



**Western Cape
Government**
FOR YOU

Western Cape Export Certification Manual

GUIDELINES FOR CLIENTS

WESTERN CAPE DEPARTMENT OF AGRICULTURE

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Dr Gininda Msiza 10/10/2022
Chief Director Veterinary Services

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PART I: BACKGROUND

1 INTRODUCTION

Historically the National Department of Agriculture executed the function of export certification. Since 2010 the Department of Agriculture, Land Reform and Rural Development has delegated the function of the certification of export consignments of foodstuffs to the Provincial Veterinary Services in the Western Cape, thus placing the onus to facilitate exports while maintaining the integrity of the certification process, on the Western Cape Department of Agriculture.

The international trade in food of animal origin relies heavily upon the use of trustworthy, ethical and independent inspection and certification systems. Consequently, it is essential that the design and application of these systems reflect appropriate international principles without impeding international trade in foodstuffs. Certification systems must at all times maintain trading partner confidence in the safety and quality of the foodstuffs being traded, whilst protecting the local and international consumer, in order to facilitate trade.

2 SCOPE

2.1 Scope of the Western Cape Export Control Management System

The Export Control Management System of the Western Cape Department of Agriculture places regulatory controls along the entire agri-food chain. This involves oversight of all farming, handling, processing and storage facilities as well as transport of food as required by importing countries and the standards set by Department of Agriculture, Land Reform and Rural Development (DALRRD).

In some instances, it may be required to maintain inspection oversight on a continuous basis up to the time of retail sale, but where this is not practical or specifically required, the internationally acceptable principle is to carry out inspection at the most appropriate stages of production. Depending on the requirements of the importing country or the specific description of the product, it may be possible to limit inspection to the distribution process prior to final sale.

Regulatory controls may also include the sampling and testing of feed, animals, ingredients and products. Such controls may be focussed on the foodstuffs themselves or on the substances and materials which may be incorporated into- or contaminate foodstuffs.

2.2 Scope of the Western Cape Export Certification Manual

This document and the principles therein is applicable to exports of any product(s) that requires veterinary certification from the Western Cape Department of Agriculture. The scope of this manual includes veterinary export registration of all exporting establishments located in the Western Cape.

This manual does not apply to the import of any products of animal origin as this is the function of the Department of Agriculture, Land Reform and Rural Development.

3 PURPOSE

The purpose of this manual is to inform companies/facilities who wish to export commodities containing animal products, by-products or any product of animal origin, requiring veterinary certification from the Western Cape Department of Agriculture, of the various procedures and minimum requirements surrounding export certification. In addition, it outlines the responsibilities of the various role players in the export certification process.

This document does not replace, supersede or in any way override any applicable current National or Provincial legislation or any other relevant legal documentation.

4 REFERENCES

Codex Alimentarius CAC/GL 20-1995: Principles for food import and export inspection and certification.

Act 35 of 1984: The Animal Diseases Act as amended and the related published Regulations

Act 40 of 2000: The Meat Safety Act.

R. 1072 under Act 40 of 2000: Red Meat Regulations published on 17 Sep 2004.

R.54 under Act 40 of 2000: Ostrich regulations published on 2 Feb 2007.

R.153: Poultry regulations published on the 24 Feb 2006.

Act 19 of 1982: The Veterinary and Para-Veterinary Professions Act.

Act 108 of 1996: The Constitution of the Republic of South Africa.

VPN-2002-17: Veterinary Procedural Notice, Principles of Certification.

VC9100 under Act 5 of 2008 – Compulsory specification for processed meat products.

Act 119 of 1990 – Agricultural Products Standards Act.

Act 9 of 1983 – Perishable Products Export Control Act

Act 54 of 1972 – Foodstuffs, Cosmetics and Disinfectants Act.

R.638 of 22 June 2018 under Act 54 of 1972 – Regulations governing the general hygiene requirements for food premises, the transport of food and related matters.

R.692 of 16 May 1997 under Act 54 of 1972 – Microbiological standards for foodstuffs.

5 DEFINITIONS

Acceptable level A level that can be maintained without incurring unacceptable risks to human and animal health and as defined in the import permit/ import requirements.

Application for inspection The process of applying to the Western Cape Export Office for authorization and inspection services prior to the movement of any products that are ultimately destined for export. An application for inspection includes supplying the Western Cape Export Office with all the associated

documentation for the specific application such as the **consignment note/packing list** which includes product identification by batch codes that are visible on the packing or wrapping materials

Approved compartment	Means one or more establishments under a common biosecurity management system containing an animal sub-population with a distinct health status with respect to a specific disease for which required surveillance, control and biosecurity measures have been applied for the purpose of international trade, for example: Pig compartment/farms who have implemented OIE recognised disease control methods in compliance with VPN39 of 2011 and which holds a valid ZA-registration number from DALRRD.
Audit	A systematic and functionally independent examination to determine whether activities and related results comply with planned objectives.
Authorised representative	A person that is authorised by the directors of the company or who is a director of the company.
Certification	The procedure by which official certification bodies or officially recognized certification bodies provide written or equivalent assurance that foods or food control systems conform with requirements. Certification of food may be, as appropriate, based on a range of inspection activities which may include continuous on-line inspection, auditing of quality assurance systems, and examination of finished products.
Certifying officer	A person authorised to issue a certificate in terms of the Animal Disease Act, or Meat Safety Act as may be applicable.
Competent authority	The Veterinary Authority or other Governmental Authority of South Africa having the responsibility and competence for ensuring or supervising the implementation of animal health and welfare measures, international veterinary certification and other standards and recommendations in the Terrestrial Code and in the OIE Aquatic Animal Health Code in the country or province.
Consignment note	The details of the product intended to be loaded for a movement or export.
Controlled movements	A controlled movement under the Animal Diseases Act is one where a red cross permit is issued due to control measures for an infectious disease.
Documentary audit	A systematic and functionally independent verification of a company's documents and or records to determine whether activities and related results comply with planned objectives.

Exemption list	A list of product which are exempt from movement certificates.
Handling/ manipulation	Storage of- or altering the temperature of a temperature controlled product, removing the original wrapping and packing or mixing of the product with any other substances.
HS codes / Customs codes	Codes used to identify products according to the World Customs Organization's internationally agreed "Harmonized System" (HS). <ol style="list-style-type: none"> 1. Under the system, the broadest categories of products are identified by two-digit "chapters" (e.g. 04 is dairy products, eggs and other edible animal products). These are then sub-divided by adding more digits: the higher the number of digits, the more detailed the categories. For example the four-digit code or "heading" 0403 is a group of products derived from milk. At six digits, 0403.10 is the "sub-heading" for yoghurt; at the eight-digit level, 0403.10.11 could be low-fat yoghurt "tariff line".
Import Permit	An import permit is a document issued by a national government authorizing the importation of certain goods into its territory. Governments may put certain restrictions on what is being imported as well as the amount of imported goods.
Inspection	The examination of food or systems for control of food, raw materials, processing, and distribution including in-process and finished product testing, in order to verify that they conform to requirements.
Inspection oversight	Maintaining control over foodstuffs and/or animals along the entire agri-food chain through any examinations deemed appropriate. This may be in the form of inspection, documentary controls or specific tests.
International Veterinary Certificate / Export Certificate / International Aquatic Animal Health Certificate	A certificate, issued in accordance with Chapter 5.2. of the OIE Terrestrial Animal Health Code or Chapter 5.11 of the Aquatic Animal Health Code , describing the animal health and/or public health requirements which are fulfilled by the exported commodities or a certificate for the purposes of trade with another country based on that countries import requirements.
Movement declaration	Confirmation by an authorised person that the product being moved originated from an approved and registered export establishment and that it conforms to the requirements of the importing country.
Movement permit	A certificate, containing the same guarantees as the import permit and signed by the Official Veterinarian, that is used to transfer product intended for export to a holding facility within the country prior to export. May also be referred to as a Transfer certificate.
Non-conformance	Non-fulfilment of a specified requirement.

Non-manipulation certificate	A certificate issued by the Official Veterinarian to guarantee that product imported from a third country into South Africa that are destined for re-export have not been tampered with in any way.
Official inspection systems and official certification systems	Systems administered by a government agency having jurisdiction empowered to perform a regulatory or enforcement function or both.
Product	Any product that will require an export certificate to be issued by an authorised or official veterinarian.
Requirements	The criteria set down by the Competent Authorities relating to trade in foodstuffs covering the protection of public health, the protection of consumers and conditions of fair trade.
Risk assessment	The evaluation of the likelihood and severity of adverse effects on public health arising, for example, from the presence in foodstuffs of additives, contaminants, residues, toxins or disease-causing organisms.
SPS Agreement	The Agreement on the Application of Sanitary and Phytosanitary Measures by the World Trade Organization sets out the basic rules for food safety and animal and plant health standards. It allows countries to set their own standards, but it also requires regulations to be based on science.
Traceability	<ul style="list-style-type: none"> a. Codex Alimentarius Commission definition: “the ability to follow the movement of a food through specified stage(s) of production, processing and distribution”. b. International Organization for Standardization (ISO) definition: “the ability to trace the history, application or location of an entity by means of recorded identifications” c. The US Food and Drug Administration (FDA) definition: “the ability to identify by means of paper or electronic records a food product and its producer, from where and when it came, and to where and when it was sent”. d. EU General Food Law (Regulation [EC] No. 178/2002, Article 3) definition: “‘traceability’ means the ability to trace and follow a food, feed, food-producing animal or substance intended to be, or expected to be, incorporated into a food or feed, through all stages of production, processing and distribution”.
Traceable product	A product of which the following information is known: <ul style="list-style-type: none"> a. Product specification; b. Branding c. ZA numbers of the manufacturing plant, cutting plant, abattoir, storage facility and farm as applicable is known

d. Volume per consignment and for which the packing format prevents cross contamination and tampering and which carries visible, unique identification that is tamper proof on the packing and wrapping of the product.

Trace-back	The ability to identify and trace the origin of product.
Trace-forward	The ability to provide details of the destination and route at export certification application.
ZA registered establishment	An establishment with a valid ZA registration certificate or an official letter indicating that the establishment is approved for export and the export certification is not suspended from that establishment for any reason.

6 ABBREVIATIONS

CSV	Chief State Veterinarian
CVPHO	Control Veterinary Public Health Official
VPHO	Veterinary Public Health Official
AC	Administrative Clerk
SAC	Senior Administrative Clerk
DALRRD	Department of Agriculture, Land Reform and Rural Development.
WCDOA	Western Cape Department of Agriculture
CA	Competent Authority
WTO	World Trade Organization
WHO	World Health Organization
FAO	Food and Agricultural Organization
SPS Measures	Sanitary and Phytosanitary Measures
OIE	The World Organisation for Animal Health
SOP	Standard operating procedure
HACCP	Hazard Analysis Critical Control Point System
ECOS	Western Cape Electronic Certification System
CBR	Central Business Register
MOU	Memorandum of Understanding

7 PRINCIPLES OF CERTIFICATION

Export certification is the assurance by the Official Veterinary Authority in the exporting country to the relevant role players in the importing country that the animal or product being exported complies with the requirements of the importing country. It is the

function of a Certifying Veterinarian to reduce the risk of spread of disease from South Africa to an acceptable level and to verify whether or not the goods in question comply with the statements/requirements on the relevant certificate.

7.1 General rules of export certification

- a. The importing country sets the import requirements.
This is usually in the form of an import permit. Individual countries may elect not to issue import permits per individual imports, but rather have master permits or standing import requirements. The information on the importing requirements as listed in the import permit, is used to compile the list of assurances contained in the export certificates (Veterinary Health Certificates).
- b. The exporting country must comply with the requirements of the importing country in full.
Certifying Veterinarians are not permitted to change or delete import/certificate requirements unless the certificate specifically requires such a deletion.
- c. Certification must be accurate with regards to the specific product or animal being certified.
Due to unforeseen circumstances such as disease outbreaks and availability of information pertinent to the specific consignment being exported, certification cannot be guaranteed, even if a similar consignment had been certified for export previously.
- d. In the event of suspicion or confirmation of disease, after certification, it may be necessary for the Department of Agriculture to withdraw or cancel the health certificate without notice. No liability for any losses incurred can be accepted by the Department of Agriculture should these circumstances arise.
- e. During export certification the origin of the product being exported will be considered as from South African origin, provided that the product was produced locally or was imported legally into South Africa. If the export certificate or import permit provides a specific definition of origin then that definition will apply to the consignment in question.
- f. Export certificates can only be issued for products originating from facilities specifically registered for this purpose with the Department of Agriculture, Land Reform and Rural Development. For more information, Refer to PART II of this document.
- g. Goods that are imported/exported must be classified according to an internationally recognized system.
Tariff codes (also called HS or Harmonised System codes) is an international standardized numerical method of classifying traded products and is administrated by the World Customs Organization. It is used by customs authorities around the world to identify products when assessing duties and taxes and for gathering statistics. Food products and animals are classified according to
 - i. The methods of treatment and preservation used.
 - ii. The area of origin and supply chain characteristics.The Harmonized System assigns specific six-digit codes for varying classifications and commodities. Countries are allowed to add longer codes to the first six

digits for further classification. A tariff heading will have a minimum of four digits and represents a broad category of products. Digits increase as the product gets more specific in its definition.

'Rules of Origin' are the criteria that are used to define where a product was made or animals originate from. They are an essential part of international trade rules because of policies that "discriminate" between exporting countries. The origin of a product is important because it will determine how it is treated at the border of an importing country and the origin may impact on the import duty payable and admissibility of the product into the importing country.

The legal parameters for certification are set by international guidelines and national legislation as contained in the list of references for this document. Health certificate requirements need to provide assurances to the importing country that foodstuff being imported poses no risk to the consumers or the animal or plant population of the importing country, by the standards that the importing country deems appropriate, without abusing such requirements to restrict trade unfairly. To this end, the World Trade Organization implemented the Agreement on the Application of Sanitary and Phytosanitary Measures since 1995.

7.2 The Agreement on the Application of Sanitary and Phytosanitary (SPS) Measures.

The Agreement on the Application of Sanitary and Phytosanitary Measures sets out the basic rules for food safety and animal and plant health standards. It allows countries to set their own standards, but requires their regulations to be based on science. The basic aim of the SPS Agreement is to maintain the sovereign right of any government to provide the level of health and protection it deems appropriate, but to ensure that sovereign rights are not misused for protectionist purposes and do not result in unnecessary barriers to international trade. The agreement still allows countries to use different standards and different methods of inspecting products, but it clarifies which factors should be taken into account in the assessment of the risk involved.

Through encouraging governments to establish national SPS measures consistent with international standards, guidelines and recommendations, the WTO achieves harmonization of standards.

Sanitary and phytosanitary measures can be defined as any measures applied to:

- a. Protect human life from risks arising from additives, contaminants, toxins or disease-causing organisms in their food.
- b. Protect human life from plant- or animal-borne diseases.
- c. To protect animal or plant life from pests, diseases, or disease causing organisms.
- d. To prevent or limit other damage to a country from the entry, establishment or spread of pests.

The most important and widely referred to international food safety standard is the guidelines and requirements developed by the FAO/WHO Joint Codex Alimentarius Commission.

7.3 Codex Alimentarius

The Codex Alimentarius is a collection of standards, codes of practice, guidelines and other recommendations detailing requirements related to a food or group of foods; the operation and management of production processes or the operation of government regulatory systems for food safety and consumer protection.

Codex standards usually relate to product characteristics and may deal with all government-regulated characteristics appropriate to the commodity, or only one characteristic. Maximum residue limits (MRLs) for residues of pesticides or veterinary drugs in foods are examples of standards dealing with only one characteristic. There are Codex general standards for food additives and contaminants and toxins in foods that contain both general and commodity-specific provisions. The Codex General Standard for the Labelling of Pre-packaged Foods covers all foods in this category. Because standards relate to product characteristics, they can be applied wherever the products are traded. Codex standards include the methods of analysis and sampling, including those for contaminants and residues of pesticides and veterinary drugs in foods.

Codex codes of practice - including codes of hygienic practice - define the production, processing, manufacturing, transport and storage practices for individual foods or groups of foods that are considered essential to ensure the safety and suitability of food for consumption. For food hygiene, the basic text is the Codex General Principles of Food Hygiene, which introduces the use of the Hazard Analysis and Critical Control Point (HACCP) food safety management system. A code of practice on the control of the use of veterinary drugs provides general guidance in this area.

Codex guidelines fall into two categories:

- principles that set out policy in certain key areas;
- and guidelines for the interpretation of these principles or for the interpretation of the provisions of the Codex general standards.

There are free-standing Codex principles covering:

- addition of essential nutrients to foods;
- food import and export inspection and certification;
- establishment and application of microbiological criteria for foods;
- conduct of microbiological risk assessment;
- risk analysis of foods derived from modern biotechnology.

Interpretative Codex guidelines include those for food labelling, especially the regulation of claims made on the label. This group includes guidelines for nutrition and health claims; conditions for production, marketing and labelling of organic foods; and foods claimed to be "halal". There are several guidelines that interpret the provisions of the Codex Principles for Food Import and Export Inspection and Certification, and guidelines on the conduct of safety assessments of foods from DNA-modified plants and micro-organisms.

7.4 OIE Terrestrial Animal Health Code

The standards for the improvement of animal health and welfare and veterinary public health worldwide are provided by The OIE Terrestrial Animal Health Code (the Terrestrial Code). The OIE is the intergovernmental organisation responsible for improving animal health worldwide.

Health measures in the Terrestrial Code should be used by the Veterinary Authorities of importing and exporting countries to provide for early detection, reporting and the control of agents that are pathogenic to animals or humans, and to prevent their transfer via international trade in animals and animal products, while avoiding unjustified sanitary barriers to trade.

The WTO SPS Agreement, recognises the OIE as the international standard setting organisation for animal health and zoonotic diseases and specifically encourages the Members of the WTO to base their sanitary measures on international standards, guidelines and recommendations, where they exist. The *Terrestrial Code* is updated and published annually.

8 GENERAL RESPONSIBILITIES OF ROLE PLAYERS IN THE EXPORT CHAIN

8.1 The exporting company shall:

- a. Ensure that the exporting facility is registered with DALRRD and approved for the export of the products to be export and for the specific country of import.
- b. Obtain and present the import requirements for the commodity that has to be certified for export, to the certifying veterinarian. This is usually in the form of an import permit.
- c. Ensure that all products presented for export are traceable through the entire production chain, according to the definition of traceability as provided in PART I,5 of this document. Where required by the importing country, the animals from which the product is derived, must be traceable to and originate from approved farms (compartments).
- d. Provide the Certifying Veterinarian, in advance, with documented evidence of adherence to the requirements stated in the import permit.
- e. Present the commodities to be exported, where required, to the veterinary officials for inspection prior to export certification. The necessity for inspections may be based on:
 - I. The particular commodity being exported;
 - II. A specific requirement of the export certificate;
 - III. Random execution of official controls by the CA.
- f. Ensure adherence to national and international welfare requirements where production animals are slaughtered with the intent to export the meat from such animals.
- g. Handle and transport products destined for export in a manner which complies with import requirements.
- h. Handle any non-conformances identified by the Competent Authority in adherence to PART VI of this document.

8.2 The Competent Authority shall:

- a. Provide an inspection and certification service capable of satisfying the requirements of the importing country.
- b. Verify whether the goods in question comply with the requirements of the relevant certificate.
- c. Reduce the spread of disease from South Africa to an acceptable level through the implementation of official controls, ensuring compliance with SPS agreements and OIE guidelines.
- d. Verify whether the goods in question comply with international animal welfare guidelines and requirements.
Animal welfare transgressions shall be considered export-prohibitory non-conformances and where proof of such transgressions exists in relation to a particular product; export certification shall be refused and the non-conformance shall be handled in accordance with PART VI of this document.
- e. Handle non-conformances which may be identified in adherence to PART VI of this document.
- f. Ensure ethical and reliable certification.
- g. Negotiate desired amendments in export requirements with the importing country through DALRRD and in accordance with SPS agreements and OIE guidelines.

PART II: ESTABLISHMENT REGISTRATION

1 ESTABLISHMENT REGISTRATION (ZA REGISTRATION) RATIONALE

The approval and registration of establishments for the export of any product(s) that requires veterinary certification prior to export, is done by the divisions Animal Health or Veterinary Public Health of the Department of Agriculture, Land Reform and Rural Development. Alternatively approval and registration may be done by the Western Cape Department of Agriculture: Directorate Veterinary Services or another Competent Authority. **For any product(s) to qualify for export, all of the establishments along the entire production chain (including cold stores and distribution centres) must be registered for export.** The extent of the production chain may vary for different products or product groups and may be defined by the importing country or by South African export procedures.

Registration of a facility refers to the process of the issuance of a unique ZA- number by DALRRD based on proven compliance with local legislation and specific export requirements. Certification represents a written assurance by a third party (the Competent Authority) of the conformity of a product or process to specified requirements. Accreditation, on the other hand, is the formal recognition by an authoritative body of the competence to work to specified standards.

The ZA registration of any food handling establishment is first and foremost reliant on establishment approval from the Department of Health in terms of regulation R.638 of the Health Act and, in addition, the Meat Safety Act in the case of fresh and frozen meat export establishments. However, R.638 focusses exclusively on food safety and does not include any measures to prevent the spread of animal disease or promote animal welfare in terms of the OIE Code. Furthermore, certification under the Veterinary and Para-Veterinary Act is not permissible solely based on compliance to R.638. In order to maintain the legal and ethical integrity of the veterinary health certification process in terms of veterinary public health, animal health and animal welfare requirements, it is of essence that any storage, handling or manipulation of product may only take place at a ZA registered production facility, distribution centre, cold store or dry goods store, approved for that specific storage, handling or manipulation activity.

1.1 Exemptions from ZA-approval.

- a. Distributors who facilitate transactions between primary and secondary producers where the products are transported directly from the premises of the approved primary producer to the premises of the approved secondary producer, without being stored or handled at a separate premises belonging to the distribution company.
- b. Distribution Companies who handles and stores only low risk products (shelve stable, ambient temperature products) at their own premises before re-distribution, may, based on a risk assessment, apply for temporary exemption

from export approval for a period which would allow such companies to attain export approval.

In the case of exempted establishments, it remains the responsibility of the primary producer to ensure that the movement protocols described in this document is adhered to.

2 WESTERN CAPE SPECIFIC PRE-REQUISITES FOR (ZA) APPROVAL

- a. All persons handling foodstuffs shall be certified fit to handle food by an Occupational Health Practitioner before the start of employment and annually thereafter. Distribution centers that handle product without manipulating the foodstuff or changing the packaging, shall be exempt from this requirement.
- b. An effective maintenance program shall be implemented to ensure the hygienic integrity and proper functioning of buildings (both exterior and interior), equipment and vehicles. A preventative maintenance schedule for all equipment and structures essential to food safety shall be implemented and records shall be kept. A SOP for addressing any unforeseen maintenance requirements shall be implemented.
- c. All employees shall receive induction training on the basic principles of hygiene and the Code of Conduct when employment commences. An annual training schedule shall be compiled and shall include the following aspects:
 - I. refresher training on the principles of the Code of Conduct,
 - II. basic hygiene training,
 - III. technical competencies required for specific operations,
 - IV. training on cleaning methods and the use of chemicals,
 - V. training for personnel monitoring CCP's
- d. A documented corrective action programme shall be maintained for any non-conformities occurring during processing or with regards to the products produced at the facility and appropriate corrective actions shall be determined, implemented and recorded for each non-conformity.
- e. In the absence of a certified food safety system, all food handling facilities shall develop, implement and maintain a HACCP system based on Codex Alimentarius HACCP principles, as a preventative measure to enhance the safety of food.
- f. A mock recall shall be conducted at least annually to test the traceability system and ensure the effectiveness of a recall procedure.
- g. All meat processing establishments with the exclusion of abattoirs shall comply with the requirements of Provincial Procedural Notice 01/2020 (Standard relating to the layout, construction, operational procedures and food safety requirements at approved export meat processing facilities).
- h. Codex Alimentarius principles and OIE guidelines shall be observed, as minimum requirements, in the absence of specific regulatory or import requirements for any operational procedures which may affect food safety, animal health and/or animal welfare.
- i. A company applying for export approval for the first time, shall be able to present a complete set of production records representing a minimum of 3 consecutive months of production. These shall include microbiological test results as may be appropriate according to the microbiological test schedule

of the operator as well as a traceability exercise demonstrating both forward traceability to the first point of dispatch and backward traceability to suppliers of raw materials/ingredients of animal origin.

3 PROCEDURE FOR (ZA) REGISTRATION WITH DALRRD.

Companies/facilities who wish to export commodities containing animal products, by-products or any product of animal origin requiring veterinary certification from the Western Cape Department of Agriculture shall:

- a. submit an application for (ZA) registration of the facility to the Western Cape Department of Agriculture. Application forms are available from Applicants must use the subject line: “**New application for export approval**” when submitting an application via email. The following support documents shall accompany the export application form:
 - I. A complete list of products intended for export. The list shall contain the following information:
 - I.I Product codes (Company codes)
 - I.II Brand name/description (including packing sizes)
 - I.III Species
 - I.IIII Fully cooked/Raw
 - I.IV Production process
 - I.V Ready to Eat/Ready to Heat/Ready to Cook
 - II. A layout map of the facility.
 - III. Detailed descriptions of the production processes.
 - IV. Process flow diagrams demonstrating the production processes.
- b. Once an application for the registration of a new establishment has been submitted, the WCDOA: Export Control program shall assign an auditor to the facility based on available capacity. Annual re-registration audits of approved facilities receive priority in the audit program to new applications.
- c. The applicant shall be notified about the auditor's contact details, as soon as an auditor has become available.
- d. The assigned auditor shall contact the company and arrange for an inspection/audit to take place in order to determine compliance with applicable South African legislation and specific export requirements for the commodities to be exported. Companies may be required to complete a self assessment to determine the level of compliance with export requirements prior to an official audit/inspection for ZA-registration.
- e. Once an audit/inspection has been conducted and if the outcome of such an audit indicates compliance with the applicable legislation and requirements, the WCDOA will recommend the facility for ZA-approval to DALRRD. If non-compliances have been identified during the audit that disqualifies the facility from exporting products, such non-conformances shall be handled in the manner described in PART VI of this document, prior to recommendation for approval.

- f. Upon recommendation for approval, DALRRD shall issue a ZA certificate of approval to the facility, which shall be valid for one year from the date of issuance.
- g. The WCDOA shall register the facility with the Western Cape Electronic Export System (ECOS).
- h. Exports are only allowable once a ZA certificate has been issued by DALRRD and registration with the ECOS system is complete.

Should the application process be delayed for more than 6 months, the application shall expire and the applicant shall be required to submit a new application, except where such a delay is due to a lack of audit capacity within the Western Cape audit team.

Facilities, which have been approved for export and have received a ZA-registration number shall not be required to re-submit an application form prior to annual re-approval. It remains the responsibility of such companies to request a re-certification audit at least 2 months prior to the expiry of their current ZA-approval by means of e-mailing the request to vetexport@westerncape.gov.za. Approved facilities shall receive preference within the Western Cape audit program.

The WCDOA may draft and implement internal audit strategies, which may, in the case of ZA re-registration of facilities include:

- a. Remote auditing through means of approved self-assessment audit formats.
- b. Acceptance of audit outcomes from accredited bodies or other Competent Authorities as part of- or as the entire basis for re-registration.

Alternative internal audit strategies shall be approved based on a risk assessment and shall be implemented based on comprehensive guidelines. Such strategies shall be communicated to all registered facilities prior to implementation.

4 PROCEDURE FOR REGISTERING WITH ECOS

All exports of animal(s) or product(s) that requires veterinary certification prior to export will be facilitated through the electronic export system (ECOS). The WCDOA will register an electronic file for every ZA-approved facility in The Western Cape in the ECOS database. Company details as provided in the application will be used for this purpose.

Company registration with the Central Business Register (CBR) is a prerequisite for registration with ECOS. For more information on registering with the CBR, go to <https://ecert.co.za/getting-started/>.

Companies shall designate a contact person(s) who will be granted access to ECOS. The company shall provide the following information with regards to the contact person(s) prior to security clearance for access to ECOS:

- a. Name
- b. Company name
- c. Address
- d. Tel number
- e. Email address

- f. South African identification number or valid passport number.

Information on how to navigate ECOS can be found at:

[Export Control - Western Cape Department of Agriculture \(elsenburg.com\)](https://www.westerncape.gov.za/export-control)

PART III: EXPORT CERTIFICATION

Veterinary health certification represents a written assurance by a certifying veterinarian of the conformity of products or animals, from which products originate, with animal health and/or public health requirements in compliance with Chapter 5.2. of the OIE Terrestrial Animal Health Code or Chapter 5.11 of the Aquatic Animal Health Code or the specific requirements of the importing country.

The entire principle of export certification of a final product is reliant on an intact traceability system along the entire production chain.

1 TRACEABILITY

A traceability system records and follows the trail as products and materials come from suppliers and are processed and distributed as end products. Therefore, the basis of all traceability systems is the ability to identify things that move along the supply chain.

The following key objectives are achieved through an intact traceability system:

- a. Management of risks related to food safety and animal health issues;
- b. Provide guarantees on products' authenticity and give reliable information to customers and trading partners;
- c. Improve product quality and processes.

1.1 Main components of a traceability system

- a. Identification of units / batches of all ingredients and products;
- b. Registration of information on when and where units / batches are moved or transformed to know more about the product, in particular the origin of the product.
- c. A system of communication linking these data and transferring all relevant traceability information with the product to the next stage or processing step between operators (Farms / Producer e.g. abattoir, cutting plant, manufacturer / Distribution centres / Storage establishments) and officials.

1.2 The scope of traceability for export certification purposes

The scope of traceability is dependent on the export certification requirements. This can range from only knowing the establishment of origin to knowing the location of the field where the animals grazed before they were slaughtered.

If the level of traceability is not specified in the import requirements, the following is applicable for a product with South African origin ingredients:

- a. Abattoir of origin must be known and export approved for all meat and meat containing products;
- b. Pasteurizing plant must be known for all dairy products;
- c. Official movement control between approved establishments, within South Africa, is required for all products;

- d. Non-traceable product and product requiring temperature control require additional control such as sealing of consignments prior to movement.

2 SPECIFIC EXPORT CERTIFICATE REQUIREMENTS

There may be specific tests or inspection requirements on the import permit/export certificate. These may include, but are not limited to:

- a. Laboratory tests
Specific laboratory tests may be required that is either traceable to the specific batch(es) of products being exported or to the general test regime which the facility implement. It may be an additional requirement that such tests are performed by a state authorized official and/or according to a specific accredited test method. Laboratory tests for export requirement purposes shall always be performed at an accredited laboratory.
- b. Specific inspection requirements.
These may include requirements such as the consignment to be loaded and sealed under the direct supervision of the certifying veterinarian.
- c. Specific processing requirements such as time/temperature combinations for heat treated products.

Documentary proof of compliance with specific export requirements is always required prior to export certification.

3 IMPORT PERMITS

Any consignment shall only qualify for export based on the availability of a valid import permit from the country of import. Exceptions to this rule include:

- a. Where an official agreement between South Africa and the importing country, which allows for issuing export certificates without import permits, has been negotiated.
- b. The importing country has specific legislation regarding the import of the specific commodity from South Africa and the legislation is available from an official source in a language the official veterinarian can understand.
- c. The exporting facility can present an official letter from the veterinary services of the importing country, indicating the specific importing requirements for the specific consignment and/or the commodity in question.
- d. No historical record of import permits being issued for the country and commodity in question exists. In such a case the exporter shall provide a statement confirming that:
 - i. the importing country does not issue an import permit,
 - ii. the importing country has no official agreement with South Africa,
 - iii. the importing country has no legislation regarding the import of the specific commodity from South Africa and
 - iv. the veterinary services of the importing country is not willing to provide an official letter indicating the import requirements.

In such a case export certification can only be fulfilled upon presentation of a signed indemnity form from the exporter. The export certificate shall clearly

state that no import permit was provided and shall contain the relevant contact details of the DALRRD official who is responsible for negotiating export requirements for the commodity in question. Alternatively, a previously accepted historical export certificate, contained on the Western Cape database may be used.

4 THE PROCESS OF OBTAINING EXPORT CERTIFICATION

4.1 Documentary prerequisites for veterinary health certification (export certification) of a consignment of goods.

The following documents, pertaining to a particular consignment, shall be presented in electronic format via the electronic export system (ECOS), to the certifying veterinarian prior to export certification:

- a. Proof of current ZA registration of the exporting facility.
- b. Proof of current ZA registration of all the establishments in the production chain.
- c. Accurate identification of all the products in the consignment. (Packing list or consignment note). In cases where other products in addition to the products being certified are being loaded, a full loading sheet shall be supplied.
- d. Details on backwards traceability for all the products in the consignment through production chain to the primary production establishment and where required, the establishment from which the live animals in the production chain originated.
- e. Proof of adherence to internal movement procedures (within the province/country) as described in PART IV of this document.
- f. Proof of adherence to specific laboratory test requirements where applicable.
- g. Proof of adherence to specific processing requirements as may be applicable.
- h. Valid import permit.
- i. For manual applications a completed export certificate template shall accompany the application.

All import permits and or requirements as well as the relevant supporting documentation must be checked and approved by one of the State Vets on the contact list on www.elsenburg.com prior to arranging for exportation of the commodity. Documentary checks may also be performed as part of the "Application for inspection" process described in section 4.2 of this document.

Due to frequent changes in import requirements no guarantees can be provided by the WCDOA that commodities/goods that had been exported previously will necessarily qualify for export in future exports.

While Certifying Officers will make every attempt to ensure that the relevant certificate is completed correctly and accurately, the Western Cape Veterinary Services are not responsible for any errors or omissions in the data provided by the applicant. In no event will the Western Cape Veterinary Services or employees be liable for any losses or consequential losses that may arise from the issuing of certificates in good faith. It remains the responsibility of the exporter to ensure that all relevant documents issued by the Certifying Officer have been completed correctly and in full.

4.2 Application for inspection

An electronic “Application for inspection” effectively serves as a notification to the CA that products are about to be moved within the export production chain and allows the Competent Authority to plan for a loading inspection of the export consignment or products being moved. **No products shall move within the export production chain without an “Application for inspection” having been electronically logged within the ECOS system.** No product categories or companies within the export chain shall be exempted from this requirement. Only companies where ingredients or final products are stored in a warehouse under the direct control of the production facility and in very close proximity to the production facility, shall not be required to log an electronic “Application for inspection” for movement of products between the factory and the warehouse. In such cases, the warehouse shall fall within the scope of the food safety management system of the production facility and shall be included in the scope of the ZA registration-audit of the facility.

Guidance on how to log an electronic “Application for inspection” on the ECOS system can be found at <https://www.elsenburg.com/veterinary-services/export-control/>.

Where, for any reason, a manual application for export needs to be logged, such an application shall be made in writing, via email, to vetexport@westerncape.gov.za or documents may be delivered by hand to the State Veterinary Office. It remains the exporter's responsibility to ensure that manual applications are received by the Export Office.

All the relevant documentation as listed in PART III, 4.1 shall be supplied with the application.

Refer to PART V of this document for details on the applicable rules surrounding the loading, sampling and physical inspection of consignments.

An ‘application for inspection’ may not necessarily result in a physical inspection at loading of the consignment to be moved or exported. The execution of a physical inspection may depend on the specific export requirements, the nature of the products being exported and the sampling schedule of the Western Cape Department of Agriculture and the need for such an inspection shall be determined by the export office at the time of the “Application for an inspection” being logged.

The electronic “Application for inspection” procedure includes the options to request the following outcomes:

- a. The issuance of an export certificate for a consignment of products to be exported out of South Africa.
- b. The issuance of a movement permit for a consignment of product moving between export approved facilities within South Africa.
- c. The issuance of a non-manipulation certificate for the re-export of products that were imported from a third country into South Africa and which have not been tampered with in any way.

The Export Office must receive electronic applications **no later than 14:00** on the working day prior to the proposed day of loading. Exporters must take cognisance of

the fact that a limited number of officials are available to perform inspections and though all due effort will be made to supply an inspector at a given time, this may not always be possible.

The export office will issue the applicant, via the electronic system, with a reference number for the application which serves as confirmation of receipt of the application. Acknowledgement of receipt of the "Application for inspection" by the State Vet office will indicate whether physical inspection and sealing of the consignment will be required. The exporter will be able to access the authorization number and inspection requirements on the electronic export system.

If a physical inspection and sealing of the consignment is required a veterinary inspector who may be a public health officer (VPHO), an animal health technician or an official veterinarian from the WCDOA or an authorised person will be assigned to assist. The veterinary inspector will contact the company or person responsible for exports at the company to arrange a time that the service will be delivered. If the company or the person responsible cannot be contacted, it becomes the company's responsibility to follow-up on the time arranged for the inspection with the inspector. The company must contact the State Veterinary Office after 08H30 am if the Veterinary Inspector has not made contact by that time.

It is the responsibility of the exporter to notify any other relevant authorities of the export of specific consignments. The WCDOA will not take any responsibility for notifying other authorities, either local or international.

PART IV: MOVEMENT CONTROLS

This section refers to the movement of products/ingredients between approved export establishments within South Africa prior to export of the final products to importing countries. Movement controls can be defined as the checks, inspections and written assurances (movement permits/declarations) that are required when export approved products or ingredients move between approved establishments within the food chain. Proof of these movement controls for all ingredients/products, destined for export, form part of the prerequisites for obtaining export certification of final products.

1 GENERAL PRINCIPLES OF MOVEMENT CONTROLS

The principles of obtaining movement permits are the same as applying for export certification (Refer PART III of this document), but the option of “issuance of a movement permit” is selected during the electronic “Application for inspection” process rather than the option of “issuance of an export certificate”. An exporter may also opt not to request a permit document. In such cases the authorization number issued by the export office within the ECOS system will serve as proof of approval of the movement. A typical example of this may be products moving between approved establishments within the Western Cape. An electronic “Application for Inspection” shall however be submitted for all product/ingredient movements within the export production chain that are ultimately destined for export, regardless of whether a permit document is required or not.

Products may be moved in one or more of the following scenarios:

- a. Products moving from outside of the Western Cape province into the Western Cape province (off-loading in the Western Cape)
- b. Products moving from the Western Cape into other South African provinces (Loading in the Western Cape)
- c. Products moving from one Western Cape Facility to another Western Cape Facility (Loading and off-loading in the Western Cape)
- d. Sealed product entering the Western Cape from another Province or another country, where veterinary receipt, inspection and releases of the product is required.

Only traceable products with authorization numbers within the ECOS system shall eventually qualify for export certification.

Non-traceable products, high risk products (fresh meat, bulk milk, bulk products) or products going to the EU, EITHER from within the province or outside the province must be sealed from Official Veterinarian to Official Veterinarian during movement transportation. (Sealed movement). For the movement of EU approved meat products between EU approved establishments, the meat is to be unsealed and inspected by the official VPHO, at the point of receiving, according to PART V, 3 of this documents.

Movement permits for movements from the production establishment to the port of exit are not needed unless there is an inspection at the port of exit. Once the product leaves the place of loading for export, the product is considered as 'in transit', and movement permits are not needed.

2 MOVEMENT CONTROLS FOR PRODUCTS ENTERING THE WESTERN CAPE

Documentary evidence of movement controls in the form of movement permits, are required for all products/ingredients (of animal origin) which originate from outside the Western Cape if the establishment of origin is not registered within the ECOS system. Such movement documents shall be issued/endorsed by the Controlling Authority of the province/establishment of origin. The receiving company within the Western Cape shall log an electronic "Application for inspection" prior to the anticipated arrival of such consignments. The export office will issue the applicant, via the electronic system, with a reference number for the application which serves as confirmation of receipt of the application. Acknowledgement of receipt of the "Application for inspection" by the State Vet office will indicate whether physical inspection of the consignment will be required. Information on how products can be imported within ECOS can be found at <https://www.elsenburg.com/veterinary-services/export-control/>

MOVEMENT CONTROLS FOR PRODUCTS MOVING BETWEEN ESTABLISHMENTS WITHIN THE WESTERN CAPE

For movements between ZA-registered establishments within the Western Cape Province a movement permit document is only required for traceability purposes and control where it forms part of an importing country requirement. An electronic "Application for inspection" shall however be submitted for all products/ingredients moving between approved establishments, in order to receive an authorisation number before any product movement may proceed. This authorization number will serve as proof of movement control in the absence of a movement permit document. Physical inspections of consignments moving within the Western Cape, may be performed on a random basis. In such cases the VPHO will be in contact to confirm a time for a physical inspection, if applicable.

3 ACCEPTABLE MOVEMENT CONTROL DECLARATIONS

There are 2 types of acceptable movement control declarations:

- A **Movement permit for an unsealed consignment** issued by a veterinarian authorized under the Meat Safety Act or Animal Diseases Act as applicable.

Movement permits shall always carry individual traceability for the products being moved.

- A **Movement permit for a sealed consignment** issued by a veterinarian authorized under the Meat Safety Act or Animal Diseases Act as applicable.

An official seal is usually required for the movement of non-traceable products, high-risk products (fresh meat, bulk milk, bulk products) or products going to the EU, either from within the province or outside the province.

4 MOVEMENT PROCEDURES FOR PRODUCTS REQUIRING THE ISSUING OF A NON-MANIPULATION CERTIFICATE

This type of movement procedure is applicable to products that was imported from a third country into South Africa and that are destined for re-export without having been tampered with in any way prior to re-export. Any movement of such product between approved export establishments within South-Africa, prior to export, must be executed strictly under movement control.

The same procedure as for a movement permit for a sealed consignment (PART IV, 4) is applicable. In addition, the following prerequisites must be complied with:

- a. the original import and official release documentation from Department of Agriculture, Land Reform and Rural Development must be provided to the export certifying veterinarian.
- b. Proof that the product was stored in an export registered facility for the duration between import and export must be provided.

5 APPLICATION FOR INSPECTION OF IMPORTED PRODUCTS THAT NEED TO BE RELEASED

The release of imported products are the exclusive responsibility of DALRRD and is not within the mandate of the province. The DALRRD office can be contacted at: Tel: 021 421 0270

PART V: THE INSPECTION PROCEDURE

Once an electronic or manual "Application for inspection" is logged by the exporting company for either an export consignment or a consignment of products to be moved/received between establishments in South Africa the application will be evaluated for completeness and an authorization number will be granted. A decision on whether a physical inspection and the application of official seals are required will be communicated via the ECOS system to the exporting company. The Veterinary inspector will communicate the time of the official inspection with the exporting company.

1 INSPECTION OF THE TRANSPORT VEHICLE

The veterinary inspector or equivalent shall inspect the transport vehicle and loading space prior to loading for:

- a. Cleanliness and suitability for intended use.
- b. Effectiveness of the thermal control system for the transport of temperature controlled products.
- c. Effectiveness of the temperature monitoring and/or recording system.
- d. Assess the risk of cross-contamination in the case of loading mixed consignments.
- e. Record the registration number of the container and/or vehicle.

Upon completion of the vehicle and loading space inspection the veterinary inspector shall inspect the products intended for dispatch and shall grant permission for loading to continue.

2 INSPECTION OF PRODUCTS AT LOADING.

The veterinary inspector shall inspect random, individual products or the consignment of products for:

- a. Identification according to the traceability information supplied by the exporting company.
- b. Reconciliation of the volume of product (no of cartons/net weight of the consignment) with the information supplied by the exporting company.
- c. The end panel labels on cartons for compliance to labelling requirements.
- d. Compliance of temperature controlled products to thermal requirements.
- e. Compliance of packaging to regulatory and export requirements.
- f. The loading process to comply with hygiene requirements.
- g. Any additional requirements imposed by the importing country.

When loading of the consignment has been completed under the supervision of the veterinary inspector and the official is satisfied that all movement and export requirements had been met, the container shall be sealed with an official veterinary seal (if required) and the seal numbers shall be recorded electronically on the "Application for inspection" form along with the container number and the

applicable registration numbers of the transport vehicle. Where commercial seals are used these numbers shall be recorded.

The veterinary inspector shall electronically approve the "Application for inspection" form once the entire loading operation has been completed to satisfaction.

3 INSPECTION OF PRODUCTS AT OFFLOADING

The veterinary inspector shall inspect:

- a. The seals of the loading space for correspondence with the seal numbers listed on the movement documentation for sealed consignments.
- b. The temperature of temperature-controlled products for compliance with thermal requirements.
- c. The thermograph records (where available) for maintenance of the cold chain.
- d. The hygiene status of the loading space for compliance with hygiene requirements.
- e. The loading space for the absence of any harmful products or substances which may have been loaded with certified products.
- f. The identification of the products for compliance with documented information.

4 INSPECTION OF PRODUCTS AS A RESULT OF OVERLOADING OF ROAD FREIGHT VEHICLES

The exporting company shall adhere to prescribed principles in terms of hygiene and regulatory thermal requirements for temperature-controlled products when products are re-loaded and adherence shall be monitored by the attending veterinary inspector.

Where the above requirements are not met, the movement declaration or export certificate for the consignment/products may be withdrawn and the products will no longer be eligible for export certification.

5 DOCUMENTARY REQUIREMENTS AT INSPECTION.

The inspector shall electronically approve the following documents on completion of the inspection:

- a. Application for inspection form.
- b. Packing list or consignment note.
- c. Issue an electronic movement permit or veterinary certificate. Alternatively, the inspector may issue a precompiled hard copy of a veterinary certificate to the client.

Registered clients shall electronically acknowledge the incurrence of fees for services rendered prior to issuance of certificates or permits.

Any non-conformances identified during the inspection at loading may result in the refusal to issue a movement permit or health certificate. Non-conformances shall be handled according to the procedure described in PART VI of this document.

6 HANDLING OF CONTAINERS AFTER LOADING INSPECTION

Once an official or representative of veterinary services has sealed a container, the container can be moved without movement controls of any kind, unless there is a need for a controlled movement under the Animal Diseases Act. Sealed containers are considered as 'in transit' and as such can be stored wherever the client deems suitable. Veterinary supervision ends on the date that the container is sealed and as such any export certificates issued for any of the products contained in the sealed container should be issued on the day of sealing, provided that all the information required for certification is available at the time of sealing.

PART VI: NON-CONFORMANCES

A non-conformance can be defined as any non-fulfilment of a specified requirement and may include a non-fulfilment of a requirement of:

- This manual.
- Any regulatory standard applicable to the commodity being exported.
- The veterinary import requirements of the country of import.
- The exporting company's own documented procedures.
- Known international guidelines of good practice such as the Codex Alimentarius.
- Animal welfare transgressions.

A non-conformance may be documentary in nature, may be process related or may be a non-fulfilment of local animal health, animal welfare or veterinary public health requirements and/or the requirements of the importing country. A non-conformance may also be related to a lack of supporting documentation from the exporting company concerning proof that the requirements of the importing country have been met.

Non-conformances may be identified during:

- Official export approval audits.
- Certification of export consignments.
- Pre-certification inspections of goods, operations, or factory premises.
- Unannounced inspections or audits.
- Provincial microbiological surveillance programs.

1 RESPONSIBILITY OF THE COMPETENT AUTHORITY (CA):

- a. The representative of the Competent Authority who may be an Auditor, Inspector or Certifying Veterinarian, shall discuss the nature of the non-conformance with the exporter.
- b. The CA shall collect comprehensive evidence concerning the non-conformance.
- c. The CA shall follow any verbal discussions with written affirmation to the exporter of the details of the non-conformance. Such written affirmation may be in the form of emails, audit reports or non-conformance reports or may be logged within the "Enquiries" section within the ECOS system.
- d. Written communication shall include the impact of the non-conformance on the export status of a particular batch of products or the export status of the exporting company as a whole.
- e. The CA shall allow the exporter sufficient opportunity to supply outstanding/mitigating evidence concerning the non-conformance.
- f. The CA shall, in consultation with the exporter, conclude a date by which the non-conformance shall be corrected.
- g. The CA shall review and verify evidence of corrective actions provided by the exporter.

- h. The CA may clear the non-conformance or request further evidence if it deems necessary.
- i. The CA may withhold export certification of a certain batch, or all products produced for export at the facility, until sufficient evidence has been provided by the exporter to clear the non-conformance.

2 RESPONSIBILITY OF THE EXPORTER:

- a. The exporter shall accept the non-conformance including the date when correction is due, in writing or acknowledge it electronically within the 'Enquiries' section within the ECOS system.
- b. The exporter shall propose and implement corrective actions within agreed due dates.
- c. The exporter shall present appropriate evidence of the implementation of corrective actions to the CA.

3 APPEALS AND COMPLAINTS RESOLUTION PROCEDURE:

In terms of Section (3) (2) (b) (iii)-(v) of The Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000), the exporter may appeal decisions made by the representative of the CA if evidence exists that such decisions are considered to be unfounded or inappropriate to the risk posed by the non-conformance.

Appeals/complaints shall be made in writing to the Deputy Director: Western Cape Veterinary Services: Export Control at Vetexport@westerncape.gov.za or may be logged within the ECOS system, particularly where such a complaint/appeal is linked to a specific "Application for export" or an audit finding.

In the event of an appeal/complaint, the CA shall:

- a. Acknowledge any written appeal/complaint, by email or within the ECOS system, within two working days of receiving the complaint.
- b. Review the appeal by a panel of representatives from the CA which will, in the least, include:
 - The Deputy Director: Export Control,
 - the official involved in the complaint/appeal,
 - one or more additional representative(s) of the CA.

This arrangement will ensure that a consensus reply to the complaint/appeal is reached, based on Departmental policy and sound certification principles.

- c. The outcome of the appeal, including the reasoning behind the conclusion, shall be communicated in writing, or electronically within the ECOS system, to the exporter without undue delay. Any consultation with DALRRD and/or communication with the importing country will necessarily lengthen the response time. In such cases the complainant shall be informed of the reason for the delay.
- d. If the complainant is not satisfied with the response, an appeal can be lodged with the Western Cape Chief Director: Veterinary Services within five days of receiving the written response to the complaint.
- e. The decision of the Western Cape Chief Director: Veterinary Services will be final and will be communicated, in writing, to the complainant.

PART VII: FEES RELATED TO INSPECTION AND CERTIFICATION

Any inspection and certification services rendered by the WCDoA will result in charges to the client. Invoices shall be generated electronically within the ECOS system. Fees are structured according to the following principles:

- a. An "Application for inspection" will be billed as an application for an export certificate. If multiple certificates are issued as a result of a single inspection, the additional certificates will be charged individually (a separate fee will be charged per certificate issued).
- b. Inspections are billed per hour according to a tier structure. Inspection fees increases to a higher tier for inspections with a duration longer than two and a half hours.
- c. For inspection services, fees 'per kilometre travelled' will apply in addition to the 'per hour' inspection fees. Kilometres travelled will be calculated from the export office to the facility.
- d. For scenarios where the certification or inspection is to take place out of working hours (08:30 to 16:30 on weekdays), afterhours certification and inspection fees will apply.
- e. Inspections that are cancelled less than 3 hours prior to the arranged inspection time will incur a cancellation fee equivalent to 1 hour of inspection.
- f. An "acknowledgement of services rendered" will need to be signed (electronically) by a company representative prior to any export certificates being issued. Registered clients will be billed per their accounts. Private clients can pay by EFT or credit card prior to issuance of the required certificates.

The schedule of tariffs for current fees can be viewed at [Export Control - Western Cape Department of Agriculture \(elsenburg.com\)](https://www.elsenburg.com).

Information on how to pay export certification fees can be viewed at [Export Control - Western Cape Department of Agriculture \(elsenburg.com\)](https://www.elsenburg.com)

PART VIII: CONTACT DETAILS

1 VETERINARY EXPORT OFFICE (VECO) - MILNERTON

(Main provincial export office)

- E-mail: vetexport@westerncape.gov.za
- Tel: 021 808 5400 /5401
- Physical address: 22 Lobelia Street, Milnerton, Cape Town
- GPS Co-ordinates: 33.866870 S 18.503029 E
- Reception open from 08:30am to 12:00pm. Clients contact outside of these hours can be arranged by appointment.

2 DALRRD -PERMIT OFFICE

- Tel: +27 (0) 12 319 7514 / 7632 / 7633/ 7406 / 7500 / 7461
- Fax :+27 (0) 12 329 8292 or +27 (0)12 319 7491 / 7644

Postal address

The Director Animal Health
Import/ Export Policy Unit
Private Bag X138
Pretoria
0001
South Africa

Physical address

Room G52 Delpen Building
Corner of Annie Botha & Union Street
Riviera
Pretoria
South Africa

3 DALRRD PHYTOSANITARY SECTION

Contact person: Bulelani Mgcoyi

Email: BulelaniM@daff.gov.za

4 DALRRD-IMPORT CONTROL CAPE TOWN:

- karensa@daff.gov.za
- Tel: 021 421 0270