

# Guideline **Hatchery**



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**Note:** The Guideline Hatchery is written in German and translated into English. In case of discrepancies between the translation and the German version, the German original is valid.

# 1 Fundamentals

Basic information on the QS scheme, such as organisation, participation conditions, use of the QS certification mark and sanction procedures can be read in the **Guideline General Regulations**.

## 1.1 Scope of application

Hatchery to produce chicks and pre hatched eggs for

- Broiler fattening (Production Scope 50)
- Turkey fattening (Production Scope 51)

## 1.2 Responsibilities

The scheme participant is responsible for ensuring

- Compliance with requirements,
- The complete and correct documentation,
- The self-assessment,
- The adequate and timely implementation of corrective actions and
- The correct use of the QS certification mark and product labelling, as appropriate.

They must comply at all times with the requirements of the QS scheme and always be in a position to demonstrate compliance with said QS requirements. The hatchery, as the scheme participant, has to ensure that the valid legal requirements are both satisfied in the country where the used hatchery eggs are produced and in the country where they are incubated for the production of broiler and turkey chicks as well as put on the market (see **VO (EC) 617/2008 and Guideline 2009/158/EC**).

# 2 General Requirements

## 2.1 General system requirements

### 2.1.1 General company data

A company overview containing the following data must be compiled:

- Address of the main producer with all production facilities (EU-registration number, if applicable or registration number according to the Livestock Transport Regulation (in Germany VVVO number)) and QS ID (QS identification number)
- Name of the company
- Telephone and fax number, E-mail address of legal deputy, contact person
- Crisis manager
- Data of existing quality management and audit systems
- Data of kind of company and production facility (e.g. hatchery for producing Broiler, etc.)
- Commissioned laboratories and veterinaries (address, telephone and fax number, E-mail address) and their region under examination
- Setting and hatching capacity

All documents relating to the general company data remain at the company. Existing documentation can be used (e.g. QM or HACCP).


 Overview of hatchery

### 2.1.2 Incident and crisis management

QS has developed a comprehensive crisis management system that ensures the provision of active support to scheme participants in the event of an incident or crisis and helps to prevent risks to humans, animals and the environment or the assets or reputation of the QS scheme as a whole. Information on critical incidents must be reported to QS immediately and - where a legal obligation exists - also to the competent authorities.

Every scheme participant must have access to a paper of incident (recommendation: QS paper of incident) in order to pass on all of the required information to specified recipients. Moreover, all scheme participants must name a crisis officer to QS, and this officer must also be reachable outside business hours. The name of the crisis officer must be stored in the QS database.

A procedure must be defined and introduced for conduct in the event of incidents or crises and verified at regular intervals. This procedure must include the following points: creation of a crisis team, emergency call list, procedure for product recall and return, communication plan, customer information.

 Paper of incident, procedure for incident and crisis management

## 2.2 Company management

Hatchery and rearing farms for chicks must be physically and functionally separated. The hatchery's arrangement and its production process have to be run in one direction (starting with the incoming of hatching eggs). The principle of a one-way company process applies to the hatching eggs, the used equipment and the staff. Furthermore, a separation of the following functional areas is required:

- Disinfection of hatching eggs
- Incoming control of hatching eggs and storage
- Setting
- Hatching egg-apportionment
- Hatching
- Preparation and packing of chicks for shipping


### 2.2.1 Document handling

A process has to be implemented which regulates the storage and notification of documents. All recordings need to be detailed and complete. By way of due diligence and in order to fulfil the obligation to provide evidence to third parties, documents and records drawn up during internal controls conducted as part of the self-assessment system must be kept on file for at least two years, unless there is a legal requirement in some cases to keep them for longer.

### 2.2.2 Outer area

All buildings and company premises must be kept closed and protected against unauthorized entry. An entry control has to be established. Company premises are not open to unauthorized parties. Due to this external parties only have access to company premises in company or with the approval of an authorised person.


All employees and visitors have to get instructions about the company's specific hygiene-/entry control before entering the production area. To ensure a minimized risk of contamination, the instruction has to be confirmed by signature. If the company area is trafficked by external vehicles, e.g. by hatching egg/animal or disposal transporters, the arising hazards have to be considered and evaluated throughout a risk analysis.

 Entry controls

## 2.3 Self-Assessment

### 2.3.1 Absence of Salmonella

To ensure an absence of Salmonella, a company internal concept based on the HACCP-principles must be prepared and implemented.

 Internal salmonella programme

### 2.3.2 [K.O.] Microbiological tests

#### Testing methods of a microbiological quality management

The hygienic status of the hatchery has to be evaluated by a microbiological quality management (see **Guideline 2009/158/EC of the Council**). The control program must be documented taking account of all relevant criteria and parameters.

The company is obligated both to satisfy the company's internal sampling scheme and to document the microbiological status.

 Sampling schemes for surfaces, analysis results, protocol of measurements Hygiene Concept

#### Actions upon negative trends

Appropriate actions must be taken in the event of unsatisfying results or negative trends:

- Determination of the origin
- Corrective measures for reducing bacterial count

### 2.3.3 Hygiene Concept

The company must establish, apply and maintain a system of risk control based on the HACCP-principles to ensure product security.


When establishing this self-assessment-system, it must be taken care of that it is comprehensible for third parties. A schematic overview of the whole production process must be included. The self-assessment-system also defines the control points (CPs). If modifications are HACCP relevant, the company must examine the hygienic concept and change it if necessary.

### 2.3.4 Corrective actions

Determination of corrective actions in case that the monitoring shows that a relevant control point is out of order.

### 2.3.5 Responsibilities

Responsibilities must be clearly defined through an organigram.

 Organigram of responsables

### 2.3.6 Implementation and documentation of self-assessment


Compliance with requirements is to be checked by means of a qualified self-assessment (e.g. internal audit) before the initial audit and then regularly, at least one a calendar year. The internal self-assessment must be recorded. The documentation must be appropriate for the size and type of the company to ensure the required transparency.

 Records of self-assessment control, checklists, results of internal audits

## 2.4 Good hygiene practice

### 2.4.1 Water hygiene

Water, independent of its origin or physical conditions, used for any treatment of hatching eggs as well as for cleaning of objects and facilities, has to conform with the current Drinking Water Enactment (see **German Drinking Water Ordinance**). Drinking water must be available in an adequate amount and may not cause any contamination risk. Risk-orientated sampling has to take place annually or an examination result has to be present.

 Drinking water analysis

### 2.4.2 Cleaning and disinfection

Based on a risk analysis, cleaning and disinfection schemes must be established including the following aspects:

- Responsibilities
- Used products and their application instructions to disinfect hatching eggs
- Used products and their application instructions to clean objects and rooms
- Cleanable and disinfected areas
- Intervals of cleaning
- Record keeping requirement
- Danger symbols (if necessary)

The implementation of cleaning and disinfection schemes must be documented.

 Cleaning and disinfection schemes, sampling protocols, actions

#### Control of cleaning and disinfection actions

The control and analysis of cleaning and disinfection actions should take place risk-orientated with contact plate samples. The frequency of sampling should be adapted to the individual enterprise.

The person responsible has to be informed immediately about the test results. Especially in case of dissatisfactory results, adequate actions must be initiated (e.g. training, inspection of cleaning equipment and detergents, service of cleaning equipment, monitoring of cleaning process). Measures adopted must be documented.

### 2.4.3 Pest control

Pest monitoring and control must be conducted systematically, effectively and appropriately. The monitoring serves as a regular and systematically checks of signs of pest infestation, paying particular attention to signs of rodents and insects (both crawling and flying).

Due to pests, adequate actions for pest control must be determined and implemented. Arrangements for operating premises must be taken to repel birds and pests. To ensure both healthy of chicks and security to personnel adequate pest control actions and pesticides must be utilized.

The baits boxes have to be checked and documented at least in an eight-week-period by qualified personnel and must not endanger product quality. The following aspects must be included in the documentation:

- Information about utilized agents including safety data sheets
- Date and treatment frequency as well as agent doses
- Qualification proof of personnel or service provider who are responsible for pest control
- Bait plans which show the position of the bait and used bait agents
- Record keepings of found pests
- Established corrective actions upon pest infestation

Pest control agents and equipment have to be handled and stored in a proper and appropriate manner.

 Documentation of pest control

### 2.4.4 Technical/structural conditions

Locations in which hatching eggs are handled for direct incubation must be in an adequate maintenance condition. They have to be arranged, designed, built and measured in a way that a suitable cleaning and disinfection is possible and that adequate workspaces are available which support proper hygienic operations.

Hatcheries have to be designed in a way that they ensure proper hygiene as well as avoid contamination during the incubation.

The following aspects apply to the local production facilities in the hatchery:


- Floor coverings and wall surfaces are kept in a proper condition and must be easy to clean and, if necessary, to disinfect. They have to be waterproof, water repellent and abrasion resistant and have to consist of non-toxic material. If necessary, floors have to show an adequate drainage system.
- Ceilings (or in case that these are not given, ceiling insights) and ceiling constructions must be built and processed both in a way that they prevent the built up of dirt and restrict condensation, mould growth and the loosening of material particles to a minimum.
- Windows, doors, gates and other entrances must be built in a way that the built up of dirt is prevented. They have to be easily to clean and, if necessary, easily to disinfect.

A maintenance schedule must be established and implemented for all operating rooms, facilities and equipment to ensure technical and hygienically adequate processes in the company. Animal health and welfare of chicks must not be jeopardized during maintenance work.

The following aspects have to be included in the maintenance schedule:

- (Operating) area and operating rooms
- Facilities and (internal) transport systems
- Responsible employees (own or external employees)
- Frequency

By recording the maintenance work, it must be proofed that the requirements are fulfilled.

 Maintenance schedule, documentation of maintenance work

### 2.4.5 Room-, equipment- and facility hygiene

In general, rooms have to be clean and free of dirt. All facilities and machines must be in a hygienically proper condition after finishing the operating procedure.

 Certificate of Cleaning and Disinfection

## 2.5 Staff Hygiene

### 2.5.1 General rules of conduct

Documented rules of staff hygiene must be existing and conveyed to employees in trainings. The staff hygiene rules have to be stuck to and applied by everybody (employees, contractors, etc.) in each production stage. The following aspects need to be considered at least:

- Hand washing and disinfection
- Eating, drinking, smoking, bubble gums
- Behaviour in case of skin injury (cuttings, abrasions)
- Fingernails, jewelry, piercings, watches

Adequate protective clothing must be available for every employee at all times in a sufficient number. Enough facilities for hand washing need to be in place. Facilities for hand washing have to fulfil the following requirements at least:

- Constant cold and warm water
- Liquid soap
- Disinfection agent
- Signs with application instructions for the disinfection agent
- One-way towels

 Indications and specifications related to the personal hygiene

### 2.5.2 Staff rooms

Adequate fitting rooms including shower facilities must be provided for employees and external personnel. Street and protective clothing are to be stored separately. Staff rooms have to be in a clean condition. They must be cleaned regularly and the cleaning process has to be documented.

 Documentation of cleaning

### 2.5.3 Hygiene sluice

Employees and visitors may enter the production area only by passing a hygiene sluice. An adequate cleaning and disinfection of the company-owned footwear and of the hands have to take place meanwhile. One of the most important requirements of the hygiene sluice is that it cannot be circumvented (only exceptions in case of emergency are acceptable).

## 2.6 Staff training


### 2.6.1 [K.O.] Hygiene- and professional training

At least once a year hygiene trainings must be conducted.

Trainings on general knowledge of the handling of viable chicks and the selection and killing of unviable chicks have to take place semi-annually (at intervals of six month), so that the expert knowledge is currently given (see **Animal Protection Slaughter REG (Tierschutz-Schlacht-VO, § 4)**).

Documented training schemes have to be adapted to quality and training requirements of employees. The training scheme needs to include the following aspects:

- Contents
- Training intervals
- Group of participants
- Languages
- Speaker/Referee

 Training programme and training verification



## 3 Requirements on handling hatching eggs and chicks

### 3.1 General requirements

#### 3.1.1 [K.O.] Traceability

Deliveries of hatching eggs must be labelled in a way that their traceability is given at all times back to breeding poultry farms and the origin of hatched chicks can be traced back to the breeding farms. Hatching eggs must be purchased of QS-certified breeding farms which are eligible to deliver.

This also applies in the case that hatching eggs are obtained from hatcheries. Hatcheries that deliver hatching eggs have the eligibility to deliver into the QS-scheme, unless in justified and verifiable exceptional cases (⇒ see chapter 3.1.9 [K.O.] *Identification of QS breeder flocks*) when they fulfil all requirements of existing directives about the animal health conditions on intra-community trade with poultry and hatching eggs as well as for the import from third countries (see **Guideline 2009/158/EC of the Council**).

#### Methods of traceability

The produced batch size has to be defined in order to ensure traceability. Traceability has to be ensured at least back to breeder flock or hatcheries that deliver hatching eggs and the day of hatching.

Hatcheries must set up schemes and processes for the traceability, which ensures that the information of traceability are available to QS within 24 hours after contacting the scheme participant.

Internal processes for traceability should enable the hatchery to collect relevant information within four hours.

Following information about the customers and suppliers are relevant in context of the QS scheme:


- Name, address and telephone number
- QS-ID or location number (of breeding farms as well as of hatcheries)
- Type and amount of delivered hatching eggs/chicks
- Date of delivery and/or laying date/ hatching date
- Batch -no. (if built up in the production process)

Rules of traceability have to be defined by the general management.

#### Goods separation

Chicks from non- QS hatching eggs are not allowed to be marked as QS chicks. If hatching eggs are purchased from breeding farms that do not have an eligibility to deliver into the QS scheme or if the purchasing of those hatching eggs is not an exception notifiable to QS, a system of goods separation for hatching eggs delivery and chicks hatched from these eggs is set up and also comprehensible to third parties.

⇒ Chapter 3.1.9 [K.O.] *Identification of the QS breeder flocks*

 Designation of Batch, Incoming Goods Documents (e.g. delivery notes, Incoming Goods Control), Outgoing Goods Documents, System of Traceability

#### 3.1.2 [K.O.] Labelling

Labelling is the identification of QS chicks, which are put on market. On exit, QS chicks must get at least labelled on their chick's container with a proper designation of origin label. Additionally, these goods must also be labelled as QS-chicks on the accompanying documents (e.g. delivery note).

- QS-chicks have to be labelled comprehensibly at all process stages. Therefore, the relevant consignment note (delivery note) must be labelled comprehensibly so that chicks produced in accordance with the QS regulations can be clearly traced back to the concerning delivery notes, bills, etc. at any time
- The registration procedures concerning the internal flow of goods must be comprehensible and feasible. The registration system must provide a plausibility check of the moving quantity of goods.


 Documents of Incoming and Outgoing Goods

### 3.1.3 [K.O.] Animal welfare representative

Hatcheries involved in the QS system have to nominate an animal welfare representative. The responsibilities of the animal welfare representative are defined in the standard operating instructions. The animal welfare representative has to ensure the implementation of the **REG (EC) No. 1099/2009** on one's own responsibility. Among others these include:

- Validation that the killing process is in accordance with animal welfare
- The permanent attendance of trained employees during the killing process of nonviable chicks

The animal welfare representative can nominate or train hatchery employees to fulfil these standards.

 Documentation of nominated employees

### 3.1.4 [K.O.] Handling chicks

The welfare of chicks has to be guaranteed. Every treatment that leads to pain or suffering has to be refrained from. That means:

- No hitting, throwing and kicking of chicks
- Compromising chicks through the use of mechanic means (e.g. sharp endings and edges) has to be avoided
- To kill nonviable chicks immediately in accordance with animal welfare

During segregation of sexes of the chicks and the vaccination of day-old chicks the animal welfare representative or his trained employees have to ensure an adequate humanly handling of chicks.

### 3.1.5 [K.O.] Debating of turkey chicks

A treatment of turkey chicks is only allowed for day old chicks and with a certificate of exemption of the responsible authority by using the PHP-infrared-procedure conducted by trained employees.

Before each usage facilities need to be checked for:

- Cleanliness
- Functionality
- Calibration and readjustment of usage

Controls must be documented.

 Certification of Exemption, Documentation of Controls

### 3.1.6 Facilities for loading

In order to ensure animal security, facilities for loading chicks in transport containers must be designed, built, maintained and used in a way that injury, suffering, commotion and stress during animal motion are prevented or minimized. The facilities' condition has to allow for an adequate and easy cleaning and disinfection.

### 3.1.7 Climatic conditions in chick storage facilities

In the area of storage facilities animals should not get in contact with heat and coldness (see the Livestock Protection Transport Regulation). An adequate airflow has to be provided. The temperature must be monitored continuously.

 Documented Controls

### 3.1.8 [K.O.] Transport container occupancy


The occupancy of transport containers must be defined and observed. The livestock density/container has to be in accordance with **REG (EC) No. 1/2005 on the protection of animals during transport**.

### 3.1.9 [K.O.] Identification of QS breeder flocks

If chicks or hatching eggs (e.g. trade of hatching eggs with third persons for the production of QS chicks) are marketed as QS goods in the inspections system, the eligibility of delivery into the QS scheme of the breeding farm/hatcheries has to be checked. The scheme participation and eligibility to deliver adult parent animals/hatcheries in the QS system can be checked by using the public search in the Software-Platform ([www.qs.de/softwareplattform/en/](http://www.qs.de/softwareplattform/en/); searching term: QS-ID or location number (e.g. VVVO-No)). If chicks of parent breeding poultry are marketed as QS animals (by-products selection), a QS delivery authorization of the hatching eggs from the grandparent flocks is not required.

Hatcheries may in justified, identifiable requirements or exceptional cases, such as in the case of average or animal health arrangements, rely on hatching eggs from breeding farms for multiplying and chicks from other hatcheries, according to **Council Directive 2009/158/EC on animal health conditions governing intra-Community trade in**, and imports from third countries of, poultry and hatching eggs. A proof of the EU-admission (cf. Official/governmental publications according to the **regulation 2009/158/EC, article 7**) of the supplying breeding poultry for multiplying or hatcheries has to be furnished.

Those specific requirements and exceptions must be reported to QS directly and require the prior approval of QS.

 Documented Procedure for Reviewing the Authority to deliver through the Software-Platform, Documentation in exceptional cases, proof about notify QS

### **3.1.10 [K.O.] Emergency power and cooling water supply, emergency plan**

Internal provisions for voltage, warming and coldness breakdowns have to be made. Emergency power supply systems and alarm systems as well as warming and cooling facilities must be checked in continuous intervals to ensure they are in full working order. Alarms systems have to be checked weekly, functional controls of emergency power generators have to be checked once a month.

 Documented Controls

## **3.2 Hatchery storage and hatching process**

### **3.2.1 Order and organisation**

The delivering time of hatching eggs, the calculated hatching days and the needed amount of chicks/day have to be coordinated. Market fluctuations have to be considered. Hatching egg storage and hatching process have to follow structured working practices. The arrangement of employees' positions must correlate with the working process and must be clearly articulated, so that risks concerning the hatching success and health of chicks are prevented (e.g. separation of hygienic areas).

 Documentation of workflow and operating instructions

### **3.2.2 Hatching egg access/ Incoming goods inspection**

The control of incoming hatching eggs has to be done randomly and flock-specific. Eggs have to be classified into sorted out and hatch able eggs.

 Procedure Control, Incoming Goods, List of Suppliers

### **3.2.3 [K.O.] Health surveillance, salmonellae monitoring**

During incoming control, breeder flock's salmonella status must be known and proofed before depositing hatching eggs.

 Certification of salmonellae status, Results of health surveillance

**Note:** *The salmonellae monitoring must be implemented as outlined in the **Guideline Salmonellae Monitoring and Reduction Programme in Poultry Production**. The hatchery is obliged to check that investigation reports of hatching egg deliveries (e.g. incoming and outgoing controls of breeding farms) are present.*

### **3.2.4 Storage management of hatching eggs**

A comprehensible storage management has to exist, showing rapidly and easily in which time and which sort of hatching eggs were stored. Every hatching egg section of a flock must be clearly identifiable. Hatching eggs have to be clearly labelled at latest before the deposit (cf. **hatching eggs labelling regulation**).

A procedure must be implemented and known to employees who take actions and steps in case of storage management downfall or disturbance.

 Procedure Storage Management

### 3.2.5 [K.O.] Conditions of hatching process

Technical driven hatching processes have to be alarmed. These include:


- Over- and under temperature
- Turning of hatching eggs
- Climate control

## 3.3 Animal Health

### 3.3.1 [K.O.] Examination of chicks


For the purpose of animal welfare and quality control it is necessary to evaluate the overall impression of chicks after hatching. Nonviable chicks have to be selected. This concerns chicks with malformation or bad health conditions. Those are killed in accordance with animal welfare.

Only regularly trained and experienced persons are allowed both to check and to make decisions about the vitality and health condition of chicks after hatching.

 Quality criteria, certificate of training


### 3.3.2 [K.O.] Facility for emergency stunning and killing

The functionality of anaesthesia and slaughtering facilities have to be checked before starting work and have to be cleaned several times a day.

 Reports of anaesthesia facility

### 3.3.3 [K.O.] Care contract with farm veterinarian


Within the frame of self-assessment every hatchery has its chicks attended to by a veterinarian. The relationship with an external veterinarian must be covered by a written contract (see sample contract).

 Veterinary care contract

**Note:** *The treating veterinarian must have either a qualification as a specialist vet for poultry (or comparable qualification from abroad) or additional designation "commercial poultry" or many years' practical experience in the field of treating commercial poultry stocks. Veterinarians without qualification may only perform these tasks under supervision of a qualified veterinarian for poultry.*

### 3.3.4 Implementation of veterinary care

The hatchery must ensure that the veterinary care of chicks is conducted. Care of chicks is driven by a health control plan which includes a written report about vaccination and hygiene. Visits to the company must be documented by the veterinarian and the evidence must be kept by the company.

 Veterinary care contract, Minutes of veterinary visits or similar documents, Animal care plan, Plan of measures/Vaccination plan when necessary

### 3.3.5 [K.O.] Medicines and vaccines

#### Procurement of medicines and vaccines

The medicines and vaccines used by the hatchery must be marked correctly (by manufacturer, designation, lot number, type of application, ingredients, expiry date, waiting period). The hatchery must be able to present proof of purchase for animal medicines at all times. This could be:

- Veterinary medicine documentation
- Receipts from the pharmacy

All documentation must be fully completed by the veterinarian. These documents should then be filed chronologically.

#### Use of medicines and vaccines

The hatchery must document every medication or vaccination to the chicks and keep these records in chronological order; compare **Livestock farmer veterinary drug detection regulation** (can also be in electronic form).

The following information must be recorded in writing immediately after each application:


- Number, type and identity of the animals and their location (if the location is required in order to identify the animals)
- Name of medicine/vaccine, number of the veterinary medicine document, date of administration
- Quantity administered, waiting period, name of person who administered the treatment

The application can be documented by the combined evidence of veterinary medical application and delivery.

If the veterinarian administers the medication him/herself, the veterinary medical documentation must be kept and filed chronologically (compare **Drug Law**).

If the farmer administers the medication him/herself, he/she must follow the instructions given by the veterinarian. He/she must also keep to the waiting periods set by the veterinarian.

Vaccines may only be administered by veterinarians. The veterinarian can delegate vaccination to a qualified employee. In this case, a vaccination plan must be drawn up (compare **Animal Vaccine Regulation**).

 Receipts on delivery and disposition of medicines and vaccines (Veterinary medical documentation), Combined receipts, Receipts, Prescriptions, Vaccination plan (Usage plan in accordance with animal vaccine regulations), Vaccination control book, etc.

### Storage of medicines and vaccines

Medicines and vaccines must be stored in accordance with the instructions of the producer. They must be stored inaccessible for unauthorised persons, such as external persons and children in a locked container/cabinet or inaccessible room; if required by the producer, the preparations must be stored refrigerated. Medicines and vaccines must not be used anymore and must be properly disposed of once their use sell-by date has been reached. Empty containers must be disposed of without delay (via domestic waste, unless indicated otherwise by the manufacturer).

The cleanliness and functionality of tools for medicine and vaccination application must be guaranteed.

## 3.4 Outgoing goods control, complaint management, packaging material

### 3.4.1 Outgoing goods control

Testing methods must be determined referring to the outgoing goods control of to be delivered day-old-chicks.

- Volume control per container
- Chicks amount per flock
- If necessary, specific advices of handling chicks containers (e.g. live animals)
- Distributor, EU-registration number, registration number (delivery notes)

For the export regulations of appropriate labelling of chicks containers (sales description) have to be concerned.

The poultry farmer must get the following information by the hatchery:


- Location number of hatchery
- Delivery date
- Parent herd number
- Registration number of chick and turkey transport vehicle

The required information can be specified on the delivery note or provided by a digital control- and documentation systems if the livestock owner or livestock care personnel can show the required information every time (during the audit).

 Testing methods of final good control; delivery notes

### 3.4.2 Complaint management

A system to handle complaints has to be established. Animal holders' responses have to be collected and evaluated. Actions have to be introduced, which prevent the reoccurrence of abnormalities.

 Documentation of complaint management

### 3.4.3 Packaging material


Packaging material used for shipping live chicks must be stored in a separate area. Packaging material and if necessary packaging material tools must be stored and transported in way that the contamination risk is kept to a minimum. Damaging packing material has to be avoided. Packaging material and packaging tools must be suitable for the intended purpose.

## 3.5 Livestock transport

### 3.5.1 Check of livestock transport company

If chicks are delivered to QS-certified poultry rearing or fattening farms, it has to be checked in the QS-platform whether the responsible transporter is authorized in the QS-system. For company (internal) as well as for non-company (external) transport of chicks, a QS delivery permission for the livestock transport company, based on the **Guideline Livestock Transport**, is necessary.

Delivery documents (e.g. delivery notes) must be present for delivery and the identity of the delivering hatchery and the transport company that delivers the chicks to the livestock owner must be declared.

 Delivery documents (e.g. copy of delivery notes)

## 4 Further facility tools and rooms

### 4.1 Washing of containers and storage of equipment


#### 4.1.1 Crate cleaning

Crate cleaning must be performed in an effective and proper manner. It must be ensured that the crates are sufficiently dried and that no moisture remains in the crates. Negative effects on chicks must be ruled out.

#### 4.1.2 Storage room of cleaning and disinfection solution

Rooms or devices used for the storage of cleaning equipment must be clean and tidy. They have to provide a hygienically storage of equipment and if necessary an adequate separation of the equipment used in the clean and unclean area. The equipment has to be groomed and maintained at regular intervals. A method describing the cleaning and disinfection process of rooms and equipment must be available and well known.

Current safety data sheet and operating instructions of cleaning chemicals and solutions have to exist. The operating instruction must be known to the responsible employee and have to be kept locally. Cleaning equipment and chemicals have to be labelled properly and have to be stored in a proper and suitable manner away from livestock.

 Safety data sheet and operating instructions

### 4.2 Waste disposal

#### 4.2.1 Disposal logistics

Adequate provisions for storing and disposing waste must be made.

Waste

- Must be removed as soon as possible from rooms used for handling chicks in order to prevent the accumulation of waste.
- Has to be stored in separate containers. These must be adequate, properly maintained as well as easy to clean and, if necessary, easy to disinfect.

All waste must be disposed in a proper hygienically and environmentally friendly way in accordance with the current Community Law (compare **Regulation (EC) No. 1069/2009**) and should not influence neither directly nor indirectly the health of chicks.

Waste has to be stored in a separate area, which is to secure against unauthorized access.

 Certification of off wise agreement, Weighing protocol, delivery notes

## 4.3 Vehicle fleet

### 4.3.1 Cleaning facilities for transporters

An adequate amount of cleaning and disinfection facilities to clean transport and delivery vehicles has to exist.

### 4.3.2 Cleaning and disinfection of livestock transporters


A procedure to check the success of the cleaning and disinfection process must be established as well as used and documented constantly.

If no adequate measures for cleaning and disinfecting transporters (cleaning hall) exist in the winter season, a disinfection agent has to be available that also works at sub-freezing temperatures. Similar alternatives are also possible.

 Check of Cleaning and Disinfection

### 4.3.3 System of climate management

Every transport vehicle must be equipped with a functional, secured air conditioner including a temperature indicator. The air conditioner and temperature logger must be checked constantly. This check is to document.

 Check of air conditioner, Temperature logger

## 5 Use of certification mark

### 5.1 Use of certification mark

#### 5.1.1 [K.O.] Use of QS certification mark

The scheme participants are entitled to use the QS certification mark if they are permitted to do so based on an agreement with QS (scheme agreement).

Use of the QS certification mark is only admissible in line with the stipulations of the **Style Guide**.


Use of QS certification mark and labelling are to be distinguished. ⇒ 3.1.2 [K.O.] Labelling

## 6 Definitions

### 6.1 Explanation of symbols

K.O. criteria are marked **[K.O.]**.

References to related documents are highlighted by the use of bold text.

 This symbol means: A written confirmation must be provided. Next to this symbol also documents are listed that can be used as evidence. All (also digital) control - and documentation systems, which proof that the requirements are fulfilled, can be used.

References to other sections of the Guideline are indicated by  $\Rightarrow$  shown.

Notes are identified by **Note** in italics.

### 6.2 Abbreviations

CP	Control Point
HACCP	Hazard Analysis and Critical Control Points
K.O.	Knock out criterion
VVVO	Location Number in Germany; Livestock Movement Order (Viehverkehrsverordnung)

### 6.3 Terms and Definitions

- Transportation  
The entire transportation process, from shipment to arrival at the destination, including unloading, housing and loading at the stopover stations.
- CP (Control Point)  
A point, process, procedure or work step at which health hazards could occur or at which the inspection of hygiene measures is necessary.
- HACCP (Hazard Analysis and Critical Control Point)  
A system that identifies, assesses and monitors hazards that are significant in terms of food safety
- QS-goods  
QS-goods means goods that are produced and/or marketed in a QS-certified company in line with the requirements of the QS scheme.
- Transport  
Each animal movement in one or more means of transport as well as any associated processes, inclusive loading, unloading, transfer loading, and resting up to the end of the unloading process at the point of destination.

You find a listing of general terms and definitions in the **Guideline General Requirements**.



Guideline  
**Hatchery**

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