

Art.	Description	Possible items for attention	Freq.	Interpretation Category 1	Interpretation Category 2	Interpretation Category 3
1 PERSONNEL						
1.1	Training					
1.1	Are all employees properly trained, instructed and supervised commensurate with their activity?	# Employees clearly informed in writing of their duties, responsibilities and powers # Including temporary personnel and contractors # Full training programmes and records are available	3			Lack of regular refresher training for (new) personnel.
1.2	Personal Hygiene					
1.2	Are personal hygiene standards documented and adopted by all personnel, including contractors and visitors tot the factory?	# Standards are designed with due regard to the risk of product contamination. # Applicable to those involved with raw material handling, preparation, processing, packing and storage areas	3			
1.3	Protective Clothing					
1.3	Do pet food handlers, visitors and contractors working in, or entering the pet food-handling areas, wear suitable Pet food manufacturer-issued protective clothing?	All protective clothing is laundered effectively on a regular basis.	3			
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2 QUALITY AND PT FOOD SAFETY MANAGEMENT						
2.1	Quality and Pet food safety policy and objectives					

2.1	Is there a clearly-formulated, documented and evaluated quality and pet food safety policy statement and associated objectives?	# Production of safe and legal products # Continuously improvement of the delivered products and services # Directors' and Senior Management's commitment to the Policy and objectives # The Policy and the objectives are communicated throughout the company.	3		No management involvement.	
2.2	Pet Food Safety and Quality Management Manual					
2.2	Does the Pet food Manufacturer have a manual which states company's commitment to quality and pet food safety and which covers the requirements of this Guide to Good Practice?		3		An element is absent or is very incompletely described in the documentation, such that the functioning of the quality system is put in question.	An element is not fully described in the documentation.
2.3	Organisational Structure, Responsibility and management Authority					
2.3	Does the Pet food Manufacturer have an organisational structure clearly defined and documented?	# It reflects the effectiveness of all the required tasks # It details personal responsibility and reporting relationships of the staff involved in the production process # Special attention to activities affecting product safety, legality and quality # Company is kept informed of all relevant legislation, food safety issues etc. # A qualified person is designated as responsible for quality and pet food safety.	3			The function of the leader of the HACCP team has not been recorded.
2.4	Management review					
2.4	Does the Management reviews the management system for quality and pet food safety on a regular basis?		3			
2.5	Quality and Pet Food Safety Procedures					
2.5	Does the Pet food Manufacturer has and operates in accordance with written detailed procedures, instructions, and reference documents to cover all relevant aspects of product safety, legality and quality?		3	There is no compliance with the legal standards	The situation in practice does not correspond with the applicable regulations and manual.	

2.6	Documented Control					
2.6	Are all documents, records and data critical to the management of product safety, legality and quality in place and effectively controlled?	# Effective tracing from receipt to delivery is possible # CCPs can be defined and controlled # Commercial documents and health certificates are kept for a period of at least 2 years # The used versions of the documents are authorised	3		An element is absent or is very incompletely described in the documentation, such that the functioning of the quality system is put in question.	Full description absent in the documentation. Relevant documentation not available to the personnel involved. An element is no longer up to date.
2.7	Quality and Pet Food Safety Records					
2.7	Are records maintained to demonstrate the effective control of product safety, legality and quality?	# Quality control plan: checks on CCPs; sampling procedures and frequencies; methods of analysis and frequencies; compliance with the specifications. # Procedure for maintenance of relevant records # The records of pet food containing animal by-products are kept for a period of at least 2 years # Retained samples of finished products must be kept	3		Records arising from the GMP system are not kept for the required period of time. There is a backlog (> 2 months) in the records.	
2.8	Specification and customer requirements / contract review					
2.8	Are the appropriate specifications available for: raw materials; packaging materials; processing; finished products; intermediate / semi-processed products (when applicable); transport & warehouse?		3			
2.9	Customer satisfaction					
2.9	Does the company monitors information relating to customer perception, such as whether the customer requirements have been met or not?	Key performance indicators are developed	3			
2.10	Internal Audit and other verification of the Management system for quality and pet food safety					

2.10	Does the company verify those systems and procedures which are critical to product safety, legality and quality, to ensure they are in place, appropriate and complied with?	# Audit planning # Competency and independency of internal auditors # Corrective actions and time-scales for their implementation are followed up # Implementation of prerequisites programme and the elements within the HACCP plan # Hazard analysis is up to date	3		Essential sections / departments were not audited. Insufficient reporting on findings, improvement measures and verification	Not all essential departments were subjected to the internal audit. Verification is not recorded.
2.11	Corrective and Preventive Actions					
2.11	Does the company when necessary, put in place investigation process to assess the cause of significant non-conformity with standards, specifications and procedures, which are relevant to pet food safety, legality and quality?	According to HACCP principles and procedures	3			
2.12	Complaint Handling					
2.12	Is there a system for the registration and management of product complaints?	# Appropriate actions are carried out promptly and effectively # Complaint records are evaluated and used for improvement and may lead to a review of the HACCP plan or the CCPs	3		No investigation of the complaint. Insufficient action taken, no records or monitoring.	Insufficient records and monitoring.
2.13	Continuous improvement					
2.13	Does the company continuously improve the management system for quality and pet food safety?		3			
2.14	Internal Communication					
2.14	Are there effective arrangements for communicating with personnel on issues having impact on pet food safety and quality established, implemented and maintained?	# The pet food safety team is informed in a timely manner of changes on relevant subjects # The changes are included in the updating of the Quality and Pet Food Safety management system # Input to the management review	3		No demonstrable meeting structure with respect to the quality system. Principle of HACCP is not known to the personnel.	The animal feed producer is not aware of the current status of all the relevant legislation, issues in the area of feed safety or statutory, scientific and technical developments. The function of the leader of the HACCP team has not been recorded.
2.15	External Communication in case of serious					

2.15	Is there a procedure in place to inform stakeholders up and down the pet food chain, customers and competent authorities in case of hazards related to the product?	# Information on food safety aspects that may be relevant to other organisations in the pet food chain especially when the hazards need to be controlled by other organizations. # Records of communications are available.	3			
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3 HACCP						
3.1	Establishing a HACCP plan					
3.1	Is the Pet food safety system based on a HACCP plan?	# HACCP plan is systematic, comprehensive and thorough and based on the Codex Alimentarius HACCP principles # HACCP team is multi-disciplinary and competent # Pet food safety team has adequate training and experience # HACCP system is reviewed at least once a year # Prerequisites programme is operational, validated, verified and documented.	3	No operational HACCP team.	Poorly functioning HACCP team.	Meeting of HACCP team not minuted properly.
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4 TRACEABILITY						
4.1	Registration and approval					
4.1	Is the company registered and/ or approved by the competent authority?		3	Not in possession of required legal certificates, registrations or permits.		
4.2	Traceability - Key requirements					

4.2	Does the company adequately identify all materials used in the pet food production, including the finished product, and is able to trace what occurred in all phases of production, and up to the distribution to the customer?	# Applies to raw materials, additives, premixes and packaging materials # The records are kept for at least 2 years or 5 years when the product contains GMOs: the name and address of the suppliers; the approval or registration number; the nature, formulation and quantity of the finished products manufactured, manufacturing date and batch number; retained samples of finished products; the name and address of purchasers of semi-finished or finished products. # Traceability system is regularly reviewed.	3		Insufficient records for tracking & tracing.	
4.3	Product identification and Labelling of Traceability Tools					
4.3	Is each individual sales unit identified?		3			
4.4	Product Recall and Product Withdrawal					
4.4	Is there an effective product recall procedure for all products in the distribution network?	# Rapid Alert System is in place. # Recalled products may not be put back into circulation unless they have undergone a risk assessment and, if required, treated in an appropriate way. # The procedure is regularly tested.	3		No procedure present. Personnel do not understand the procedures.	The procedure is incomplete.
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5 PLANT DESIGN AND MAINTENANCE						
5.1	Location					
5.1	Is the site located and maintained so as to prevent contamination and enable the production of safe and legal pet foods?		3			
5.2	Perimeter and Grounds					
5.2	Are all grounds within the site finished and maintained to an appropriate standard?	# Drainage # All buildings surrounded by a clear space. # Effective pest control programmes. # Waste collection in a well-defined area.	3			
5.3	Layout / Product Flow					

5.3	Are the premises and plant designed, constructed and maintained to control the risk of product contamination?	# Cross-contamination is prevented. # Sufficient working space and storage for safe and hygienic work. # Appropriate segregation between unprocessed and processed materials. # Adequate facilities for disposing of unused animal by-products remaining after production.	3		The business is such that unintentional mixing and microbiological contamination are not prevented.	
5.4	Fabric - Feed materials handling, preparation, processing, packing and storage area					
5.4	Are the fabric of the site, buildings and facilities suitable for the intended purpose?		3			
5.4.1	Are the walls designed, constructed, finished and maintained to prevent the accumulation of dirt, to minimise condensation and mould growth and to facilitate cleaning?		3			
5.4.2	Are the floors designed to meet the demands of the process, and withstanding cleaning materials and methods?	Drainage	3			
5.4.3	Are the ceilings and overheads designed, constructed, finished and maintained to prevent the accumulation of dirt, to minimise condensation and mould growth and to facilitate cleaning?		3			
5.4.4	Is the glass, where necessary, protected against breakage?	The entry of vermin through windows is prevented.	3			
5.4.5	Do doors close properly and are proofed against pests when closed?	Doors are kept close when not in use.	3			
5.4.6	Is the lighting adequate?	# The artificial lighting constitute no risk to the product. # High temperature lights, where plastic covers are not viable, are fitted with a fine mesh metal screen.	3			

5.4.7	Is there a dust extraction system installed in areas with dry powders?	# Maintenance of the air-filtering equipment. # Compressed air which is in contact with products is filtered.	3			
5.4.8	Is the quality of water, steam or ice checked regularly?	# It does not present a danger to product safety # Different water supply systems are clearly separated and identified/marked.	3			
5.5	Equipment / Instruments					
5.5	Is equipment suitably designed for the intended purpose and used so as to minimise the risk of product contamination?	# The equipment is set up in such a way that cleaning and maintenance can be done in, under and round it. # All equipment surfaces which come into contact with the product are impervious and non-reactive. # All food contact lubricants are of food grade quality.	3			
5.6	Maintenance					
5.6	Is there a system of planned maintenance in place covering all items of equipment, which are critical to product safety, legality and quality?	# Maintenance is appropriate and on a regular basis, in accordance with written procedures pre-established by the equipment manufacturer. # Third party contractors and all engineers are aware of and adhere to the company's hygiene standards.	3			
5.7	Staff Facilities					
5.7	Are staff facilities designed and used to minimise the risk of product contamination?	# Suitable changing facilities. # Sufficient hand washing facilities. # Smoking is only permitted in designated areas. # The use of workwear is restricted to the work premises. # Toilets doors do not open directly into production, packing or storage areas.	3			
5.8	Risk of Physical, Chemical and biological					
5.8	Are there appropriate facilities and procedures in place to control the risk of physical, chemical or biological product contamination?	# The company complies with the maximum permitted levels of physicochemical residues laid down in Community legislation. # Hazardous chemicals are stored properly. # Glass policy. # The use of wood is minimised	3		Procedure not in accordance with the standard.	No full representation of what happens in practice.
5.9	Housekeeping and Hygiene					

5.9	Are appropriate standards of hygiene and housekeeping maintained at all times?	# Cleaning and disinfection programmes are implemented and verified. # Cleaning staff is trained and competent. # Cleaning agents are approved and food grade.	3			
5.10	Waste / Waste Disposal					
5.10	Is there adequate system for the collation, collection and disposal of waste material?	# Waste and materials not suitable as raw material or pet food are isolated and identified, waste containers are clearly marked. # Removal of waste complies with the statutory requirements. # External waste containers are closed and / or covered.	3			
5.11	Pest Control					
5.11	Does the company implement pest control programmes to minimise the risk of pest infestation on the site?	# Pest control programmes are regularly reviewed for effectiveness. # Pest control contractor or trained personnel. # Records of pest control inspections, recommendations and necessary actions undertaken are kept. # The risk of pest infestation in storage of raw materials, packaging and finished products is minimised. # Drains are fitted with screens and traps.	3		Observation of birds / pest / pets or traces / excrement.	
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6 PET FOOD DESIGN AND FORMULATION						
6.1	Product, Packaging and Process Design					
6.1	Is a HACCP study undertaken during the design / development phase of the product, packaging and process to identify and assess all potential safety hazards?	# Food is safe and meets the nutritional requirements of the pet. # Shelf life is established in a proper way.	3	No risk assessment carried out.	Not all risk assessment hazards identified. Control measures not recorded	
6.2	Formulation					

6.2	Are feed materials mixed so as to produce a safe pet food?	# The presence of prohibited feed materials, undesirable substances, prohibited substances and pathogens is monitored and controlled. # Certain feed materials and additives are subject to restriction for use in certain species. # Only permitted additives can be used. # The product complies with the relevant parts of GMP Appendices 1 and 3.	3			
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7 PURCHASING AND DELIVERY						
7.1	Supplier assurance					
7.1	Does the company operates procedures for approval and monitoring of its suppliers including finished and semi-finished products manufactured by third parties?	# A Vendor / Supplier Assurance programme must exist. # Specifications, based on risk assessment, for raw materials, semi-processed products (where supplied to other factories) and packaging materials are documented and implemented. # Are the suppliers able to trace back to their supplier? # Procedure of handling materials of unknown origin.	3		Suppliers not assessed.	Suppliers insufficiently assessed.
7.2	Deliveries					
7.2	Does the company operate procedures for monitoring the quality and safety of raw material at delivery?	# Specifications of feed materials, additives and packaging materials meet the requirements. # Feed materials and additives are delivered by an approved or registered supplier, when the products are covered by an approval or registration procedure. # Traceability is possible. # A raw material / packaging acceptance procedure must exist.	3		No specifications. No purchasing requirements or specifications check on supplied products.	Specifications incomplete.
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8 PRODUCTION						
8.1	General requirements	Are these requirements specified and has the associated use been determined.				

8.1	Are there clear responsibilities and procedures in place for the production process?	# One qualified employee is responsible for the production process. # Production is carried out in accordance with written procedures and instructions. # Contamination, cross contamination and human error are avoided.	3			The function of the leader of the HACCP team has not been recorded.
8.2	Adventitious and unavoidable presence of Genetically Modified Organisms					
8.2	Does the Pet food manufacturer have effective procedures in place to control the presence of feed materials containing, consisting of or produced from genetically modified organisms?		3			
8.3	Feed materials of animal origin					
8.3	Does the company use feed materials conforming with the EU-legislation?	# For production of pet food and dog chews products listed in article 6(1) a to j of 1774/2002/EC may be used. # For production of raw pet food products listed in article 6(1)a of 1774/2002/EC may be used. # Raw pet food must be supplied in packaging designed to prevent leakage. The wording "pet food only" must be displayed on the packaging.	3			
8.4	Weighing					
8.4	Is the accuracy of weighing and metering equipment, both for bulk and hand tipped ingredients, guaranteed?	# Scales and metering devices are appropriate for the range of weights or volumes to be measured. # Regular programme of calibration. # Regular maintenance programme.	3			
8.5	Mixing					
8.5	Is the accuracy of mixing assured and verified?	# Homogenous mixture, pre-set time for mixing, regular checks on efficiency # Cleanliness of the mixer # Written maintenance schedules # An unacceptable carry over of additives, veterinary substances and undesirable substances is prevented.	3			

8.6	Pet Food Safety and Quality Control measures and Product Analysis					
8.6	Is a Pet Food Safety and Quality Control Plan drawn and implemented for the use of raw materials, premixtures and finished products?	# Analyses: frequencies and sampling procedures are determined. # Action in case of non-compliance with the specifications. # The level of analytical testing is determined. # Random samples took during production and / or finished products are analysed for Salmonella and Enterobacteriaceae. # Personnel undertaking analyses is suitably qualified. # Sub-contracted laboratory is accredited.	3		Analyses are carried out by an uncertified laboratory.	Analysis schedule not correct/updated, no description of method of sampling. No full insight into whether the laboratory has certification for all analyses.
8.7	Temperature / Time Control					
8.7	Is the company able to demonstrate effective control of all operations undertaken?	# Temperature control of the raw materials, intermediate or finished product, process and / or environment is controlled, monitored and recorded. # Canned pet food heated to a minimum Fc value of 3. Other processed pet food must be heated to at least 90oC throughout its substance. # Dog chews heated sufficiently to destroy pathogenic organisms.	3			
8.8	Foreign Body Detection / Metal Detection					
8.8	Are all necessary steps taken to identify, avoid, eliminate or minimise the risk of metal or other foreign body contamination?	# Included in hazard analysis. # Critical limits for detection are set. # Procedures for the operation, routine monitoring and testing of the detectors. # Corrective actions and reporting procedures in the event of the failure of the detector.	3			
8.9	Product release					
8.9	Is the product only released after all the procedures have been followed?		3			
8.10	Control of Non-conforming Goods					
8.10	Are all out-of-specification raw materials and semi- or finished products clearly identified, labelled and quarantined?	# Procedures are in place and understood by all authorised personnel. # Records of corrective actions are kept.	3			
8.11	Quantity Control					

8.11	Are checks carried out to demonstrate that a package conforms to EU legal requirements and any additional recognised industry sector codes/ guides.	# The frequency and methodology of quantity checking meets the minimum requirements of legislation. # All equipment used for measuring quantities is calibrated regularly.	3			
8.12	Equipment and Process Validation					
8.12	Are procedures in place that verify that the process and equipment employed are capable of producing consistent, safe and legal pet food with the desired quality characteristics?	# In the event of changes the company must, where appropriate, re-establish process characteristics and validate product data. # Procedures are in place to establish the pet food safety status in the case of equipment failure / process deviation.	3			
8.13	Calibration					
8.13	Is equipment used to monitor CCPs, Operational prerequisites programmes and product legality calibrated and traceable?	# A system is in place to ensure calibration and verification. # Records of the results of calibration and verification are kept. # Procedure for the control of pre-packages placed on the market is implemented and recognised by the Competent authorities.	3			
8.14	Specific Handling Requirements					
8.14	Are the procedures in place to ensure that the pet food safety, legality and quality are maintained where materials required special handling?	Especially applicable where packaging materials pose a risk to the pet food safety and where re-processing is used or reworking operations are carried out.	3			
8.15	Product Packaging					
8.15	Is product packaging appropriate for the intended use and stored under proper conditions to minimise risk of contamination and deterioration?	# Procedures are in place to confirm that product packaging conforms to specifications. # Packaging material is stored apart from raw materials to avoid cross-contamination.	3			
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9 STORAGE AND TRANSPORT						
9.1	Transport and Warehousing					

9.1	Are all vehicles or warehouses used for transportation or storage of raw materials (including packaging), intermediates / semi-processed products and finished product, suitable for the intended purpose and maintained in good repair and in a hygienic condition?	# The pet food is properly labelled in accordance with legal requirements. # Access to the storage facilities only for authorised persons. # The name and the address of the carrier are registered. # Products are easily identifiable during transport and storage. # Procedures are in place, where appropriate, in the case of equipment failure. # Special requirements for animal by-products.	3		No or insufficient labels. Contaminated trucks.	Single feed labels do not comply with the requirements. No demonstrable inspection of trucks.
9.2	Segregation					
9.2	Are there storage segregation procedures in place to prevent cross-contamination of finished products, packaging and raw materials?	Processed pet food and packaging material is separated from unprocessed feed materials and additives in order to avoid cross-contamination.	3			
9.3	Stock Rotation					
9.3	Are there procedures in place to ensure that materials and products are used in the correct order and within the allocated shelf life?		3			