



Assured Land-Based Contractor (Mobile Feed Mixing and Processing) Scheme

October 2010



Representing Agricultural and Amenity Contractors



NAAC Assured Land-Based Contractor (Mobile Feed Mixing and Processing) Scheme Standard Version 03 Contractor Guidance Notes



October 2010

1. Aims

Quality control and traceability are essential elements in the production of farm-processed feed and the NAAC has taken a proactive role in establishing an independently audited quality standard for mobile feed mixing and processing contractors. This will cover the quality of service which the contractor provides and will be known as the NAAC Assured Land-Based Contractor (Mobile Feed Mixing and Processing) Scheme. Mobile feed mixing and processing contractors are part of the on-farm feed mixing operation and contractors and their customers must co-operate to ensure that a safe, traceable feedstuff is produced to protect human and animal health. The Scheme offers purchasers and consumers genuine assurance about the activity of contractors. Contractors will only be certified if they can meet the appropriate standards.

To ensure continuity in the process, this NAAC Scheme should be used in conjunction with the appropriate industry Code of Practice for on-farm mixing (refer document library F 16.1) and mobile feed contractors should make every effort to work with farmers and provide all the necessary feed records which may be requested.

In addition to the NAAC's Mobile Feed Mixing and Processing Specific Standard, the contractor must also have been assessed against the NAAC Assured Land-Based Contractor (Generic) Standard in the current scheme year. Ideally, both audits will be carried out together. Please note that certification cannot be granted without conformity with the generic and feed standards.

2. Scope

This scheme applies to contractors who are producing livestock feed on-farm using mobile mixing and processing machinery which is produced exclusively to be fed to animals under the direct control of the farmer customer and is not for sale, or intended for sale. This scheme aims to promote a coordinated, traceable route between farmer and contractor.

3. Objectives

The NAAC scheme is designed to help contractors involved in the mixing and processing of complete feeds to identify the hazards and critical control points of the process. The scheme aims to help the person mixing feed to fully understand, and to be able to show full understanding of, the feed production process and the critical control points of that process. These critical control points will include:

- Ensuring that personnel involved in the mixing process are suitably skilled;
- Ensuring that bought in feed materials are obtained from reputable, traceable sources and are free from harmful contamination;
- Providing appropriate storage for raw materials;
- Ensuring that mixing equipment is regularly and appropriately maintained and cleaned;
- Ensuring that the correct proportion of ingredients is used in the mixing process and that the mixing operation produces a uniform mix;
- Adopting production processes for feed on-farm, such as record keeping, which ensures full traceability;
- Identifying and controlling hazards which might occur.

The scheme will establish a framework of good and safe working practices to be verified by independent external assessors that will enable members of the scheme to produce a safe, fully traceable feed to meet the requirements of national farm assurance schemes.

4. Requirements

All clauses of this standard are compulsory requirements of the scheme. They have to be met in full at all times for sites to be granted or to retain their certification.

Contractors must also comply with national law.

5 Auditing

To fulfill the requirements of the Mobile Feed Mixing and Processing Scheme, an annual audit must take place. The annual audit will include a visit to the contractors' base/office and out on-site in the first year, in the second and third the contractors' base/office only. This regime will run on a three year cycle. If the contractor has more than one machine then a different machine must be made available for each annual audit.

6. Operating Procedures

Certification to these standards is conditional on a successful initial assessment visit and surveillance assessments thereafter. The certification system is an independent third party system for determining conformity with product standards. The certification system requires examination of product, the production process, the production environment, and assessment of the quality management system. This will include conformity with this standard for the business headquarters, depots and machines. Acceptance after initial assessment is followed by ongoing surveillance. The certification system is linked to a Certificate of Conformity and, where appropriate, approved scheme marks. The mark is the property of NAAC and is issued, under licence, through NSF-CMi Certification.

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**NAAC Assured Land-Based Contractor (Mobile Feed Mixing and Processing) Specific Standard Version 03
October 2010**

No.	Mobile Feed Mixing and Processing Specific Standard	Guidance for Contractors
F 1. Personnel		
F 1.1	<p>Staff mixing and processing feed must have appropriate documented skills and training to match the scale, risks and complexity of the feed mixing and processing operation.</p> <p><i>Training should be on-going and can be in-house. It should cover areas such as:</i></p> <ul style="list-style-type: none"> • <i>health and safety;</i> • <i>an understanding of the mixing and/or processing plant (for example – training from the manufacturer)</i> • <i>the need for accuracy in use of equipment;</i> • <i>record keeping;</i> • <i>safe and accurate handling of feed ingredients and additives;</i> • <i>avoidance of contamination</i> • <i>traceability</i> 	<p>The inspector will ask to see your staff training records*.</p>
F 1.2	<p>Everyone involved in mixing and processing animal feed must be able to demonstrate competence in mixing and processing animal feed.</p>	<p>It is important that all staff understand the importance of the quality control procedures outlined in refer F 2.1. The inspector will question staff on procedures such as preventing cross contamination.</p>
F 1.3	<p>For operations where more than one person is involved, there must be an organizational chart detailing all persons working in feed preparation and the tasks that they are authorised to perform.</p>	<p>Keep a copy of your up-to-date organizational chart* ready for inspection.</p>

F 2. Quality Control and Hazard Analysis

<p>F 2.1</p>	<p>A designated person with awareness and understanding of HACCP (Hazard Analysis and Critical Control) must take responsibility for quality control and produce, approve, implement and review a written Quality Control plan. This person must be at a managerial level, HACCP trained and their duties must be incorporated in his/her job description.</p> <p>The quality control plan must contain:</p> <ul style="list-style-type: none"> • Details of the whereabouts of various documentation or record keeping systems. • Identification of any hazards of the feed mixing and processing process that must be prevented eliminated or reduced to acceptable levels. • information on any critical points in the manufacturing process that could give rise to hazard and undue risks, together with controls • details of cleaning operations, to include raw material stores (if applicable), machinery and equipment; • a summary of the operational procedures in place to ensure the desired quality of feed; • details of the sampling frequency, procedures and retention systems; • a specification for dispersion testing, including description and frequency of analysis of samples taken, the level of tolerance which is acceptable and remedial action to be taken if necessary; • Store procedures (if applicable) (refer F 5.3) • a written procedure for clean down for mixing machinery to prevent cross-contamination between batches. This must ensure that feed batches cannot be cross-contaminated with residues. 	<p>The inspector will ask to see your organisational chart (F 1.2) and training records (F 1.1).</p> <p>The inspector will ask to see your written Quality Control Plan*. (refer Appendix 1)</p>
<p>F 2.2</p>	<p>The designated person in F 2.1 must record any departure from procedures agreed in the Quality Control plan.</p>	<p>If you change you procedures keep a record*.</p>

F. 3. Machinery and Equipment		
F. 3.1	<p>Regular checks and servicing must take place to minimize the risk of error and to avoid, as far as possible, contamination, cross-contamination and any adverse effects on product quality. A documented service record must be maintained for each machine. This shall:</p> <ul style="list-style-type: none"> Record the dates of regular servicing of the plant, including engineer's checks and calibration 	The inspector will ask to see your service records for each machine*.
F. 3.2	Proportioning equipment must be cleaned and checked and weighed at intervals of not more than six months. Record calibration of proportioning apparatus.	The inspector will visually check that load cells/sensors and spring balance/lever mechanisms are free from a build up of debris and in working condition. They will also ask to see a calibration record*.
F.4. Feed Ingredients		
F. 4.1	<p>Contractors must be registered/and or approved with the relevant enforcement authority.</p> <p><i>For inclusion of non-specified feed additives i.e. technological additives (e.g. preservatives) sensory additives (e.g. flavourings and colourings) nutritional additives (e.g. vitamins and minerals) the contractor must be registered with the Trading Standards department of their Home Authority.</i></p> <p><i>For inclusion of veterinary medicinal products and/or specified feed additives (i.e. coccidiostats, histomonostats and growth promoters) or premixtures containing such products, approval is required from the Animal Medicines Inspectorate (AMI) of the Veterinary Medicines Directorate (VMD).</i></p> <p><i>If using fishmeal, contractors must also be registered with Defra.</i></p>	The inspector will ask to see documentation.
F. 5. Contractor Supplied Ingredients		
F. 5.1	Contractor supplied feed ingredients and compound feed inputs must be to an approved standard, from an approved supplier such as UFAS (Universal Feed Assurance Scheme), TASC (Trade Assurance Scheme for Combinable Crops) and FEMAS (Feed Material Assurance Scheme), ACCS (Assured Combinable Crops Scheme) and GTAS	Suppliers of feed ingredients must have current UFAS, FEMAS, TASC, FEMAS, ACCS or GTAS certification. Compound suppliers must be accredited under the UFAS Compound Feed

	(GAFTA Trade Assurance Scheme)	Scheme. You should keep a record* of your suppliers and their status.
F. 5.2	Delivery details of any supplied feed ingredients should be retained (invoice/delivery notes as appropriate).	The inspector will ask to see records.
F. 5.3	<p>Written procedures should be in place for each depot's store operation, to include:</p> <ul style="list-style-type: none"> • Stock rotation, including how this is achieved and what happens to out-of-date materials. • Disposal of damaged bags or contaminated goods • Cleaning between batches and maintenance of clean conditions • Specific rules for segregation from hazardous materials (chemicals, pesticides etc), and from Mammalian Meat and Bone Meal or feeds containing this (pet foods) • If applicable, there should be a section stating the requirements for storage of liquid feed materials, e.g. molasses, which have special properties and hence storage requirements. Regular tank inspections must take place and be recorded. An action plan must be in place to take appropriate remedial action if necessary • Pest control procedures 	This should be included in your Quality Control Plan* (refer F 2.1)
F. 5.4	<p>Ingredients must be stored in facilities which:</p> <ul style="list-style-type: none"> • Have not been used to store inappropriate (ie non-feed) materials immediately before use without prior cleansing • Permit adequate cleaning between batches • Avoid cross contamination with other materials • Are clean, dry and free from potential sources of contamination • Are locked 	The inspector will check all stores on every annual audit.
F. 5.5	An effective, documented pest control program must be implemented in all contractor feed stores, to include records of bait stations and any actions taken. Windows and other openings must, where necessary, be fitted with pest-proof screens. Doors must be pest-proof when closed.	There should not be any evidence of pest infestation on inspection. If infestation is noted, appropriate remedial action must be in place. Records must be kept*.

F. 5.6	Drainage within the contractors store must be designed and constructed to avoid contamination of feed.	The inspector will make a visual check.
F. 5.7	Products having exceeded their storage life must be segregated and disposed of safely and in accordance with legislation.	The inspector will ask how this is achieved (details should be covered in your quality control plan, refer F 2.1).
F. 5.8	<p>Ingredients must be transported in facilities which:</p> <ul style="list-style-type: none"> • Have not been used to store inappropriate materials immediately before use without prior cleansing (inappropriate materials include those which would contaminate the feed) • Permit adequate cleaning between batches • Avoid cross contamination with other materials • Are clean, dry and free from potential sources of contamination 	You will be asked how this is achieved.
F. 6. Bio-security		
F.6.1	Persons entering or leaving a premises should ensure their footwear, clothing and machinery are clean when they enter and again when they leave. Contractors should make use of any facilities provided on-farm. Contractors must follow up-to-date Defra guidance on bio-security; the contractor must follow the farms/customers biosecurity policy if it is more stringent than Defra's biosecurity policy.	The inspector will ask how this is achieved. A copy of the Defra guidance should be kept (see F 16)
F. 7. Farmer Supplied Ingredients/Responsibility		
F. 7.1	<p>The farmer customer must provide a written declaration stating that:</p> <ul style="list-style-type: none"> • Farm produced ingredients are produced in accordance with good agricultural practice and are fit for their purpose • If any post-harvest chemical treatment, whether pesticide or other, has been applied to the feed ingredient since harvesting, stating the trade-name of the 	<p>This may be done on an annual basis and will not be required for each processing operation. It can be achieved by asking each customer to sign a written proforma*.</p> <p>Customer proforma's should be retained on file for inspection.</p>

	<p>product and rate and date of application.</p> <ul style="list-style-type: none"> • If supplying packaging, it is wholly free of any materials formerly contained within it and that the packaging is durable, clean and free of any faeces and any other contaminating material. • Water supplied in the feed production process will be of drinking quality for animals. • Storage of the finished feed is the responsibility of the farmer customer (see 12.1). 	
F. 7.2	<p>The contractor must request that the farmer customer clearly identify raw materials to be used in the feed mix.</p> <p><i>A letter* should be sent to each customer asking them to ensure this is carried out (can include in proforma –F 7.1). If not available on site at processing to give direct instructions, the farmer customer should provide clear (ideally) written instructions. This could be with a sticky label or plan of the store.</i></p>	The inspector will ask how this is achieved.
F. 7.3	The contractor should request that the farmer customer provide contractors with a clean, safe work area.	A request for a clean, safe area should be included in the proforma.
F. 8. Feed Formulation		
F. 8.1	The farmer customer or his representative must provide clear written, signed instructions (ie a ration card*) for the feed formulation. This must meet all statutory requirements (eg feeding of mammalian protein to ruminants). This written instruction must be updated each time the basic feed formulation is changed. If medicated feedingstuffs (MFS) are to be manufactured, the customer must also provide a copy of the current MFS prescription, alternatively the ration card must include details of any medicated feedingstuffs (prescription number, name and address of prescribing	The inspector will check your records* and talk to the operator.

	<p>veterinarian, identification (batch references) and date).</p> <p>The machine operator must have a copy of the written, signed instructions (ie ration card). The operator must also have a copy of the current MFS prescription (or ration card if it includes details of any medicated feedingstuffs i.e. prescription number, batch references, date).</p>	
F. 8.2	The mixer operator must not commence to mix a medicated feedingstuff before cross-checking the details of the current medicated feedingstuff on the MFS prescription or ration card (as in F 8.1) and the actual product.	The inspector will check your records*.
F. 8.3	When incorporating veterinary medicinal products or specified feed additives or premixtures containing such products, the identity (including name of supplier or manufacturer), nature and batch number must be also be obtained from the farmer and recorded.	The inspector will check your records*.
F. 9. On-Site Processing		
F. 9.1	At all times machines must be operated only under the control of a designated responsible person (see generic Code 2.6).	The inspector will check if the designated responsible person is in control of the machine on the site visit.
F. 9.2	There must be adequate natural light and/or artificial light.	The inspector will ask how this is achieved. Adequate lighting on the mill/mixer is acceptable.
F. 9.3	All veterinary medicinal products, specified and non-specified additives and premixtures containing such products must be weighed accurately and mixed thoroughly in accordance with manufacturer's instructions.	The inspector will ask how this is achieved. <i>(veterinary medicinal products, specified additives and premixtures containing such product must be incorporated at not less than 2kg per tonne)</i>
F. 9.4	<p>Manufacture of ruminant feed must be carried out in separate machines from any operation involving fishmeal. Manufacture of ruminant feed must take place completely separately from any operations involving fishmeal.</p> <p>Contractors must follow all Defra guidance on fishmeal. <i>(refer F 16).</i></p>	<p>The inspector will ask to see the Defra guidance and may check procedures with the operator.</p> <p><i>(Refer: Supplementary Guidance for Contractors)</i></p>

F. 9.5	<p>The machine must be thoroughly cleaned between each feed batch, if appropriate, and when finished on-site. Flushing is always necessary after manufacture of feedingstuffs containing veterinary medicinal products or specified feed additives. Flushing with a neutral material is recommended. The flushing operation must ensure that the next feed batch mixed is not contaminated by any carry over or residues.</p> <p>Flushing and method/content of flush must be recorded.</p>	<p>The inspector will ask how this is achieved and will ask to review written records*.</p>
F. 9.6	<p>Records must be kept to include:</p> <ul style="list-style-type: none"> • Date and time of processing • Operator and plant identification • Cleaning and flushing record of equipment to ensure both internal and external bio-security and to minimize the risk of veterinary medicine residues • Record of process type • Products used (inc. batch references where applicable) • Quantities of each raw material used • If appropriate, medicated feed references and identification together with scheduling of medicated feed manufacture • Samples of complete feeds for retaining on-farm. 	<p>The NAAC work record* is a good example of how this can be achieved.</p> <p>An invoice may also be appropriate, although you may need additional records to ensure all information is recorded eg cleaning records.</p>
F. 9.7	<p>A copy of the finished feed mix record must be provided to the farmer customer. A copy should be retained by the contractor.</p>	<p>This may be in the form of the invoice. The inspector will ask to see your records.</p>
F .10. Sampling		
F. 10.1	<p>Two samples must be drawn during processing of each feed batch, which are representative of the batch and sufficient size to permit analysis if necessary. The sample must be retained by the contractor for four weeks. This should be appropriately stored to avoid spillage or contamination of the feed. A sample must be left with the farmer. (This does not apply to moist feeds).</p> <p><i>(sample should be 300-500g in size and should be kept cool, dry and free from pests and insects)</i></p>	<p>The inspector will ask to see samples from processing carried out in the previous 4 weeks. (This does not apply to moist feeds).</p>

F. 10.2	<p>A sample of feed from each machine should have a laboratory dispersion test at intervals of not more than six months to confirm effective mixing of feed in the machinery.</p> <p>Results of the test must be assessed against the specification in the Quality Control Plan (refer Appendix 2). Records should be maintained.</p>	<p>The inspector will check your records to see the test has been done. A limit should be set in your quality control plan (refer Appendix 2) to compare the results and record action if needed. Records* should be retained.</p> <p><i>You should also ensure that a competent quality control laboratory is used. Look for UKAS accreditation.</i></p>
F. 11. Identification of Feedstuffs		
F. 11.1	Finished feeds must be clearly identified to prevent the risk of feeding to the wrong livestock.	This could be done by using a sticky label or by providing written instructions. The inspector will ask how this is achieved.
F. 11.2	If the feedstuff contains fishmeal, it must be identified clearly with the words “contains fishmeal – cannot be fed to ruminant animals”.	This is a Defra legal requirement. The inspector will ask how this is achieved.
F. 12. Storage of Finished Feeds		
F.12.1	The farmer customer must take sole responsibility for the on-farm storage of the finished feed (refer 7.1). If not available on site at the time of processing to give direct instructions, the farmer customer must provide written instructions on finished feed storage.	The inspector will look for evidence of how this is communicated between the farmer and contractor. (refer letter 7.1)
F. 13. Record Keeping		
F.13.1	Records must be kept and retained for at least 12 months.	The inspector will review your records.
F.13.2	Records for feedingstuff containing veterinary medicinal products or specified feed additives must be retained for five years.	The inspector will review your records.

F. 14. Waste		
F.14.1	Any materials flushed out between batches must be clearly identified and appropriately dealt with or disposed of by the farmer.	The inspector will look for evidence of how this is communicated between the farmer and contractor. <i>(this could be included in letter sent out in F 7.1)</i>
F.14.2	All waste, must be clearly identified and appropriately dealt with or disposed of by the farmer.	The inspector will look for evidence of how this is communicated between the farmer and contractor. <i>(this could be included in letter sent out in F 7.1)</i>
F. 15. Product Recall		
F.15.1	The contractor must be able demonstrate traceability for all mobile feed machines.	This should be possible from your record keeping and you should be able to demonstrate this to the inspector.
F. 16. Essential Documents		
F.16.1	<p>The following documents must be available at the main office headquarters:</p> <ul style="list-style-type: none"> • NAAC Assured Land-Based Contractor Generic and Feed Sector Specific Standards (latest versions). • Defra guidance for biosecurity to prevent the spread of animal diseases • Defra Code of practice for the control of salmonella during the storage, handling and transport of raw materials intended for incorporation into, or direct use as, animal feedingstuffs <i>PB2202 Free revised February 2003</i> • Defra Advice Note 4 (a): Production of feedingstuffs containing fishmeal by mobile mixers. 19/07/2001. (see http://www.defra.gov.uk/animalh/bse/publications/paptseguide.pdf) 	Ideally keep a 'document library'* together at the main office. CD versions are acceptable.

	<ul style="list-style-type: none"> • Industry Guidance, Safety on Farms – A Shared Responsibility. • Code of Good Agricultural Practice for the Protection of Water (The Water Code) <i>MAFF, revised 1998 A4 97pp, PB058</i> • ACAF Review of On-Farm Feeding Practices, September 2003, Annex III • Industry Code of Practice for On-Farm Feeding (see http://www.redtractor.org.uk/download/rt_code_farm_feeding.pdf) 	
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APPENDIX 1
QUALITY CONTROL PLAN
FURTHER INFORMATION

The following information must be considered when developing your Quality Control Plan

The Advisory Committee on Animal Feedingstuffs guidelines are a useful guide to produce a written quality control plan (ACAF Review of On-Farm Feeding Practices, September 2003, Annex III).

The first stage is to identify all hazards and then their control points, for example a hazard might be salmonella contamination. The control point might be an assessment of whether you think that feed needs to be salmonella tested if there is a significant risk.

In addition, it is essential that consideration be given to dead spaces, to ascertain whether they need to be physically cleaned out after feed production of a batch containing authorised veterinary medicinal products and/or specified feed additives.

On sampling you should set a desired limit for your dispersion test results in your quality control plan. When tests are done this should be compared to the plan. If the level is not reached action should be taken.

Written procedures must be in place for each depot's store operation, to include stock rotation, including how this is achieved and what happens to out-of-date materials. This could mean **return to supplier or segregation to reject etc**

(NOTE: the following plan must be tailored to your individual business and additional information may be required. Equally not all the suggestions included may be appropriate to your business)

TEMPLATE FOR QUALITY CONTROL PLAN

1. Designated Person responsible for Quality Control Plan:

This person must:

- *be in a position to carry out his/her functions impartially, independent of other interests of the company;*
- *have the authority to take samples from any point in the processing;*
- *be responsible for ensuring that all quality control procedures are clearly established and carried out;*
- *report any problems in the processing system, including any problems with feed ingredients;*
- *be responsible for notifying the appropriate authority in the event of any occurrence which could negatively affect human health, or be a widespread threat to animal health.*

2. Review of Procedures

A review of the Quality Control Plan will take place annually, or at shorter intervals if change requires amendments.

3. Record Keeping

The company will keep general records for a period of 12 months. Records for feed formulae containing Specified Feed Additives (SFA) and Veterinary Medicinal Products (VMPs) will be retained for three years.

Records for the headquarters will be retained at(address)

Additional depots will retain records at:
.....
.....

4. General Statement of Policy

.....is committed, so far as is reasonably practicable, to ensuring the quality of service provided to its customers and to producing a fully traceable, high specification feed on behalf of our customers.

We will take steps to ensure that our statutory duties are met at all times, through the allocation of sufficient human, physical and financial resources.

We have a duty to ensure that all activities, work equipment, procedures and systems of work are safe. Employees and others will be given such information, instruction and training as is appropriate to enable these work activities to proceed safely.

..... is committed to the highest professional standards and will comply with the NAAC's Land Based Contractors Assurance Scheme (Mobile Feed Mixing and Processing) Standard. This will assist in controlling any hazards.

All members of staff will be required to comply with and be committed to, the aims of this policy in producing safe and fully traceable feedstuffs.

The policy will be reviewed regularly and, whenever necessary, revised in the light of legislative, business or other changes.

Training of staff will be on-going.

Signed:

Position:

Date:

5. Identification of Hazards and Critical Control Points

A plan to identify the possible hazards that must be prevented, eliminated or reduced to acceptable levels should be drawn up. An additional plan of control points should then be added. See table below for format. An excellent additional source of information is ACAF Review of On-Farm Feeding Practices, September 2003, Annex III.

For example a hazard might be salmonella contamination. The control point might be an assessment of whether you think that feed needs to be salmonella tested if there is a significant risk.

Process Step	Possible Hazards	Control Measures	Control Limits	Monitoring Procedures	Corrective Action
Raw Materials supply					
Transport					
Storage					

Mixing and Processing					
Treatment of Finished feed					

All production must be carried out with reference to the pre-established critical control points.

6. Raw Materials

All raw materials will be visually inspected prior to use. Under our commitment to due diligence, we will not use materials which are visibly contaminated or in our judgement those unfit for use eg mouldy, infested etc

7. Sampling Procedures, Testing and Retention Systems

7.1 General

Samples will be sealed and kept separately.

Samples will be labeled in such a way as to assist full traceability (i.e. place and time of manufacture).

Samples will be retained for a no less than 1 month from date of mixing.

Samples will be stored in conditions which aim to reduce deterioration to a minimum (cool, dry and free from pests and insects).

Samples will be disposed of after 4 weeks by.....

7.2 Feed Sampling

Two samples will be drawn during processing of each feed batch, which are representative of the batch and sufficient size to permit analysis if necessary.

The sample will be retained by the contractor for four weeks.

This will be appropriately stored to avoid spillage of the feed.

A sample will be left with the farmer. (This does not apply to moist feeds).

Sufficient reference samples of feedingstuffs containing Specified Feed Additives (SFA) and Veterinary Medicinal Products (VMPs) will be retained until expiry of the shelf life of the SFA or VMP, to permit future examination if necessary.

7.3 Dispersion Testing

A sample of feed from each machine will have a laboratory dispersion test on an annual basis to confirm effective mixing of feed in the machinery.

Test results must show a less than 10% coefficient of variation to prove adequate uniform mixing (*Animal Medicines Inspectorate*).

The coefficient of variation measures the spread of a set of data as a proportion of its mean. It is the ratio of the sample standard deviation to the sample mean: $\frac{\text{Standard deviation}}{\text{mean}} \times 100$.

Records will be maintained of test results for.....

If the test shows results outside the acceptable range the following action will be taken;.....

.....
.....
.....

7.4 Testing Facilities

We will only use a competent quality control laboratory which has adequate staff and equipment, and will aid in the attainment of as low a level as possible of cross-contamination, as well as maintenance of biosecurity and efficiency of mixing and/or processing.

Name of Laboratory:.....

Recognised Status of Laboratory (eg UKAS) :..... **Date:**.....

7.4 Additional Tests for SFA and VMPs

A recovery test will be carried out annually by analysis of feed samples that contain SFA and VMPs to test for recovery of the active ingredient(s).

The number of recovery tests needed is worked out by the Square root of 1% of the total SFA/VMPs feed manufactured per annum.

If cross-contamination through the mixing equipment has been identified as a critical control point in my hazard analysis, a carryover (cross-contamination) test will be done to validate the scheduling/flushing policy.

8. Store Operation (if applicable)

Details of stores and location:

.....
.....

The store(s) will be cleaned/year. Records will be maintained.

Stock rotation: Batch numbers and dates will be used to ensure that stock always remain in date.

Out-of-date/old stock: If stock becomes out of date, damaged or unusable in any way, it will be segregated into a specific area and appropriately labelled.

It will then either be: returned to the supplier or stored until is can be disposed of safely by.....

Only authorised persons will have access to the store(s). It will be kept secure.

Hazardous materials (chemicals, pesticides etc) or other special materials eg fishmeal will be stored in segregated areas. All staff will be aware of such special areas.

Liquid feed (if applicable) will be stored.....

Liquid feed tank inspections will take place at intervals of no less thanRecords will be kept.

If the tank does not pass the inspection the following action will be taken:.....
.....
.....
.....
.....

Stores will be cleaned.....

Stores will not be used if any inappropriate (ie non-feed) materials have been in the store area immediately before use without prior cleansing.

9. Pest Control

An effective, documented pest control program will be implemented in all feed stores, to include records of bait stations and any actions taken. Windows and other openings are, where necessary, fitted with pest-proof screens. Doors are pest-proof when closed.

10. Transport Vehicles

All vehicles are cleaned.....

Vehicles will not be used if any inappropriate (ie non-feed) materials have been in the vehicle immediately before use without prior cleansing.

Vehicles will be maintained in a clean dry condition, free from potential sources of contamination.

11. Cleaning and Biosecurity

Mixing and processing machinery will be cleaned to prevent cross-contamination between batches.

Particular attention will be paid to dead spaces after production of medicated feedingstuffs, authorised medicated pre-mixes, authorised intermediate feed materials, additives and premixtures to check whether they need to be physically cleaned out after feed production.

Defra guidance on bio-security will be followed.

11. Complaints Procedure

If a complaint is received from a customer, a complaint form (* G 5.1) will be completed and the complaint investigated to decide how to proceed. If the complaint puts feed safety, animal health or human safety at risk, immediate action will be taken to ensure that the problem cannot continue.

This company will have the ability to trace feed ingredients to farm or supplier.

If necessary, feed samples will be tested.

APPENDIX 2

Operating Procedures

Certification to these standards is conditional on a successful initial assessment visit and surveillance assessments thereafter. The certification system is an independent third party system for determining conformity with product standards. The certification system requires examination of product, the production process, the production environment, and assessment of the quality management system. Acceptance after initial assessment is followed by ongoing surveillance. The certification system is linked to a Certificate of Conformity, documentation/ stickers and where appropriate approved scheme marks. The mark is the property of NAAC and is issued, under licence, through NSF-CMi Certification.

APPLICATION

1. NAAC/NSF-CMi Certification will send contractors wishing to be certified to the Standards an application pack and supporting literature.
2. Contractors should normally make an application in respect of all their enterprises which they run as a single business. However, this is not compulsory.
3. Contractors should complete the relevant form in full and submit it to the NAAC together with the appropriate fee. The owner of the business or a duly authorised employee must sign the form(s).
4. By signing and returning an application form contractors agree to be bound by the Scheme standards and operating procedures. The scheme owners reserve the right to alter the standards and operating procedures for schemes where, at their absolute discretion, they consider it necessary to do so and changes will be notified.

MEMBERSHIP

5. New Applicants - Applications will be renewed every October and assessments will be carried out against the standards in force at that time. Fees payable will be notified and may reflect a payment for a past year.
6. Renewal for Existing members– Renewal of Certification will be conditional upon the receipt of the appropriate fee on or before 1 October in the year prior to the season to be assured, and a signed declaration that the contractors will continue to follow the Standards and operating procedures.

INDEPENDENT ASSESSMENT

7. Routine surveillance assessment will be carried out annually
8. Once the application or renewal form has been accepted, arrangements will be made for an assessment visit.
9. Assessment visits will normally be by appointment with the contractor. However, NSF-CMi Certification reserves the right to make short notice or unannounced visits.

10. All participants agree to give employees and agents of NSF-CMi Certification reasonable access to their business and relevant sites to carry out the assessment visits required. Failure to do so will result in the suspension of membership. Reasonable notice will be given of any routine assessment visit.
11. Once the assessment visit has been completed, NSF-CMi Certification will either issue the applicant with a 'notice to remedy' for non conformances or forward the assessment report for certification.
12. Certificates may be granted to participants who have had an assessment against the appropriate NAAC Standard and have closed any non-conformances identified at the assessment

Non conformances may be closed by submission of documentary evidence or by revisit. Non-conformances must be closed within 3 months of an initial assessment or 28 days for any subsequent annual assessment.

13. The contractor should inform NSF-CMi Certification once any non-conformance(s) has been remedied and submit documentary evidence. NSF-CMi Certification may then arrange for a site revisit in circumstances where product integrity may be compromised. The costs associated with these procedures, including any additional visits will be borne by the contractor, but will be kept as low as reasonably possible.
14. Assessors may refuse to carry out an assessment in the presence of a third party who they believe will, intentionally or otherwise, influence its outcome in an inappropriate manner.
15. Certificates will be issued when the contractor meets the certification requirements. Certificates are not transferable and remain the property of NSF-CMi Certification. Once a Certificate has been issued, a contractor may promote themselves as 'assured'.

SUSPENSION/TERMINATION OF MEMBERSHIP

16. Failure to supply satisfactory documentary evidence within 3 months of the initial assessment or 28 days of a surveillance assessment or pass a revisit where necessary will result in the contractor being suspended, and the database altered accordingly, until accepted back into the scheme by a revisit or the end of the scheme year at which time they will be deemed to have lapsed. All revisit costs will be borne by the contractor.
17. NSF-CMi Certification reserves the right to suspend or withdraw certification when it considers that it is necessary to do so, such as in the event of a serious food safety issue or the Scheme being brought into disrepute. The suspension will remain in force until either the contractor is accepted back into full membership (by revisit or submission of documentary evidence) or until the end of the scheme year when membership will lapse.

APPEALS

18. In the event that a contractor feels he/she has been incorrectly assessed during an assessment visit, he/she has the option to ask, within 14 days, for a re-assessment by another assessor appointed by NSF-CMi Certification. If the contractor's complaint is upheld, there may be no cost for this and any suspension of membership that may have been imposed will immediately be lifted. If the findings of the original assessment are corroborated, or if it is clear that the company has taken action in the interim that will materially affect the outcome of the re-assessment, the cost of the visit will be borne by the contractor. Any requests for re-assessment visits will be undertaken as soon as possible by NSF-CMi Certification.
19. If a contractor still feels that he/she has been incorrectly assessed following the procedure outlined in the above clause, he will have the option of having their appeal heard by a panel convened for this purpose by NSF-CMi Certification. A contractor may either put their own appeal to the panel or nominate someone to do so on their behalf. In the latter case the contractor will still be expected to attend the panel session. Both parties will

endeavour to keep costs to a minimum. In the event that an appeal to the panel is upheld, all costs reasonably incurred by the appellant will be met by NSF-CMi Certification. If an appeal is turned down, any costs reasonably incurred through the operation of the panel will be borne by the contractor.

USE OF TRADE MARK AND/OR LOGO

20. Contractors certified to the standards shall be permitted to indicate that they hold a certificate and, for that purpose only, shall be permitted to use on stationery, publicity materials, exhibition stands and signage, 'Trade Mark' and/or the Assured Land-Base Contractor 'Logo' in accordance with any directions given from time to time by the Company with regard to the use of the Trade Mark and/or the Logo. Certified participants agree to observe all such directions.
21. The above consent, in so far as it applies to use of the Trade Mark, is limited to using the entire designation "Assured Contractor" and, in so far as it applies to using the Logo, is limited to using the Logo in an identical form to that used by the Company. The consent is personal to the certified participant and may not be transferred or licensed to any other person.
22. Certified participants shall not use (or authorise or license others to use) the Trade Mark and/or the Logo in any way outside the scope of the above consent and they shall not use or authorise or license others to use any name, mark, sign or device confusingly similar to the Trade Mark and/or the Logo nor file or cause to be filed any trade mark or company name registration applications containing or confusingly similar to the Trade Mark and/or the Logo. The certified participant will not oppose or cause any opposition to be filed to any trade mark applications filed by the NAAC, register the Trade Mark and/or the Logo anywhere in the world nor otherwise cause any question to be raised concerning the company's ownership of the Trade Mark and the Logo.
23. NAAC reserves the right to withdraw from any certified participant the permission granted hereunder, after giving one months' notice or upon immediate notice if the certified participant fails to observe the directions of the Company with regard to the use of the Trade Mark or the Logo or if certification is suspended or terminated for whatever reason.

CONFIDENTIALITY

24. For the purposes of paragraphs 24, 25, 26 and 27 all references to agents of NAAC refer only to those persons appointed, employed or contracted by NAAC to provide computing and/or database services or in connection with such services as are required to maintain the database referred to in paragraph 24.

Details of registered participants are held on a database. Where an enquirer is able to quote the name and address or name and registration number of a certified participant NAAC or its agents will confirm the member's status as follows: 'Full Member' or 'Suspended Member'. The date of the last assessment visit may also be given. Subject to paragraph 24 no other specific information will be given without the permission of the certified participant.
25. NAAC and its agents reserve the right to also release information from its database about the certification status of a member to a person (for example such as Assured Food Standards) with a legitimate interest in knowing that information if proof of certification might be in the member's interest. The member accepts that information about his lack of certification status may be revealed under the provisions of this paragraph.
26. NAAC may produce and publish statistical reports drawing upon aggregated Scheme data so that individual data cannot be traced back to individual applicants or members.

27. Membership data may be retained on the above mentioned databases and will be treated as specified above for a reasonable time after a person has ceased to be a member of NAAC or one of its land based contractors schemes.

DISCLAIMER

28. Under no circumstances will NAAC or its employees or agents (e.g. NSF-CMi Certification) be liable for any losses, damage, charges, costs or expenses of whatever nature (including consequential loss) which any contractors may suffer or incur by reason of or arising directly or indirectly out of the administration by NAAC or its employees or agents or the performance of their respective obligations in connection with the standards save to the extent that such, loss, damage, charges, costs and, or, expenses arise as a result of the finally and judicially determined gross negligence or willful default of such person.
29. If any competent authority considers that any of the operating procedures are unreasonable, then the operating procedures shall be taken to be varied in such a way as shall make them reasonable but no other part of the operating procedures shall be affected.
30. These operating procedures represent the entire understanding between the contractors and NAAC and each contractor acknowledges that they have not relied upon any other statement (written or oral) in applying to be certified to the standards.