

Instruction

Reporting and handling incidents via the customer portal

This instruction is intended for reporting incidents within the IFS and BRCGS standards. Incidents include, among others:

- (Public) recalls
- Withdrawal
- Official warnings or fines from authorities (such as NVWA, COKZ)
- Microbiological contamination
- Incorrect labeling
- Foreign materials in the product
- Packaging errors
- Incidents with serious consequences such as hospitalizations or consumer deaths
- MRL exceedances

According to the guidelines of the standard owners, you are required to report incidents to the certificate holder, in this case Kiwa.

The reporting deadlines to Kiwa are as follows:

- BRCGS standards: within 2 working days (except BRCGS Gluten Free: within 1 working day)
- IFS standards: within 3 working days

Updates to IFS Doctrines (April 2026): With the recent update to the IFS Food, Broker, and Logistics Doctrines, the reporting requirements to the certification body have changed. As a result, certain types of incidents no longer need to be reported.

We recommend that you always consult the latest version of the IFS Doctrine for the relevant standard to obtain the most up-to-date and complete information regarding the reporting requirements (via www.ifs-certification.com/en/). It provides an overview of which situations must be reported and what information is required in each case. If you have any questions, please contact Kiwa.

Late reporting may have consequences. Please refer to the applicable standard for more information on situations where reporting an incident is mandatory.

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1. Finding incidents in the customer portal

To report an incident, go to the relevant certificate in your customer portal and indicate that an incident has occurred.

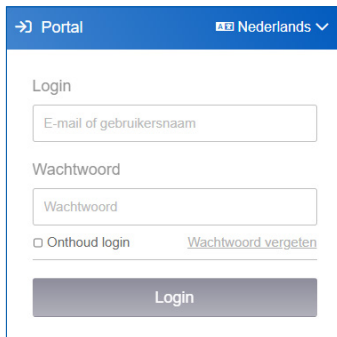
Log in via: <https://vincotte.zertic.com/portal/>.

Use Mozilla Firefox, Google Chrome, or Microsoft Edge.

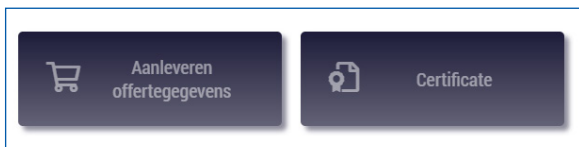
Note: Internet Explorer is not supported.

You previously received your username and password from us.

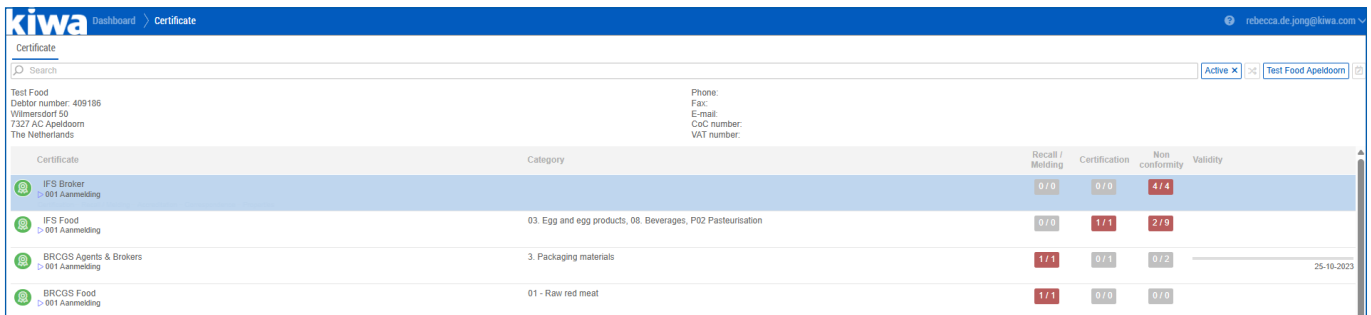
If you no longer have these details, contact our back office at +31 88 99 84 310 (option 3 after language selection) or NL.certification.food@kiwa.com.



After logging in, select the 'Certificate' button.

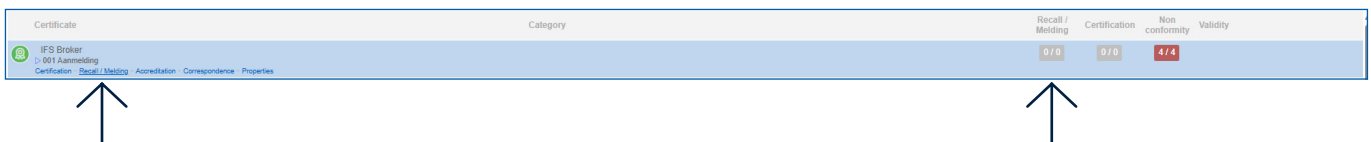


You will see an overview of your active certifications.



Certificate	Category	Recall / Melding	Certification	Non conformity	Validity
IFS Broker 001 Aanmelding		0/0	0/0	4/4	
IFS Food 001 Aanmelding	03. Egg and egg products, 08. Beverages, P02 Pasteurisation	0/0	1/1	2/9	
BRCGS Agents & Brokers 001 Aanmelding	3. Packaging materials	1/1	0/1	0/2	25-10-2023
BRCGS Food 001 Aanmelding	01 - Raw red meat	1/1	0/0	0/0	

Go to the relevant certificate and click 'Recall/Melding'. You can do this via the blue text under the certificate or by clicking the counter.



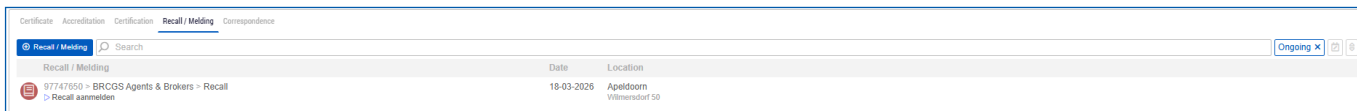
Certificate	Category	Recall / Melding	Certification	Non conformity	Validity
IFS Broker 001 Aanmelding Certification: Recall / Melding Accreditation Correspondence Properties		0/0	0/0	4/4	

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If an incident has already been registered, this will be shown in the box next to the certification.
If there are open tasks for you, the icon will turn red.
Click 'Recall/Melding' to continue.

After clicking this button, the following overview appears.



Recall / Melding	Date	Location
97747650 > BRCGS Agents & Brokers > Recall ↳ Recall aanmelden	18-03-2026	Apeldoorn Wimersdorf 50

If you are certified for multiple standards, you only need to register the incident under one of them.

Do you not see any notifications? Check that the status 'Ongoing' is selected in the top right corner.

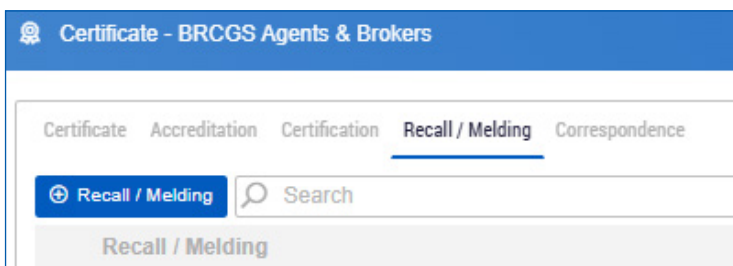
2. Reporting an incident

If you want to report a test recall or test incident, send this by email to NL.Recalls.FOOD@kiwa.com.

Note: once an incident has been registered, you cannot delete it yourself.

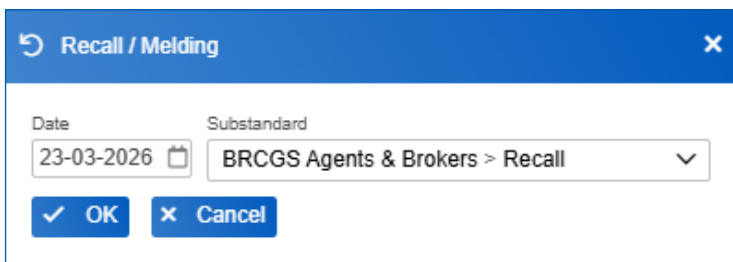
In the relevant standard you will find for more information on when reporting an incident is mandatory.

Click the blue 'Recall/Melding' button to create a new notification.



In the pop-up window, you will see the notification date and the certificate for which the incident is registered.
The subline shows 'Recall/Melding', which is the correct way to report all types of incidents to Kiwa.

Click 'OK' to continue.



The screenshot shows the 'Recall / Melding' pop-up window. The window has a blue header with a back arrow, the text 'Recall / Melding', and a close button (X). Below the header, there are two input fields: 'Date' with a calendar icon and 'Substandard' with a dropdown menu. The 'Date' field contains '23-03-2026' and the 'Substandard' dropdown is set to 'BRCGS Agents & Brokers > Recall'. At the bottom of the window, there are two buttons: 'OK' with a checkmark icon and 'Cancel' with an X icon.

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A new window will open where you can enter the incident details.

Please complete the form in **English**.

The screenshot shows a web form for reporting an incident. The form is titled "Recall / Meeting - 97761589 - Recall". It contains several sections: "General information" with fields for "Recall / Meeting" (97761589), "Subsidiary", "Phone", and "Date"; "Data entry" with fields for "Consignation incident", "Telephone number", "E-mail address", "Certified according to the following standards", "Product (scope) according to IFS Food certificate", "Type of hazard or Reason for notification", and "Incident category" (highlighted with a red border and a dropdown arrow); "Outline of incident" with a text area for "Brief description of the incident"; "Product details" with fields for "Name and description of product", "Batch code (in kilograms)", "Total quantity still in stock (in kg)", "Total quantity recalled, traced and returned (in kg)", "Which brands and/or private labels has the product in question been sold under?", "Production date(s)", "Lot code characteristics", and "Export date(s)"; "Date of incident" with fields for "Which countries are involved?" and "Which parties are involved/informed?"; and "Corrective Action Plan (CAP)" with fields for "Recall route" and "Preventive actions". At the bottom, there are three buttons: "Save", "Cancel", and "Save and submit".

Fields marked in red are mandatory and must be completed before you can submit the incident.

Fields with a dropdown arrow allow you to select an option.

A close-up of the "Incident category" dropdown menu. The text "Incident category" is displayed above a red-bordered input field with a downward-pointing arrow on the right side.

If you can complete additional fields, this will support faster processing of your notification.

Please attach all relevant documents right away: You can attach documents (such as supporting documents, mass balance, and traceability records) using the "Upload: Attachment" button at the bottom of the form.

A screenshot of the "Upload: attachment" button. The button is labeled "Upload: attachment" and has a "Date" field to its right. Below the button, it says "No results found".

Once you have entered all available information, click 'Save and submit' at the bottom.

A screenshot of the "Save and submit" button. The button is blue with a white checkmark and the text "Save and submit". To its left are two other buttons: "Save" (grey with a white checkmark) and "Cancel" (blue with a white 'X').

The field 'Recommendations from the Incident Coordinator' cannot be completed by you. The incident coordinator will use this field to ask additional questions if needed.

After submission, a food certification officer will review your notification. If additional information is required, you will receive a request to provide the missing details so the registration in the relevant database can be completed.

Once the registration is complete, you will be asked to complete and submit the Corrective Action Plan (CAP), if you have not already done so in the initial notification.

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3. After submitting the incident

After clicking 'Save' or 'Save and submit', the notification will appear in the overview.

Certificate - IFS Broker

Certificate Accreditation Certification **Recall / Melding** Correspondence

Recall / Melding

Recall / Melding	Date
97834661 > IFS Broker > Recall Incident wordt beoordeeld	15-04-2026

The status of your notification is shown at the bottom. Below is an explanation of the different statuses.

Status	Explanation
Incident registration	The incident has been created but not yet submitted.
Incident under review	You have submitted the incident. A staff member reviews the information and checks whether additional data is required.
Incident incomplete, additional information required	The notification does not contain sufficient information to complete the initial registration. You have received an email specifying the missing information. Or: the certification committee requires additional information to decide on the handling. You have also received an email about this.
Request to complete CAP	The notification has been registered, but the Corrective Action Plan has not yet been received. You have received an email about this.
Incident under assessment	The incident is being processed. The notification is being registered in the relevant database or your CAP has been received and is under review by the certification committee.
Sending final report	The certification committee has made a decision. You will receive the final report shortly.
Notification finalized positive	The incident has been fully closed. You have received a confirmation.

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4. Completing the Corrective Action Plan (CAP)

Once we have registered the incident in the database, you will receive an email requesting you to submit the CAP.

Log in to the customer portal and go to the relevant certificate and incident, as described earlier.

Complete the remaining open fields in the form. Upload supporting evidence using the 'Upload' button at the bottom of the window.

Once the CAP is complete and all evidence has been uploaded, click 'Save and submit'.

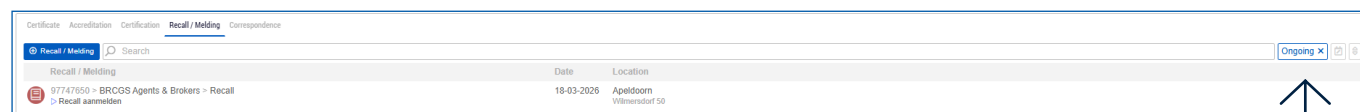
The incident will then be submitted to the certification committee for review.

The committee or standard owner (IFS or BRCGS) may request additional information. If so, you will receive an email asking you to provide the required details.

5. Closed incidents

Once an incident has been fully handled, it will no longer be shown by default in the overview.

To view it again, disable the 'Ongoing' filter by clicking the cross next to the filter in the top right corner.



Recall / Melding	Date	Location
97747650 - BRCGS Agents & Brokers - Recall Recall aanmelden	18-03-2025	Apeldoorn Wilmersdorf 50