that it is possible to monitor the temperature, i.e. be equipped with a functioning temperature registration unit. The temperature registration shall be checked and documented at regular intervals by random measurement.

The transport of animal by-products intended for the manufacture of petfood feed materials or raw petfood must take place at an appropriate temperature, which in the case of animal by-products derived from meat and meat products intended for purposes other than human consumption must not exceed 7 °C.

Unprocessed Category 3 material intended for the manufacture of petfood must be stored and transported chilled, frozen or ensiled, unless it is

- processed in chilled or frozen form within 24 hours of collection or end of storage, if subsequent transport is in means of transport where storage temperature is maintained (i.e. unrefrigerated collection from abattoir must be daily, within 24 h);
- in the case of milk, milk-based products or milk-derived products which have not undergone any treatment in accordance with Part I of Section 4 of Chapter II of Annex X to **Reg. (EU) No 142/2011**, transported chilled in insulated containers where risk mitigation by other measures is not possible due to the characteristics of the material.



Check temperature registration

### 6.1.3 Identification and labelling

For the identification of animal by-products, the operator must ensure, in accordance with **Reg. (EU) No 142/2011**, Annex VIII, Chapter II Identification (in extracts), that:

- consignments of animal by-products and derived products are identifiable and separated from each other at the point of origin of the animal by-products during collection and remain identifiable and separated from each other during transport.
- consignments of animal by-products and derived products are dispatched from one Member State to another Member State in packages, containers or vehicles which are marked with a clearly visible and, at least during the transport period, durable colour coding for the presentation of information in accordance with this Regulation on the surface or part of the surface of packages, containers or vehicles or on a label or pictorial mark affixed thereto as follows:
  - for Category 1 materials with black colour,
  - for Category 2 materials (other than manure and digestive tract content) with yellow colour,
  - for Category 3 materials with green colour with high blue content to ensure clear differentiation from the other colours.
- For imported consignments, with the colour for the material concerned in accordance with the above points and as soon as the consignment has passed the border inspection post at the point of entry into the Union.
- During transport and storage, a label attached to the packaging, container or vehicle must clearly indicate the Category of animal by-products or derived products and the following wording must be clearly visible and legible:
  - for Category 3 material: "Not for human consumption";
  - in the case of Category 2 material (other than manure and digestive tract content) and derived products from Category 2 material: 'Not for feeding'; however, where Category 2 material is intended for feeding to animals as referred to in Article 18(1) of **Reg. (EC) No 1069/2009** in accordance with the conditions laid down in that Article, the label shall bear the words 'For feeding to ...', with the name of the specific animal species for the feeding of which the material is intended;
  - for the manufacture of petfood: 'For the manufacture of petfood only';
  - for milk, milk-based products, milk-derived products, colostrum and colostrum products: 'Not for human consumption';
  - in the case of gelatine made from Category 3 material: 'gelatine suitable for animal feed';
  - in the case of collagen produced from Category 3 material: 'gelatine suitable for animal feed';
  - for raw petfood: 'petfood only'.

#### Commercial documents

Petfood businesses must keep records of the consignors, transporters and consignees of animal by-products based on the commercial documents or health certificates.

If animal by-products are transported within the Community, the commercial document must be drawn up in accordance with the model in **Reg. (EU) No 142/2011**, Annex VIII, Chapter III, point 6. A model for a commercial document as well as explanations can be found here.

For the domestic transport of animal by-products and processed products within Germany, a commercial document that fulfils the requirements of the **TierNebV**, Annex 1, is sufficient.

This document (commercial document for Category 3 material/processed Category 3 products \* "Not for human consumption" ... No) shall be made out in triplicate using a carbonless copy system. Of the copies of the commercial document:

- the first copy (original) as proof for the recipient,
- the second copy as proof for the carrier,
- to draw up the third copy as proof for the producer

In the event that animal by-products are transported in accordance with Article 6(1)(a), (b), (e) and (f) of **Reg. (EC) No 1774/2002**, a fourth copy must also be drawn up as a return message from the consignee to the producer (carbon copies for producer, transporter and consignee), original accompanies transport, remains with consignee.

- Information on the type of raw material/processed material and indication of weight (in kilograms) or number of animals
  - Animal species
  - Seal number, if applicable
  - ear tag numbers, if applicable
- Giving company:
  - Signature
  - Name
  - Address/Stamp
  - If applicable, approval number or registration number
  - Date of delivery of the animal by-product to the transporter
- Carriers:
  - Signature
  - Name
  - Address/Stamp
  - Approval number or registration number
- Recipient:
  - Signature
  - Name
  - Address/Stamp
  - If applicable, approval number or registration number
  - Date of delivery of the raw/processed material to the recipient
  - in the case of animal by-products referred to in Article 6(1)(a), (b), (e) or (f) of **Reg. (EC) No 1774/2002**, additionally the quantity of animal by-products received

The trade documents (and any related health certificates) must be kept by the enterprise involved in the trade for at least 2 years (**Reg. (EC) No 1069/2009**, Art. 22, 1).

⇒ **Reg. (EU) No 142/2011** Annex VIII, Chapter III, point 6 Model commercial documents

#### 6.1.4 Transport vehicle washing facilities

A sufficient number of suitable washing and disinfection facilities must be available for transport vehicles. The cleaning and disinfection of transport vehicles for foodstuffs and animal by-products as defined by **Reg. (EC) No 1069/2009** must be carried out separately in terms of time or space. Care must be taken to ensure that there is no mutual negative influence (aerosols!).

If no suitable measures (wash hall) have been taken for the cleaning and disinfection of the trucks in the winter months, a disinfectant must be provided for the cold months which is also effective at temperatures below zero.

### 6.1.5 Cleaning and disinfection

A procedure for checking the success of cleaning and disinfection of both transport vehicles and containers has been implemented, and corresponding evidence is available.

⇒ 3.3.2 Cleaning and disinfection

 Inspection Cleaning and disinfection

## 7 Incoming and outgoing goods, warehousing

### 7.1 Incoming goods and outgoing goods

#### 7.1.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

#### 7.1.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

The area must be secured against pest infestation by locking gates and doors. The delivered goods must also be checked for pest infestation and appropriate measures must be taken if necessary.

#### 7.1.3 Organisation and workflows

Structured workflows, responsibilities and in-process controls are defined for incoming and outgoing goods and implemented accordingly. Possible risks to pet food safety or adverse influences are avoided. The routes of the goods are optimised accordingly so that there is no cross-contamination between packed and unpacked products. Goods requiring refrigeration are immediately moved to cold storage (if not directly processed) or appropriate measures are taken to ensure compliance with the Cold chain.

#### 7.1.4 **[K.O.] Incoming goods inspection**

The controls in the incoming goods department must be defined and documented. They must cover all relevant products. If necessary, the incoming goods inspection must be adapted to changed manufacturing, storage or transport conditions. Points relevant to pet food safety must be recorded during the incoming goods inspection (e.g. temperatures).

It must be possible to trace which products were purchased from which supplier.

 Procedure Control Purchasing Acceptance, Supplier List

#### 7.1.5 **[K.O.] Product temperature**

The product temperature must not exceed the legally prescribed values (animal by-products max. 7 °C according to **Reg. (EU) No 142/2011**, Annex VIII, Chapter I, Section 2). If lower temperatures have been defined in the company and agreed with the supplier (e.g. according to specification), these must be fulfilled and taken into account when receiving the goods. The temperatures of goods subject to refrigeration must be recorded and documented as part of the incoming goods inspection.

 Temperature documentation

### 7.2 Picking, outgoing goods/shipping

#### 7.2.1 **[K.O.] Outgoing goods inspection**

Clear procedures and processes must be established for outgoing goods, taking into account at least the following points and ensuring compliance with them:

- Identity of the goods
- Temperature
- Damage/contamination
- Transport lock
- For ABP: commercial documents, health certificates
- For goods from quality and/or origin programmes: Labelling according to programme requirements

There must be a structured and traceable outgoing goods inspection in the company. The handling of nonconformities must be defined. The responsible employees must be trained on how to deal with nonconformities. Transport must be carried out in accordance with the product requirements. Suitable evidence must be provided for this purpose.

 Procedure outgoing goods inspection QA customer list

It must be traceable which products are delivered to which customer.

### 7.2.2 [K.O.] Product temperature

The product temperature must not exceed the legally prescribed values (animal by-products max. 7 °C according to **Reg. (EU) No 142/2011**, Annex VIII, Chapter I, Section 2. If lower temperatures have been defined in the company and agreed with the supplier (e.g. according to specification), these must be met. The temperatures must be checked and documented.

 Temperature documentation, outgoing goods checklist

## 7.3 Storage

### 7.3.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

### 7.3.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

### 7.3.3 Storage of packed goods

The packaged goods prepared for removal shall be stored in a quality-preserving manner by:

- Adequate hygienic conditions
- Protection from physical and chemical hazards (appropriate temperature, no permanent exposure to light etc.)

### 7.3.4 Storage/transport containers of the goods

Internal storage/transport containers of the goods may only be used for the storage or transport of these goods. The containers must be suitable for the intended use, harmless to health, clean and in very good condition and ensure that contamination is prevented.

## 7.4 Storage management

All pet food components must be stored in very good condition to avoid microbiological, chemical and physical contamination.

Before storing pet food, the warehouse must be cleaned and, if necessary, disinfected according to the risk of the previously stored products. In this context, possible contamination of the floors by previously stored hazardous substances must also be taken into account as a source of risk, which may render the storage facility unusable for the storage of pet food.

The petfoods must be stored in clearly defined storage silos or storage rooms until delivery, so that mix-ups are excluded. To avoid cross-contamination or mixing in silos and storage rooms, a release procedure must be established before a change of product. Companies that separate in time due to lack of space must ensure intermediate cleaning.

There must be plausible and traceable storage management (e.g. FIFO/FEFO, standing times). It must be possible to quickly and clearly identify which goods were stored and when. It must be possible to clearly identify each product or packaging unit that is stored or temporarily stored. The storage conditions must not have a negative influence on the product quality (packed/unpacked).

A procedure must be defined and known to the employees concerned, which specifies the measures and steps to be taken in the event of a malfunction of the equipment used. As with all other nonconformities in production or storage, the primary objective here must be food and pet food safety. Furthermore, guidelines must be laid down for handling blocked or non-compliant goods.

Compliance with the best-before date (BBD) on final packaging must be ensured. For this purpose, regular checking of the best-before date must be ensured. Goods with expired best-before dates must be handled in accordance with internal guidelines.



 Storage documentation, storage management procedures

## **7.5 Cold storage rooms**

### **7.5.1 Technical/structural condition**

⇒ 3.6 Technical/structural condition

### **7.5.2 Premises, facility and device hygiene**

⇒ 3.7 Premises, facility and device hygiene

The cold storage rooms must be in a clean and hygienically very good condition. The formation of mould in the cold storage rooms must be avoided and, if necessary, steps must be taken to remove the mould. Furthermore, care must be taken to reduce icing to a minimum. The refrigeration units must be maintained regularly and be in a hygienically very good condition. There must be a documented cleaning plan for the refrigeration units. Proof of cleaning must be available.

The transport containers and trolleys are in a hygienic condition.

### **7.5.3 [K.O.] Temperature recording and monitoring**

Depending on the product-specific risk of spoilage and the turnover frequency, the storage conditions and the storage period, the temperature of the stored products must be monitored appropriately. Documentation with detailed information on the time of the temperature measurement and its results must be prepared. Furthermore, a procedure in the event of a technical defect must be described and known.

Legally specified temperatures must be complied with and may only deviate for a short period of time if this is necessary for practical reasons (e.g. for loading and unloading, for transport on the premises). If lower temperatures have been defined in the company (internal specifications) and agreed with the supplier or customer (according to specification), these must be met and taken into account.

For frozen raw materials and finished products, the temperature must be maintained at minus 18 °C or lower at all points of the Pet food. Short-term fluctuations of a maximum of 3 °C are permitted during unloading and storage.

 Proof of temperature recording and monitoring, procedure in case of technical defect

### **7.5.4 [K.O.] Storage management**

⇒ 7.4 Storage management

### **7.5.5 Storage of raw materials, semi-finished goods and final products**

Raw materials, semi-finished goods and final products must be stored in such a way that mutual negative influence is excluded.

## **7.6 Deep-freeze facility**

### **7.6.1 Technical/structural condition**


⇒ 3.6 Technical/structural condition

### **7.6.2 Premises, facility and device hygiene**

⇒ 3.7 Premises, facility and device hygiene

The freezer rooms must be in a clean and hygienic condition. The formation of mould in the freezer rooms must be avoided and, if necessary, steps must be taken to remove the mould. Furthermore, care must be taken to reduce icing to a minimum. The refrigeration units must be maintained regularly and be in a hygienically very good condition. There must be a documented cleaning plan for the refrigeration units. Proof of cleaning must be available.

The transport containers and trolleys must be in a hygienic condition.

 Cleaning and disinfection plan

### **7.6.3 [K.O.] Storage management**

⇒ 7.4 Storage management



#### 7.6.4 [K.O.] Temperature recording and monitoring

In the rooms or facilities in which the products, raw materials and additives or auxiliary materials are stored, the specific climatic conditions such as temperature, humidity and other specifications must be complied with in accordance with the specifications of the stored products.

The temperature must be collected, documented and monitored (Table 6). Furthermore, a procedure in case of a technical defect must be described and known.

The maximum temperature, as the maximum temperature to be complied with at all points of the petfood, shall be -18 °C for frozen feed or petfood. A maximum temperature rise of 3 °C is permitted for these products.

Table 6: Temperature specification for freezer rooms

Room	Optimum room temperature [°C]	Relative humidity [%]
Freezer rooms	min. -18	95 - 98

 Proof of temperature recording and monitoring, procedure in case of technical defect

### 7.7 Freezing and thawing

#### 7.7.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

#### 7.7.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

#### 7.7.3 Process control

The process control must be suitable for freezing or thawing the products without compromising quality and/or product safety. It is a process considered under chapter 3.2 HACCP and its parameters (e.g. time, temperature) are continuously collected and recorded. During the thawing of goods, contamination with thawing water must be avoided.

### 7.8 Dry storage

#### 7.8.1 Storage of dry materials

Dry ingredients, auxiliary materials and additives, must be kept clean and tidy in suitable premises under recommended storage conditions. Hazardous substances must be stored in an area with secure access. If dry ingredients are removed from their original packaging, the labelling and the best-before date must be transferred to the new storage containers. All dry materials can be clearly identified via traceability information.

#### 7.8.2 [K.O.] Storage management

⇒ 7.4 Storage management

### 7.9 Cleaning areas

#### 7.9.1 Washrooms

The room must be in a tidy and hygienic proper condition.

Appropriate equipment is available for cleaning equipment, plant components and containers (E2 boxes, cutter trolleys, etc.). Cleaned work utensils are sufficiently dried, separated from dirty ones and provided in such a way that contamination is avoided.


#### 7.9.2 Detergent and disinfectant store

The rooms or facilities where the cleaning agents and cleaning equipment are stored are clean and tidy. They allow for hygienic storage of equipment and, if necessary, clear separation of equipment for clean/ unclean areas. Equipment must be maintained and serviced regularly. A procedure for cleaning and, if necessary, disinfecting the rooms and cleaning equipment is in place and implemented.

All containers for cleaning agents must be clearly marked. Further precautions (e.g. protective trays) must be taken for potentially environmentally hazardous substances.

Current safety data sheets and operating instructions exist for cleaning chemicals and cleaning agents. The operating instructions are known to the responsible staff and are kept on site. Cleaning equipment and chemicals are clearly labelled and stored separately from pet food and food.

Access to the area is restricted. Responsibilities for the storage and use of cleaning agents and disinfectants are regulated, and the responsible staff members are trained in the handling of appropriate chemicals.

 Safety data sheets, operating instructions

## 8 Requirements for the production processes

This chapter covers all site-related processing operations including raw material extraction and preparation (e.g. production of mechanically separated meat, extraction of animal proteins and fats). Legally defined processing standards for the relevant processes are complied with. Batch labelling in the process is consistently complied with and can be verified at any time.

### 8.1 Preparation processes

#### 8.1.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

#### 8.1.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

#### 8.1.3 Order and organisation

Preparation processes must follow structured workflows. The job classification of employees must correspond to the work process and be clearly structured so that potential risks to pet food safety are avoided.

### 8.2 Mixing

#### 8.2.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

#### 8.2.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

#### 8.2.3 **[K.O.]** Order and organisation

Mixing processes must follow structured workflows. The job classification of the employees must correspond to the work process and be clearly structured so that possible risks to pet food safety are avoided. There must be clear batching.

### 8.3 Cutting, mincing and separation processes

Cutting, mincing and separation processes comprise all technological steps for the manual or mechanical separation of meat, animal by-products, fats or proteins) as well as the comminution of animal raw materials in the processing procedure.

#### 8.3.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

#### 8.3.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

#### 8.3.3 **[K.O.]** Order and organisation

Structured workflows are defined for cutting, shredding and separation processes, responsibilities as well as in-process controls are defined and implemented accordingly. Possible risks for pet food safety or adverse influences are avoided.

## 8.4 Batch processing

### 8.4.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

### 8.4.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

### 8.4.3 Order and organisation

Structured work processes, responsibilities as well as in-process controls are defined for the charging area and implemented accordingly. Possible risks for pet food safety or adverse influences are avoided.

## 8.5 Heating processes

Heating processes in the sense of the requirements are all heat treatments with the exception of the production of canned food.

### 8.5.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

### 8.5.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

### 8.5.3 Order and organisation

For the area of heating, cooking, brewing structured workflows, responsibilities and in-process controls are defined and implemented accordingly. Possible risks for pet food safety or adverse influences are avoided.

### 8.5.4 [K.O.] Registration of heating and cooking temperature

Product-specific heating programmes must be in place and in compliance. The cooking programmes regulate the core temperature and the duration of the heating process. The temperature/time control must be defined and documented. The responsible employees must regularly check the temperature/ time specifications, intervene in case of nonconformities and carry out the specified corrective actions. The specified heat treatment parameters must be complied with.

⇒ 4.2.1 Processed petfood in tins and other containers

 Documentation temperature/time control

### 8.5.5 Cooling down

After heat treatment, products must be cooled down again as quickly as possible. The cooling process is carried out in such a way that recontamination of heat-treated products is avoided. Manufacturers must define the appropriate conditions in a risk-oriented manner. If water is used for cooling, drinking water must be used.

## 8.6 Canning

### 8.6.1 Technical/structural condition

⇒ 3.6 Technical/structural condition

### 8.6.2 Premises, facility and device hygiene

⇒ 3.7 Premises, facility and device hygiene

### 8.6.3 Order and organisation

Structured workflows, responsibilities and in-process controls are defined for the canning area and implemented accordingly. Possible risks for pet food safety or adverse influences are avoided. At the end of the production process, a random leakage check (fold check) of the produced canned food must follow. Damaged units (e.g. deformed cans) are sorted out in the process.

#### **8.6.4 Cleaning and preparation of the containers**

Immediately before filling, the containers (cans) must be cleaned by means of a suitable process (rinsing, blowing, turning). Damaged containers must be sorted out at the beginning of the process.

#### **8.6.5 [K.O.] Pasteurisation/sterilisation temperature and time control registration**

Compliance with heat treatment parameters must be documented for each operation. Specific heating and cooling programmes must be available for the respective product groups. The thermometers used must be functional and suitable for the intended use and must be calibrated regularly. Mixing of non-heat-treated units and heat-treated units that have undergone the pasteurisation/sterilisation process is excluded by internal measures (e.g. labelling, systematic spatial separation).

⇒ 4.2.1 Processed petfood in tins and other containers

 Documentation temperature/time control

#### **8.6.6 Cooling down**

After heat treatment, products must be cooled down again as quickly as possible. The cooling process is carried out in such a way that recontamination of heat-treated products is avoided. Manufacturers must define the appropriate conditions in a risk-oriented manner. If water is used for cooling, drinking water must be used.

### **8.7 Drying process**

#### **8.7.1 Technical/structural condition**

⇒ 3.6 Technical/structural condition

#### **8.7.2 Premises, facility and device hygiene**

⇒ 3.7 Premises, facility and device hygiene

#### **8.7.3 Order and organisation**

Structured work processes, responsibilities and in-process controls have been defined for the drying area and are implemented accordingly. Potential risks to pet food safety or adverse effects are avoided. If air is used for ventilation or cooling, the company must assess the risk of it carrying pathogens and take the necessary safety precautions.

#### **8.7.4 [K.O.] Monitoring drying**

Manufacturers of dried pet food must define, comply with and monitor product-specific target values (e.g. temperatures,  $a_w$  value and/or weight loss) in connection with process parameters for drying. These values must be complied with before the product can be used or sold. The company sets these values in its HACCP system.

⇒ 4.2.2 Dry food and snacks (incl. semi-moist)

 Documentation drying process

### **8.8 Wrapping and packaging**

#### **8.8.1 Technical/structural condition**

⇒ 3.6 Technical/structural condition

#### **8.8.2 Premises, facility and device hygiene**

⇒ 3.7 Premises, facility and device hygiene

#### **8.8.3 Order and organisation**

Structured work processes, responsibilities and in-process controls are defined for the wrapping and packaging area and implemented accordingly. Possible risks to pet food safety or adverse effects are avoided. The wrapping material must be stored separately and transported hygienically to the work area without transport packaging.

#### 8.8.4 [K.O.] Packaging material

Packaging materials must be stored in a separate area. Packaging materials and supplies must be stored and transported in such a way that the risk of contamination is low. Damage to the packaging material must be avoided. Packaging materials and aids must be suitable for the intended use and comply with current legal regulations.

#### 8.8.5 [K.O.] Final product inspection

For the final product inspection, test procedures must be defined that ensure the very good condition of the products. These include:

- Leakage check
- Filling weight control: The scales must be calibrated and regularly subjected to an inspection. The filling weight check must be carried out and documented regularly and comply with the legal requirements. The quantity and content (minus tolerance) must correspond to the information on the packaging or the specification.
- Inert gas concentration
- Temperature control
- Labelling (labels, packing slips, best-before date/storage instructions)
- Labelling of goods from quality and/or origin programmes: according to the programme requirement.

There must be a procedure for setting best before dates in the company. These dates must be set for each product group.

 Procedure final product inspection, determination of best-before dates

## 9 Traceability

### 9.1 Ensuring traceability

#### 9.1.1 [K.O.] Methods of traceability


The batch sizes produced must be defined to ensure traceability. Traceability must be guaranteed at least down to the daily production of an article or group of articles. The labelling and registration system must be comprehensible to third parties and ensure clear identification of the goods and traceability and plausibility of the flow of goods at all times. Scheme participants must set up systems and procedures for traceability in accordance with **Reg. (EC) No 178/2002**.

Scheme participants must set up traceability systems to ensure that traceability information is available to QS within 24 hours of contacting the scheme participant. Internal traceability processes must be designed to ensure that the relevant information is gathered within four hours.

The following information on customers and suppliers is relevant according to **Reg. (EC) No 931/2011** or within the framework of the QS scheme:

- the name, address and telephone number of the petfood business from which the petfood was dispatched
- name and address of the consignor (owner) if different from the petfood business from which the petfood was consigned
- the name and address of the petfood business operator to whom the petfood is dispatched
- the name and address of the consignee (owner), if different from the petfood business operator to whom the petfood is being sent
- type and quantity of products supplied with clear article reference to raw materials, semi-finished products and final products
- dispatch date, delivery date
- batch or lot no. (if created in the production process)


The above information must be in a structured, common and machine-readable format.

 Batch creation, traceability system

#### 9.1.2 Traceability check

The labelling and registration system introduced in the company must enable products to be clearly identified at all times and goods to be traced using an example from production or outgoing goods in accordance with **Reg. (EC) No 178/2002** and taking account the requirements of 9.1.1. This also applies to all ingredients, spices, auxiliary substances and additives as well as to primary packaging materials and labels.

The labelling and registration system is tested at least once a year (approx. every 12 months) downstream (from the final product to the raw material) and upstream (from the raw material to the final product). All relevant commodity flows are taken into account. The test includes a plausibility check of the quantities (quantity balancing). The test is to be documented and the results are to be presented plausibly.

 Traceability testing

## 10 Requirements for wholesale (B2B)

### 10.1 Requirements for wholesalers/brokers/private labellers

#### 10.1.1 [K.O.] Agreements with service providers

Compliance with all processes relevant to pet food safety as defined in the guideline must be ensured and contractually agreed with the service providers and kept up to date.

#### 10.1.2 Packaging material

The requirements for packaging materials with regard to packaging information (declaration, claims, etc.), suitability (product conformity) and topicality are to be laid down in agreements/contracts with the service providers.

⇒ 5.1.3 Conformity Packaging material

#### 10.1.3 [K.O.] Labelling of purchased goods

The verification of the correct labelling of goods is carried out by the service provider; corresponding regulations are made for this purpose in agreements/contracts with the service providers. The specific requirements for labelling quality and/or origin programmes must be taken into account.

In addition, service provider audits must be carried out and documented annually (approx. every 12 months). This can be omitted if the service provider can provide evidence of successful QS certification.

#### 10.1.4 [K.O.] Labelling of marketed goods

The wholesaler/broker/private labeller must ensure through agreements/contracts that the labelling of the marketed products is correctly implemented at the service providers. The specific requirements for labelling quality and/or origin programmes must be taken into account.

In addition, service provider audits must be carried out and documented annually (approx. every 12 months). This can be omitted if the service provider can provide evidence of successful QS certification.

#### 10.1.5 Private labelling

It must be clearly regulated and documented between the private labeller and the contract manufacturer for which process steps the private labeller is responsible and for which the contract manufacturer is responsible (e.g. process slide programme). All activities from the procurement of raw materials to the delivery of the pet food must be taken into account. This presentation must make it clear which chapters of this guideline are relevant to the private labeller (e.g. raw material procurement, packaging, petfood monitoring, sampling, transport, storage).

If the private labeller does not purchase goods directly from the contract manufacturer but via a trader, this is possible under the following conditions:

- The contract manufacturer is known to the private labeller.
- There is a written agreement between the contract manufacturer, the trader and the private labeller in which the responsibilities for the process steps are regulated.

# 11 Requirements for retail (B2C) - central specifications and procedures

## 11.1 General system requirements

### 11.1.1 Self-monitoring concept

A scheme for hazard control based on HACCP principles has been set up for compliance with the necessary pet food safety requirements. The scheme is comprehensible to third parties.

The implementation of the self-monitoring scheme is checked and confirmed (verified) at least once a year (approx. Every 12 months). If there are any changes in the process sequences, the scheme is checked and, if necessary, adapted.


#### **Note on further documents:**

- FEDIAF Guide to Good Practice for the Manufacture of Safe Pet Foods ([europeanpetfood.org](http://europeanpetfood.org))

 Self-monitoring concept

### 11.1.2 Document handling

A procedure is in place for archiving documents. According to this, relevant records of the self-monitoring system are kept in detail and without gaps and- unless longer retention periods are required by law- archived for at least two years.

 Procedure for archiving documents

## 11.2 Guidelines for good manufacturing and hygiene practices

### 11.2.1 Risk of contamination/management of foreign matters

The processes in the markets are designed in accordance with the legal requirements so that contamination of pet food is avoided.

The risk of transmission of undesired substances (e.g. pathogens, foreign matters, allergens) to pet food has been evaluated. Effective measures to avoid or minimise possible direct and/or indirect recontamination or cross-contamination have been put in place.

 Procedure contamination risk


### 11.2.2 Temperature specifications and documentation

Specifications for temperature monitoring (including the corresponding documentation) of goods requiring refrigeration (product/storage temperatures) are defined.

Internal specifications require that the processes in the stores are designed in such a way that product temperatures are always maintained, and the cold chain is not interrupted. Brief nonconformities with the prescribed ambient and storage temperatures are permitted if necessary for practical reasons (e.g. loading and unloading, transport within the business premises, restocking).


The product with the lowest temperature threshold determines the temperature for that storage room. If more than one refrigerator is assigned to a temperature zone, the maximum temperature for that zone is recorded and documented.

For frozen products, the temperature is maintained at -18°C or lower at all points of the Pet food. During unloading, storage and shelving, short-term fluctuations of a maximum of 3°C are permissible.

 Procedure temperature monitoring and documentation; temperature specifications

### 11.2.3 Best-before date/Use-by date

Procedures for the regularly checking the best-before date/use-by date are available in the stores (product controls). Goods with an expired use-by date must not be sold or must be removed from sale immediately. Internal guidelines and responsibilities have been defined for handling goods with an expired best-before date.


 Procedure for handling goods with an expired best-before date/use-by date

#### 11.2.4 Cleaning and disinfection

Cleaning and disinfection plans are available. The plans include:

- Responsibilities
- Products used and their instructions for use
- Areas to be cleaned or disinfected
- Cleaning intervals
- Cleaning process and procedure
- Hazard symbols (if necessary)

There are guidelines for training cleaning staff in the proper use of the intended cleaning agents (in accordance with the operating instructions/cleaning plan). If external service providers are contracted for cleaning/disinfection, they are obliged to use the intended cleaning agents properly.

 Procedure cleaning and disinfection; cleaning and disinfection plans; training guidelines for cleaning staff

#### 11.2.5 Technical/structural condition

Procedures and maintenance/servicing plans are available for annexes such as cooling technology and scales. The servicing and maintenance measures are checked according to plan.

 Maintenance/service plans


#### 11.2.6 Pest monitoring and control

Guidelines for pest monitoring and pest control are available. Measures and user qualifications are in accordance with local legislation and product specifications. Appropriate pest control methods and products are used to ensure the safety of pet food and employees.

Long-term baiting/permanent baiting with rodenticides (anticoagulants) independent of an infestation is only permitted in exceptional cases if it is carried out strategically by pest controller or a qualified user (according to the **Hazardous Substances Ordinance**, Annex I, Number 4, Paragraph 4.4). The conditions for an exception must be verified and documented by a qualified user or pest controller in each individual case by means of property-related hazard analysis and risk assessment. Compliance with the risk minimisation measures specified therein shall be ensured. In this case, only baits approved for this purpose are used. The baiting points are to be checked at least once a month. If applicable, nonconformity with legal regulations in other countries must be avoided.

The documentation must include at least the following:

- Information on the products used for pest prevention and control
- Date of treatment and information on the quantities applied
- Proof of qualification of the employees involved in pest control (expertise required for the respective activity)
- Control point plans showing the location of monitoring and bait stations (including temporary control points)
- Records of pests found (findings)
- Action plans in the event of pest infestation

 Pest monitoring/control procedure


**Please refer to the following supporting documents:**

- IFS Pest Control Guideline (see QS documents “further-documents”)

#### 11.2.7 Monitoring of test equipment

Specifications are available for the calibration and monitoring of the functionality of the devices and annexes (e.g. thermometers) used as test equipment. Compliance with the intervals specified by the manufacturer is ensured. In the absence of manufacturer’s specification, test equipment is calibrated or checked according to our own risk assessment, but at least once a year (approx. every 12 months).

Where required by law, scales used shall be verified or calibrated.

 Requirements for calibration/ verification

#### 11.2.8 Water quality

Specifications are available for the sampling of drinking water, regardless of its origin or physical state, used for the production or treatment of pet food and for the cleaning of objects and annexes that come into contact with



pet food. Accordingly, the water used in the markets is sampled at least annually (approx. every 12 months) for following microbiological parameters:

- *Escherichia coli* (*E. coli*): 0/100ml
- Enterococci: 0/100 ml

Only accredited laboratories (which also fulfill additional national approval requirements for the testing of drinking water) may be commissioned to test the water.

**Note on further documentation:**

- Drinking Water Ordinance

 Water analysis procedure

### 11.2.9 In-house production process


Formulations/mixing instructions exist for all products manufactured in-house (e.g. BARF). A process has been defined that describes how communicate process relevant points to be considered in case of changes.

When assigning a best-before/use-by date, it is specified that this date is assigned in such a way that the product has the product-typical properties at the end of the best-before/use-by date.

 Recipes/mixing instructions

### 11.2.10 Microbiological monitoring (in-house production)

The microbiological quality of the products manufactured in-house must be guaranteed. There are guidelines for implementing the control plan (Tables 3 and 4).

 Procedure Microbiological monitoring (in-house production)

## 11.3 Specifications for Process Requirements

### 11.3.1 Incoming goods inspection

The processes that take place as part of the incoming goods inspection are defined in a process description. The specifications shall cover all relevant products. If necessary, the incoming inspection is adapted to changed manufacturing, storage or transport conditions.

The procedure specify that incoming goods are inspected for pest infestation and that any necessary action is taken.

Internal rules/ guidelines are defined for deliveries outside market opening hours.

 Procedure: Incoming goods inspections

### 11.3.2 Storage management

Process instructions for plausible and comprehensible storage management are available, enabling quick and clear identification of when goods were stored.

The following information is documented in a comprehensible manner in the markets:

- Date of delivery
- Storage/box/crate designation
- Deliverer
- Quantity

 Storage management procedure

## 11.4 Requirements of training, instructions and education

### 11.4.1 Staff hygiene- general rules of conduct

Requirements for staff hygiene are in place and communicated to employees in the form of systematic training. The following points (according to the self-monitoring system) are considered as a minimum:

- Washing and disinfection hands
- Eating, drinking, smoking and chewing gum
- Behaviour in the event of injury
- Fingernails, jewellery, piercings, watches


- Hair

A procedure is defined to monitor the implementation of staff hygiene in the stores.

 Staff hygiene requirements, training documents

#### **11.4.2 Information about the QS scheme**

Procedures are in place to ensure that all employees within their area of responsibility are informed of the basic principles of the QS scheme and the relevant requirements of the QS scheme manual that fall within their area of responsibility.


 Procedures for informing employees

#### **11.4.3 [K.O.] Hygiene training**

The company shall ensure that all employees who have direct contact with pet food and its packaging receive hygiene training. The participation of employees in hygiene training must be documented. Persons who are known to have a disease that could compromise the safety of pet food shall not have direct contact with pet food or its packaging.

Documented training programmes shall be established in accordance with the product requirements and the activity of the employees. This training plan must include the following points:

- Content
- Training intervals
- Participants and trainers
- Languages

 Training schedule and training certificates

### **11.5 Purchasing, traceability and labelling requirements**

#### **11.5.1 [K.O.] Methodology for traceability**

A traceability system has been established in accordance with **Reg. (EG) No 178/2002**. The labelling and registration system is comprehensible to third parties. The pet food is clearly identifiable at all times and the flow of goods are traceable and plausible.

If goods are produced in the stores, the batch sizes produced are defined to ensure traceability.

It is ensured that the traceability information is available to QS within 24 hours of contact being made with the scheme participant on working days.

The internal processes for traceability are designed so that the relevant information is compiled within four hours (if the documents are available in the market, otherwise after contact has been made with the central warehouse/supplier).

The following supplier information is relevant:

- Name, address and phone number
- QS ID or location number
- Type and quantity of product supplied
- Date of delivery
- Batch or lot number (if generated in the production process)


It must be possible to trace which products have been purchased from which supplier.

 Traceability system, supplier list

#### **11.5.2 [K.O.] Traceability check**

The labelling and registration system that has been introduced makes it possible to trace the goods back to the supplier/central warehouse at any time. This also applies to all ingredients, spices, additives and auxiliary materials, as well as to primary packaging materials and labels.

The labelling and registration scheme shall be reviewed at least once a year (approx. ever 12 month), considering all relevant material flows. If the scheme is specified by the head office, the test is carried out and documented by the head office.

 Test of labelling and registration scheme

### 11.5.3 Separation and identification of raw materials and end products from schemes

A traceable system for segregation and identification of raw materials and end products from e.g. quality assurance, origin or animal welfare programmes is in place.

 Goods segregation system

## 12 Requirements for retail (B2C) - practical implementation in markets/branches

### 12.1 General system requirements

#### 12.1.1 Operational data of the markets

The following master data must be entered in the QS database and kept up to date by the coordinator or his delegates (sub-coordinators):


- Market name with current address
- Telephone number and e-mail address
- Store number/ QS location number
- Crisis manager at the coordinator/company

Information on the contact person and their representative is included in a company overview (existing documentation can be used for this, e.g. self-monitoring system, HACCP concept).

 Company overview

#### 12.1.2 Self-monitoring concept

The self-monitoring concept shall be implemented and documented in accordance with internal guidelines.

 Documentation of self-monitoring concept

#### 12.1.3 Handling of documents


The document archiving procedure is applied. All relevant records are kept in a detailed and complete manner.

### 12.2 Good manufacturing and hygiene practice

#### 12.2.1 Technical/structural condition


Premises where pet food is handled and rooms where pet food is stored, prepared, treated or processed must be clean and always maintained. They must be designed, constructed and dimensioned so that appropriate cleaning and/or disinfection is possible. This applies to:

- Floor coverings: in very good condition, easy to clean and, if necessary, disinfect, non-absorbent, water-repellent, non-toxic material, if necessary, with an appropriate drainage system
- Wall surfaces: in very good condition, easy to clean, and, if necessary, disinfect, waterproof, water repellent/repellent, non-toxic, non-abrasive material, up to height appropriate for the respective work processes, smooth surfaces
- Ceiling (or, where there is no ceiling, the inner surface of the roof) and ceiling structures: Avoid or minimise the accumulation of dirt, condensation, mould and the shedding of material particles.
- Windows and other openings: prevent the accumulation of dirt, open outwards, with insect screens where necessary. Where manufacturing processes take place indoors, open windows that could cause contamination must be kept closed and fixed during the manufacturing process.
- Doors: easy to clean and, if necessary, disinfect, with smooth and water-repellent surfaces
- Surfaces (including surfaces of equipment) in areas where pet food is handled and surfaces that come into contact with pet food: in very good condition, easy to clean and, if necessary, disinfect, made of smooth, abrasion-resistant, corrosion-resistant and non-toxic material
- Facilities are maintained and services in accordance with the established instructions so that work is carried out in a hygienic and safe manner. The maintenance/servicing work does not pose a risk to food safety

 Documentation of maintenance operations

### 12.2.2 Cleaning and disinfection

Cleaning and disinfection procedure are carried out and documented in accordance with internal guidelines.

 Documentation of cleaning and disinfection

### 12.2.3 Pest monitoring and control

Pest monitoring and control is carried out in accordance with internal guidelines. Evidence is available of the staff involved in pest control (the expertise required for the respective activity).

A high level of cleanliness and hygiene is maintained in all work areas to prevent the attraction of pests. Preventive measures are taken in the operating rooms to repel pests that can have a lasting effect on pet food. The rooms are secured against the entry of animals and pests by tightly closing gates and doors and by protective measures for windows that can be opened.

 Documentation on pest prevention and control, proof of qualifications

***Please refer to the following supporting documents***

- IFS Pest Control Guideline (see QS documents "further-documents")

### 12.2.4 Foreign matter management

The risk of foreign matter contamination is controlled through the implementation of internally defined measures.

### 12.2.5 Staff hygiene - general rules of conduct

The internal guidelines for staff hygiene shall be observed and applied by all persons (employees, service, providers, etc.) in the various operating areas.

Where is necessary, enough suitable protective clothing items and head coverings are available to each employee. There are sufficient opportunities for hand hygiene.

If the internal concept provides for coat hooks to be installed, these are positioned appropriately and sensibly.

Regular internal audits are carried out to evaluate the success and implementation of hygiene requirements. The results are evaluated. Optimisation measures are initiated as needed.

All persons whose work has an influence on product safety have the necessary experience/training.

 Documentation on the implementation of the hygiene requirements

### 12.2.6 Staff rooms

Suitable changing rooms are provided for employees and external persons. Where necessary, street clothes and protective clothing are stored separately.

The staff rooms, including the recreation room, are kept clean.

### 12.2.7 Test equipment monitoring

The test equipment used (including replacement devices) is functional and calibrated or gauged according to internal specifications.

 Documentation of test equipment monitoring

### 12.2.8 [K.O.] Risk of contamination

Contamination is avoided. Risk-based management is implemented according to internal guidelines.

### 12.2.9 [K.O.] Best-before date/Use-by date

Regular checks are carried out in all areas to ensure compliance with the best-before date/use-by date (goods inspection). Goods with an expired use-by date are not sold or are immediately removed from sale. Goods with an expired best-before date are handled in accordance with internal guidelines.

### 12.2.10 Premises, facility and device hygiene

All rooms, annexes and machines in which pet food is stored, prepared, treated or processed are kept in a clean and hygienic condition. The same applies to transport containers and trolleys.

The growths of mould shall be avoided. If necessary, appropriate measures shall be taken to remove the mould.

Icing in refrigerated cabinets and cold stores is kept to a minimum.

Water accumulation in dead spaces and corrosion points on the annexes and machines are avoided. Where equipment (knives, meat grinders, etc.) is used, it is in good working order and in a very good hygienic condition.

#### **12.2.11 Water quality**

Insofar as drinking water is used, regardless of its origin and aggregate state, for the production, treatment or cleaning of Pet food as well as for the cleaning of objects and annexes that come into contact with those, water analyses are carried out in accordance with the internal specifications. In the event of nonconformities, corrective actions are initiated.

 Analysis reports


### **12.3 Staff training**

#### **12.3.1 Information about the QS scheme**

All responsible employees are informed about the basic principles of the QS scheme and the relevant requirements of the QS scheme manual that fall under their area of activity in accordance with the internal requirements.

#### **12.3.2 [K.O.] Hygiene training**

In accordance with internal guidelines and training programmes, employees receive hygiene training and, if necessary, health instructions. Evidence of this is available.

 Training certifications

### **12.4 Incoming goods**

#### **12.4.1 Technical/structural condition**

The receiving area shall be designed so that access can be restricted and unauthorised person cannot enter the internal delivery area unhindered.

Premises where pet food is handled and rooms where pet food is stored must be clean and well maintained. They must be designed, constructed and sized to allow adequate cleaning and/or disinfection. This applies in particular to:


- Floor coverings: in very good condition, easy to clean and, if necessary, disinfection, impermeable to water, water-repellent, non-absorbent, made of non-toxic material, with an adequate drainage scheme, where appropriate
- Wall surfaces: in very good condition, easy to clean and, if necessary, disinfect, impermeable to water, water-repellent/repellent, non-toxic, made of material, up to height appropriate for the respective work processes, smooth surfaces
- Ceilings (or, where there are no ceilings, the interior surface of the roof) and ceiling structure: Avoid or minimise the accumulation of dirt, condensation, mould, shedding of particles
- Windows and other openings: Accumulation of dirt must be avoided; if they open outwards, they must be fitted with insect screens if necessary
- Doors: easy to clean and, where necessary, disinfect, with smooth and water-repellent surfaces
- Surfaces (including surfaces of equipment) in incoming goods areas where food is handled and surfaces that come into contact with food: in very good condition, easy to clean and, if necessary, disinfect, made of smooth, abrasion-resistant, corrosion-resistant and non-toxic material
- Annexes are maintained and serviced in accordance with the established instructions so that work is carried out in a hygienic and safe manner. Maintenance/servicing work does not pose a risk to pet food safety.

#### **12.4.2 Delivery vehicles**

The delivery vehicles are in a hygienic and proper condition and are not contaminated with old dirt. The goods are adversely affected by the clothing of the drivers and any accompanying persons. The goods to be transported are loaded in a hygienically very good hygienic condition and are not heavily contaminated.

### 12.4.3 Incoming goods inspection

Incoming goods inspections are carried out and documented in accordance with internal guidelines.

 Incoming goods inspection

### 12.4.4 [K.O.] Compliance with temperature specifications

Internal specifications for product, storage and ambient temperatures are maintained. The specified ambient/storage temperatures may be temporarily exceeded if this is necessary for practical reasons (e.g. for loading and unloading, for transport within the premises, storage). The product temperature must not exceed the legally prescribed values (animal by-products max. 7°C according to Regulation (EU) No 142/2011 Annex VIII Chapter I Section 2).

### 12.4.5 [K.O.] Temperature documentation

The product and storage temperatures are documented in accordance with internal specifications.

## 12.5 Storage, refrigeration and deep-freeze rooms

### 12.5.1 Technical/structural condition


⇒ 12.2.1 Technical/structural condition

### 12.5.2 Premises, facility and device hygiene

⇒ 12.2.10 Room, facility and device hygiene

### 12.5.3 Storage management

Storage management is implemented and documented in accordance with internal specifications. Each product or packaging unit must be clearly identifiable. The storage conditions must not have any negative impact on the product.

 Storage documentation

### 12.5.4 [K.O.] Compliance with temperature specifications

⇒ 12.4.4 [K.O.] Compliance with temperature specifications

### 12.5.5 [K.O.] Temperature documentation

⇒ 12.4.5 [K.O.] Temperature documentation

## 12.6 Packaging

### 12.6.1 Storage of packaging material

Packaging material is stored separately from other goods. The area is clean and tidy. Only packaging material from which other outer packaging has already been removed is used in the production areas. Packaging materials and aids are stored and transported in such a way as to minimise the risk of contamination.

### 12.6.2 Packaging material

Damage to packaging materials is prevented.

Packaging that is not centrally procured has either a declaration of conformity or a declaration of no objection (depending on the material) is available. The validity of the certificates is guaranteed.

 Certificate of conformity/declaration of no objection

## 12.7 Specific requirements for the processing area (in-house production)

### 12.7.1 Technical/structural condition

⇒ 12.2.1 Technical/structural condition

The hand hygiene facilities shall meet the following requirements:

- Running hot and cold-water supply with touch-free taps (sensor/knee switch)
- Dispenser for liquid soap and disinfection
- Information for staff on the use of disinfectant

- Means for hygienic hand drying

### **12.7.2 Premises, facility and device hygiene**

⇒ 12.2.10 Room, facility and device hygiene

### **12.7.3 Recipes/mixing instructions**


The recipes/mixing instructions are known to responsible personnel. When shelf-life/use-by date is assigned, the centralised procedures and specifications are followed.

### **12.7.4 [K.O.] Microbiological monitoring**

The required analyses were carried out in accordance with the internally specified test plan. The laboratory reports are available.

If the results are unsatisfactory, the manufacturing process, including the raw materials used, is analysed for possible causes and, if necessary, measures are taken to reduce the relevant bacterial content:

- Corrective actions (e.g. in production hygiene and in the selection of raw materials)
- Further measures to prevent the unacceptable microbiological contamination from recurring

 Analysis reports

## **12.8 Sales area**

### **12.8.1 Technical/structural condition**

⇒ 12.2.1 Technical/structural condition

### **12.8.2 Premises, facility and device hygiene**

⇒ 12.2.10 Room, facility and device hygiene

### **12.8.3 Order and organisation**

Goods are presented, stored and transported in such a way as to prevent any negative influence.

### **12.8.4 Operation area**

The operating area is clean and tidy. It is closed to customers and not accessible.

### **12.8.5 [K.O.] Compliance with temperature specifications**

⇒ 12.4.4 [K.O.] Compliance with temperature specifications

### **12.8.6 [K.O.] Temperature documentation**

⇒ 12.4.5 [K.O.] Temperature documentation

Stacking heights specified by the refrigeration equipment manufacturer must be observed.

## **12.9 Other parts of the plant and premises**

### **12.9.1 Disposal logistics**

Waste shall be removed as quickly as possible from rooms where unpackaged pet food is handled to avoid the accumulation of such waste and contamination. Organic waste is stored in closed containers. The containers are suitable for being kept in very good condition, easily maintained and, if necessary, easily disinfected. If necessary, they are colour coded.

Appropriate precautions are taken for the storage and disposal of organic and other waste. Waste collection rooms are designed and managed in such a way that they kept clean and, if necessary, free of animals (e.g. dogs, cats, birds) and pests. Waste is stored in such a way that it is not accessible to unauthorised persons.

All waste shall be disposed of in a hygienic and environmentally friendly manner, in accordance with Community legislation, and shall not affect, directly or indirectly, food and/or pet food.

### **12.9.2 Washing-up area**

The washing area and the dishwasher are kept in a clean and tidy condition. The dishwasher is used correctly and in accordance with the operation instructions. The cleaning result is checked using appropriate risk-based methods. Cloths and rags are used, stored and cleaned in such a way as to prevent contamination.



### 12.9.3 Storage of detergents and disinfectants

The rooms or facilities where the cleaning agents/disinfectants and devices are stored are clean and tidy. They allow for the hygienic storage of equipment and, if necessary, for a clear separation of the devices for the clean/unclean area. The devices are regularly maintained and cared for.

Cleaning/disinfection equipment and agents are clearly labelled and stored separately from pet food and food in accordance with the specific requirements.

Further precautions (e.g. protective trays) are taken for environmentally hazardous substances in accordance with the relevant safety data sheets and operating instructions.

## 12.10 Traceability methodology and testing

### 12.10.1 [K.O.] Traceability verification

It is possible to trace which products have been purchased from which suppliers.

**Note:** During the audit, traceability only needs to be checked for goods supplied directly and not centrally.

 Test labelling and registration system

### 12.10.2 [K.O.] Separation and identification of raw materials and end products from programmes

In accordance with internal requirements, a traceable system is in place to separate, label and batch raw materials and end products from, for example, quality assurance, origin or animal welfare programmes. If no corresponding goods are available in the company, the goods separation procedure can be explained in a suitable manner.

## 13 Requirements for online trade (B2C)

### 13.1 Online trade

Online trade as defined in the guidelines includes other remote communication techniques (e.g. catalogue, CD, telephone).

#### 13.1.1 Product labelling for online trade

If pet food is marketed via distance selling, the labelling elements according to table 7 must be provided prior to conclusion of a distance selling agreement (e.g. via a website, catalogue, CD), except for the following information:

- Name or business name and address (Art. 15 (b), **Reg. (EC) No 767/2009**)
- Batch identification number (Art. 15 (d), **Reg. (EC) No 767/2009**)
- Net quantity (Art. 15 (e), **Reg. (EC) No 767/2009**)
- Minimum storage life for additives or compound feed (Art. 16 2 (c) or Art. 17 1 (d), **Reg. (EC) No 767/2009**)

However, this information must be provided without request at the latest upon delivery of the feed, together with all the prescribed information for labelling by the distributor (on a label or accompanying document).

Table 7: Overview of information requirements for distance selling of pet food (according to **Reg. (EC) No 767/2009**)

	Information provided prior to the conclusion of the distance contract	Information to be provided at the latest upon delivery
For all animal feeds	<ul style="list-style-type: none"> <li>• Type of feed (complete feed, single-component feed or supplementary feed)</li> <li>• If available: authorisation number</li> <li>• List of feed additives</li> <li>• Moisture content according to Annex I No 6, Regulation (EC) No 767/2009</li> </ul>	<ul style="list-style-type: none"> <li>• Name or company name and address of the person responsible for labelling</li> <li>• Batch/ lot number</li> <li>• Net weight (net mass( net volume)</li> </ul>

	Information provided prior to the conclusion of the distance contract	Information to be provided at the latest upon delivery
Additional requirements for feed materials	<ul style="list-style-type: none"> <li>• Designation of the feed material</li> <li>• Mandatory information for the respective group in accordance with Annex V of the Regulation No 767/2009 or according to the catalogue</li> <li>• Animal species for which the feed material is intended, provided it contains animal-specific additives</li> <li>• Instructions for proper use if additives have been added for which a maximum level exists</li> </ul>	<ul style="list-style-type: none"> <li>• Best before date of the additive in the case of feed materials to which additives are added that are not technological additives.</li> </ul>
Additional requirements for compound feed	<ul style="list-style-type: none"> <li>• Animal species/category</li> <li>• Instructions for appropriate use</li> <li>• If the manufacturer is not responsible for the labelling: <ul style="list-style-type: none"> <li>– The name/company of the manufacturer,</li> <li>– Or the authorisation number</li> <li>– Or the identification number of the manufacturer or importer, if available or issued on request</li> </ul> </li> <li>• List of feed materials or categories for pet food</li> <li>• Mandatory information on appropriate use in accordance with Regulation (EG) No 767/2009, Annex II No 4</li> </ul>	<ul style="list-style-type: none"> <li>• Best before date</li> </ul>


#### **Note on further documentation:**

- Questions and answers on obligations in the online trade of feed (Federal Office of Consumers Protection and Food Safety) ([bvl.bund.de](http://bvl.bund.de))

## **13.2 Shipping/transport**


### **13.2.1 Product compliant transport**

Pet food requiring refrigeration is transported taking into account the type of goods, transport distance and ambient temperatures. Any handling of the goods, transport distance and outside temperatures. Any handling of the goods during transport that could endanger the quality and safety of the products is avoided. If drivers can influence the safety, of pet food, they are trained to handle the goods correctly, taking into account company-specific requirements.

 Process instructions for delivery of the goods to the final consumer

### **13.2.2 Hygiene during transport**

The delivery vehicles are in a perfectly hygienic and very good condition and show no signs of previous contamination. The scheme participant ensures that an appropriate level of hygiene is maintained in the vehicles, particularly in the transport areas. The condition of the vehicle must not have any negative impact on product quality and safety. The transported goods are loaded securely and in a perfectly hygienic manner.

 Checklist for transport vehicles

### 13.2.3 [K.O.] Temperature control

The prescribed temperature of pet food requiring refrigeration is maintained during the entire transport until the goods are handed over the final consumer. The transport processes are validated in terms of compliance with temperature specifications.

The scheme participant must check compliance with the product temperature using a suitable method (e.g. temperature measurement at the product or functional temperature recording unit) in a risk-oriented manner, but at least every two months, as part of their self-assessment. This check is documented.



Temperature documentation, validation of transport process

### 13.2.4 Commissioning of transport companies

The online retailer is responsible for compliance with the requirements for shipping/transport mentioned in 13.2.

If the transport/shipping processes have been outsourced to a transport/service company, agreements/contracts shall ensure that the following requirements are met until the goods are handed over the final consumer:

- Product-compliant transport (13.2.1)
- Transport hygiene (13.2.2)
- Temperature control (13.2.3)

The goods are delivered in accordance with the specific requirements of the company. The scheme participant also carries out random self-assessments to verify that the transport/service companies are implementing the requirements.

## 14 Definitions

### 14.1 Explanation of symbols

K.O. criteria are labelled [K.O.].

References to related documents are highlighted in **bold in the text**.



This sign means: Written proof must be provided. In addition to this sign, documents are also indicated that can be used as proof. All (also digital) control and documentation systems that prove that the requirements are met can be used.

⇒ References to other chapters of the guideline or documents are indicated by an arrow.

References are indicated by **note:** *italic text*.

### 14.2 List of abbreviations

HACCP	Hazard Analysis and Critical Control Points
GHP	Good Hygiene Practice
GMP	Good Manufacturing Practice
BBD	Best before date
ABP	Animal by-products
QM system	Quality management system

## 15 Annex

Table 8: Categories for the labelling of the composition of compound feeding stuffs for pets

Group	Description
Algae	All types of algae, fresh or preserved by a suitable process:
Bakery products	All products from the production of baked goods, in particular bread, cakes, biscuits and pasta
Eggs and egg products	All egg products, fresh or preserved by a suitable process, as well as by-products from processing
Fish and fish products	Fish or parts of fish, fresh or preserved by a suitable process, as well as the by-products from processing.
Meat and meat products	All parts of the carcasses of slaughtered warm-blooded land animals, fresh or preserved by an appropriate process, as well as all products and by-products from the processing of carcasses or parts of carcasses of warm-blooded land animals.
Fruit	All types of fruit, fresh or preserved by an appropriate process.
Vegetables	All types of vegetables and legumes, fresh or preserved by an appropriate process.
Cereals	All types of grain, regardless of packaging, as well as products from the processing of the endosperm.
Yeasts	All yeasts in which the cells have been killed and dried.
Insects	All types of insects in all stages of development.
Minerals	All inorganic substances suitable for animal nutrition.
Milk and dairy products	All milk products, fresh or preserved by a suitable process, as well as the by-products from processing.
Nuts	All shell fruit kernels.
Oils and fats	All animal and vegetable oils and fats.

Group	Description
Vegetable protein extracts	All products of vegetable origin whose proteins have been enriched by a suitable process to at least 50% crude protein, based on the dry matter, and may be restructured (textured).
Vegetable by-products	By-products resulting from the preparation of plant products, in particular, cereals, vegetables, legumes, oil fruits.
Seeds	All seeds, unground or coarsely ground.

Table 9: Analytical declaration of pet food for dogs and cats

Feed types	Analytical compounds or ingredients
Complete feed	Crude protein Crude fibre Crude fat Crude ash
Mineral feed supplements	Calcium Sodium Phosphorus
Other supplementary feed	Crude protein Crude fibre Crude fat Crude ash

Instead of the terms 'crude protein', 'crude fat' and 'crude ash', the terms 'protein', 'fat content', 'ash residue' or 'inorganic matter' may be used.

When specifying an energy value, estimation formulas in accordance with DIN EN 16967:2017 shall be used.

## Revision information Version 01.01.2026

Criterion/ Requirements	Amendments	Date of change
3.3.3 Pest monitoring and control	<b>Addition:</b> One document has been added to the list of further documents.	01.01.2026
3.3.5 <b>[K.O.]</b> Contamination	<b>Adjustment:</b> Requirement is listed as a K.O. point.	01.01.2026
3.3.6 Foreign body management	<b>Addition:</b> One document has been added to the list of further documents.	01.01.2026
3.4.2 General rules of conduct and staff hygiene	<b>Addition:</b> Points regarding personal hygiene have been added.	01.01.2026
7.8.2 <b>[K.O.]</b> Storage management	<b>New:</b> New requirement.	01.01.2026
12.6.2 Packaging material	<b>Adjustment:</b> Requirement is no longer listed as a K.O. point.	01.01.2026

## Guideline **Pet food**

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