

MAST procedures for non-compliances during daily inspections in slaughterhouses

Non-compliance for the first time on a certain checkpoint (GAT-019)

Veterinarian in slaughterhouse talks to Quality manager / responsible person in the SH and points out the non-compliance or shows it to him and gives a verbal 1-10 days long deadline to take corrective actions. The length of the deadline depends on the veterinarian's risk assessment. The Official veterinarian (OV) records in a special Excel Document (Samantekt frávika í sláturhúsum – 'heiti sláturhúss') that a verbal notification was given for a specific non-compliance and the duration of the deadline. If there is doubt concerning the non-compliance at this stage, it is possible to refer to the regulation that applies and file a quote/comment in the Excel document. The OV informs the slaughterhouse about its right to object. He also consults with the DVO on the response and circumstances of each case as necessary.

The Excel file is stored in the cloud and on the S-drive in the "Sláturhús allt landið" folder. It needs to be secured that MAST employees involved can always access the document and that they are aware of its placement. In cases where internet connection is lacking in slaughterhouses, the document must be updated at least once a week (uploaded in the cloud).

Same non-compliance for the second time

The OV writes a non-compliance report (EBL-066) and extends the deadline for corrective actions but not more than 5 days. The deadline is based on a risk assessment. The report shall include information to the slaughterhouse about their right to object as well as information about where to send objections (to the DVO) and deadline for objections. If the slaughterhouse objects, the objections are assessed by the DVO and a decision made on whether no further action will be taken or a claim for corrective actions maintained. The DVO then formally replies to the objections via MAST archive system (One). Registration in Excel document.

Registration of a case in One (see also LBE-167):

- Customer selected;
- Select 'Nýtt mál';
- An establishment selected from drop-down list;
- Classification: Umdæmisstofur;
- Case templates: Eftirlit í sláturhúsum – Sama frávik (case key will be 5.10.2);
- Title of case: Sama frávik í annað sinn.
- Related parties: OVs of each slaughterhouse, Veterinary Officer of meat inspection.

Same non-compliance for the third time

OV writes a non-compliance report and notifies the DVO of previous / repeated non-compliances and that corrective actions have not been taken. The report shall include information to the slaughterhouse about their right to object as well as information about where to send objections (to the DVO) and deadline for objections. If the slaughterhouse objects, the objections are assessed by the DVO and a decision made on whether the case should be closed or a claim for corrective actions maintained. DVO can extend the deadline for corrective action but no more than 14 days. The deadline is based on risk assessment, and registration in the Excel document like before. At this stage the DVO can also decide to send the case immediately to enforcement (see VLY-045). If the DVO has replied to the slaughterhouse objections via the archive system when the non-compliance was made for the second time a case has already been registered in the system. The DVO announces his decision with a letter

from the case and changes the name of the case to 'Sama frávik í þriðja sinn'. If a case has not been registered, it is done as described above but with the new name.

Same non-compliance for the fourth time

The OV writes a non-compliance report (no additional deadline) and notifies the DVO that corrective actions have not been made and that the previous deadline has passed. The DVO writes a report in ÍsLeyfur and sends it directly to the ÁAÐ-team (Decision and action team) at MAST for further case handling (enforcement and other administrative actions). The DVO shall also register a case in the archive system in accordance with paragraph 1 in VLY-045.

See a summary of the process for response to non-compliances in Figure 1 below.

MAST procedures for serious non-compliances during daily inspections in slaughterhouses

Serious non-compliance for the first time on a certain checkpoint (GAT-019)

OV writes a non-compliance report (EBL-066) with a deadline for corrective actions maximum 1 day.

The report shall include information to the slaughterhouse about their right to object as well as information about where to send objections (to the DVO) and deadline for objections. If the slaughterhouse objects, the objections are assessed by the DVO and a decision made on whether the case should be closed or a claim for corrective actions maintained. The DVO should reply formally to the objections through the archive system. The deadline is based on risk assessment, registration in the Excel document in the same way as previously described.

Establishment of case in One (see also LBE-167):

- Customer selected;
- Select 'Nýtt mál';
- An establishment selected from drop-down list;
- Classification: Umdæmisstofur;
- Case templates: Eftirlit í sláturhúsum – Alvarlegt frávik (case key will be 5.10.2);
- Title of case: Alvarlegt frávik í fyrsta sinn.
- Related parties: OVs of each slaughterhouse, Veterinary Officer of meat inspection.

Veterinarians can always demand that corrective actions are taken immediately on site if the non-compliance is so serious that actions cannot be delayed.

Serious non-compliance for the second time

OV writes a non-compliance report and notifies the DVO of the serious non-compliance and that corrective actions have not been taken. The report shall include information to the slaughterhouse about their right to object as well as information about where to send objections (to the DVO) and deadline for objections. If the slaughterhouse objects, the objections are assessed by the DVO and a decision made on whether the case should be closed or a claim for corrective actions maintained. DVO can extend the deadline for corrective actions but by maximum of 1 day. DVO may also decide to send the case immediately to ÁAÐ-team (Decision and action team) at MAST for further case handling (enforcement and other administrative actions). DVO announces his decision with a letter from the

case and changes the name of the case to 'Alvarlegt frávik í annað sinn'. The deadline is based on risk assessment. Registration in the same way as previously described.

Serious non-compliance for the third time

The OV writes a non-compliance report and notifies the DVO that corrective actions have not been taken. The DVO writes a report in ÍsLeyfur and sends it directly to the ÁAÐ-team (Decision and action team) at MAST for further case handling (enforcement and other administrative actions). The DVO shall also register a case in the archive system in accordance with paragraph 1 in VLY-045. Registration in the Excel document in the same way as before.

See a summary of the process for response to serious non-compliances in Figure 2 below.

Figure 1. Reactions to non-compliance

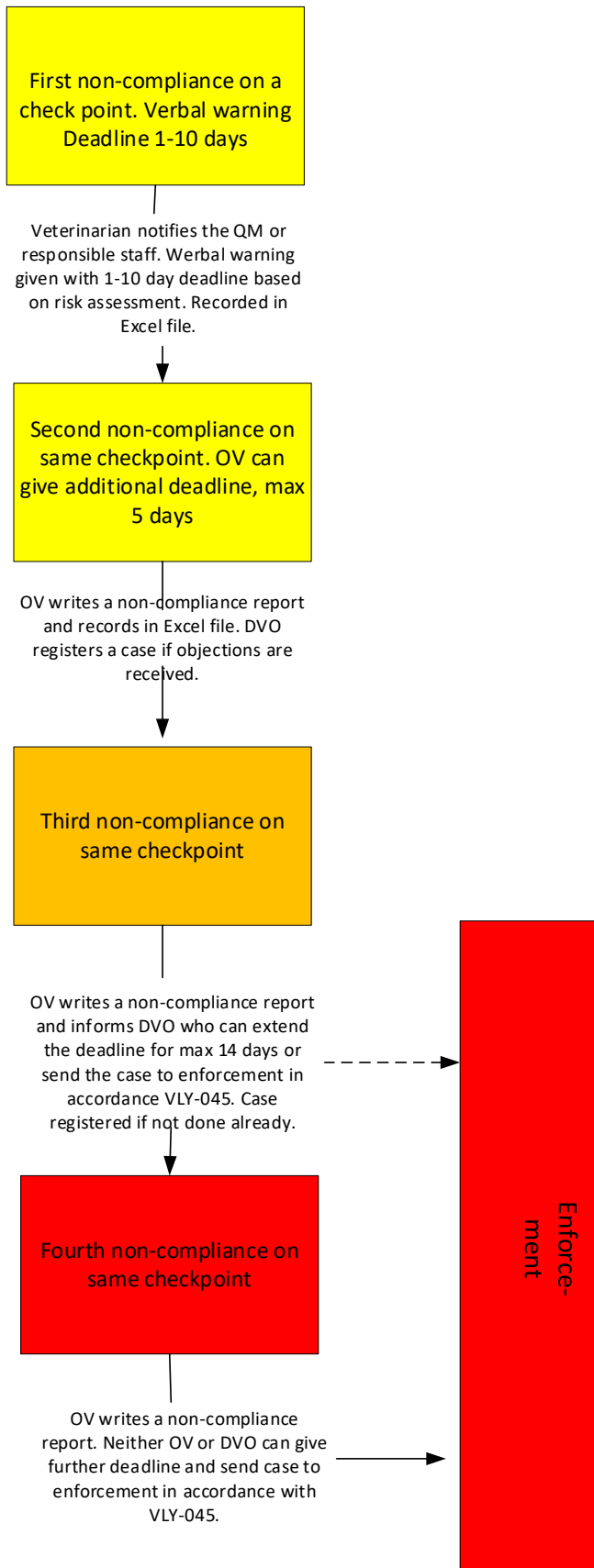


Figure 2. Reactions to serious non-compliance

