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 3 *business* days** (except BRCGS Gluten Free: **within 1 *business* day**)
- IFS standards: **within 3 *business* days**

The deadlines for submitting a complete Corrective Action Plan (including root cause) are as follows:

- BRCGS standards: **within 21 days** of notification
- IFS standards: **within 10 *business* days** of notification

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.

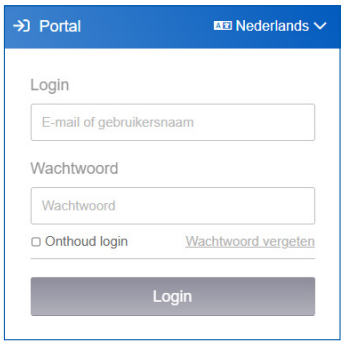
Log in via: https://vincotte.zertic.com/portal/.

Use Mozilla Firefox, Google Chrome, or Microsoft Edge.

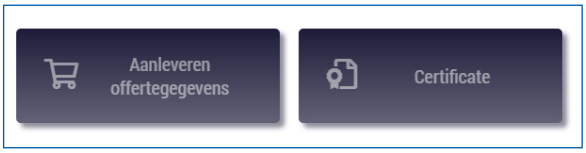
Note: Internet Explorer is not supported.

You previously received your username and password from us.

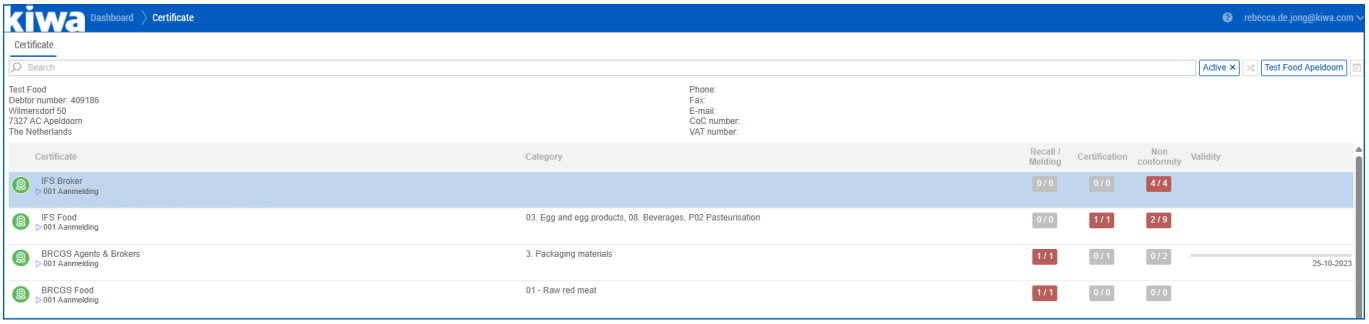
If you no longer have these details, contact our back office at +31 88 99 84 310 (option 3 after language selection) or NL.certification.food@kiwa.com.



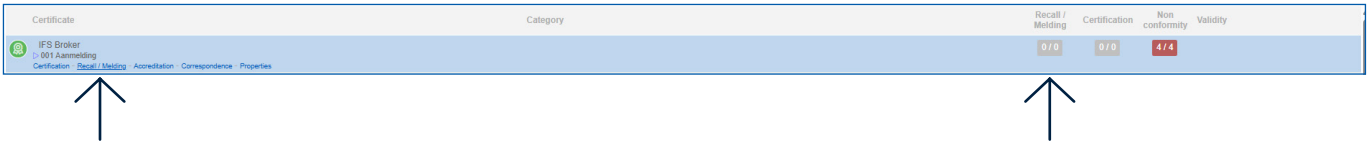
After logging in, select the ‘Certificate’ button.



You will see an overview of your active certifications.



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.



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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.



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.

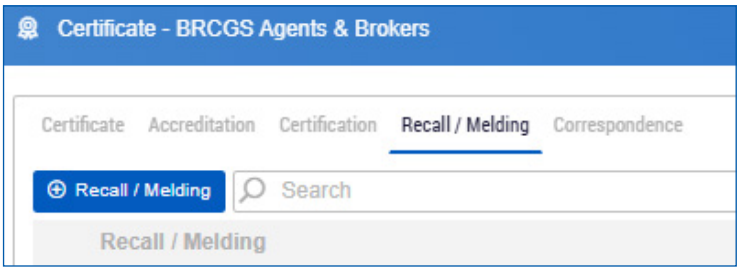
2. Reporting an incident

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.

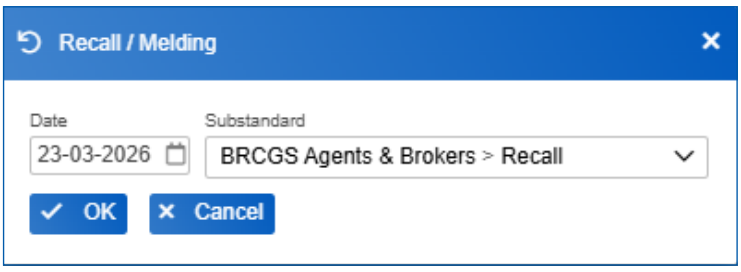
In the relevant standard you will find for more information on when reporting an incident is mandatory.

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.

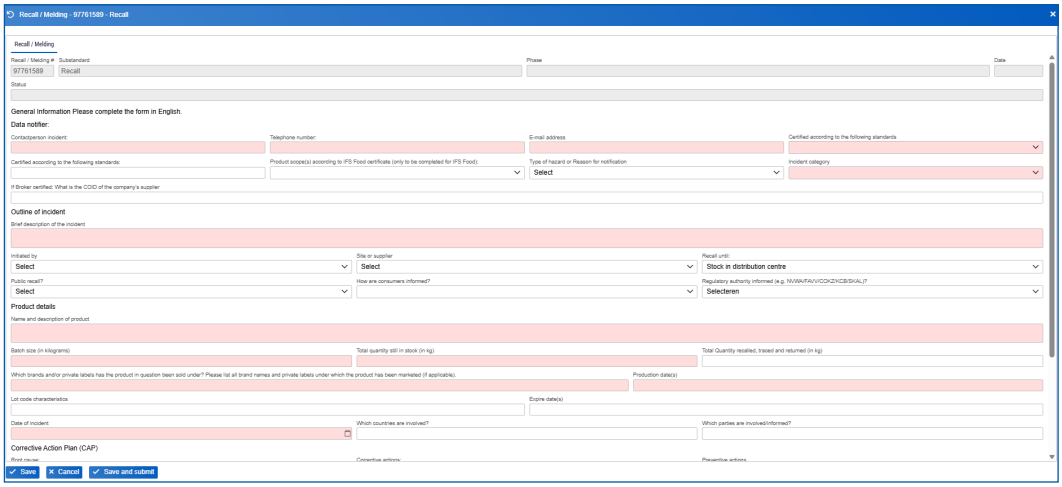
Click ‘OK’ to continue.



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

Please complete the form in **English**.



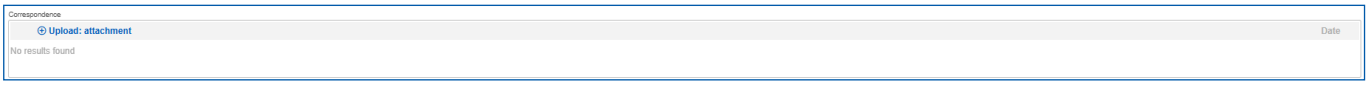
Fields marked in red are mandatory and must be completed before you can submit the incident.

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



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.



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



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.

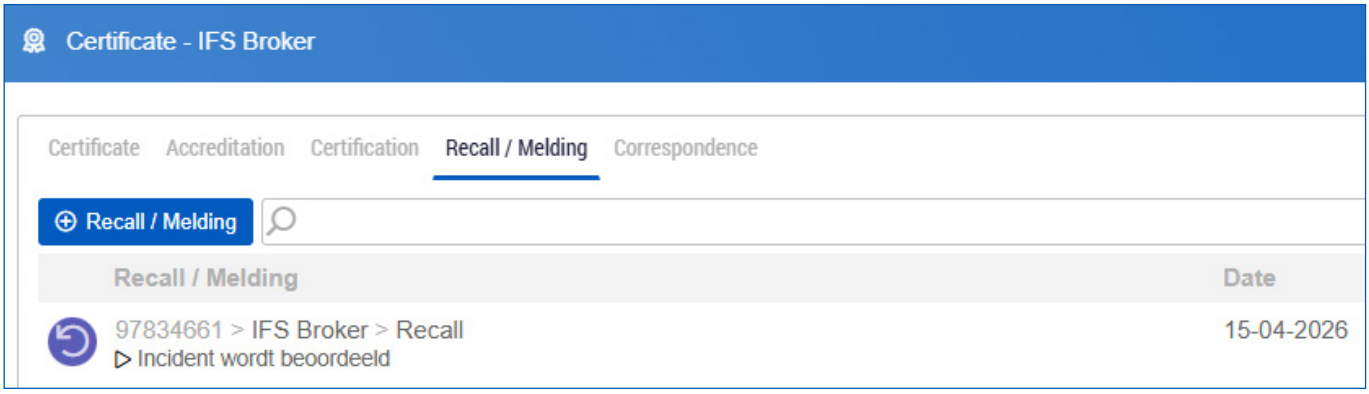
After submission, a food certification officer will review your notification. If additional information is required, you will receive a request to provide the missing details so the registration in the relevant database can be completed.

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.



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.

