

Attachment 2

Guidelines for Advisory Visits

Version 1 July 2023



Danish Agriculture & Food Council
Pig Research Centre

Attachment 2: Guidelines for Advisory Visits

These guidelines have been prepared as a supplement to the DANISH Product Standard, version 3rd July 2023. These guidelines describe how an advisory visit should be conducted if considered relevant.

Below is the sanction list, which is also available in the DANISH Product Standard, version 3rd July 2023.

Level of sanction	Consequence
1. Administration	Submission of documentation (within 28 days)*. Non-compliance is closed upon receipt of acceptable documentation. Certification decision is taken after non-compliance is closed. The certificate for a new certification period is issued with a start date at the expiry of the previous certificate.
2. Administration	Submission of documentation (within 28 days)* and an unannounced audit at the next regular audit. Non-compliance is closed upon receipt of acceptable documentation. Certification decision is taken after non-compliance is closed. The certificate for a new certification period is issued with a start date at the expiry of the previous certificate.
3. Administration	Submission of documentation (within 28 days)* and advisory visits.*** (3 visits within 6 months). The non-compliance is closed upon receipt of acceptable documentation, including documentation of the start of the advisory. Certification decision is taken after non-compliance is closed. The certificate for a new certification period is issued with a start date at the expiry of the previous certificate. The herd is scheduled for an extraordinary spot audit within 12 months to verify that the advisory visits have taken place and the advice has been followed.
1. Production	Unannounced spot audit*** (within the category) within 3* months. The non-compliance is closed after the spot audit with no non-compliances. Certification decision is taken after closure of non-compliance. The certificate for a new certification period is issued with a start date at the expiry of the previous certificate.
2. Production	Unannounced spot audit*** (within the category) within 3* months and advisory visits, 3 visits within 6 months. The non-compliance is closed after the spot audit with no non-compliances, where it is also verified that the advisory visits have commenced. Certification decision is taken after non-compliance has been closed. The certificate for a new certification period is issued with a start date at the expiry of the previous certificate. The herd is scheduled for an extraordinary spot audit within 12 months to verify that the advisory visits have taken place and the advice has been followed.
3. Production	Revisit within 3-4 weeks* and an unannounced visit during the next regular audit (33-36 months after the certification date). Non-compliance is closed after the revisit with no non-compliances. Certification decision is taken after closure of non-compliance. The certificate for a new certification period is issued with a start date at the expiry of the previous certificate. The herd is scheduled for an extraordinary full audit within 12 months.
Suspension	Suspension of the certificate. Documentation/objective evidence of remedial action within 14 days. If remedial action occurs: <ol style="list-style-type: none"> 1. Advisory visits, 3 visits within 6 months. 2. Revisit within 6-9 months + unannounced audit during the next regular audit. If rectification does not occur, the certificate is voided.
Revocation	If remedial action does not take place, the certificate expires.

* If considered necessary by the certification body due to non-compliances that cannot be rectified within the existing certification period, such as changes to housing systems (but not limited to this), there may - exceptionally - be a need to issue a certificate extension to allow for submission of documentation, spot audit, or revisits within the certification period. A certificate can be extended for a maximum of 120 days. The scheme owner must be notified in case of extensions.

*** A new type of sanction level that includes advisory visits and spot audits.

When sanction 3. Administration or 2. Production is given, it will result in 3 advisory visits within 6 months.

The purpose of advisory visits is to:

- Assist and motivate producers.
- Provide training to enhance understanding of issues that can contribute to increased job satisfaction.
- Contribute to better financial outcomes or reduce losses. For example, the use of a hospital pen is good business and speedy euthanasia reduces feed and medication costs.
- Provide management support.

It is always the responsibility of the producer to contact an adviser for an advisory visit. Ownership of action plans and advisory processes always rests with the owner of the herd.

The following guidelines apply to advisory visits:

1. The visits must NOT be conducted by the certification body.
2. The visits must NOT be conducted by the herd veterinarian with whom a health advisory agreement has been made. However, it is possible to use a veterinarian from the same practice as the herd veterinarian. The advisory visit, however, must be conducted as a separate part of the veterinary visit.
3. Advisory visit specifications must be followed.
4. The certification body will follow up the advisory visits within 12 months to verify that the visits have taken place and that the advice has had an effect.

Requirements and process for advisory visit:

During the advisory visits, a visit report must be prepared, covering the following:

1. Corrective action – What has been done to rectify the incident? (Visit report 1)
2. Root cause analysis – Why did the incident occur? (Visit report 2)
3. Preventive measures – How will similar incidents be prevented in future? (Visit report 3)

A visit report should be prepared after each visit. The reports must document the review of the above three points (one in each of the three visit reports), when the advisory visit took place, and provide documentation of follow-up/approval of targets set during the previous advisory visit.

In general, an advisory process may be as follows:

Before the 1st visit

The producer shall undertake (if not already done so) corrective action.

1. visit

Adviser:

- Approval of the corrective action.
- Advice on preventive measures.
- Visit report including targets for the next visit.

After the 1st visit

The producer is required to provide a reason as to why the non-compliance has arisen.

2. visit

Adviser:

- Approval of the producer's analysis of the cause.
- Advice on corrective actions that can be taken to address the cause identified.
- Draws up a visit report that includes targets for the next visit.

Before the 2nd visit

The producer is required to implement and describe preventive actions.

3. visit

Adviser:

- Approval of the preventive measures implemented by the producer.
- Prepares a visit report that includes targets for how to ensure the effectiveness of future advisory visits.

After the 2nd visit

The producer's responsibility is to ensure that the implemented measures are carried out in practice and have the intended effect.

Spot audit within 12 months.

The certification body:

- Verifies that the three advisory visits have taken place as scheduled and that they have been effective.