

Notification form in case of incidents (paper of incident)

QS scheme for Pet food

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

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

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

We will treat all information you provide in strict confidence.

How to reach QS:

Monday - Friday, 8 a.m. to 5 p.m.

Phone: +49 (0) 228 35068-0

Fax: +49 (0) 228 35068-10

Outside business hours, at weekends and on public holidays:

Phone: +49 (0) 228 35068-288

E-mail: Ereignisfall@q-s.de

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

- a. **Your competent authority or the veterinary office**
- b. Your **customers** (e.g. processing plants, Petfood plants, trading companies)
- c. Your **suppliers** (e.g. slaughter houses, meat processing companies, trading companies)

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

What happens after QS receives your incident report?

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

However, we can only provide support and prevent damage if inform us in a timely and concrete manner.

What are "critical incidents"?

A critical incident for the individual scheme participant, the affected stage or the entire QS scheme for pet food can be any event that poses a threat to humans, animals or the environment or to confidence in the safety of pet food as a whole.

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

- The competent regulatory authorities investigate your company.
- A pet food you have brought into circulation does not meet the requirements for the safety of the product.
- The media report negatively or in sensational fashion about your company.
- Protest groups conduct high-profile activities against your company.

When must critical incidents be reported?

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

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

Who can use this notification form?

The incident report is designed to help scheme participants in the QS scheme for pet food (transport, storage, processing plants, petfood plants, wholesalers, brokers, private labellers and food retailers) to submit reports to QS and provide initial information to the competent regulatory authority.

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

Incident report

QS scheme for Pet food

To QS Qualität und Sicherheit GmbH			
Fax:	+49 (0) 228 35068-10	or e-mail:	Ereignisfall@q-s.de
Contacts:	Thomas May	phone +49 (0) 228 35068-180	
	Oliver Thelen	phone +49 (0) 228 35068-130	
Emergency number:	phone +49 (0) 228 35068-288	<i>outside business hours, at weekends and on public holidays, in emergencies</i>	

Pursuant to Art 29 of Regulation (EC) 1831/2003 and further legal regulations, you may also be under an obligation to report the incident to the responsible authority.

To the responsible authority
(e.g. feed monitoring, veterinary office)

Name of authority:

Name of municipality/town:

Street, number:

Postcode, town:

Phone and fax numbers (with area code):

Details of the company

Production scope*: Transport (scope 501) Storage (scope 505) Processing plant (scope 510)

Petfood plant (scope 515) Wholesale (scope 520) Private labelling (scope 525) Broker (scope 530)

Name of company/ trade chain:

QS scheme participant number (QS-ID):

Name of location/store:

QS location number:

Street, number:

Postcode, town:

Crisis manager/Contact:

Phone and fax numbers:

Mobile number: E-mail:

**please tick appropriate production scope.*

Details of the incident

1. What happened? Type of hazard?

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2. When happened?

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

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

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5. What other measures do you plan to take?

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Date: Time:

Stamp

Signature: