

9.2.3. Reporting System for Delivery Vehicle Incidents

Standard

If delivery vehicles are involved in any incident (e.g. accident) which could result in feed contamination, is there a system for reporting and determining the resulting actions regarding subsequent product delivery, return or disposal?

Purpose

The purpose of this standard is to ensure any incident reporting follows the operator's incident management procedures.

Reason

Any incident that occurs during transportation may result in cross-contamination, unsafe carryover, and loss. These incidents impact the safety and quality of feed and must be managed appropriately to prevent further risks through the feed supply chain.

The operator has a regulatory responsibility to record any suspected contamination of stock feed. Where the risk is a suspected biosecurity hazard, operators shall obtain all information from transport drivers and report to the appropriate regulatory body.

Operators shall be aware of their regulatory responsibility from State Authorities for incident reporting, such as, NSW DPI (Biosecurity and Food Safety Compliance).

What is Acceptable?

Depending on the nature of the incident, the reporting process may require a Customer Complaint Procedure (Fact Sheet 10.1.1), Corrective Action Procedure (Fact Sheet 10.2.1), or Recall Procedure (Fact Sheet 10.3.1). The operator shall ensure the appropriate course of action is determined.

General Incident Reporting

The following information may be captured and reported:

1. Name and contact of person reporting.
2. Incident type.
 - a. For the purpose of this fact sheet, the incident type would be "During Transportation".
3. Risk Category*
 - a. What is the severity of the incident, is a recall procedure warranted?
4. Incident information/History.
 - a. Location.
 - b. Nature of incident.
 - c. Are feeds containing RAM or medicated material involved?
 - d. Types of feeds affected.
 - e. Requirement to report to Safe Work Australia.
 - f. Reporting to State Authorities/Regulatory Body.
 - g. Any changes to processes or procedures required to prevent this incident in the future?

*The risk category will determine whether full retrieval and disposal is required.

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