



Appendix TI.1.1

Crisis Management Procedure

IMPORTANT NOTICE – MUST BE DISPLAYED TO ALL STAFF

CRISIS MANAGEMENT PROCEDURE

The following **CRITICAL ISSUES** arising from **WITHIN THE CONTROL OF THIS BUSINESS MUST IMMEDIATELY ACTIVATE** the following **CRISIS MANAGEMENT PROCEDURE**

The PRIMARY PERSON RESPONSIBLE WITHIN THIS BUSINESS 24 HOURS PER DAY for ensuring the Crisis Management Procedure is carried out immediately:		
Full Name:		
Position:		
Emergency Telephone Number:		
CRITICAL ISSUES 1-4		
1. Unapproved pesticide applied to crop	Within 5 minutes of the person responsible (stated above) being made aware of an unapproved pesticide being applied to a crop, this procedure must be immediately followed	
2. Exceeded maximum rate applied to crop	Within 5 minutes of the person responsible (stated above) being made aware of an exceeded pesticide ratio application, this procedure must be immediately followed	
3. Unapproved pesticide residue reported from crop sampling	Within 5 minutes of the person responsible (stated above) being made aware of an unapproved pesticide residue being reported back for a crop, this procedure must be immediately followed in full	
4. Exceeded maximum residue level reported from Crop sampling	Within 5 minutes of the person responsible (stated above) being made aware of an exceeded maximum residue being reported back for a crop , this procedure must be immediately followed in full	
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IMMEDIATE NEXT STEPS		
1. Gather all relevant paperwork	Spray Records and/or residue sampling records	
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2. Contact customers using emergency telephone numbers provided	IMMEDIATELY inform your customer(s) of ALL the details, be prepared to email, fax, and verbally forward all paperwork.	
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CUSTOMER 24 Hour Crisis Management Emergency Contact Details		
Trading Name:	Contact Names:	Telephone Number(s):
	Primary Contact:	Office: Mobile:
	Secondary Contact:	Office: Mobile:



Appendix TI.1.1 (continued)

Crisis Management Procedure

stop harvesting affected crop		Where crop is being harvested contact staff immediately and STOP harvesting.
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IMMEDIATE NEXT STEPS		
segregate and quarantine in storage and clearly label on all sides of containers 'hold' from affected source		Where product has been harvested and stored, yet remains within the control of the business, clearly mark each side of bin/trays ensuring no product gets mixed up with non-affected product or dispatched from site.
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secure all crop in potentially affected fields		Where crop is still to be harvested, ensure all Staff and Customer(s) are aware this crop/field reference MUST NOT be harvested. Clearly mark at field entrance MUST NOT BE HARVESTED .
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Next steps - Critical Issues 2 & 4 ONLY		
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2	maximum residue test and/or re-test product	Exceeding the maximum application rate specified in the STATUTORY box within the product label is a breach of the approval and therefore breach of UK Pesticide Legislation. However, where this issue has been identified whilst 'some' of the affected crop is left in the field (and/or storage) and/or 'some' has left the control of the farm business, i.e. has moved further along the food chain, it is imperative that the chemical composition of the product in terms of Maximum Residue Levels (Legal Trading Limits) has not been exceeded (high risk potential Food Safety breach). Samples must be taken from the remaining affected field (and/or stored stock) and arrangements will be made by your customer(s) to collect the samples. Results will be requested within 24 hours and all costs charged to the producer business. These results will be reported back to your customer(s) immediately, after which you will be made aware of the results and any subsequent actions necessary to be taken.
4	maximum residue test and/or re-test product	Where Maximum Residue Level sampling is undertaken internally within your business and results reported which exceed the Maximum Residue Levels, the product is in breach of Legal Trading Limits, cannot and should not legally be sold and in turn has high risk Food Safety potential. Where this issue has been identified whilst 'some' of the affected crop is left in the field (and/or storage) and 'some' has left the control of the farm business, i.e. has moved further along the food chain, it is imperative that the chemical composition of the product in terms of Maximum Residue Levels is re-checked by the laboratory responsible for producing the original Maximum Residue Level exceedence results. Further samples must be taken from the remaining affected field (and/or stored stock) and arrangements will be made by your customer(s) to collect the samples. Results will be requested within 24 hours and all costs charged to the producer business. These results will be reported back to your customer(s) immediately, after which you will be made aware of the results and any subsequent actions necessary to be taken.

REMEMBER MISTAKES CAN HAPPEN, IT'S WHAT YOU DO ABOUT THEM THAT MATTERS