



# **FEED INCIDENT MANAGEMENT PROCEDURE FOR OPERATORS AND CERTIFICATION BODIES**

**P-CM-001  
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## TABLE OF CONTENTS

|                                                            |          |
|------------------------------------------------------------|----------|
| <b>1. Introduction.....</b>                                | <b>3</b> |
| <b>2. Procedure .....</b>                                  | <b>3</b> |
| 2.1. When to issue a notification .....                    | 3        |
| 2.2. How to issue a notification .....                     | 3        |
| 2.3. Assessment of the incident .....                      | 4        |
| <b>3. Communication with the Feed Chain partners .....</b> | <b>4</b> |
| <b>4. Annex .....</b>                                      | <b>4</b> |

## 1. Introduction

FAMI-QS is a Feed Safety and Quality Management System for Specialty Feed Ingredients. Preparing for managing and responding appropriately to a feed safety incident is an important part of FAMI-QS certification.

This document is applicable to all FAMI-QS certified Operators and authorized Certification Bodies.

## 2. Procedure

### 2.1. When to issue a notification

In the event that the Operator becomes aware or has reasons to suspect of a feed safety incident, **the Operator shall make the FAMI-QS Secretariat and his Certification Body aware of the situation.**

**The notification shall take place within 24 hours**, except the case outlined in the hereunder point, when the notification shall be made within 12 hours:

- Exceeding the maximum permitted levels of undesirable substances as defined within the EC 32/2002.

This notification does not exempt the Operator from his legal obligation to notify the national competent authorities, according to the local legislation.

### 2.2. How to issue a notification

The **Notification Form D-CM-01.01** shall be used to notify the FAMI-QS Secretariat and the Certification Body. The document can be found on our website: <https://fami-qs.org/incident-notification/>.

The document shall be submitted to the FAMI-QS Secretariat by e-mail, to the following e-mail address: [notification@fami-qs.org](mailto:notification@fami-qs.org)

To contact the FAMI-QS Secretariat by phone, please use the following phone numbers:

Monday to Friday

From 09:00 to 18:00 (CET), please call +32 492 97 77 80

From 18:00 to 09:00 (CET), please call +32 491 26 94 83

Saturday and Sunday

Please call: +32 491 26 94 83

The FAMI-QS Secretariat will acknowledge the reception of the e-mail, both to the involved Operator and the Certification Body.

In regards to the name of the Operator involved in the incident, FAMI-QS will treat the notification form with confidentiality.

### **2.3. Assessment of the incident**

The Certification Body shall inform FAMI-QS within 24 hours from the reception of the notification about the initial assessment of the notification and will outline a concrete timeframe, for the next steps agreed upon with the Operator.

FAMI-QS may also consult the FAMI-QS Expert Group confidentially. The latter won't receive any business related information.

Although FAMI-QS might express an opinion about the incident's management, the final decision will rest within the Certification Body.

The certified Operator shall take all necessary steps to appropriately manage the contaminated feed, according to the applicable regulations.

The Operator shall inform FAMI-QS and the Certification Body about the root cause and the corrective actions that will be implemented. The Certification Body shall confirm the effectiveness of the corrective actions.

## **3. Communication with the Feed Chain partners**

FAMI-QS maintains a mutual recognition for the exchangeability of the certificates with the following assurance Scheme Owners: AIC, FCA (Feed Chain Alliance), GMP+ International, QS. In the framework of the mutual recognition, a communication is required if an incident occurs.

If a FAMI-QS certified Operator's product is involved in an incident and has been delivered into a feed safety management scheme managed by one of the aforementioned scheme owners, FAMI-QS will communicate to them on the incident, without providing any business related information.

FAMI-QS will communicate the name of the ingredient/mixtures (not a commercial name), lot number and quantities involved in the incident. After having closed the incident, FAMI-QS will also communicate the root cause and the corrective actions.

FAMI-QS will publish an annual bulletin about incidents related to its scope, the root causes and the corrective actions. Said publication will ensure that the FAMI-QS certified Operators and feed chain partners share experience; it will therefore have an educational purpose.

## **4. Annex**

- **NOTIFICATION FORM D-CM-01.01.**