

**QUALIFY**  
Interreg Europe



European Union  
European Regional  
Development Fund



# Good Practices Catalogue



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## Good practice 1:

### *FoodDocs AI helps to know and to follow food safety rules easily*

1. General information	
Title of the practice	FoodDocs AI helps to know and to follow food safety rules easily.
Does this practice come from an Interreg Europe Project	NO

Please select the project acronym	QUALIFY
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Location of the practice	Country	ESTONIA
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2. Detailed description	
Detailed information on the practice	<p>FoodDocs AI generated Food Safety Plan helps companies to set up their HACCP system and comply with legal requirements 500x faster than today's manual options, saving time and labour resource.</p> <p>FoodDocs app makes daily routines easy to follow and as a result, the dashboard gives an instant overview of the whole process to responsible people.</p> <p>FoodDocs customers can always be sure that their food safety is compliant throughout the value chain and the whole quality standard is ensured.</p> <p><b>Benefits of FoodDocs:</b></p> <ul style="list-style-type: none"><li>• <b>No specialist needed to set up your HACCP</b> You don't need to be a food safety specialist to start with a food business. With FoodDocs you can create your HACCP plan without an external consultant service.</li><li>• <b>Spend less time on supervision</b> How much effort does it take to have a real-time overview of food safety in all your food business units? With FoodDocs you can avoid this supervisory cost and have better documentation than you have today.</li><li>• <b>Spend less on educating your staff</b> All relevant instructions and videos can be added to the task, making delegation and briefing new staff members effortless.</li><li>• <b>Complete system for whole food safety</b> FoodDocs food safety management system (FSMS) covers all parts of food safety, including HACCP, monitoring, audits, and can be integrated to external systems.</li><li>• <b>Creates trust toward your brand</b></li></ul>

	<p>Your customers like to trust the food you serve them, therefore using systems like FoodDocs can create trust toward your brand. We have seen that using FoodDocs quality stamps on delivery apps and packaging can increase your sales 15%.</p> <p>FoodDocs' virtual food safety specialist directly contributes to improving food quality, because food safety is one of the most important pillars in ensuring a food quality.</p> <p>FoodDocs artificial intelligence helps food businesses to know and to follow their food safety rules easily. At the same time, it can be used by local authorities (as it is already working in Estonia) to inspect remotely food operators. During the crisis, it turned as a very useful solution.</p> <p>Ensuring food safety compliance is one of the most important topics in assuring high-quality standards in the food industry. According to 6000 FoodDocs users' feedback from 59 countries, it is hard to know and to follow food safety rules and requirements. All this causes trouble in offering a high-level quality of food and preventing food safety risks. FoodDocs AI solution covers all parts of the legislation that is connected with assuring and preventing food safety hazards, also takes into consideration previous users' data in ensuring food safety quality (what kind of hazards and requirements other similar companies have).</p> <p>Also, starting from September, FoodDocs solution is suitable for any kind of food handlers, including producers and primary producers, covering several food safety standards, including HACCP, HAPRC, ISO, FSSC, VACCP, TACCP, BRC, IFS.</p> <p>FoodDocs makes food safety understandable for people, dealing with food. Assuring food quality and reporting about all deviations is one of the most important topics, FoodDocs makes this all easy to follow and gives instant overview of the whole process to people who are responsible for that.</p> <p>Also, traceability is an issue that most of the retailers and transportation companies struggle with. Different solutions like QR scanners, stickers, sensors can be easily connected with FoodDocs via API.</p>
<b>Timescale (start/end date)</b>	Any time
<b>Evidence of success (results achieved)</b>	<ul style="list-style-type: none"> <li>• FoodDocs has more than 6000 active users from 59 different countries.</li> <li>• Is mostly used in Estonia, UK, Spain and Ukraine.</li> <li>• Has 10+ new users every day.</li> <li>• FoodDocs software and app can be used in 7 languages – ENG, RUS, EST, SPA, GER, UKR, LAT</li> </ul>
<b>Difficulties encountered/ lessons learned</b>	<p>Quality managers are mostly very open to new innovative and efficient tools. At the same time, employees don't get use to new solutions more easily. The solution needs to be very user friendly so final user would start to use it.</p>



	Heads of governmental inspectors are very interested in digital food safety and they see that it will save their resource a lot in the future. Local inspectors are sometimes not very fond of digital and transparent solutions.
<b>Potential for learning or transfer</b>	The growing number of users and customers shows that there is a need for a solution that helps them to ensure food safety more easily. Food safety topic is too cumbersome and bureaucratic, there needs to be more easy solution!
<b>Further information</b>	www.fooddocs.eu
<b>Contact details</b>	
<b>Name</b>	<i>Katrin Liivat</i>
<b>Organisation</b>	<i>FoodDocs</i>
<b>Email</b>	<i>katrin@fooddocs.eu</i>

## Good practice 2:

### *Guidelines for planning official Controls in livestock companies*

<b>3. General information</b>	
<b>Title of the practice</b>	Guidelines for planning official Controls in livestock companies
<b>Does this practice come from an Interreg Europe Project</b>	YES
<b>Location of the practice</b>	Country   ESTONIA

<b>4. Detailed description</b>	
<b>Detailed information on the practice</b>	<p>The "Guidelines for planning official Controls in livestock companies in 2019" were carried out in 2018-2019 by Veterinary and Food Board and Estonian Agricultural Registers and Information Board.</p> <p>Estonian Agricultural Registers and Information Board organizes regular inspections and owns information on the beneficiaries, Veterinary and Food Board issues different certificates, permits. The problem was that these datas were not compatible and were different in these departments and they decided to <b>create one common and more transparent data verification system</b>. The job has been done without additional state funding and with their own human resources.</p> <p>They mapping and identified 80 different risks plus risk factors. The problem to be solved- the registration data does not correspond to the actual datas (e.g. replacement ear tags have not been ordered by the keeper, too many lost animals at the keeper's registry). 16 risk factors were added to Veterinary and Food Board Annual Control Plan instead of 5, which were dealt before.b</p>

	<p>There were 1166 of farms with deviations, related to the Estonian Agricultural Registers and Information Board registry data (there are 11 000 livestock keepers in Estonian Agricultural Registers and Information Board register in Estonia). All keepers of animals 10-20 years old, were checked, who were not making any movements or activities in the register (neither birth nor death records) by animal species (cattle separate, sheep separate, goats separate, etc.);</p> <p>As the priorities for animal health is improving the biosecurity level, preventing the spread of African swine fever and the management of "black meat", these animal husbandry facilities were also identified as high-risk who:</p> <ul style="list-style-type: none"> <li>- deal with marketing of milk (from 10 dairy cows);</li> <li>- all pig keepers within 5 km radius of another pig or other keeper (with regard to swine fever);</li> <li>- all persons involved in the slaughter for own;</li> <li>- poultry yards (bird fly control are planned to be carried out (highest risk pigeons);</li> <li>- all animal keepers, who reported the loss of more than 5 animals in 2018</li> </ul>
<b>Resources needed</b>	An additional activity carried out with its own human resources and budget, without additional state funding by Veterinary and Food Board and Estonian Agricultural Registers and Information Board.
<b>Timescale (start/end date)</b>	2018-2019
<b>Evidence of success (results achieved)</b>	<p>One common and more transparent data verification system has created;</p> <p>The result of this mapping is an accurate overview of what is organic production and what is not, which will help reduce food fraud;</p> <p>The data is correct now, the actual situation is in line with the data in the register;</p> <p>Better prevention of spread of different animal diseases (e.g. African swine fever, pigeons of high risk), the management of "black meat etc.;</p> <p>More effective cooperation between different organisations, departments- Veterinary and Food Board and Estonian Agricultural Registers and Information Board.</p>
<b>Difficulties encountered/ lessons learned</b>	An additional activity carried out with its own human resources and budget, without additional state funding, in order to improve the existing system and bring the register data into line with the actual situation
<b>Potential for learning or transfer</b>	Sometimes the good will, good ideas and cooperation are needed to improve an existing system without without extra funding;





	The good message to others- if collecting the data, they could be collected in such a way that risks can also be assessed. It's quite normal for risk assessment to change next year.
<b>Further information</b>	



Good practice 3:

*LACTIMED: Promoting Mediterranean Dairy Products.*

5. General information	
<b>Title of the practice</b>	LACTIMED: Promoting Mediterranean Dairy Products
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Location of the practice</b>	Country	Greece
	NUTS 1	Kentriki Ellada (EL6)
	NUTS 2	Thessaly (EL61)

6. Detailed description
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<p><b>Detailed information on the practice</b></p>	<p>Livestock farming and dairy production play important social and economic role in Mediterranean rural communities. Nonetheless, this dairy chain has to deal with a number of challenges that are common to all rural areas in the Mediterranean, such as animal feed and productivity, quality and food safety, difficulties in promoting typical products, access to funding and the structuration of the dairy chain at a regional level.</p> <p>LACTIMED project, funded by the ENPI CBC MED Programme, strove to boost the production and distribution of typical and innovative dairy products in the Mediterranean.</p> <p>By using the meticulous local diagnosis studies, the project engaged producers in a collective process of targeting markets and pooling resources to attain them. Eight pilot clusters resulted from this work on subjects ranging from improving quality (collection, health and safety, training) to retailing (labelling, marketing, e-commerce). The project also supported and funded entrepreneurs involved in innovative approaches to promote traditional products.</p> <p>In addition to these local activities, various discussions and field visits gave rise to a network of people and skills combining the private-sector, public authorities, academic institutions and civil society.</p> <p>Various stakeholders involved in the LACTIMED project:</p> <ul style="list-style-type: none"> <li>• Micro, small and medium enterprises of the dairy sector</li> <li>• Farmers, collectors, processors, providers</li> <li>• Agro-clusters, local chambers, business organisations, regional directorates for agriculture, universities, R&amp;D centres</li> <li>• Agro-industrial groups</li> <li>• Small, medium and large retailers</li> <li>• Tourism and catering operators</li> <li>• National and local authorities</li> </ul>
<p><b>Resources needed</b></p>	<p>LACTIMED project brought together 12 partners with complementary profiles (academic experts with chambers of commerce, innovation clusters) in 5 different regions of Egypt, Lebanon, Tunisia, Italy and Greece. In total more than 4.000 persons were directly involved in the project.</p>
<p><b>Timescale (start/end date)</b></p>	<p>November 2012 – December 2015</p>
<p><b>Evidence of success (results achieved)</b></p>	<p>Following consultation with more than 360 stakeholders, 8 local dairy chain clusters developed to meet the specific needs and challenges of each territory.</p> <p>Thessaly cluster (Terra Thessalia Lactis) brought together around a regional platform for dialogue establishing cooperation mechanisms among them. The cluster comprised 7 cheese-makers and farms, 4 livestock farming cooperatives, 2 cooperative banks, 12 research centres, 3 professional and support organisations and 15 local municipalities as associate partners.</p>
<p><b>Difficulties encountered/ lessons learned</b></p>	<p>Setting up a cluster requires considerable cooperation, strong ownership and commitment by the members for long-term sustainability.</p>



<b>Potential for learning or transfer</b>	<p>The Mediterranean network resulted from the LACTIMED Project constitutes an important base to pursue this work in developing the regions by strengthening and structuring the dairy chain and, more generally, typical agricultural products from the Mediterranean.</p> <p>LACTIMED project white paper contains a series of recommendations to boost the sector of typical dairy products in the Mediterranean. These recommendations were made by the actors of dairy value chains in the project's pilot territories and focus on the following items:</p> <ul style="list-style-type: none"> <li>• Ensuring quality livestock feed to improve productivity;</li> <li>• Improving food safety by improving sanitary quality and hygiene conditions;</li> <li>• Promoting typical local products and supporting collective actions in this regard;</li> <li>• Improving accessibility of dairy producers to bank financing to facilitate the professionalization and structuring of value chains;</li> <li>• Supporting organization of territorial networks.</li> </ul> <p>In this regard, the experience from the local cluster approach can be transferred to other regions while the project methodology can be applied in other products' chain of the agro-food sector.</p>
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## Good practice 4:

### *Chemical Analyses of food*

1. General information	
<b>Title of the practice</b>	Chemical analyses of food
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Please select the project acronym</b>	QUALIFY	
<b>Location of the practice</b>	<b>Country</b>	France

2. Detailed description	
<b>Detailed information on the practice</b>	<p>While food contamination is most often accidental, many failures of compliance are the result of deliberate economic-motivated fraud. Fraud may thus relate to non-compliance with the regulatory or traditional composition of the product, a spoofing of notoriety or the counterfeiting of a manufacturing process. Laboratories have benefited in recent decades from a dramatic increase in analytical power, both in terms of concepts and instrumentation. They have many tool to test food produces, as chemical analysis. In fact the "compositional profile" of a complex product is its origin, so it is a criterion of authenticity. The aim is to detect exogenous molecules,</p>



	<p>of chemical or biological origin, which are in principle absent from the sample studied. The chemist therefore addresses conventional methods of extraction, separation and structural identification of molecules:</p> <ul style="list-style-type: none"> <li>- Chromatographic techniques.</li> <li>- Mass spectrometry: infrared spectroscopy and nuclear magnetic resonance</li> <li>- Multi-tailed analysis is use for example to give the diversity of pesticides made up of phosphorus or chlorine used in agriculture</li> </ul> <p>They can also identify the origin of molecules, this is called the isotopic methods to counter falsification of the composition of products. The isotopic profile is an identity card of the molecule that can answer questions about:</p> <p>The natural or synthetic origin of the product (natural vanillin or synthetic vanillin),</p> <p>The botanical nature of the precursor (fennel anethole or Badiane anethole),</p> <p>The geographical origin of the plant (wine from Bordeaux, Roussillon, Valais),</p> <p>The year of production (Armagnac of the 1968 or 1985 vintage),</p> <p>The addition of exogenous molecules of the same nature (pure juice or juice enriched by beet sugar, pure or enriched honey),</p> <p>Has the synthesis process (the patent for the manufacture of aroma or alicament been hijacked?),</p> <p>The identification of the product can be made by the biological methods too. They characterize different types of meat and fish. They help to tackle fraud involving the substitution of animal species deemed noble by cheaper species. It is also thanks to biological methods that the monitoring of genetically modified organisms (GMOs) has become possible.</p> <p>There are many laboratories who can analysis product's composition with these different methods. Furthermore, there is the Joint Laboratory Service is a national department of economic and financial ministries. As the State Laboratory of these ministries, he carries out the analyses for the General Directorate of Customs and Indirect Rights and the General Directorate of Competition, Consumer Affairs and Fraud Enforcement.</p>
Timescale (start/end date)	1970 - ongoing
Evidence of success (results achieved)	<p>These analyses can reveal all the composition of a product and many other details.</p> <p>For example, a range of more than 250 pesticide residues and degradation products can be detected in fruits and vegetables, after an extraction phase, using gas chromatography equipment with</p>



	<p>mass spectrometry detection and liquid chromatography with fluorescence detection.</p> <p>In the wine sector, in particular for the controlled appellations of origin (AOC), there are numerous convictions for various falsifications such as: addition of illicit compounds; wetting; chaptalization, or illegal overchaptation; fraud on the appellation of origin or on the vintage. The same is true for the composition of fruit juices. When chemical species, of the same nature as components normally present in the product but of different origin, have been smuggled in. Molecule authentication: Nuclear magnetic resonance allows direct access to the distribution of isotopes at the different sites of a molecule.</p> <p>All enterprises in France have to check their products in laboratoires.</p>
Potential for learning or transfer	<p>This practice is very interesting and it exists in own Région. There are some companies who works about chromatographie et other methods to identifier the authenticity of products. The problem is that there are expensive methods and only the products with a high value can pay them. It will be interesting to find the way to small companies who produce food without much value could pay them.</p> <p>We would like to involve in Qualify project the local and rural producers, and we need to find the way to put in place this methods in this kind of companies.</p>
Further information	<p><a href="https://www.lajauneetlarouge.com/controle-de-qualite-des-aliments-tracabilite-et-authenticite/">https://www.lajauneetlarouge.com/controle-de-qualite-des-aliments-tracabilite-et-authenticite/</a></p>



## Good practice 5:

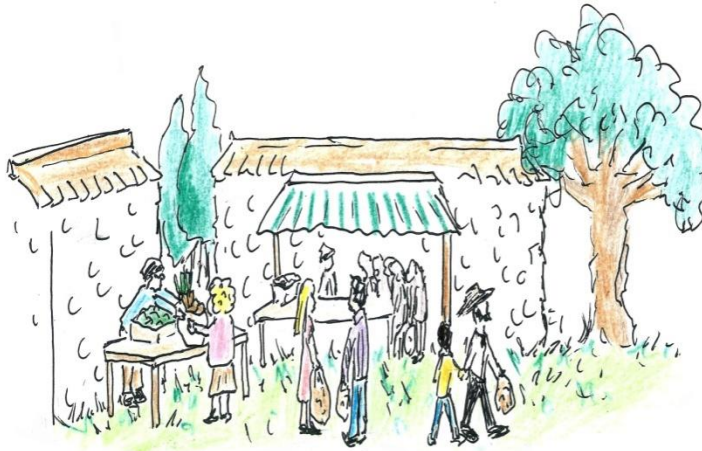
### *AgroLabs: AgroFood Innovation Clusters*

1. General information	
<b>Title of the practice</b>	AgroLabs: AgroFood Innovation Clusters
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Location of the practice</b>	Country	Greece
	NUTS 1	VoreiaEllada (EL5)
	NUTS 2	Central Macedonia (EL 52)

2. Detailed description	
<b>Detailed information on the practice</b>	<p>For Balkan Med region the agro-food sector has an important social and economic role -especially in rural communities - and is emerging as a central element for the region's development. Despite the diversity of production systems and the different degrees of obstacles, Balkan Med territories are facing common challenges that limit the development of the agro-food sector and weaken especially the small producers. Most constraints are common in rural Balkan Med areas, such as lack of innovation and productivity, quality and food safety, difficulties in promoting typical products, access to funding and the structure of the value chain at a regional level.</p> <p>AgroLabs project, funded by the INTERREG VB Balkan-Mediterranean Programme, aimed to foster the production and distribution of innovative agro-food products of the Balkan Med area by organising local value chains, supporting SMEs and producers in their development projects and creating new markets for their products.</p> <p>The outputs benefit producers, SMEs and all parties in the agro-food value chain, local/regional authorities and the participating regions. The innovative "bottom-up" approach of AgroLabs allowed to meet the needs and the aspirations of the involved stakeholders and to ensure the appropriation of the AgroLabs clusters by building a joint strategy through cross-border exchange of experience. This led to the creation of the Balkan Med network of agro-food clusters.</p>
<b>Resources needed</b>	The AgroLabs partnership comprised of 8 partners from Greece, Cyprus, Albania and Bulgaria. In particular 4 Universities, 2 Municipalities, 1 Regional Authority and a Development Agency cooperated for the implementation of the project.
<b>Timescale (start/end date)</b>	August 2017-January 2020

<p><b>Evidence of success (results achieved)</b></p>	<p>The main output of AgroLabs project include the diagnosis of the agrofood chain in Greece, Cyprus, Albania and Bulgaria, 4 agrofood innovation clusters (AgroLabs), Joint conceptualisation of cluster projects, Participatory development of pilot cluster project to address common challenges, to be more competitive and to generate economies of scale etc, Innovative products through the implementation of pilot activities, Regional capacity building training sessions for SMEs and local support structures in the agro-food value chain and raising local authority awareness.</p>
<p><b>Difficulties encountered/ lessons learned</b></p>	<p>Building innovation capacity in the agro-food sector requires strong collaboration among research bodies, institutions, agro-food enterprises and local authorities.</p>
<p><b>Potential for learning or transfer</b></p>	<p>The project supported the production and distribution of innovative food products and services by supporting producers in their development projects and creating new markets for their products by building innovative clusters of "Agro Food" - a place where scientists, industry and authorities can meet to create changes in innovation in the agro-food industry.</p> <p>For example, the Greek AgroLabs Cluster in Imathia (Region of Central Macedonia) involves a variety of activities including among others the support, monitoring, mentoring sessions and training activities so as to ensure the sustainability of the developed cluster, the incorporation of innovative products in local SMEs production and the enhancement of typical products' commercialization. In addition, actions of the Cluster's Action Plan are aligned with the relevant RIS3 and ROP in order to be adapted funding schemes and thus be viable in the long term.</p> <p>The abovementioned experience could be transferred to other regions where the agro-food sector plays an important role in the economic development.</p>
<p><b>Further information</b></p>	<p><a href="http://www.agrolabs.eu">www.agrolabs.eu</a></p>



## Good practice 6:

### AGROINNOECO

3. General information	
<b>Title of the practice</b>	AGROINNOECO: Balkan Med Interregional Innovation Ecosystem for maturing and mainstreaming innovative entrepreneurial ideas in Agrifood sector
<b>Does this practice come from an Interreg Europe Project</b>	YES

<b>Location of the practice</b>	Country	Greece
	NUTS 1	KentrikiEllada (EL6)
	NUTS 2	DytikiEllada (EL63)

4. Detailed description	
<b>Detailed information on the practice</b>	<p>The project builds on the Balkan Med Region's entrepreneurship potential in order to improve territorial competitiveness, while promoting and supporting the emergence of SMEs through overcoming the gap between entrepreneurship and innovation skills and business practice. The project focuses on defining an experimental methodology that will try to facilitate the innovation transfer to the Agrifood (inc. agri/aquaculture) sector through supporting a structure for innovative entrepreneurship in order to enhance the capacity of SMEs' through the implementation of both, ICT applications and training, in order to grow towards other markets and introduce innovation in all phases of their business cycle. The project addresses the concept of "pre-incubation" as an important mechanism for providing the necessary knowledge and skills to young innovators and existing entrepreneurs.</p> <p>The overall objective of the project is to improve innovative territories by unleashing territorial potential to improve the transnational innovation capacity of the business sector and developing the appropriate environment in the Balkan Med regions, where potential entrepreneurs with a feasible business idea in will be subject to an experimental learning process that will help them acquire the diverse tools and skills required to implement their ideas into a viable business start-up.</p> <p>Stakeholders and beneficiaries of the project activities are young entrepreneurs and business organizations of the agri-food sector.</p>
<b>Resources needed</b>	Partners: Regional Development Fund of Region of Western Greece, Cyprus University of Technology, University of Tirana, Chamber of Commerce and Industry, Bulgarian Chamber of Commerce and Industry, Chamber of Achaia, Technological Educational Institute of Western Greece.



	Funded by the INTERREG Balkan MED Programme Total budget: EUR 905.332,00.
<b>Timescale (start/end date)</b>	January 2017- December 2019
<b>Evidence of success (results achieved)</b>	The project supports the exchange of know-how and the creation of business networks with experts in entrepreneurship, innovation and entrepreneurial education for knowledge transfer. The project contributes in merging education with business practice and economic needs of regions. The project develops innovation culture and cooperation in the Agrifood sector, a viable, feedback mechanism for the detection and maturation of the innovative business ideas and a permanent mechanism for networking and extroversion of the Agrifood innovative business ideas and investors.
<b>Difficulties encountered/ lessons learned</b>	The 3ple helix approach (policy–academic research–entrepreneurship), complemented by business support, facilitates the identification, maturing and promotion of innovative entrepreneurial ideas in Agrifood sector.
<b>Potential for learning or transfer</b>	<p>The project results are the following:</p> <ul style="list-style-type: none"> <li>• Increase the attractiveness of the region for young and existing innovative entrepreneurs by promoting socioeconomic development and by supporting the development of innovative entrepreneurship through commercial exploitation.</li> <li>• Foster a business friendly environment for growth and jobs by supporting the professional development of young and existing entrepreneurs by providing them training and coaching in order to follow the innovative entrepreneurial root.</li> </ul> <p>The project provides the opportunity to countries, companies, administrations and anyone interested to enhance competitiveness of SMEs in agri-food sector. The main outputs mentioned above can be adopted by the interested parties and in this way, innovation can be promoted and enhanced.</p>
<b>Further information</b>	<a href="http://www.agroinnoeco.eu">www.agroinnoeco.eu</a>



## Good practice 7:

### *AGRO-IDENTITY: Authenticity Identification and competitiveness enhancement of local traditional products*

1. General information	
<b>Title of the practice</b>	AGRO-IDENTITY: Authenticity Identification and competitiveness enhancement of local traditional products of the agri-food sector
<b>Does this practice come from an Interreg Europe Project</b>	

<b>Location of the practice</b>	Country	Greece
	NUTS 1	Nisia Aigaiou, Kriti (EL4)
	NUTS 2	North Aegean (EL 41)

#### 2. Detailed description

<b>Detailed information on the practice</b>	<p>The aim of the project is to strengthen the competitiveness of agri-food enterprises by identifying the authenticity of local traditional products in the cross-border area of Greece and Cyprus and building mechanisms to strengthen rural entrepreneurship for their commercial exploitation in domestic and international markets. The innovative approach of the project is based on the combined use of: a) Genetic identity; b) Isotopic footprint and c) Microbial profile, enabling identification of authenticity in relation to the characteristics of the products, the means of production and their origin.</p> <p>More specifically, the project includes:</p> <ul style="list-style-type: none"><li>• Mapping the authenticity features of local products including local varieties, dairy products, wine and oils</li><li>• Developing standard procedures and structures for the provision of authenticated identity and digital identity and</li><li>• Developing business skills and business support in identifying, promoting and marketing local products.</li></ul> <p>The project has made a decisive contribution to the acquisition of local products of North Aegean and Cyprus as authentic and internationally recognizable brand-name, strengthening the competitiveness of enterprises producing, processing and marketing authentic local products in the domestic and international market.</p> <p>Stakeholders and beneficiaries of the project activities are farmers, producers, business organisations, cooperatives and associations of the agro-food sector.</p>
<b>Resources needed</b>	Partners: Region of North Aegean, Cyprus University of Technology, State General Laboratory, National Centre for Research and Technology Development-Institute of Applied Biosciences, University of

	<p>Aegean – Special Account for Research, Regional Development Fund of North Aegean.</p> <p>INTERREG Greece-Italy Programme</p> <p>Total budget: EUR 1.581.930,00.</p>
<b>Timescale (start/end date)</b>	October 2017- ongoing
<b>Evidence of success (results achieved)</b>	<p>Project results:</p> <ul style="list-style-type: none"> <li>• Gradual increase of cultivated land with local varieties of high added value of 10% within five years.</li> <li>• Improving the entrepreneurial skills of agricultural professionals for more than 180 SMEs and at least 30% of local product producers within 5 years of project termination via the electronic platform and network actions.</li> <li>• Linking more than 200 SMEs in the agri-food sector with research institutions Gradually increase exports to European and international markets by 1-2% annually by 2023.</li> </ul>
<b>Difficulties encountered/ lessons learned</b>	Local actors' cooperation is essential for the promotion of authenticity of traditional agro-food products.
<b>Potential for learning or transfer</b>	<p>The main outputs include:</p> <ul style="list-style-type: none"> <li>• Guide and online application of participatory processes</li> <li>• Standard authentication methodology in relation to product characteristics, production means and geoclimatic environment of the production site</li> <li>• Database of Authentication Data (Genetic Material, Stable Isotope Ratio, Microbe)</li> <li>• Registry of Products of Identified Origin and Production Companies</li> <li>• Interactive platform to promote local products in authentication and marketing</li> <li>• System of criteria and conditions for granting a mark of authenticated origin</li> <li>• Digital identity system for the traceability of local authentic products</li> <li>• Transfer of know-how for certification, standardization and marketing of local authentic products</li> <li>• Operation of the Rural Enterprise Support Unit and Network</li> <li>• Roadmap for SME Guidance in identifying / certifying the authenticity of local products</li> <li>• Guide of marketing and international promotion of authentic local products</li> </ul> <p>The project provides the opportunity to enhance competitiveness of SMEs in agri-food sector. The main outputs mentioned above can be adopted by other regions as well for the promotion of product authenticity.</p>
<b>Further information</b>	<a href="http://agroidentity.eu/">http://agroidentity.eu/</a>



Good practice 8:

*Chemical Testing and Control of Plant Food Contaminants for avoiding food frauds and compliance with quality control*

<b>7. General information</b>	
<b>Title of the practice</b>	<p>Chemical Testing and Control of Plant Food Contaminants for avoiding food frauds and compliance with quality control</p> <p>* the Central Laboratory for Chemical Testing and Controls (CLCTC) in Sofia. The laboratory is under the auspices of the Bulgarian Food Safety Agency, Ministry of Agriculture, Food and Forestry</p>
<b>Does this practice come from an Interreg Europe Project</b>	<i>No</i>

<b>Specific objective</b>	<p>The main activity of the laboratory is related to the control of non-animal food for contaminant content.</p> <p>Some of its unique features and instruments related to food frauds are mentioned below:</p> <ul style="list-style-type: none"> <li>• It is a specialized gas chromatographic laboratory focused mainly on the control of pesticides in food sources;</li> <li>• The specifics of the laboratory are linked to an electronic database where various registered official feed control operators exist. It is a new web-based system, co-financed by an EU project, called "Building a national electronic registers for food of animal origin, food of non-animal origin and establishments for animal by-products. Introduction of new electronic administrative services related to the use of the developed registers". (<a href="http://food.bfsa.bg/#">http://food.bfsa.bg/#</a>)</li> <li>• The laboratory team of experts ensures knowledge transfer by conducting different trainings on feed quality control and food fraud preventions;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Prior to import of any food from outside the EU, the laboratory receives a sample in an appropriate volume to investigate for pesticides and mycotoxins – the laboratory can officially allow or deny the import of these products;</li> <li>• The laboratory can determine the amount of over 100 pesticides in a sample, including imazalil. It is in the hands of chemists to decide whether or not a good can be imported in Bulgaria;</li> </ul> <p>All these innovative features serve as precondition for prevention of food frauds.</p> <p>Apart from that, the Laboratory performs analyses for: pesticide residues, mycotoxins and heavy metals content in food and feed, plant protection products and mineral fertilizers, local production and imports, all that in accordance with the physico-chemical parameters, Regulation 2003/2003.</p> <ul style="list-style-type: none"> <li>- Pesticide residues in: vegetables and fruits - fresh, frozen or dried and processed products; cereals and products; tea, herbs and spices; wine and animal feed;</li> <li>- Mycotoxin content of: nuts, dried fruits and processed products; cereals and similar processed products; roasted coffee, instant coffee, green coffee, cocoa and cocoa products; Tea, herbs and spices and animal feeds;</li> <li>- Elemental analysis in: vegetables and fruits - fresh, frozen or dried and processed products; tea, herbs and spices; cereals; beer and wine; nutritional supplements and animal feeds;</li> <li>- Nitrates in: vegetables and fruits - fresh or frozen and processed products; fruit and / or vegetable foods intended for infants and young children;</li> <li>- Fertilizers: Physicochemical analyzes of inorganic one-component fertilizers; inorganic compound fertilizers; inorganic liquid fertilizers;</li> <li>- Active plant protection product bases for compliance.</li> </ul> <p>The laboratory has a quality management system in place and is accredited by the Bulgarian Accreditation Agency Executive Agency for all its activities.</p>	
<b>Main institution involved</b>	The Bulgarian Food Safety Agency, Ministry of Agriculture, Food and Forestry	
<b>Location of the practice</b>	Country	Bulgaria
	NUTS 1	All territory
	NUTS 2	All territory
	NUTS 3	All territory

**8. Detailed description**



	<p>- <b>What is the problem addressed and the context which triggered the introduction of the practice?</b></p> <p>Since the people are permanently at risk from food contamination and food frauds, constant monitoring and laboratory tests of the food are needed. This activity is performed by the Central Laboratory for Chemical Testing and Control, located in Sofia. The laboratory was established in 1966 to provide information services for greenhouse production in the country, and since 1986, by a decision of the Council of Ministers, has been authorized to control food production for the content of harmful chemicals and the quality of agrochemicals.</p> <p>- <b>How does the practice reach its objectives and how it is implemented?</b></p> <p>The laboratory receives money from the state budget together with different kind of fees based on the specifics of the tests. It is complex in nature and controls both agricultural products - pesticides and fertilizers, as well as raw materials and food of plant origin. Its main activity is related to the control of non-animal food for contaminant content.</p> <p>- <b>Who are the main stakeholders and beneficiaries of the practice?</b></p> <p>The industry related to the food production, state bodies, citizens, associations and other target groups.</p>
<b>Resources needed</b>	Human resources, availability of premises and technical and other equipment.
<b>Timescale (start/end date)</b>	Ongoing/functioning
<b>Evidence of success (results achieved)</b>	The laboratory operates since 1986 in Bulgaria, it has over 30 years of experience in the laboratory analysis of pesticide residues, mycotoxin content, elemental analyses, nitrates, fertilizers, etc.
<b>Difficulties encountered/ lessons learned</b>	<p>The laboratory has a quality management system in place and is accredited by the Bulgarian Accreditation Agency for all its activities in accordance with the requirements of BSS EN ISO / IEC 17025. But constant updates on the system are needed.</p> <p>The Bulgarian Laboratory Personnel has to adjust its expertise accordingly with the lab experts and technicians from the developed countries in the EU.</p> <p>No difficulties encountered.</p>
<b>Potential for learning or transfer</b>	More practical laboratory trainings have to be organized on a day-to-day basis. The knowledge transfer has to be active among the skilled personnel and the young students and lab expert willing to work in that sphere.
<b>Further information</b>	<a href="http://babh.government.bg/bg/Page/clhik/index/clhik/%D0%A6%D0%B5%D0%BD%D1%82%D1%80%D0%B0%D0%BB%D0%BD%D0%B0%20%EF%BF%BD">http://babh.government.bg/bg/Page/clhik/index/clhik/%D0%A6%D0%B5%D0%BD%D1%82%D1%80%D0%B0%D0%BB%D0%BD%D0%B0%20%EF%BF%BD</a>



## Good practice 9:

### *Monthly news about current information regarding food safety and food fraud prevention*

1. General information	
<b>Title of the practice</b>	Monthly news for our members about current information regarding food safety and food fraud
<b>Does this practice come from an Interreg Europe Project</b>	Yes

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Slovenia
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2. Detailed description	
<b>Detailed information on the practice</b>	<p>In Chamber of Agricultural and Food Enterprises (Chamber of Commerce and Industry of Slovenia) we consistently follow relevant information on food safety and food fraud for our members, that are mainly food safety companies. We are members of FoodDrinkEurope, which makes us up to date about policy changes in Brussels. FoodDrinkEurope is a horizontal food association, with purpose to inform their members about all relevant information. Their mission is to facilitate the development of an environment in which all European food and drink companies, whatever their size, can meet the needs of consumers and society, while competing effectively for sustainable growth.</p> <p>In Chamber of Agricultural and Food Enterprises (Chamber of Commerce and Industry of Slovenia) we are daily receiving important information about policy changes, latest documents regarding different topics, meeting reports, new guidelines... We are also participating in meetings, which cover different topics, including food safety area. In order to keep our members updated and to save their time, we are sending them monthly news with abstracts (and links to full articles) about food safety, food fraud, nutrition, labelling and agriculture policy issues.</p> <p>Another interesting source of information regarding food safety and food fraud is RASFF portal (Rapid Alert System for Food and Feed). It was put in place to provide food and feed control authorities with an effective tool to exchange information about measures taken responding to serious risks detected in relation to food or feed. There are three main groups of notifications on RASFF portal: alert (when a food or feed presenting a serious health risk is on the market and when rapid action is required), information (a risk has been identified about food or feed placed on the</p>

	<p>market, but the other members do not have to take rapid action) and boarder rejection (concern food and feed consignments that have been tested and rejected at the external borders of the EU). We translate and prepare monthly news from RASFF portal notifications regarding food safety and food fraud for our members, so that they can only quickly go throw latest examples of inappropriate food safety practices and food fraud.</p> <p>Joint research centre publishes monthly report about cases of food fraud in different food groups: <a href="https://ec.europa.eu/knowledge4policy/publication/food-fraud-summary-month-reports_en">https://ec.europa.eu/knowledge4policy/publication/food-fraud-summary-month-reports_en</a> . In this portal we can find very interesting information, that are useful for our members, especially when they are preparing vulnerability assessment and mitigation plan for their products. To keep them updated, we follow and select important examples of food fraud and according to that, advice our members how to prevent food fraud.</p>
<b>Resources needed</b>	The resources required to carry out the preparation of monthly news are human resources, specifically 1 person.
<b>Timescale (start/end date)</b>	2014, ongoing
<b>Evidence of success (results achieved)</b>	Food companies learn from notifications on RASFF portal about examples of possible food safety issues and food fraud in the field of food production. This is important for them, when making risk assessment. Notifications from RASFF portal and from food fraud monthly reports are important when preparing vulnerability assessment and making mitigation plan.
<b>Difficulties encountered/ lessons learned</b>	Time consuming translation. It is very important to make list of relevant contacts and to inform right people, who are in charge of food safety and food fraud in food companies.
<b>Potential for learning or transfer</b>	<p>Food companies do not have resources to follow all changes regarding legislation, notifications and other important information. If we prepare most relevant information about topics, that are interesting for them, we save them a large amount of time. We also established good, trustworthy cooperation, so that we can get insight into the situation in practise. Besides food companies, we are also communicating with other stakeholders, such as governmental institutions, research and development institutions, accredited laboratories...</p> <p>This practise could be implemented in all countries. However, it is important that the institution, which implements this practise, has direct contacts with food business operators, such as Chamber of Agricultural and Food Enterprises, Chamber of Agriculture and Forestry, Cooperative Union, craft associations. In order to share trustworthy information, cooperation with governmental institutions, research and development institutions and others, is also crucial.</p>
<b>Further information</b>	Links to portal, from which we prepare monthly news and share information with our members:



	RASFF portal: <a href="https://webgate.ec.europa.eu/rasff-window/portal/?event=SearchForm&amp;cleanSearch=1">https://webgate.ec.europa.eu/rasff-window/portal/?event=SearchForm&amp;cleanSearch=1</a> Joint research centre: <a href="https://ec.europa.eu/knowledge4policy/publication/food-fraud-summary-month-reports_en">https://ec.europa.eu/knowledge4policy/publication/food-fraud-summary-month-reports_en</a> European Commission: <a href="https://ec.europa.eu/food/safety/food-fraud_en">https://ec.europa.eu/food/safety/food-fraud_en</a>
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## Good practice 10:

### *Organization of education for our members, regarding food safety, quality and food fraud prevention*


1. General information	
<b>Title of the practice</b>	Organization of one-week education for our members, regarding food safety
<b>Does this practice come from an Interreg Europe Project</b>	Yes

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	<i>Slovenia</i>
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2. Detailed description	
<b>Detailed information on the practice</b>	<p>In Chamber of Agricultural and Food Enterprises (Chamber of Commerce and Industry of Slovenia) we are preparing workshops for food safety managers in food companies. Main purpose of the workshop is upgrading HACCP studies, that food companies have already implemented. It is a one-week workshop, in which participants get information regarding four main topics: food safety legislation, suppliers control over raw materials and packaging to eliminate food safety and food fraud risk (also outsourcing products and processes), prerequisite programs and measures in the production process. Participants also get knowledge about VACCP (Vulnerability Assessment and Critical Control Points) model, which serves for making vulnerability assessment in raw materials, that enters production process. Another approach, which is used in the production process for prevention of intentional adulteration of food, and food defence is TACCP (Threat Assessment and Critical Control Points). All three systems are represented on the picture below:</p>



	<p style="text-align: center;"><b>Approach to Food Fraud Prevention</b></p>  <p>Source: <a href="http://foodfraud.msu.edu/2014/05/08/gfsi-direction-on-food-fraud-and-vulnerability-assessment-vaccp/">http://foodfraud.msu.edu/2014/05/08/gfsi-direction-on-food-fraud-and-vulnerability-assessment-vaccp/</a></p> <p>Workshop is very interactive; lecturer provides relevant information about how to make verification of the HACCP study/system in real time. And at the same time how to be aware of food safety and food fraud weaknesses of participants HACCP system in every moment. Participants cooperate with their ideas and need to upgrade own HACCP studies in a frame of new real time model. After finishing their studies, they must defence them in front of commission with food safety experts.</p>
<b>Resources needed</b>	The resources required are human resources, specifically 2 people for the whole weak, one, who is leading the workshop and another one for assistance (preparing materials...).
<b>Timescale (start/end date)</b>	2019, ongoing
<b>Evidence of success (results achieved)</b>	Participants from previous HACCP workshops were able to implement the new concept of thinking and shape HACCP study at much higher level of understanding, managing and controlling. New implemented HACCP systems are faster in discovering weaknesses and due to that faster corrections and corrective actions can be performed. Consequently, they are achieving much more effective and real time reactive HACCP system.
<b>Difficulties encountered/ lessons learned</b>	The workshop lasts one week, so it is quite exhausting for the lecturers. Another problem is to establish relevant contacts in the companies.
<b>Potential for learning or transfer</b>	This practise could be implemented in all countries and is very useful for all companies, which are dealing with food safety and food fraud issues. However, it is important to have good lecturers, with in-depth knowledge and experiences in the field of food safety and food fraud. They must be able to explain the new real time model to participants.
<b>Further information</b>	<p>Further information: mag. Jana Ramuš, Secretary-General: <a href="mailto:jana.ramus@gzs.si">jana.ramus@gzs.si</a>; Barbara Lončarek, Assistant Secretary-General: <a href="mailto:barbara.loncarek@gzs.si">barbara.loncarek@gzs.si</a></p> <p>Website about HACCP workshop: <a href="https://www.gzs.si/zbornica_kmetijskih_in_zivilskih_podjetij/vsebina/Šola-HACCP-in-register-izvedencev-za-HACCP">https://www.gzs.si/zbornica_kmetijskih_in_zivilskih_podjetij/vsebina/Šola-HACCP-in-register-izvedencev-za-HACCP</a></p>

## Good practice 11:

### *Establishing food safety, quality and food fraud committee*

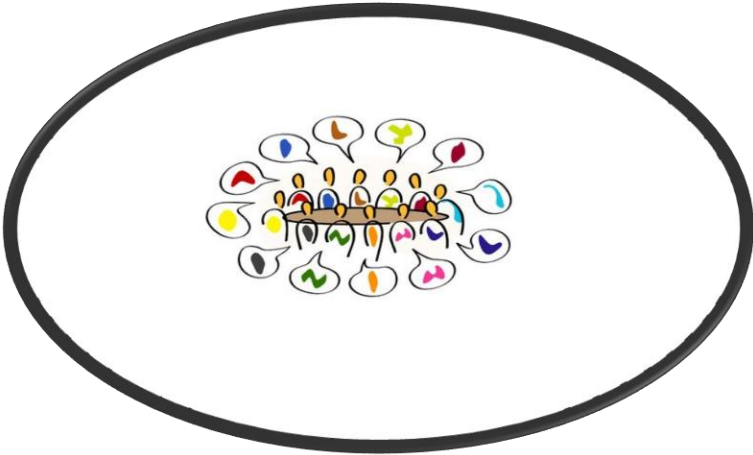
1. General information	
<b>Title of the practice</b>	Establishing food safety committee
<b>Does this practice come from an Interreg Europe Project</b>	Yes

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Slovenia
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2. Detailed description	
<b>Detailed information on the practice</b>	The main reason for establishing food safety committee in Chamber of Agricultural and Food Enterprises is exchange of information concerning problematics of food safety area. This practise is beneficial for both sides, food safety managers in food companies, who gets insight in current policy changes, documents and other relevant information concerning food safety, food safety culture, food fraud and similar topics, and us on the other side to get real life problems. We provide professional support for food safety issues that occur in food companies daily practise, consequently we are updated with existing food safety problems, which makes us competent interlocutor with authorities. Furthermore, with all gathered information we have an opportunity to influence on policy changes, that are useful and necessary for our members.
<b>Resources needed</b>	The resources required are human resources, specifically 1 person, who is head of food safety area and another one for assisting in planning meetings and other events.
<b>Timescale (start/end date)</b>	2010, ongoing
<b>Evidence of success (results achieved)</b>	To share important information regarding food safety with members of Food safety committee. We are also preparing lectures on different topics from relevant institutions, which covers some aspects of food safety area. Food companies needs different analyses in their daily practise, so we are making study visits of relevant institutions and other stakeholders.
<b>Difficulties encountered/ lessons learned</b>	At the beginning it was difficult to find relevant people, who are dealing with food safety in food companies. Furthermore, it was necessary to gain their confidence in our expertise, which took some time, but now the collaboration is successful.

<b>Potential for learning or transfer</b>	It is important to have good connections with food companies and other stakeholders, to upgrade current food safety knowledge and policy. We established platform with contacts of food safety experts, in order to exchange important information and solve appearing issues. Our advantage is, that Slovenia is a small country with not so many food companies and centralised public authorities, which enables us to quickly get the right contacts and share information. Problems, that could appear in implementation of our good practise in other, bigger countries are the organization of the state into different regions, different laws in regions and more complex public authorities, which results in more difficulty finding contacts of the right persons. Two countries, who are partners in Quality project and could, in our opinion, implement this practise without greater difficulties are Catalonia and Estonia, others could also implement this, but it would probably require more time, due to more complex organigram.
<b>Further information</b>	Further information: mag. Jana Ramuš, Secretary-General: <a href="mailto:jana.ramus@gzs.si">jana.ramus@gzs.si</a> ; Barbara Lončarek, Assistant Secretary-General: <a href="mailto:barbara.loncarek@gzs.si">barbara.loncarek@gzs.si</a>



## Good practice 12:

### *Catalogue for food public procurement*

1. General information	
<b>Title of the practice</b>	National quality schemes, international food safety and quality schemes and Catalogue for food public procurement
<b>Does this practice come from an Interreg Europe Project</b>	Yes

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Slovenia
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2. Detailed description	
<b>Detailed information on the practice</b>	<p>In Slovenia we are implementing European and National quality schemes, which are prescribed by Law on Agriculture and are valid only in the territory of EU and Slovenia. Agricultural and food products, certificated against those quality schemes, needs to follow clearly defined conditions in the form of regulations or product specifications in order to avoid adulteration and other frauds. They are focused mainly on:</p> <ul style="list-style-type: none"><li>-production and/or processing methods,</li><li>-geographical area where the product is harvested or process,</li><li>-traditional production processes and/or traditional composition,</li><li>-using traditional raw materials.</li></ul> <p>National schemes provide authenticity of the products and are regulated by Ministry of Agriculture, Forestry and Food. Official controls over quality schemes are made by certification bodies, which are under surveillance of Administration for Food Safety, Veterinary Sector and Plant Protection of Slovenia.</p> <p>Another food fraud prevention measure is certification against BRC Global Standard (British Retail Consortium), IFS (International Featured Standards), FSSC 22000 (Food Safety Certification System) and GLOBALG.A.P., that are part of GFSI platform (Global Food Safety Initiative). These certificates require that food companies make vulnerability assessment for all raw materials, packaging materials, outsourcing products and processes. In accordance with obtained results, food companies implement mitigation plan. Because of mentioned requirements, certificates from GFSI platform are a good food fraud prevention tool.</p>

	<p>Majority of food companies, that are members of Chamber of Agricultural and Food Enterprises are usually certificated against at least one certificate from GFSI group and against one or more EU and National quality schemes. That means, they have implemented good food fraud and food safety prevention system in their companies, which are regularly audited by certification body auditors and governmental food inspectors.</p> <p>Example of a good practise, that was established by Chamber of Agricultural and Food Enterprises is also Catalogue for food public procurement. That is an online application, which offers food market analysis of food products, produced by Slovenian food companies, Cooperative Unions and farmers for public institutions. Public institutions save a large amount of time, when preparing public procurements for food using our application, which is fully digitalised. Food producers must enter all required information about their products, including valid schemes certificates. Due to fully transparency of data in this catalogue, all stakeholders, included in food public procurement process (governmental institutions, certification bodies, national institutes for public health...) fully support it. Food producers are responsible for the correctness of the provided information and they are controlled by all relevant stakeholders. Catalogue enables connection with other application, that public institutions already use (application for material bookkeeping, menu planning and evaluation of the menu, transport and logistic...).</p>
<b>Resources needed</b>	The resources required to work on Catalogue for food public procurement (upgrades, administrative work, contacts with food producers, public institutions and other stakeholders) are human resources, specifically 2 people.
<b>Timescale (start/end date)</b>	2017, ongoing
<b>Evidence of success (results achieved)</b>	Since we developed Catalogue for food public procurement all food products and their data (ingredients, volume, allergens, nutritional table...) are clearly identified and visible to public institutions. Everything is transparent, so public institutions know exactly which products with what certificates, are they going to receive. Regarding food safety and food fraud activities, those certificates, which belong to GFSI group standards are important. From the authenticity point of view, EU and national quality schemes are important, because they protect the origin, composition, traditional production processes and technology. Certificates need to be regularly updated by food producers, otherwise application do not recognise them, and they are not calculated in sum of points, which determinates who gets the public tender.
<b>Difficulties encountered/ lessons learned</b>	At the beginning it was a big confusion in the field of public procurement for food, so it was difficult to find right interlocutors, to create a working group for development of Catalogue for food public procurement. Another problem was that all stakeholders did not always realised their activities in the agreed time frame. Furthermore, a lot of meetings were necessary to establish standardized food types with prescribed amounts. Setting up and updating a computer application also took a large amount of time.



	<p>The process of certification is difficult and requires a lot of time and resources in food companies. Employees need to have a higher level of understanding and knowledge about food safety and must be able to sovereignly advocate implemented practices. On the other hand, when certificates are implemented, the food company reaches a higher level of food safety knowledge and has better chances to be selected on public tender for food.</p>
<p><b>Potential for learning or transfer</b></p>	<p>Most other countries already have EU and their own National quality schemes. In case, they do not have it yet, they need to be aware that implementation of schemes means a good way to ensure authenticity of products, production process, origin of food products or raw materials...</p> <p>Certification against GFSI group of standards (IFS, BRC or FSSC 22000) means, that the company has implemented good food fraud prevention system, which includes vulnerability assessment and mitigation plan. Those companies, which did not implement any on these standards, should be encouraged to do so.</p> <p>Online application, like Catalogue for food public procurement could also be implemented in other countries, but it should be adapted to their conditions. Good practise that enables overview and control over valid certificates of food companies means large added value for control bodies. Our Catalogue for food public procurement has already been recognised as a good practise on the European Commission level, which tendered EU Best ReMaP Joint Action project, where we are contributing partner on Slovenia side.</p> <p>Mentioned practise about Catalogue for food public procurement could be implemented in all countries. However, it is important that the institution, which implements this practise, has direct contacts with food business operators, such as Chamber of Agricultural and Food Enterprises, Chamber of Agriculture and Forestry, Cooperative Union, craft associations. In order to have access to trustworthy information, cooperation with governmental institutions and public institutions is also crucial.</p>
<p><b>Further information</b></p>	<p>Ministry of Agriculture, Forestry and Food, European and National schemes: <a href="https://www.gov.si teme/sheme-kakovosti-in-zasciteni-kmetijski-pridelki-in-zivila/">https://www.gov.si teme/sheme-kakovosti-in-zasciteni-kmetijski-pridelki-in-zivila/</a></p> <p>Administration for Food Safety, Veterinary Sector and Plant Protection: <a href="https://www.gov.si/en/state-authorities/bodies-within-ministries/administration-for-food-safety-veterinary-sector-and-plant-protection/">https://www.gov.si/en/state-authorities/bodies-within-ministries/administration-for-food-safety-veterinary-sector-and-plant-protection/</a></p> <p>Certification houses: <a href="https://www.bureauveritas.si/">https://www.bureauveritas.si/</a> , <a href="http://www.koncert.si/">http://www.koncert.si/</a> , <a href="https://www.ikc-um.si/ikc-um/">https://www.ikc-um.si/ikc-um/</a> ...</p> <p>Catalogue for food public procurement: <a href="https://www.katalogzivil.si/Prijava?returnurl=%2fAdministracija%2fUrejanje-kataloga-izdelki">https://www.katalogzivil.si/Prijava?returnurl=%2fAdministracija%2fUrejanje-kataloga-izdelki</a></p>





[Good practice 13:](#)

*Exploratory control with verifications and advice*

3. General information	
<b>Title of the practice</b>	Exploratory control with verifications and advice
<b>Does this practice come from an Interreg Europe Project</b>	YES

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Spain
	NUTS 1	East (ES5)
	NUTS 2	Catalonia (ES51)

4. Detailed description	
<b>Detailed information on the practice</b>	This practice was implemented with the aim of having extensive information on the scenario of existing food companies in the territory and, at the same time, advise companies so that they can correct mistakes before receiving a more intensive control visit.





	<p>This purposes are achieved by making more agile control visits than inspections with official statement and sampling.</p> <p>Objectives:</p> <ul style="list-style-type: none"> <li>• To inform and advise the company on regulations (SMEs often do not have the resources to keep up)</li> <li>• To categorize food companies based on risk of fraud and non-compliance. Evaluation of risk elements (activity, own checks, traceability, etc.)</li> </ul> <p>The practice is implemented with systematic and global non repressive controls, without official inspection report (Questionnaire, check template)</p> <p>Aspects of quality, traceability, labelling, raw materials and processes are controlled. The irregularities found are notified the same day of the visit, so that the companies can correct them, without entering into an administrative sanctioning process.</p> <p>The main stakeholders and beneficiaries of the practice are mainly SMEs, who are most in need of advice</p>
<b>Resources needed</b>	Human resources required: team of agri-food inspectors
<b>Timescale (start/end date)</b>	January 2008 – March 2020 ongoing
<b>Evidence of success (results achieved)</b>	<p>Since the practice was implemented, more than 2.000 exploratory control visits have been made. It has been verified that the majority of companies visited have corrected their irregularities without the need to initiate a sanctioning process.</p> <p>This practice has also been useful to broaden the basis used in the risk analysis, which is therefore more complete.</p>
<b>Difficulties encountered/ lessons learned</b>	It is a very personalized practice that requires dedication to each industry, but it has been shown to be very useful for long-term results.
<b>Potential for learning or transfer</b>	<p>It is an interesting practice to implement in other regions, as a complement to official controls</p> <p>The importance of carrying out these controls lies in achieving greater proximity with companies in the agri-food sector. During exploratory controls you can investigate and collect a lot of information about each company visited, products it makes, labelling checks, the traceability system, production and ingredients, etc. All this information collected is then used to prepare a risk analysis in which each company visited is scored based on the estimation of the risk that it may have to commit some kind of food fraud.</p>



	In addition, it also serves to have more information about each company and to know more about their points of view and experiences, to contrast the work of official inspectors and learn more about how they work and find out improvements implemented or detect problems in the food chain. At the same time, another objective of the exploratory controls is to advise agri-food companies on the conformity of the actions they carry out, as well as inform them of the regulations and offer them training documents for their knowledge.
<b>Further information</b>	<a href="http://agricultura.gencat.cat/web/.content/04-alimentacio/lluita-frau-alimentari/enllacos-documents/fitxers-binaris/VetllemQ-2018-ES-pr.pdf">http://agricultura.gencat.cat/web/.content/04-alimentacio/lluita-frau-alimentari/enllacos-documents/fitxers-binaris/VetllemQ-2018-ES-pr.pdf</a>

### Good practice 14:

### *Official website about the fight and prevention of food fraud and QAliment Newsletter*

1. General information	
<b>Title of the practice</b>	Information on the official web about the fight and prevention of food fraud and the QAliment Newsletter of food quality and fight against fraud
<b>Does this practice come from an Interreg Europe Project</b>	YES

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Spain
	NUTS 1	East (ES5)
	NUTS 2	Catalonia (ES51)

2. Detailed description
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## Detailed information on the practice

This practice is linked to the desire to promote knowledge and support to the sector with information aimed at food business operators about the fight and prevention of food fraud and food quality, mainly legislation, interpretive documentation, information sheets, news about events and conferences, control and inspection results, alerts, etc.

The basic objective of this practice is to facilitate compliance with regulations related to food quality and fraud and to ensure the quality of their products.

The context which triggered the introduction of this practice was because it was checked that many companies (especially SME) had no information on these matters and this was a cause of regulatory non-compliance and normative doubts.

The practice is implemented with information and tools on:

1/ Official web of Department of Agriculture, Livestock, Fisheries and Food in different sections:

Fight against food fraud

<http://agricultura.gencat.cat/ca/ambits/alimentacio/lluita-frau-alimentari/>

Compulsory labelling

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/etiquetatge-aliments/etiquetatge-obligatori/>

And specific sections for certain foods (wines, vegetable oils, meat and meat products, fish products, fruits and vegetables, honey, etc.)

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/productes-vitivinicoles/>

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/olis-vegetals/>

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/carn-derivats-carnis/qualitat-carn-derivats-carnis/>

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/productes-pesca/>

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/fruites-hortalisses/qualitat-fruites-hortalisses/>

<http://agricultura.gencat.cat/ca/ambits/alimentacio/etiquetatge/mel/>

2/ QAliment Newsletter of food quality and fight against fraud

A monthly newsletter to provide food companies with the information they need to comply with regulations.

<http://agricultura.gencat.cat/ca/detalls/Publicacio/Butlleti-QAliment-00010>

[http://agricultura.gencat.cat/ca/dar\\_butlletins/butlleti-qaliment/](http://agricultura.gencat.cat/ca/dar_butlletins/butlleti-qaliment/)

The main stakeholders and beneficiaries of this practice are mainly SME, which are the companies with less resources and less staff dedicated to these matters.

	<p>Through the web platform, we make sure to collect all the latest information and the latest updates to the regulations, as well as preparing sheets and reports to facilitate the understanding of the regulations for the agri-food companies and help them to implement protocols in a more didactic way. The basic purpose is to share all the necessary information and write it in a practical and understandable way to ensure that all food companies understand and receive this training, so that they can easily apply it and thus improve the food fraud prevention.</p> <p>On the other hand, the monthly newsletter QAliment collects the most relevant news periodically and is an effective way to ensure the correct dissemination of information between public entities and private companies.</p> <p>These online tools facilitate the exchange of information and knowledge among personnel in the food sector. Based on the experience gathered in recent years, we can assure that it is an effective channel so that both the administration and food advisors and operators of food companies can have a platform where all the information of interest is collected and is up-to-date. the latest news. The success of this channel is observed with the increase in personnel interested in accessing these tools and the increase in subscriptions to the Newsletter, to stay informed through our platforms.</p>
<p><b>Resources needed</b></p>	<p>Mainly the resources needed are human resources (food fraud inspectors and other technicians) who select and prepare the information to disseminate: 15 part-time people</p> <p>Financial resources used to set up and to run the practice: 35.000 euros/year 2019 (variable each year depending on the documents to be prepared)</p>
<p><b>Timescale (start/end date)</b></p>	<p>2015 – on going</p>
<p><b>Evidence of success (results achieved)</b></p>	<p>From the beginning of the practice our Unit, it is verified that the number of visits and views to the web are high and many companies demand this type of information and consult it.</p> <p>Number of visits to web pages on food quality and the fight against fraud: <b>10.750</b> (2019)</p> <p>Number of views to web pages on food quality and the fight against fraud: <b>126.289</b> (2019)</p> <p>Disseminate information and documentation: <b>257</b> (2019)</p> <p>Number of QAliment Newsletter: <b>11/year</b></p> <p>Number of people registered to the newsletter: <b>1.047</b> (31-12-2019)</p>
<p><b>Difficulties encountered/ lessons learned</b></p>	<p>The search and preparation of the information requires time and effort of some inspectors dedicated to the official control and other technicians. The most limiting factor is the time spent on these tasks of material preparation and combine with the official control functions. And also, the information has to be updated often when new standards are published.</p>



	This published information allows us to answer queries more quickly and resolve doubts. In addition, the criteria for interpretations of the control unit are clear and transparent to be able to warn or sanction in cases of non-compliances.
<b>Potential for learning or transfer</b>	This practice is very interesting to share with other regions, as a sample of collaboration between the control administration and food companies, quality technicians, certifiers, advisers, etc. Especially, the information that is prepared in an informative and practical way, to facilitate the understanding of the norms and to know the interpretations.



Good practice 15:

*Organization of training activities on food quality and fraud prevention*

<b>1. General information</b>	
<b>Title of the practice</b>	Support for the agri-food sector through the organization of training activities on food quality and fraud.
<b>Does this practice come from an Interreg Europe Project</b>	YES



<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	<i>Spain</i>
	NUTS 1	<i>East (ES5)</i>
	NUTS 2	<i>Catalonia (ES51)</i>

<b>2. Detailed description</b>	
<b>Detailed information on the practice</b>	<p>This practice is linked to ensuring the correct dissemination of information between the public administration and companies in the agri-food sector. Different topics have been addressed, all related to the fight against food fraud and its prevention. The training project was originated with the aim of raising awareness and offering practical and useful tools to agri-food companies to improve food fraud prevention.</p> <p>To achieve the objectives in an effective way, several training sessions are held annually throughout the region of Catalonia, to reach all locations.</p> <p>The interested parties and beneficiaries of these training activities are both the personnel of agri-food companies, as well as private quality and food security advisers, public personnel and / or all those whose work is related to the food sector.</p> <p><b>Courses, workshops and collaborations with the sector.</b></p> <p>Days of the Annual Technology Transfer Plan (PATT), coordinated by the Department of Agriculture, Livestock, Fishing and Food and with the collaboration of administrations, companies, professional organizations and producers in the agri-food sector.</p> <p><b>2015:</b></p> <ul style="list-style-type: none"> <li>- New EU Regulation 1169/2011, on food information for consumers through labeling.</li> <li>- Experiences in the application of the new quality standard for meat derivatives</li> <li>- The impact of the 2013 horse meat fraud crisis.</li> <li>- Main identifying problems in the commercial quality of fresh fruit.</li> <li>- Official quality control and fight against fraud in the oil sector in the 2014-2015 campaign.</li> <li>- Relationship between quality and marketing in the food industry: the threshold between misleading advertising and not confusing the consumer.</li> </ul> <p><b>2016:</b></p> <ul style="list-style-type: none"> <li>- What are the wine registers that the wineries must keep?</li> </ul>



	<ul style="list-style-type: none"> <li>- Practical workshop on food product labelling.</li> <li>- Workshop on traceability and labelling of fresh meat. Round table "The challenges of implementing the Fresh Meat Labelling Standard".</li> <li>- Technical Conference Fish, from the fish market to the consumer. Presentation "Official quality control and labelling of fishery products".</li> <li>- I Workshop in Food Industries. Technical seminar. Presentation "Official control of quality and fraud in Catalonia".</li> </ul> <p><b>2017:</b></p> <ul style="list-style-type: none"> <li>- The guarantee of agri-food quality, a legal obligation of the operators, Guide for the implementation of a Quality Self-Control System in small and medium-sized agri-food companies.</li> <li>- III Olive Oil Workshop 2017. Sensory analysis: current situation and new challenges.</li> <li>- Effective content control day for packaged foods.</li> </ul> <p><b>2018:</b></p> <ul style="list-style-type: none"> <li>- Food quality assurance, a legal obligation of operators, Guide for the implementation of a quality self-control system in Small and medium-sized agri-food companies.</li> <li>- Control of the effective content of packaged foods. Presentation of the Guide for the implementation of an effective content self-control system.</li> </ul> <p><b>2019:</b></p> <ul style="list-style-type: none"> <li>- The agri-food quality assurance, a legal obligation of operators, "Guide for the implementation of a quality self-control system for small and medium-sized agri-food companies".</li> <li>- Blockchain technical conference as an instrument of traceability and fight against fraud in the agri-food sector.</li> <li>- Course of Control of the effective content of packaged foods. Presentation of the Guide for the implementation of an effective content self-control system.</li> <li>- Course on control of the effective content of SSTT packaged foods from the DARP in Lleida Presentation of the Guide for the implementation of a self-control system for the effective content.</li> </ul>
<b>Resources needed</b>	The resources used for this purpose have been human resources.
<b>Timescale (start/end date)</b>	2015 - Ongoing
<b>Evidence of success (results achieved)</b>	<p>Since the start of these training courses, there has been an increase in the participation of attendants, also more and more companies in the agri-food sector are demanding more activities to help them better understand the news in agri-food regulations, support them to have the same vision as the official control body and to work in a better and more effective way, to be up to date with all the news related to the control of food fraud.</p> <p>Therefore, these activities will continue to be carried out periodically. Adapting them to the new regulations and new topics of interest that are</p>



	emerging, with the aim of raising awareness in the sector and guaranteeing authentic and quality food.
<b>Difficulties encountered/ lessons learned</b>	Obviously, giving training to the agri-food sector involves a great deal of prior learning, so the main lessons learned with this measure are that all inspectors dedicated to official control who in turn teach these training courses must be continuously studying to inform themselves of all news and updates, studying in depth how to get this information to companies in the sector and present it in a practical and didactic way. So it is a mutual benefit, in which private companies are taught and trained, but the staff of official institutions has previously done extensive research to fully train in each topic presented.
<b>Potential for learning or transfer</b>	This practice is of great interest because it involves using existing staff resources, which will spend time studying on a topic related to food fraud, quality control, food authenticity, etc. In our case, it is the basic subject of work, so that both inspectors and the public attending training activities end up learning more about the topics covered and improving their aptitude and professional knowledge. Both the official personnel who teach the courses and the attendees will share points of view and experiences, and from this, the organizers of the course can also take advantage of the feedback from the sector to know their opinion or conclusions and improve their work.
<b>Further information</b>	<a href="http://agricultura.gencat.cat/ca/ambits/formacio-innovacio/formacio-agraria/">http://agricultura.gencat.cat/ca/ambits/formacio-innovacio/formacio-agraria/</a>

## Formació agrària



Cicles formatius	Cursos de formació	Validació de cursos
Formació a distància	Formació eqüestre	Incorporació a l'empresa agrària
Emprenedoria	Dades de formació agrària	Qualitat (ISO 9001)

### Propers cursos

- 08/01/2021 - 22/01/2021  
**Introducció a l'arboricultura urbana**
- 12/01/2021 - 02/02/2021  
**Recursos per a la gestió empresarial**
- 14/01/2021 - 23/01/2021  
**Curs per a tècnics de poda de vinya. Aprofundiment a la poda de respecte**



Escoles agràries  
Aquest mapa l'ha creat un usuari.





## Good practice 16:

### *Support for the elaboration of a Guide for fraud prevention in the food industry*

1. General information	
<b>Title of the practice</b>	Support for the elaboration of a Guide for the prevention of fraud in the food industry
<b>Does this practice come from an Interreg Europe Project</b>	YES
<b>Please select the project acronym</b>	QUALIFY

<b>Location of the practice</b>	Country	Spain
	NUTS 1	East (ES5)
	NUTS 2	Catalonia (ES51)

2. Detailed description	
<b>Detailed information on the practice</b>	<p>This Guide was created to cover the requirements of the food industry regarding the food fraud control, a problem that is a focal point for consumers, the industry and the Government.</p> <p>Food fraud happens when non-authentic food products are placed in the market, making it a deception for the buyer or consumer. This deception can derive from a deliberate action that is carried out with the intention of obtaining an economic benefit, or it can derive from bad elaboration practices.</p> <p>This guide establishes generic guidelines, designed so that each company adapts them to their reality.</p> <p>The main objective of the guide is to give support to agri-food industries, providing them with a useful, practical and quality tool to facilitate compliance with regulations on quality control and food fraud prevention.</p> <p>With this training tool, the aim is to reduce the risk of generating fraudulent products and to be able to control it in a more effective way. The ultimate goal of minimizing food fraud is to enhance consumer confidence and the loyalty of business transactions along the food chain, as well as to ensure the authenticity of the information that reaches consumers.</p>
<b>Resources needed</b>	

	The resources required to carry out the preparation of the guide were human resources, specifically 4 people for the drafting, coordination and direction of said Guide.
<b>Timescale (start/end date)</b>	2015 (1 <sup>st</sup> edition) – Ongoing (2018 5 <sup>th</sup> edition)
<b>Evidence of success (results achieved)</b>	As a result of the elaboration of the 1st version of the guide for the food fraud in 2015, several conferences have been held to present that guide and it has also been used to hold training sessions for agri-food companies and thus provide support and advise all interested companies. Another input is that currently the 5th version of the guide has already been published, making visible the good reception and great interest in the guide by companies.
<b>Difficulties encountered/ lessons learned</b>	The lesson learned from this tool is the good reception by companies and / or independent food advisers, since the theme of the guide has been valued and the great interest in learning more and improving in food fraud prevention.
<b>Potential for learning or transfer</b>	This practice is very interesting to share with more companies, administrations or anyone interested, because it involves extensive research and updating of regulations and measures to fight food fraud. The information is presented in a didactic and practical way, which is why it is of great interest to be able to share it and show it in order to continue spreading knowledge and inspiration to other people, or it is even possible that by sharing this information we may receive interesting comments or practical experiences from other countries or regions and that may allow us to continue improving in our field, the food fraud control.
<b>Further information</b>	<a href="http://agricultura.gencat.cat/web/.content/04-alimentacio/lluita-frau-alimentari/enllacos-documents/fitxers-binaris/REVISIOGuia-Angles-04.pdf">http://agricultura.gencat.cat/web/.content/04-alimentacio/lluita-frau-alimentari/enllacos-documents/fitxers-binaris/REVISIOGuia-Angles-04.pdf</a>



## Good practice 17:

### *Tracing, testing and prevention of illegal plant protection products on the Bulgarian market to reduce potential food frauds.*

<b>1. General information</b>	
<b>Title of the practice</b>	<p>Tracing, testing and prevention of illegal plant protection products on the Bulgarian market to reduce potential food frauds.</p> <p>* This initiative (project) is implemented with the support of The Bulgarian Food Safety Agency and the Bulgarian Crop Protection Association.</p> <p>** Special emphasis is given to the Central Laboratory for Chemical Testing and Controls (CLCTC) where the samples and analyses are carried out.</p>
<b>Does this practice come from an Interreg Europe Project</b>	No

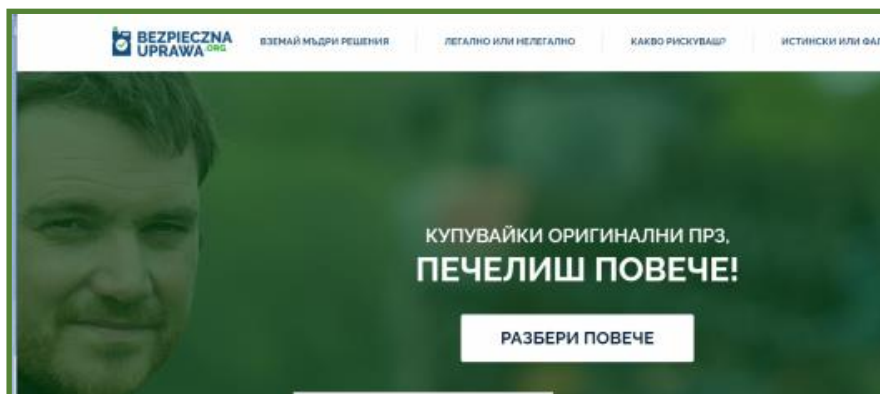
<b>Specific objective</b>	<p>The specific objective of the best practice is to advise the Bulgarian farmers and agro-enterprises how to use only original plant protection products, because the illegal ones could permanently damage the crops and subsequently the manufacture of food products containing forbidden substances, prerequisite for food fraud.</p> <p>Fortunately, there are three specific tools that could prevent those kind of violations, which are explicitly mentioned at the website of the Best Practice - <a href="http://stopillegal.eu/">http://stopillegal.eu/</a>:</p> <ol style="list-style-type: none"><li><b>1. The professional advice and consultations provided by the Bulgarian Food Safety Agency and the Bulgarian Crop Protection Association which are the following:</b><ul style="list-style-type: none"><li>- All the farmers and agro-enterprises are highly advised to buy only from the officially authorized plant protection products which are available on the website of the Bulgarian Food Safety Agency;</li><li>- The product label should be in Bulgarian language;</li><li>- Upon purchase you will receive a receipt and / or VAT invoice, which will serve as proof of verification;</li><li>- Before being marketed, they have undergone years of research and testing to keep companies crops safe;</li><li>- If the product does not achieve the desired effect, despite proper use, the farmers or the agro-companies could file a claim.</li></ul></li><li><b>2. The above mentioned organizations are organizing regular trainings which instruct farmers and companies how to avoid food frauds and related content;</b></li><li><b>3. Voluntarily, each farmers, company or agro-association could perform a laboratory test orderly to clarify the case for eventual product violation substances.</b></li></ol>
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	This could be achieved with the professional tests, which the Central Laboratory for Chemical Testing and Controls (CLCTC) delivers. The Laboratory performs analyses for: pesticide residues, mycotoxins and heavy metals content in food and feed, plant protection products and mineral fertilizers, local production and imports, all that in accordance with the physico-chemical parameters, Regulation 2003/2003.	
<b>Main institution involved</b>	The Bulgarian Crop Protection Association, The Bulgarian Food Safety Agency	
<b>Location of the practice</b>	Country	Bulgaria

<b>3. Detailed description</b>	
	<p><b>What is the problem addressed and the context which triggered the introduction of the practice?</b></p> <p>Since the people are permanently at risk from food contamination and food frauds, constant monitoring, advices, laboratory tests and control systems are needed to protect the food quality and authenticity.</p> <p><b>How does the practice reach its objectives and how it is implemented?</b></p> <p>The best practice reaches its objective through permanent organization of campaigns for its promotion among the interested parties.</p> <p>Besides, the websites of the best practice, the Bulgarian Food Safety Agency and the Bulgarian Crop Protection Association are interconnected. This means that visitors can gain access to information from all three websites.</p> <p>The Best Practice is implemented voluntarily, with the help of specialists from the food safety sector, with organization of paid and free of charge trainings, inter alia, with the participation of state institutions that share the same expertise, etc.</p> <p>- <b>Who are the main stakeholders and beneficiaries of the practice?</b></p> <p>Farmers, Associations, Agro-Enterprises, etc.</p>
<b>Resources needed</b>	Human resources, website development and maintenance, availability of premises and technical and other equipment
<b>Timescale (start/end date)</b>	Ongoing/functioning
<b>Evidence of success (results achieved)</b>	The Best Practice reports success, because the use of illegal products is improving its status as a no-go-area.
<b>Difficulties encountered/ lessons learned</b>	No difficulties encountered. The lessons learned are related to the dynamic situation that spreads out and the necessity for adequate actions and measures.
<b>Potential for learning or transfer</b>	Of course, the Best Practice is spread on a national level.

Further information

<http://stopillegal.eu/>



## Good practice 18:

### *My HACCP Tool*

1. General information	
Title of the practice	My HACCP Tool
Does this practice come from an Interreg Europe Project	No

<i>Please select the project acronym</i>	<i>Not applicable</i>
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<b>Specific objective</b>	<p>My HACCP Tool is a free web-based tool developed by LocalFood - an incubator for small start-up food business initiatives. It comprises a national network of micro-enterprises and provides expert assistance to reach them effectively in the long term, in compliance with all regulatory requirements.</p> <p>The organization was established in March 2016 to build on the achievements and experience of the pilot farmers markets in Bulgaria. The new foundation brings together and builds a team of experts dedicated to the development of the sector in recent years. The first stage of the establishment of the LocalFood business network is carried out with the partnership of America for Bulgaria Foundation.</p> <p>Every food business has an obligation to ensure the safety of the food it produces and to prevent it from food frauds. In addition, European legislation obliges food business operators to establish, implement and maintain permanent procedures based on Hazard Analysis and Critical Control Point (HACCP).</p>
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There are seven principles that underpin the HACCP system tool, presented below:

- Hazard analysis (This section allows Food Frauds Information to be included for more accurate Hazard Analysis);
- Determination of Critical Control Points (In these section each company can indicate Critical Control Points, also for Food Frauds, in order to eliminate possible threats)
- Critical limits – These section could also be linked with Food Fraud Prevention, 6 important fields - BIOLOGICAL HAZARDS, BIOLOGICAL HAZARDS DESCRIPTION, BIOLOGICAL HAZARDS CONTROL MEASURE, CHEMICAL HAZARDS, CHEMICAL HAZARDS DESCRIPTION, CHEMICAL HAZARDS CONTROLS could be complemented with measures limiting the occurrence of food frauds
- CCP monitoring – The above mentioned 6 important field could also be regularly monitored in order the CCP monitoring to be adequate;
- Establishing corrective action if needed – (A corrective plan or contingency plan could be established, templates for Food frauds could be added as annexes to this Plan. If something goes wrong in the food chain, corrective measures can be implemented by the authorized personnel).
- Checking the HACCP system – Finalization process

Verification is a daily check on compliance with each CCP - if the HACCP plan is followed, safe foods will be produced and food frauds will be limited. The HACCP system must first be inspected to ensure that it is fit for the purpose and effectively controls the hazards you have identified.

- Documentation of procedures and records thereof – Finalization process

The effective record keeping of site activity is essential to the implementation of the HACCP system.

#### About My HACCP

The purpose of My HACCP is to provide a web based tool with an aim to support small food production companies. After completing all the information, the final version is a document that the companies can print and store it for further provision it to the inspection authorities, if needed. Preparing an effective HACCP-based food safety management system takes some time, but it is a valuable investment in compliance with the legal requirements. It will take more than a few days for the HACCP plan to be completed. The system is designed in such a way that the companies can safely store documentation online until they decide to proceed.

My HACCP tool guides the enterprises through all stages of the HACCP plan, providing them with helpful documentation for each stage.

The enterprises could include Food Fraud requirements in the HACCP plan.

Preparation for the HACCP study

	<p>Before drawing up their HACCP plan, it is recommended that SMEs study some of the following points:</p> <ul style="list-style-type: none"> <li>• List of their employees' names and their qualifications</li> <li>• A list of all elements and relevant suppliers that the companies want to be included in the HACCP plan</li> <li>• Production process plan</li> </ul> <p>Organization of the HACCP survey</p> <p>Before starting My HACCP, the companies-users have to keep in mind the following:</p> <ul style="list-style-type: none"> <li>- Which products and processes do they want to cover in the overall HACCP plan? (For example, the complete HACCP plan covers everything from raw materials to reaching the product to the end customer)</li> </ul> <p>My HACCP has been designed as a common tool to take into account the broad spectrum of food business operators and the diversity of food products and manufacturing processes.</p> <p><b>Business Responsibility</b></p> <p>Primary responsibility for the HACCP food safety management system lies with the food business itself. The tool is designed to guide businesses in the documentation process, encouraging them to think about their own process in stages and make informed decisions, tailored to the specifics of their business. The Help section provides guidance on the information that each stage of the HACCP plan should contain. My HACCP is aimed at small food companies considered to be less than 10 employees.</p> <p>The different stages in the preparation of the HACCP documentation.</p> <p>The HACCP documentation consists of preparatory stages A through H, followed by the 7 HACCP principles. You can access any part of the tool. It is strongly recommended to work consistently following the steps of the tool.</p> <p>The final version of the documentation</p> <p>After completing all the information, the final version is a document that companies print and store at the site and provide it to the inspection authorities for inspection.</p> <p>However, this is the documented part of the plan describing the controls that you carry out at your company site. The system must be used, reviewed when there is a change in the production process, and updated.</p> <p>If the firms need to change their HACCP plan after a time- while (eg add new products, processes, processing methods), they just need to re-enter My HACCP, open the saved documentation, to change and then print the final document again.</p>
<b>Main institution involved</b>	Not applicable



Location of the practice	Country	Bulgaria
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2. Detailed description	
Detailed information on the practice	<ul style="list-style-type: none"> <li>- <b>What is the problem addressed and the context which triggered the introduction of the practice?</b> The information about the HACCP (System for Food Safety), also VACCP (Vulnerability Assessment, and Critical Control Points, related mostly with food frauds) is very extensive but very chaotically provided, especially when provided in various Internet sources. My HACCP tool, on the other hand, gives free, user-friendly well-structured information with help menus.</li>   <li>- <b>How does the practice reach its objectives and how it is implemented?</b> "My HACCP" is a free web-based tool that will guide you through the process of developing a food safety management system, which can recommend measures avoiding certain food frauds. The tool could improve the Hazard Analysis and the Critical Control Points (HACCP) of the SMEs. After completing the steps and completing the documentation, the companies create their own food safety management system, showing how their business identifies and controls all the risks that may arise during production. In the Help section the companies can find a variety of resources to help them complete, understand and apply the HACCP principle.  What are the steps?  <ol style="list-style-type: none"> <li>1. Register</li> <li>2. Create a HACCP printout for your management facility by following the steps.</li> <li>3. Print or download the documentation you have developed.</li> </ol>  Contents of the tool The tool constitutes an on-line form which identifies the current situation with a given company, by completing certain questionnaires and tests, followed by recommendations and solutions at the end.</li>   <li>- <b>Who are the main stakeholders and beneficiaries of the practice?</b> All the companies needed to use the HACCP (System for Food Safety)</li> </ul>
Resources needed	IT Services, Servers, Developers
Timescale (start/end date)	Ongoing





<b>Evidence of success (results achieved)</b>	-
<b>Difficulties encountered/ lessons learned</b>	No difficulties encountered
<b>Potential for learning or transfer</b>	<a href="https://myhaccp.localfood.bg/nachalo">https://myhaccp.localfood.bg/nachalo</a>
<b>Email</b>	<i>myhaccp@localfood.bg</i> <i>it@localfood.bg</i>

### Good practice 19:

### *Regular annual training seminars for Bulgarian SMEs - "Ensuring the quality and safety of food and beverages"*

<b>1. General information</b>	
<b>Title of the practice</b>	Regular annual training seminars for Bulgarian SMEs - "Ensuring the quality and safety of food and beverages"
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	The purpose of the trainings seminars is to provide theoretical and practical knowledge of current analytical methods for the rapid identification and quantification of chemical and microbiological hazards in food, beverages and feed, as well as methods for conducting organoleptic analysis. The seminars also provide lectures about current EU regulations on quality control and food safety.	
<b>Main institution involved</b>	Center for Food Quality and Safety Training, Department of Biotechnology of UHT, the Bulgarian Food Safety Agency and the Center for Risk Assessment the food chain.	
<b>Location of the practice</b>	Country	Bulgaria

<b>2. Detailed description</b>
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<p><b>Detailed information on the practice</b></p>	<p><b>What is the problem addressed and the context which triggered the introduction of the practice?</b></p> <p>There is a lack of public awareness in this field. A link between the education institutions and the SMEs should be established which is grounded by the organization of these kind of events. The training seminars are annual, the themes discussed cover information such as food safety, fraud prevention and consumer care in the production industry. One problem addressed is the deficit on the market of well-trained and skilled personnel, in line with the dynamics of the sector's development. The last but not least is the miscommunication or the lack of communication between the business and the academic sector. Therefore, the trainings organized serve as a good starting point for establishing of long-term relationship between the science /the theoretical aspect/ and the SMEs /the practical aspect/.</p> <p><b>- How does the practice reach its objectives and how it is implemented?</b></p> <p>The practice reaches its objective through provision of important theoretical knowledge of the most common types of pathogenic microorganisms in food and hygiene indicators, modern fast methods for microbiological control and approaches for their validation, as well as the requirements of the Bulgarian Food Safety Agency for the food chain essentials. Lectures related to food labeling and prevention of food frauds are also being regularly held. The lectures are mainly focused on different approaches related to the food fraud prevention in Bulgaria and building up the consumer confidence in food and beverages produced in the country.</p> <p><b>- Who are the main stakeholders and beneficiaries of the practice?</b></p> <p>Due to the high level of training, the annual forum attracts the attention of a large number of participants as companies - leaders in the food industry, managers and employees in chemical and microbiological laboratories, quality management managers, university educators, researchers from scientific institutes, as well as students from all over the country.</p>
<p><b>Resources needed</b></p>	<p>Human resources, availability of premises and technical equipment.</p>
<p><b>Timescale (start/end date)</b></p>	<p>Annual/ongoing</p>
<p><b>Evidence of success (results achieved)</b></p>	<p>The practice is considered good because the trainings are held constantly and each year more interest is provoked through these trainings.</p>
<p><b>Difficulties encountered/ lessons learned</b></p>	<p>A lot of interest arises from these trainings, each year the events are adapted and modified based on the needs of the trainees and different food fraud prevention measures are reviewed. No difficulties are encountered at this stage.</p>



<b>Potential for learning or transfer</b>	There is a potential both “for learning” and for “transfer” because the SMEs involved are sharing with other groups of companies, which consequently learn and transfer the knowledge obtained to other potentially interested parties.
<b>Further information</b>	<a href="http://www.safefoodlab.com/">http://www.safefoodlab.com/</a>

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## Good practice 20:

### *Veterinary and phytosanitary national brigade's (BNEVP) operations and investigations*

1. General information	
<b>Title of the practice</b>	Veterinary and phytosanitary national brigade's (BNEVP) operations and investigations
<b>Does this practice come from an Interreg Europe Project</b>	No but it's in cooperation with European countries

<b>Please select the project acronym</b>	QUALIFY
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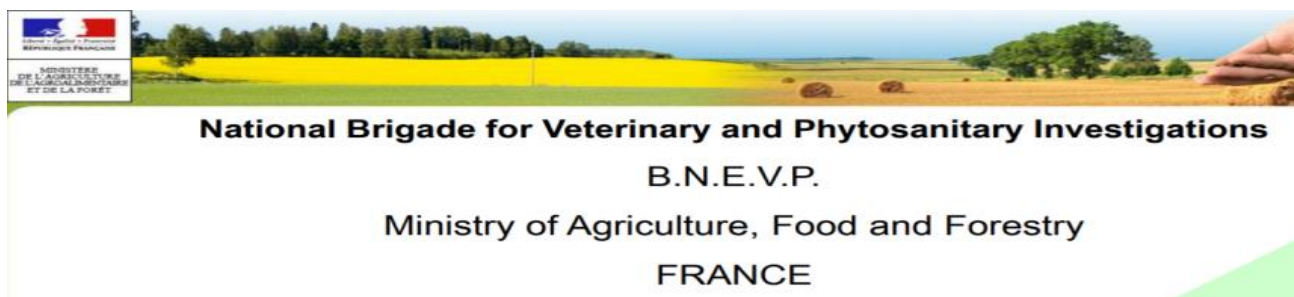
<b>Location of the practice</b>	Country	France
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2. Detailed description	
<b>Detailed information on the practice</b>	<p>Governments ensure food safety and quality at all food chain levels. Attached to the Directorate General of Food and with the aim of ensuring good's traceability and prevent fraud,, the National Veterinary and Phytosanitary Investigations Brigade (BNVEP) was established in 1992 to combat fraudulent networks that had been formed after the ban on the use of anabolics in livestock.</p> <p>This structure lead investigation and operations in cooperation with others partners involved in fraud repression. Today, it deals with topics as varied as the trafficking of domestic carnivores, veterinary medicines, food or illegal phytosanitary products.</p> <p>At the heart of this system, the BNEVP can intervene very quickly throughout the territory. About 20 investigating inspectors in the BNEVP track organized crime linked with the agro-food business. They rely on their colleagues in decentralized services but are the only ones empowered to intervene urgently throughout France. After surveying, they can make significant operations that can involve, in France, the Central Office for Combating Environmental and Public Health Violations (OCLAESP), the Police and Gendarmerie, the National Investigation Service of the Directorate General for Competition, Consumer Affairs and Fraud Enforcement (DGCCRF) and the Directorate General of Customs and Indirect Rights (DGDDI). Furthermore, the BNEVP can make unannounced visits to companies, the inspector observes the raw materials stored in the cold rooms, visits the manufacturing workshops, studies labelling, invoices and purchase orders to ensure the traceability of products. For surveys, he may be interested in companies in the same sector throughout the territory. It is the inspector, as an expert, who accompanies the gendarmes during the searches.</p>

<b>Resources needed</b>	Twenty inspectors of the BNEVP are required for this practice, but they work in cooperation with a lot of structures from different departments so the total of human resources is not available online, as economic resources which are unknown.
<b>Timescale (start/end date)</b>	1992 – ongoing
<b>Evidence of success (results achieved)</b>	<p>The BNEVP participated in several international operation to combat counterfeiting and the sale of falsified food products.</p> <p>Operation OPSON III targeted mainly honey, truffles and caviar in France and took place from 1 to 31 December 2013. It involved more than 33 countries including France. For the third year in a row, Europol and Interpol have conducted an international operation to combat counterfeiting, deception and falsification in the food sector, both at the production, processing and distribution. These operations have targeted honey, a food item for which the risk of fraud is significant : falsely labelled honeys (origin, floral species, false therapeutic claims), honeys containing illicit antibiotic residues, or honeys adulterated by glucose syrup... Also in December 2013, we are talking about the dismantling of a vast horse trafficking network, some of which were used in the pharmaceutical industry, or the use of banned insecticides in the production of strawberries.</p> <p>OPSON IV, V, VI and VII were large operations which lead to the seizure of illicit and dangerous food and drinks.</p> <p>The eighth edition of the international OPSON operation to combat food fraud and counterfeiting was conducted from December 2018 to April 2019. This five-month action campaign involved sixteen EU member States. It targeted food fraud that may be encountered in the field of organic farming. The controls thus focused on food products for human and animal consumption, raw materials and/or finished products, certified in organic agriculture. It has been coordinated at European level by INTERPOL and EUROPOL (international and European organisations fighting major international crime and terrorism). In addition to the checks carried out at inspection posts and entry points in Europe, a sector has been the subject of a targeted investigation by the BNEVP. This investigation looked at the use of veterinary medicine in the organically certified domestic rabbit industry. None of the breeders, breeders and cooperatives specializing in the marketing of controlled rabbit meat has currently been the subject of administrative or criminal proceedings.</p>
<b>Difficulties encountered/ lessons learned</b>	This practice needs a high level of cooperation between different partners at different phases.
<b>Potential for learning or transfer</b>	This practice could be interesting to put in place in own region because there are a lot of products with AOP/ AOC. The BNEVP committee could control them and avoid the fraud copies. In the other hand they could



	<p>control the phytosanitaries and quality conditions of the food imported to France, because consumer thinks that them are not sure.</p> <p>It would be interesting that this group of experts instruct some food controllers in different regions of France and works permanently in each one region. It would be more adjustable and experienced to the different production system of each region. More adjusted, more quickly and more efficiently.</p>
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Good practice 21:

*spaFOOD INTEGRITY : Food Fraud Prevention Guide and Questionnaire*

1. General information	
<b>Title of the practice</b>	FOOD INTEGRITY Food Fraud Prevention Guide and Questionnaire
<b>Does this practice come from an Interreg Europe Project</b>	Yes

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	France
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2. Detailed description	
<b>Detailed information on the practice</b>	<p>Providing assurance to consumers and other stakeholders about the safety, authenticity and quality of European food (integrity) is of prime importance in adding value to the European Agri-food economy. The integrity of European foods is under constant threat from fraudulently labelled imitations that try to exploit that added value. The FOODINTEGRITY project will directly address this issue and will be an international focal point for harmonisation and exploitation of research and technology for insuring the integrity of European food.</p> <p>FoodIntegrity's key focus will be to consolidate, harmonise and mobilise the European capability on food authentication to ensure consumer confidence and protect European added value. The 5 year (2014 – 2018) €12M project will reduce the current barriers to data sharing and utilisation that is crucial to combating food fraud by supplying methods and tools that will address both enforcement and industry needs. The project will not only seek to enhance early warning capabilities, but working with industry, will develop methods, systems and processes that will assure the quality,</p>



	<p>authenticity and safety of the food chain so that:</p> <p>1) consumer confidence is enhanced with respect to the integrity of food they purchase and</p> <p>2) fraudulent products in the market place are more easily detected.</p> <p>The European research project "Food Integrity" has carried out a questionnaire on the perception of food industry players about an information-sharing system to detect food fraud. The subject of fraud prevention has emerged as a priority at Workshop 8 of the General Food States. The aim of the study here is to measure the feasibility of an information-sharing system to prevent and detect food fraud. This study is part of the European Research Project Food Integrity, which involves universities, research institutes and industry partners.</p> <p>21 work packages have been settled with these perspectives. They worked on a food integrity network, a knowledge base, on olive-oil, on spirit drinks, to reduce product misdescription in the seafood sector, on a food fraud warning system and many other subjects that are all gathered in the Food Integrity Handbook.</p>
<b>Resources needed</b>	The cooperation of many international stakeholders : comprising 60 participants from 18 European countries and one from China and one from Argentina, to achieve this project.
<b>Timescale (start/end date)</b>	2014 - 2018
<b>Evidence of success (results achieved)</b>	A complete set of infographics in different European languages concerning foods, risks, analyses and specific case studies is now available online. They give an insight on how to work in both rapid screening and confirmatory analysis directions, exploring the potential/performance/effectiveness of a number of profiling/fingerprinting/targeted or non-targeted methods & rapid screening high-throughput technologies, also combined with multivariate approaches.
<b>Potential for learning or transfer</b>	Designed for food companies and organisations across Europe, FOODINTEGRITY has put in place three tools:  A questionnaire, a Feedback Report Creating a new information sharing system and a "Handbook" has been published, it contains the final results of the project. It is downloadable online and accessible to all players in the agri-food sector to help them prevent fraud related to their products.
<b>Further information</b>	<a href="https://secure.fera.defra.gov.uk/foodintegrity/index.cfm?sectionid=83">https://secure.fera.defra.gov.uk/foodintegrity/index.cfm?sectionid=83</a>



Good practice 22:

*Evaluation of ELISA and PCR methods as milk differentiation techniques of different animal origin*

1. General information	
<b>Title of the practice</b>	Evaluation of ELISA and PCR methods as milk differentiation techniques of different animal origin
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Greece
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2. Detailed description	
<b>Detailed information on the practice</b>	<p>The project deals with sample analysis of cow, sheep and goat origin milk by using ELISA and PCR methods.</p> <p>The project deals with sample analysis of cow, sheep and goat origin milk by using ELISA and PCR methods. ELISA is used to monitor herd health by screening for changes in antibody status. The big advantage of ELISA tests is the time window for detection of the infection is much longer, making it more probable to detect whether an infection is happening or has happened. PCR is a diagnostic test designed to confirm an individual animal's clinical disease, a current infection or to diagnose the cause of death. PCR is especially valuable in the early stages of an infection when antibodies have not yet been built. It gives an immediate answer to the current infection.</p> <p>Reliable identification of fraud by mixing different origin type of milk is a critical parameter to support the export activities of breeders and cheese production units. The addition of milk which is of cow origin into sheep's milk intended for feta production undermines all efforts to promote and preserve feta as the "flagship" of Greek exportable cheese products. Respectively, mixing cow with sheep milk in proportions which are different from the allowed ones, creates a sense of unreliability in the internal and external market.</p>
<b>Resources needed</b>	Partners: Institute of Veterinary Research, ELGO DIMITRA Budget: EUR 32,349.00
<b>Timescale (start/end date)</b>	
<b>Evidence of success (results achieved)</b>	The results of the project concerned qualitative determination of goat in sheep milk by using the method of sticks, the quantitative determination of goat in sheep milk by using the method of ELISA, the application of ELISA method for the determination of fraud of sheep and goat's milk with cow's milk and the development of pilot PCR method in order to identify the origin of milk.
<b>Difficulties encountered/ lessons learned</b>	Because the desired antigen may be present in extremely small quantities relative to the presence of others, ELISA may be unable to detect the



	presence of antigen in a sample.in addition, PRC works under specific conditions that must be met.
<b>Potential for learning or transfer</b>	<p>The project developed new methods for qualitative and quantitative identification of the fraud in sheep's milk by using the following methods:</p> <ul style="list-style-type: none"> <li>- Qualitative determination of goat in sheep milk with by using sticks method</li> <li>- Quantitative determination of goat in sheep milk with by using ELISA method</li> <li>- Organization of a ring test by the Institute of Veterinary Research of Thessaloniki for the evaluation of the commercial ELISA kits of the quantitative determination of goat in sheep milk. All relevant laboratories of the General Directorate of Quality Assurance of Agricultural Products will take part in this test.</li> <li>- Application of ELISA method for the determination of sheep and goat milk fraud with cow milk</li> <li>- Pilot development of PCR method for the identification of the origin of milk.</li> </ul> <p>The aforementioned methods can be used to conduct analyses in order to identify fraud elements as well as any contamination that has occurred regarding mixing different origin type of milk.</p>

## [Good practice 23:](#)

### *Olive roads*

1.General information	
<b>Title of the practice</b>	Olive roads
<b>Does this practice come from an Interreg Europe Project</b>	No

**Please select the project acronym** | QUALIFY

<b>Location of the practice</b>	Country	Greece
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2.Detailed description	
<b>Detailed information on the practice</b>	<p>This is a practice that aims to strengthen and enrich consumer protection tools against unfair practices and fraud</p> <p>This is a practice that aims to strengthen and enrich consumer protection tools against unfair practices and fraud, but also to highlight the special features of two of the most important agricultural products for the Greek economy, such as olive oil and olives. The action is divided into 3 sub-projects which will deal with: 1. olive genetics (coordinator ELGO Dimitra), 2. plant protection (coordinator the Agricultural University of Athens) and 3. olive products (coordinator EFET) under the general title: Quality and authenticity of final products of olive</p>



	and olive oil and health claims - Improvement of final products. Specific objectives of the network include the development of Greek countryside, support local producers and ensure consumer protection. At the same time, emphasis is placed on plant protection and the fight against important "enemies" of the olive tree, holistic sequencing of "Koroneiki" and "Hondrolia Halkidiki" olive genomes, genetic characterization of the various Greek olive varieties, olive plant protection with modern technologies, as well as a large-scale application of high-resolution techniques for the analysis of olive oil samples and mapping of the ecosystem of olive varieties in different geographical areas of the country.
<b>Resources needed</b>	Budget: EUR 3.100.000,00 The project is funded by national resources through the General Investment Program of the General Secretariat for Research and Technology.
<b>Evidence of success (results achieved)</b>	Capitalization of the results in economic and commercial field, includes the registration of a brand name of Greek olive varieties (certification of propagating material - traceability). Phenotypic and genomic characterization will form the basis for documentation of Greek origin through the creation of a National Database of Greek olive varieties. Furthermore, effective and long-term sustainable olive plant protection, with the least possible chemical residues in the product and the environment
<b>Difficulties encountered/ lessons learned</b>	Overcoming challenges of Greek olive cultivation, such as main entomological and phytopathological problems, RNA isolation and library creation for RNAseq transcriptomic analysis and strategic design to highlight the special features of olive oil.
<b>Potential for learning or transfer</b>	The overarching goal of the programme is the promotion of the cooperation of human resources and infrastructure of Greece, in order to highlight the qualitative characteristics of the Greek varieties and olive oil. Using genomic and advanced diagnostic technologies, it aims to trace, identify, and certify olive varieties and improve the processes of edible olive and olive oil production. In this way, unique national products, such as olives and olive oil, gain added value and a strategic competitive advantage that will help to enhance extroversion.



## Good practice 24:

### *Elaboration of the Guide for the implantation of a food quality own-control system in agri-food SMEs*

1 General information	
<b>Title of the practice</b>	Elaboration of the Guide for the implantation of a food quality own-control system in agri-food SMEs
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	<b>Country</b>	Spain
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2 Detailed description	
<b>Detailed information on the practice</b>	<p>The aim of this guide is to help food operators to establish their own-control system so that they guarantee the quality of the products they elaborate in compliance with the requirements of Catalan Regulation, Law 14/2003, June 13th of agri-food quality, Title III.</p> <p>It is a widespread fact that, in recent years, professionals in the agri-food sector have acquired a high theoretical and practical knowledge of hygiene practices, possibly motivated by the repercussions of health crises. However, on the contrary, it is still found that there is a lack of information regarding agri-food quality concept and its application. This guide was developed to complement existing guidelines for good hygiene practices, with the aim of contextualizing agri-food quality control and facilitating a practical approach to implement an own-control system for the food operators.</p> <p>In this document, you will find guidelines for structuring an own-monitoring system that meets the mandatory requirements defined by the legislation, and others that are not mandatory but may be useful to implement.</p> <p>You will also find explanations and recommendations on the main concepts and activities that should be carried out, interspersed with the fragments of the articles of the Catalan Regulation Law 14/2003 that are related to.</p> <p>The purpose is to provide tools so that food operators can easily develop their own-control system, or adapt and complete the one they are already executing.</p>
<b>Resources needed</b>	Human resources required: team of agri-food inspectors
<b>Evidence of success (results achieved)</b>	<p>Conferences offered to professionals in the agri-food sector for the presentation of the guide and introduction to it:</p> <p>"Presentation of the Guide for the implementation of a food quality own-control system for agri-food SMEs".</p> <p>2017: - April 26, 2017, Monells (Girona)</p>

	<p>2018:</p> <ul style="list-style-type: none"> <li>- September 27, 2018, Lleida</li> <li>- July 10, 2018, Constantí (Tarragona).</li> </ul> <p>2019:</p> <ul style="list-style-type: none"> <li>- May 8, 2019, Barcelona</li> <li>- May 23, 2019, Constantí (Tarragona).</li> <li>- October 24, 2019, Lleida.</li> </ul>
<b>Difficulties encountered/ lessons learned</b>	<p>This document serves as support for the understanding and implementation of an own-control system in agri-food companies, even so, the existence of dedication and a certain degree of professionalism in the matter is necessary to understand and adapt the provisions in an efficient and correct way.</p>
<b>Potential for learning or transfer</b>	<p>The purpose of this guide is to make understand in a practical way for the agri-food operators, the provisions related to food quality regulated by Catalan Law 14/2003 and more specifically, to address how to establish an own-system of control of food quality through a didactic approach.</p> <p>With this publication, we believe that it is interesting to note that in order to work in line with quality control and the fight against fraud, a very important way of work is the prevention.</p> <p>It is therefore important to share the work methodology in line with fraud prevention and laying the foundations to understand the applicable regulations. In this case, it focuses on the regulation of the region, in accordance on both the Spanish state regulation Law 28/2015, which establishes the bases for food quality, and the European horizontal regulation, which establishes the principles of food legislation, Regulation 178/2002.</p>

## Good practice 25:

### Elaboration of the Guide to implement an own-control system of the Nominal Quantities of Pre-package

1 General information		
<b>Title of the practice</b>	Elaboration of the Guide to implement an own-control system of the Nominal Quantities of Pre-packaged agri-food products.	
<b>Does this practice come from an Interreg Europe Project</b>	No	
<b>Please select the project acronym</b>	QUALIFY	
<b>Location of the practice</b>	Country	Spain

2 Detailed description	
<b>Detailed information on the practice</b>	<p>With the aim of helping companies to implement regulatory requirements on the control of the effective content of packaged foods, the DARP has developed the "Guide to implement an own-control system of the Nominal Quantities of Pre-packaged and implement a Procedure for Checking Actual Contents of Pre-Packaged agri-food products".</p> <p>It is a guide that aims to facilitate the adaptation of the system of own-control of the effective content of packaged foods to the requirements provided for in Law 14/2003 on Agri-Food Quality in Catalonia.</p> <p>The Guide delves into how own-monitoring of the effective content of packaged products should be. This document was already mentioned in the " Guide for the implantation of a food quality own-control system in agri-food SMEs" and aims to revise in a practical way R.D. 1801/2008, which establishes the rules relating to nominal quantities for packaged products and the control of their effective content.</p> <p>This Guide aims to be a tool for improving the own-checks made by operators to offer quality agri-food products and give the maximum guarantees to the consumer about the authenticity of the information on the label, in this case, the weight or volume of packaged foods.</p> <p>The purpose was to develop a practical document, easy to use and consult, and at the same time deals with the issues with the necessary rigor, which are mandatory compliance requirements.</p>
<b>Resources needed</b>	Human resources required: team of agri-food inspectors
<b>Evidence of success (results achieved)</b>	<p>Conferences offered to professionals in the agri-food sector for the presentation of the guide and introduction to it:</p> <p>Presentations of the Guideline:  2017: November 7, 2017. Barcelona.  2018: November 29, 2018. Monells (Girona).  2019: October 24, 2019. Lleida.</p> <p>Due to the great interest among the agri-food operators in these seminars, more sessions are planned during 2021.</p>
<b>Difficulties encountered/ lessons learned</b>	This guide serves as support for understand the regulations and establish a check procedure. Even so, the existence of dedication and a certain degree of professionalism in the matter is necessary to understand and adapt the provisions in an efficient and correct way.
<b>Potential for learning or transfer</b>	<p>With this publication we believe that it is interesting to note that in order to work in line with quality control and the fight against fraud, a very important way of work is the prevention.</p> <p>The document includes how a control effective content of the food products system can be structured in accordance with Law 14/2003 on agri-food quality, and that meets the specific requirements established by RD 1801/2008, of 3 November, which details rules relating to the nominal quantities for packaged products and the control of the effective content, and other applicable legal provisions.</p>

	The purpose was to develop a practical document, easy to use and consult, and at the same time deals with the issues with the necessary rigor, which are mandatory compliance requirements.
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## Good practice 26:

### Integral Quality Own-Control Program and Traceability of the Meat Industry (PACIC)

1 General information	
<b>Title of the practice</b>	Integral Quality Own-Control Program and Traceability of the Meat Industry (PACIC)
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Spain
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2 Detailed description	
<b>Detailed information on the practice</b>	<p>The Business Federation of Meat and Meat Industries (FECIC) was created in 1978 and is currently the organization state-level company that represents and defends the interests of companies in the meat sector located in Spain. At present, FECIC groups some 200 companies that are dedicated so much to slaughter of animals of the bovine, porcine, caprine and equine species, such as the cutting of its meats and the transformation of these into derivatives processed meat.</p> <p>FECIC's Integral Program for Quality Own-Control and Traceability of the Meat Industry (PACIC) ensures that companies correctly comply with established labelling standards and that it counts with the support of the Ministry of Agriculture, Fisheries and Food.</p> <p>This voluntary own-control plan, aimed at meat product manufacturing plants, slaughterhouses and cutting rooms, assesses the labelling and traceability of the meat as well as the quality and labelling of meat derivatives, by means of an additional and independent control to those who already carry out the companies internally and verifies, throughout the meat chain (slaughter, cutting and production of products), compliance with current legislation on quality, traceability and labelling.</p>
<b>Resources needed</b>	Human resources required
<b>Evidence of success (results achieved)</b>	Currently the PACIC program is made up of more than 48 companies within the Catalan meat sector. They are both large and SMEs that work together pursuing the same objective, the improvement of their internal quality control systems in order to promote growth and a greater appreciation of their products they market.
<b>Difficulties encountered/ lessons learned</b>	It is a quality control program to which any company can register voluntarily, it involves an annual economic cost and greater control. The



	difficulties in this regard may be the extra technical and economic resources that this extra control implies.
<b>Potential for learning or transfer</b>	The creation of this group of professionals and companies in the meat sector has great potential to collaborate and exchange knowledge and experiences. Added to this, the constant work seeking improvement in those areas where it is necessary to influence more effectively, such as quality own-control systems, we see in this type of project a great opportunity for both large and small companies of agri-food sector that can enhance their quality standards to grow and be more competitive.

### [Good practice 27:](#)

## Elaboration of a Guide for quality own control points of sale and a Guide for quality own control at the production and handling

<b>1 General information</b>	
<b>Title of the practice</b>	Elaboration of a Guide for quality own control points of sale and a Guide for quality own control at the production and handling.
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Spain
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<b>2 Detailed description</b>	
<b>Detailed information on the practice</b>	<p>At the end of 2017, the Department of Agriculture, Livestock, Fisheries and Food, jointly with the Catalan fruit sector implemented the Sweet Fruit Action Plan.</p> <p>One of the actions of this plan was the implementation of the Quality Improvement Program along the fruit sector. Within the framework of this program and with the aim of improving production and handling practices and distribution in the fruit sector, both guides were elaborated:</p> <ul style="list-style-type: none"> <li>- Guide for points of sale: own control of quality and good handling practices for stone and pome fruit.</li> <li>- Guide for the production and handling: Guide for quality own control and good practices in the production and handling of stone and pome fruit.</li> </ul> <p>Fresh fruit is a healthy food that has not been transformed in any way, but is perishable and is often sold in bulk. Naturally we want consumers to receive the highest quality products, plus we want them to have the necessary information so they can be aware about what they are buying and are doing so responsibly. To do so, we need to adopt good practices</p>

	<p>for handling the product and in informing them about the product(s) in the points of sale.</p> <p>All food companies which take part in production and marketing, and also the public authorities, must be committed to work towards guaranteeing fruit quality and ensuring that it meets appropriate standards. Food quality is a crucial factor across the entire food chain, from producers to consumers.</p>
<b>Resources needed</b>	<p>Human resources required: Professionals and experts of the sweet fruits quality field. Food fraud and quality inspectors participated in the review and coordination of both guides.</p> <p>12.500 euros for publication of the guides and other information material</p>
<b>Evidence of success (results achieved)</b>	<p>Catalonia is one of the main producers of sweet fruit in southern Europe. Despite this large production capacity, there is currently a downward trend in fruit consumption in Catalan households. That is why the Government of Catalonia is working on the Sweet Fruit Plan; these guides are two of the 32 actions that GENCAT is promoting as part of this Plan.</p> <p>The participation of stakeholders of the fruit sector and their associations demonstrates the interest and need for this information.</p>
<b>Difficulties encountered/ lessons learned</b>	<p>For the elaboration of these guides, it was necessary a huge dedication from several professionals and experts in the field that contribute valuable knowledge as well as their whole dedication in the development of both guides.</p>
<b>Potential for learning or transfer</b>	<p>The preparation of both guides has been considered a good practice within the framework of the Qualify project since they are a practical tool that is offered to any operator, company or professional who directly or indirectly participates in the agri-food chain and, specifically, in the Sweet Fruit sector.</p> <p>Likewise, it intends to promote improvements in:</p> <ul style="list-style-type: none"> <li>- The compliance with the requirements of current regulations on commercial quality in the sweet fruit sector and Law 14/2003 on agri-food quality (DOGC 3915 of 07/01/2003).</li> <li>- To give guarantees to consumers and customers of the quality of the products that are made and marketed.</li> <li>- To be more competitive.</li> <li>- To continuously improve, for example: detect errors and correct their causes; define improvement objectives based on the indicators, and put the necessary means to get it; improve internal organization and get to know better the raw material, the fruit, and everything what may affect it.</li> </ul>

## [Good practice 28](#)

### Guide of how to apply the HACCP principles in dairy SMEs





1 General information	
Title of the practice	Guide of how to apply the HACCP principles in dairy SMEs
Does this practice come from an Interreg Europe Project	No

**Please select the project acronym** QUALIFY

**Location of the practice** Country Greece

2 Detailed description	
<b>Detailed information on the practice</b>	<p>The Guide of Hellenic Food Authority (EFET) can help dairy companies in the implementation of sanitary measures, focusing on the description and control of risk</p> <p>The guide covers the requirements of the legislation that dairy SMEs must keep for the implementation of sanitary measures based on HACCP principles. The guide can be modified, depending on the applied processing and functional methods, the type of dairy products and adapt to the needs of each company. The guide includes:</p> <ul style="list-style-type: none"> <li>• identification of risks appeared in the production and the impact on products safety and quality</li> <li>• basic controls to be performed in order to prevent risks at various stages of production</li> <li>• description of the production process of some dairy products (flow charts)</li> <li>• HACCP drawings and sanitary measures where the potential hazards at each stage of production, the mode of monitoring of their implementation and the corrective actions from the part of the company in cases of failure control of a risk.</li> <li>• instructions for the application of general hygiene requirements of the legislation in the dairy establishment (good hygiene practice) which required.</li> <li>• records kept and forms completed in order to document HACCP implementation.</li> <li>• laboratory tests for verification the application of good hygiene practice installation and safety of the products.</li> </ul>
<b>Resources needed</b>	Requirements for the application of the Guide are the training of the manager and staff of the business, which is necessary.
<b>Evidence of success (results achieved)</b>	<p>Advantages for the company:</p> <ul style="list-style-type: none"> <li>• Awareness of the risks that may affect the safety of the products produced in the company.</li> <li>• Minimization of the risks for the products and elimination of deficiencies in sanitary measures.</li> <li>• Better knowledge of how to apply precautionary measures adapted the company's activities.</li> <li>• Conformity with the conditions and legislation requirements for the production of safe, quality and competitive products.</li> <li>• Promotion of the production of quality products.</li> </ul>
<b>Potential for learning or transfer</b>	One food sector of particular importance for our country is that of dairy, which represented by several craft-type enterprises, of relatively small

capacity, using traditional techniques to produce quality dairy products. These companies, given the preference of the Greek consumer in our traditional cheeses should be supported in their quest for safe production and products of exceptional quality. EFET in its effort to support small dairy companies, commissioned a team of scientists executing the guide for implementing the system HACCP. This guide covers the legislative requirement for effective implementation HACCP principles, but above all it is a practical tool for any company in compliance with the sanitary requirements, which will guarantee the production's safety, quality and competitive dairy products.

## Good practice 29

### Guide for the olive oil and kernel oil standardization and refining companies

1 General information	
<b>Title of the practice</b>	Guide for the olive oil and kernel oil standardization and refining companies
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Please select the project acronym</b>	QUALIFY
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<b>Location of the practice</b>	Country	Greece
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2 Detailed description	
<b>Detailed information on the practice</b>	<p>The Guide for the olive oil and kernel oil standardization and refining companies is a manual, published by the Hellenic Food Authority (EFET),</p> <p>The guide is addressed to olive oil and kernel oil standardization and refining companies in compliance with the Joint Ministerial Decision 487/Government Gazette 1219B (4/10/2000) which adopted the Council Directive 93/43/EEC.</p> <p>This guide has been prepared in the light of Directive 93/43/EEC, which encourages food business operators, including olive oil and kernel oil standardizations and refining companies, to apply hygiene rules in conjunction with a hygienic production system. products (Hazard Analysis Critical Control Points - HACCP).</p> <p>The guide states the general and specific requirements regarding the application of the Hygiene Rules in the companies for standardization and refining of olive oil and kernel oil. The requirements of the legislation are listed in the dark part of the text (Requirements of the legislation, General and Special requirements), while in the light section are given clear</p>

	<p>instructions for compliance with the legislation ("Guidelines for compliance with the legislation").</p> <p>The Guide describes in a comprehensive form the measures that should be implemented by the companies for standardization and refining of olive oil and kernel oil, in order to follow the specific hygiene rules. In addition, it provides information on good practice and the factors that most affect food quality and safety.</p>
<b>Resources needed</b>	Requirements for the application of the Guide are the training of the manager and staff of the business, which is necessary.
<b>Evidence of success (results achieved)</b>	<p>Objectives of the Guide:</p> <p>A) To identify the potential risks of contamination of olive/kernel oil and measures to eliminate these risks, starting with the control of raw materials and monitoring all processing and/ or work carried out in the various stages of refining, marketing "Bulk" and the standardization of olive/kernel oil.</p> <p>B) To indicate the methods and criteria for the evaluation of these potential risks.</p> <p>C) To propose systems for the relevant documentation</p>
<b>Potential for learning or transfer</b>	EFET with the aim of providing quality control in terms of safety and hygiene standards in the food sector, has issued a Guide for the companies for standardization and refining of olive oil and kernel oil. The Guide provides in details all the hygiene requirements that must be applied by the companies for standardization and refining of olive oils and kernel oils, in order to ensure the suitability, hygiene and quality of the final product. The Guide identifies the potential risks of contamination of oils during their production, methods and criteria for the evaluation of these risks and proposes a system of appropriate measures to prevent these risks.

## [Good practice 30](#)

### Seminar about food fraud and purchasing raw materials

1 General information	
<b>Title of the practice</b>	Seminar about food fraud and purchasing raw materials
<b>Does this practice come from an Interreg Europe Project</b>	No
<b>Please select the project acronym</b>	QUALIFY
<b>Location of the practice</b>	Country: Slovenia
2 Detailed description	

<b>Detailed information on the practice</b>	<p>We organised an online event, with main topic food fraud prevention. In order to cover different aspects of food fraud, we invited experts from different fields.</p> <p>Firstly, Jana Ramuš from CCIS-CAFE presented HACCP system, that is mandatory for food business operators. Very important part of the HACCP system is a good purchasing system, which can identify all hazards, connected with quality, food safety and potential fraud. FBOs (Food business operators) shall conduct vulnerability assessment to identify potential frauded raw materials and effective mitigation plan with which they can eliminate frauded raw materials, upon receiving. They should assure, that potential frauded raw materials are identified and eliminated before entering production. The same is with potential food safety hazards. With good hazard analyses of raw materials, the company should identify all potential food safety hazards before entering production, otherwise they will not be able to eliminate them during the production processes. The second lecturer was Andreja Bizjak, director of Food Safety, Veterinary and Phytosanitary Inspection at Administration for Food Safety, Veterinary Sector and Plant Protection. The main topic of her presentation was legislation regarding food fraud and official controls, practical examples of frauded food products in Slovenia and in Europe (frauded rapeseed oil, dioxin in Belgium, melamin in powdered milk, methanol in alcoholic beverages, fipronil in eggs, sulphite in meat products...). In the third part Barbara Lončarek (CCIS-CAFE) presented preventive actions when buying raw materials.</p>
<b>Resources needed</b>	<p>The resources required are human resources-lectures and one person for organising event (sending invitations, communication with lectures, sending materials...).</p>
<b>Evidence of success (results achieved)</b>	<p>In general participants were very satisfied with the topic of the seminar and the lectures. At the end they shared some practical examples about food fraud from their companies, they were also interested in legislation and official controls, so they had some questions for Ms. Andreja Bizjak.</p>
<b>Difficulties encountered/ lessons learned</b>	<p>Due to corona virus situation, it was an online event. This has pros and cons, it is logistically easier for the participants, but it is harder to get their feedback. Another problem is to establish relevant contacts in the companies.</p>
<b>Potential for learning or transfer</b>	<p>This seminar could be implemented in all countries and is very useful for all companies, which are dealing with food safety and food fraud issues. However, it is important to have good lecturers, with in-depth knowledge and experiences in the field of food safety, food fraud, legislation, official controls, purchasing raw materials...</p>

## [Good practice 31](#)

### Bulgarian Food Safety Agency – food standards

#### 1 General information

<b>Title of the practice</b>	Bulgarian Food Safety Agency – food standards
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	The standards are developed by the mutual results of the science, technology and production experience. They are generally accepted rules and regulations and include detailed product characteristics and requirements, production procedures, test methods and conformity assessment.	
<b>Main institution involved</b>	<i>Bulgarian Food Safety Agency</i>	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>

<b>2 Detailed description</b>	
<b>Detailed information on the practice</b>	<p>Some of the Bulgarian food products are poor in quality or do not cover the normal requirements for quality standards. This condition implies the development of Bulgarian Food Quality Standards.</p> <p>The Bulgarian Food Safety Agency assesses the compliance of the quality characteristics of the food with international, European and national standards, standards developed by branch organizations and approved by the competent authorities.</p> <p>Types of standards, developed by the Bulgarian Food Safety Agency:</p> <ul style="list-style-type: none"> <li>• Established standards "Stara Planina"</li> <li>• Standards for bread and flour "Bulgaria"</li> <li>• Industry standard for lyutenitsa</li> <li>• Bulgarian standards for dairy products</li> <li>• Implementation reports</li> <li>• Industry standard (BS 01/2016) "Refined sunflower oil"</li> </ul>
<b>Resources needed</b>	N/A
<b>Timescale (start/end date)</b>	Ongoing
<b>Evidence of success (results achieved)</b>	<p>There are many requirements related to the food control, most of them concern import of biological products, packaging and labelling requirements, requirements for food transport, food storage requirements, etc.</p> <p>The Bulgarian Food Safety Agency (BFSA) monitors the compliance with food requirements, measures and conditions for ensuring food hygiene and safety. The agency also controls the process on the food packaging, labeling, presentation, even the advertisement activities.</p>
<b>Potential for learning or transfer</b>	<p>-introduction of mechanisms for control of the quality of the products</p> <p>-quality that meets the needs of the client and is permanent all the time</p>

<b>Contact details:</b>	
<b>Organisation</b>	<i>Bulgarian Food Safety Agency</i>
<b>Email</b>	<i>bfsa@bfsa.bg</i>

## [Good practice 32](#)

### LB Bulgaricum

<b>1 General information</b>	
<b>Title of the practice</b>	LB Bulgaricum <a href="http://ziv.bg/en/">http://ziv.bg/en/</a>
<b>Does this practice come from an Interreg Europe Project</b>	<i>No</i>

<b><i>Please select the project acronym</i></b>	<i>Not applicable</i>
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<b>Specific objective</b>	ZIV created a system of rigorous internal and external control mechanisms that apply to different stages of the raw material delivery to the final product arrival in the stores.	
<b>Main institution involved</b>	<i>Bulgarian Food Safety Agency</i>	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>
<b>2 Detailed description</b>		
<b>Detailed information on the practice</b>	<p>Ziv Ltd. is a relatively large company and offers various product brands – Sweet plus, Salza, Zido, ot Mazzetto, Ympo. The company has a lot of clients and over the time different mechanisms have been developed to keep the client's health out of danger. Among these mechanisms is the Quality Control, considered to be the strongest instrument.</p> <p>In order to build a mutual trust with its customers, Ziv Ltd has created a system of rigorous internal and external control mechanisms that apply to different stages of the raw material delivery to the final product arrival in the stores.</p> <p>The control mechanisms are the following:</p> <ul style="list-style-type: none"> <li>- Quality control of raw materials;</li> <li>- Monitoring and control of the water activity in the input control of raw materials;</li> <li>- Quality control in the manufacturing of confectionery products;</li> </ul>	

	<ul style="list-style-type: none"> <li>- Monitoring of Critical Control Points in Production;</li> <li>- Quality control of the finished products;</li> <li>- Identification and traceability of the quality control.</li> </ul>
<b>Resources needed</b>	All the resources needed to run this kind of business (production base, personnel, machines, raw materials, other assets)
<b>Timescale (start/end date)</b>	Permanent/ongoing
<b>Evidence of success (results achieved)</b>	The company has 25 years existence on the market which serves as an evidence for ensuring the customers' satisfaction.
<b>Potential for learning or transfer</b>	- Mechanism for external and internal control to be introduced in SME in order to guarantee the quality of the products
<b>Further information</b>	
<b>Contact details:</b>	
<b>Name</b>	
<b>Organisation</b>	<i>Ziv Ltd.</i>
<b>Email</b>	<a href="mailto:office@ziv.bg">office@ziv.bg</a>

## Good practice 33

### Deroni Ltd

<b>1 General information</b>	
<b>Title of the practice</b>	<i>Deroni Bulgaria – Preliminary Food Control System</i>
<b>Does this practice come from an Interreg Europe Project</b>	<i>No</i>

<b>Specific objective</b>	The specific objective is related to the preliminary food control, which is implemented on three different levels.	
<b>Main institution involved</b>	Deroni Ltd./Laboratories of Deroni Ltd.	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>

<b>2 Detailed description</b>	
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<p><b>Detailed information on the practice</b></p>	<p>Deroni is one of the leading food companies in the food industry. It produces over 500 items of canned and packaged foods such as: ketchup, sauces, ljutenica (vegetable relish or chutney in Bulgarian, Macedonian and Serbian cuisines), mayonnaise, jam and marmalade, spaghetti and pasta, olive oil and others. There was a number of allegations that the ljutenica in Bulgaria had rapeseed fat and / or that pumpkin or mashed potatoes have been added. There are claims about other food products also.</p> <p>To avoid speculations with the food quality, Deroni Ltd. developed 3-level production control system and maintains permanent laboratory analyses.</p> <ul style="list-style-type: none"> <li>- The laboratory analyses cover full soil probes, control of the produced vegetables, entire analysis of all incoming raw materials and overall control during the production phase.</li> <li>- The 3-level control system includes:</li> </ul> <p>Incoming control of raw materials and auxiliary materials - analysis of each batch of raw materials and materials in the laboratories of Deroni canneries according to the relevant indicators.</p> <p>Technological production control, which includes control of the input raw materials, technological time, pH, dry matter, etc.</p> <p>Analysis of the finished product and issuance of a quality certificate.</p>
<p><b>Resources needed</b></p>	<p>Financial resources, assets, property, salaries, etc.</p>
<p><b>Timescale (start/end date)</b></p>	<p>Not applicable</p>
<p><b>Evidence of success (results achieved)</b></p>	<p>The Deroni products are among the best on the Bulgarian market.</p>
<p><b>Potential for learning or transfer</b></p>	<p>There is a potential for learning related to the achievements of the brand, which is the following:</p> <ul style="list-style-type: none"> <li>- Care for the soil management. The company takes care of the land as for a living organism, which in turn repays with healthy and delicious vegetables needed for production.</li> <li>- Innovation expressed in preparation of ripe vegetables that are harvested in summer and autumn and hours after that are baked and prepared in the factories of Deroni. The result is naturally delicious products.</li> <li>- Innovation in the advertisement policy;</li> <li>- Innovative products, highly evaluated.</li> </ul>
<p><b>Further information</b></p>	<p><a href="https://www.deroni.com/home-bg.html">https://www.deroni.com/home-bg.html</a></p>
<p><b>Contact details:</b></p>	
<p><b>Name</b></p>	<p>-</p>
<p><b>Organisation</b></p>	<p><i>Deroni Ltd.</i></p>
<p><b>Email</b></p>	<p><a href="https://www.deroni.com/home-bg.html">https://www.deroni.com/home-bg.html</a></p>



## Good practice 34

### Tandem Ltd


1. General information	
<b>Title of the practice</b>	Tandem control system
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	Providing a healthy and high-quality nutrition for consumers	
<b>Main institution involved</b>	<i>Tandem (<a href="https://www.tandem.bg/">https://www.tandem.bg/</a>) – leading producer of various meat and dairy products (raw dried sausages and meat delicatessen, ham, Frankfurters, salami, minced meat, cheese).</i>	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>
2. Detailed description		
<b>Detailed information on the practice</b>	<p>The control system consists of the following elements:</p> <ul style="list-style-type: none"> <li>- CSB system – innovative business software, which provides specific solutions for operational and strategic management and control of the production enterprises.</li> <li>- Tandem laboratory – modern lab equipment for effective control of the whole production process. Samples from each batch are examined in the modern laboratory. The safety and quality of the products are controlled through high-quality equipment.</li> <li>- Melopa Trichinelloscope – tailored-developed trichinelloscope. The appliance is used for control of the incoming raw materials and to ensure the absence of Trichinella in meat.</li> <li>- Food Scan Lab – equipment for physico-chemical analyses which conducts quick and effective quality control of raw materials, intermediate products and ready products in terms of their nutritional values – proteins, fats, collagen, salt and water content.</li> <li>- BioMerieux–MiniVidas – appliance for microbiological analyses which controls the safety of the ready product. The appliance conducts express check for pathogenic microorganisms.</li> <li>- Merck – appliance for monitoring the hygienic status of different working surfaces in the production plant on a daily basis.</li> </ul>	
<b>Timescale (start/end date)</b>	Permanent/ongoing	
<b>Evidence of success (results achieved)</b>	<ul style="list-style-type: none"> <li>- Tandem won gold medal at the largest exhibition of meat products “MeatMania 2018” for its quality product line “Na tepsia”, which is free of artificial food additives, allergens and preservatives.</li> <li>- Tandem holds IFS Certificate.</li> </ul>	

<b>Difficulties encountered/ lessons learned</b>	-
<b>Potential for learning or transfer</b>	There is a potential for learning or transfer, the practice is innovative.
<b>Further information</b>	<a href="https://www.tandem.bg/control">https://www.tandem.bg/control</a>
<b>Contact details:</b>	
<b>Name</b>	-
<b>Organisation</b>	<i>Tandem</i>
<b>Email</b>	<a href="mailto:food@tandem.bg">food@tandem.bg</a>

## Good practice 35

### Development of own brand “Brey” by a chain of supermarkets

<b>1. General information</b>	
<b>Title of the practice</b>	<p>Development of own brand “Brey” by a chain of supermarkets</p> 
<b>Does this practice come from an Interreg Europe Project</b>	<i>No</i>

<b>Specific objective</b>	<i>To offer to the consumers products with authentic Bulgarian taste</i>	
<b>Main institution involved</b>	<i>Kaufland Bulgaria</i>	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>

## 2. Detailed description

<p><b>Detailed information on the practice</b></p>	<p>The supermarket launched its first national food products line under its own brand "Bray!". The vision and the name, as well as the products, are inspired entirely by the Bulgarian traditions, the Bulgarian creativity and the flavor. "Bpey" is a favorite and traditional Bulgarian exclamation, which is present in the everyday life of every generation and represents a living connection with the origin. It contains in itself at the same time godliness, strong positive impression and hospitality. The visual identity of the brand contains typical folklore patterns and represents the link with the tradition. The label includes transparent information about the products – from the producer till each used ingredient.</p> <p>The series contains 61 items in several categories: dairy, meat, pasta, delicacies, canned food, beverages. The focus is on the Bulgarian producers which offer traditional Bulgarian products made only with Bulgarian raw materials. The company will test them in a Bulgarian accredited laboratory at least four times a year, and the meat will pass control tests eight times a year.</p> <p>The main foods are presented with 37 proposals, including 5 types of large lutenitsa, 11 types of homemade jam, 6 types of honey, 3 types of wine, tahini halva, delicacies, baked crusts, rural bread from Dobrudja. Manufacturers of products in the brand "Brey!" are 30 Bulgarian companies and their names are announced on the labels.</p> <p>The main criterion for the selection is the ability of the companies to produce certified products in the required volumes. The chain requires producers to have internationally recognized quality certificates, experience in working with their own brands, and for fresh meat and sausages - and an additional independent external audit.</p> <p>The offered lyutenitsa products for example are based on old recipes that have been written in a notebook by old women and have been preserved for years.</p>
<p><b>Timescale (start/end date)</b></p>	<p>2018- 2020</p> <p>Kaufland Bulgaria is developing its first national own line "Bray!" within two years. The company started in 2018, researching the market well and together with a team of specialists organizes hundreds of tastings of native products in order to select the best possible reference for the products of the brand.</p>
<p><b>Evidence of success (results achieved)</b></p>	<p>-increase of the sales of the company after development of the brand -award from the competition "Company of the year"</p>
<p><b>Potential for learning or transfer</b></p>	<p>Development of new brand focused on authentic taste and local products</p>



	<p>Deep research of the authentic taste and typical products before the development of the brand</p> <p>Use of traditional elements from the folklore for the marketing of the products of the brand</p>
<b>Further information</b>	<a href="https://www.kaufland.bg/asortiment/nashite-marki/brey.html">https://www.kaufland.bg/asortiment/nashite-marki/brey.html</a>
<b>Contact details:</b>	
<b>Name</b>	-
<b>Organisation</b>	<i>Kaufland Bulgaria</i>
<b>Email</b>	<a href="https://www.kaufland.bg/asortiment/nashite-marki/brey.html">https://www.kaufland.bg/asortiment/nashite-marki/brey.html</a>

## Good practice 36

### Bulgaria store

<b>1 General information</b>	
<b>Title of the practice</b>	"Bulgaria store" - on line platform for authentic Bulgarian products
<b>Does this practice come from an Interreg Europe Project</b>	<i>No</i>

<b>Please select the project acronym</b>	<i>Not applicable</i>
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<b>Specific objective</b>	<p>To develop innovative tool for professional trade for goods of quality Bulgarian manufacturers and craftsmen.</p> <p>To present to a maximum number of foreigners the unique Bulgarian products.</p> <p>To present the unique qualities of Bulgarian foods to the Western European market.</p>	
<b>Main institution involved</b>	Start up company	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>

<b>2 Detailed description</b>
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<b>Detailed information on the practice</b>	<p>This is the first digital online platform of its kind for positioning and selling Bulgarian goods worldwide. It allows every Bulgarian manufacturer to easily and effectively present their products on the German and Austrian markets, thus succeeding in a modern way to market and store their goods. Everybody can buy a box / box (so-called BulBox) with Bulgarian goods to be delivered to his. Everyone can order a ready-made carton with pre-selected combinations of products, divided into categories, such as Meatlovers or Milktaster for fans of meat and dairy products, or Bio and Vegan, as well as student and cooking cartons. In each of them there are ready-made recipes that are part of the products, everyone can prepare something Bulgarian and delicious to eat at home. The products in the boxes are stored according to special criteria and the suppliers are small dairies and producers with a completely closed circle of production.</p> <p>Bulgaria Store platform has several unique distinctive components, which in their combination make the tool innovative and unique. They are a direct answer to the most serious problems that Bulgarian producers face. Namely, the lack of know-how on how to enter to a foreign market, how their product should look like in this market, what requirements it should meet, how to communicate with potential customers. Among our distinctive features is the ability to manage the goods directly in the specific country in a place where the market is, which is a complex, long and expensive process.</p>
<b>Resources needed</b>	7 people with expertise in important business areas such as IT, Foreign Trade, Marketing, Agriculture and PR
<b>Timescale (start/end date)</b>	2015-2017
<b>Evidence of success (results achieved)</b>	<p>The team to realize over 5000 sales for the period of 2 years, positioning professionally and absolutely free of charge over 500 Bulgarian products, covering about 30 Bulgarian manufacturers.</p> <p>The platform is expanding the assortment of goods offering also products from Bulgarian bio certified producers of cosmetics.</p>
<b>Difficulties encountered/ lessons learned</b>	N/A
<b>Potential for learning or transfer</b>	<p>Innovative methods for distribution of authentic foods</p> <p>To develop innovative tool for professional trade for goods of quality Bulgarian manufacturers and craftsmen</p>
<b>Further information</b>	<a href="https://bulgaria-store.de/">https://bulgaria-store.de/</a>
<b>Contact details:</b>	
<b>Name</b>	-

<b>Organisation</b>	<i>Bulgaria store</i>
<b>Email</b>	<a href="mailto:info@bulgaria-store.com">info@bulgaria-store.com</a>

## Good practice 37

### Cardinal bites

<b>1 General information</b>	
<b>Title of the practice</b>	Production of protein candies with Bulgarian probiotic and rose oil on the basis of authentic Bulgarian recipe
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	<i>To develop authentic innovative healthy product using the unique natural resources in Bulgaria: probiotic and rose oil</i>	
<b>Main institution involved</b>	<i>Cardinal bites Ltd</i>	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>

<b>2 Detailed description</b>	
<b>Detailed information on the practice</b>	<p>Cardinal Bites is a startup company established during the pandemic, with a very clear social objective - to turn temptations into protein innovations. The first product are the protein candies with a taste of Bulgarian rose and eastern bread. The idea is to promote Bulgarian treasures by combining traditional Bulgarian ingredients in an exotic way. The combination of traditional Bulgarian ingredients and innovation in one candy together with probiotic carries the spirit of two of the greatest native treasures - the oil-bearing rose and the yoghurt. In the recipe of the candies the company combines in an extravagant fashion traditional Bulgarian ingredients in completely new products rich in flavors.</p> <p>Cardinal Bites are the first protein bites with no added sugar in Bulgaria, created for people who care about quality food, while maintaining an optimal shape &amp; the appetizing, exciting taste. Protein bites are a source of high-quality vegetable (pea and rice) or dairy (casein) protein, with just 59 calories per bite. The sweetness of the protein bites comes from dried dates and erythritol – a zero calories sweetener. It is soy free and gluten free and is enriched with high-quality probiotics lactobacillus</p>

	<p>bulgaricus and streptococcus thermophilus, which help maintain the balance of intestinal microflora and digestion. Flavored with Bulgarian rose and enriched with pure lyophilized lactic acid bacteria lactobacillus bulgaricus and streptococcus thermophilus, the first protein bites without added sugar in Bulgaria carry the spirit of two of the greatest native treasures – the oil-bearing rose and Bulgarian yogurt.</p> <p>A web site was created (nominated as one of the best in its category for sites of the year in BG). The site helped to connect the whole process: online ordering - production - logistics so that people can order the candies easily and receive them at home or office.</p>
<b>Resources needed</b>	Financial resources, assets, digital skills
<b>Timescale (start/end date)</b>	End of 2020 – till now
<b>Evidence of success (results achieved)</b>	<p>Cardinal Bites are the first protein bites without added sugar on the Bulgarian market in serial production, as well as the first protein bites produced under a recipe protected by utility model No. 3930 for a protein bite, according to the decision of the Patent Office from 29.10.2020 .</p> <p>The production is certified according to the Bulgarian and European standards for creating safe and quality food.</p> <p>The first protein bites without added sugar in Bulgaria carrying the flavours of oil-bearing rose and Bulgarian yoghurt.</p>
<b>Difficulties encountered/ lessons learned</b>	<p>Lack of direct contact with distributors and clients during pandemic</p> <p>Incorrect manufacturers and suppliers</p> <p>Unplanned lack of stocks.</p>
<b>Potential for learning or transfer</b>	<p>Combination of traditional flavors in some innovative product and its distribution through digital channels</p> <p>Pioneers: Cardinal Bites are the very first protein bites with no added sugar, enriched with probiotics and skillfully supplemented with fragrant Bulgarian rose.</p>
<b>Further information</b>	<a href="https://cardinalbites.com/?lang=en">https://cardinalbites.com/?lang=en</a>
<b>Contact details:</b>	
<b>Name</b>	-
<b>Organisation</b>	<i>Cardinal bites Ltd</i>
<b>Email</b>	<a href="mailto:hello@cardinalbites.com">hello@cardinalbites.com</a>

## Good practice 38

### Bio brand Harmonica

1 General information	
<b>Title of the practice</b>	Bio organic food brand and products Harmonica
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	<i>To produce bio organic products conserving the authenticity of the Bulgarian recipe and taste and to prove how healthy, natural, and nutritionally beneficial food can also be absolutely delicious!</i>	
<b>Main institution involved</b>	Harmonica Ltd.	
<b>Location of the practice</b>	Country	Bulgaria

2 Detailed description	
<b>Detailed information on the practice</b>	<p>System of principles followed by the company for the production of the products:</p> <ol style="list-style-type: none"><li><b>1. Minimal processing</b> In the preparation of our products we avoid any unnecessary processing and manipulation of raw materials. For example, in dairy-farms the milk is not homogenized and we keep it in the form in which it was created. The fewer things happen to food, the more valuable it is. This principle teaches us to work with very short expiry dates and direct delivery to the stores.</li><li><b>2. Organic Farming</b> Organic certification is a mandatory minimum for us. We do not make any exceptions. Rather, we seek solutions on how we can be better in our task to keep soil and water clean, care about biodiversity, provide healthy and quality products, as well as to reduce packaging and the fuel we use.</li><li><b>3. Traditional methods and recipes</b> An important part of our work is to identify and preserve the authentic ways of food preparation, knowledge of the secrets of taste, which have developed for generations before being replaced by the food industry. Because food is nourishing and important for our health not as isolated chemicals, but as a mixture of long tradition in preparation, understanding seasons and nature.</li><li><b>4. Local products and producers</b></li></ol>





	<p>We work in Bulgaria, with a network of small Bulgarian farmers and producers interested in local traditions and typical regional ways of food-production.</p> <p>5.Certification and quality</p> <p>All farms, processing companies and traders we work with, as well as we ourselves, are in a constant mode of control under the EU legislation for organic agriculture.</p> <p>For organic certification we work with Balkan Biocert (BG-BIO-02), the "rst certification authority licensed in Bulgaria.Organic certification is a mandatory minimum. Apart from the certification authority, we monitor the materials we work with for harmful chemicals and GMOs at the Fitolab Laboratory in Plovdiv.We have got as well Kosher and Halal certifications for yogurt and milk.</p>
<b>Resources needed</b>	n/a
<b>Timescale (start/end date)</b>	n/a
<b>Evidence of success (results achieved)</b>	<p>Great taste awards for 2017, 2018, 2019 for different products like Rose Cordial, Choco Ghee Gourmet, Sweet Pepper Chunky Spread, and Almond Butter.</p> <p>Great Taste Awards is the world's most esteemed and valued award for food and beverage producers. The recognition comes from a select jury of more than 140 food critics, chefs, restaurant owners, producers, nutritionists, and journalists.</p> <p>Great taste producer of Bulgaria</p> <p>4 awards in 2017 at annual competition "Favorite brands"</p>
<b>Difficulties encountered/ lessons learned</b>	N/A
<b>Potential for learning or transfer</b>	<p>Production of quality bio organic products following the traditional taste and recipes</p> <p>To revive authentic and local recipes</p> <p>To change the way people think and act about food.</p>
<b>Further information</b>	<a href="https://harmonica.bg/en/">https://harmonica.bg/en/</a>
<b>Contact details:</b>	
<b>Name</b>	-
<b>Organisation</b>	<i>Harmonica Ltd.</i>
<b>Email</b>	<a href="https://harmonica.bg/en/">https://harmonica.bg/en/</a>

## Good practice 39

### Creation of new brand “Quality of life” for meat products

1 General information	
<b>Title of the practice</b>	Creation of new brand “Quality of life” for meat products
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	<i>To produce meat products without any preservatives conserving the authenticity of the Bulgarian taste</i>	
<b>Main institution involved</b>	<i>Dimitar Madjarov Ltd.</i>	
<b>Location of the practice</b>	Country	<i>Bulgaria</i>

2 Detailed description	
<b>Detailed information on the practice</b>	<p>Dimitar Madjarov” is a family-owned enterprise for food products trading. The portfolio of the company includes over 50 meat products and around 23 dairy products, all of them following the authentic Bulgarian taste. The new brand called "Quality Life" was created in 2020 and offers lukanka and sujuk (salami unique to Bulgarian cuisine) composed only of fresh meat, freshly ground spices and live yeast. The products are completely free of E-preservatives. The technology is innovative for the Bulgarian market. After the careful manual processing of the meat and its seasoning, the live yeast coming from the Rhodope mountain is added to suppress the development of unwanted microorganisms and from there to support the proper course of the drying and maturing processes of the products.</p> <p>The brand Quality of Life was created in collaboration with ProViotic®, whose innovative yeast contains the good bacterium <i>Lactobacillus plantarum</i> GLP3, which has been researched for years at Harvard Medical School. ProViotic® completely replaced the popular preservatives, naturally defeating the bad bacteria that can lead to the spoilage of raw-dried meat products. This strain was isolated for the first time in the Rhodopes mountain, where it has been safely present in food for millennia, without the risk of overdose or side effects. Experience preserved in the old traditions of the Balkan region shows that this natural way is used to store dried meat products - relying on</p>

	<p>the natural action of good bacteria (later called Lactobacillus), without any artificial additives.</p> <p>In addition to research and testing in the company, the qualities of the products have undergone special research at Harvard Medical School and the Institute of Meat in France - ADIV.</p>
<b>Resources needed</b>	<i>Financial resources, assets, property, salaries, etc.</i>
<b>Timescale (start/end date)</b>	<i>November 2020 till now</i>
<b>Evidence of success (results achieved)</b>	<p>The quality and authenticity of the taste were confirmed in:</p> <ul style="list-style-type: none"> <li>- Harvard Medical School</li> <li>- Institute of Meat in France – ADIV</li> </ul> <p>Quality awards from the exhibitions "Meat Mania", International Fair - Plovdiv, Superbrands etc.</p>
<b>Difficulties encountered/ lessons learned</b>	<i>N/A</i>
<b>Potential for learning or transfer</b>	<ul style="list-style-type: none"> <li>- Innovative technology for production of meat products with focus on the natural ingredients and authentic taste</li> <li>- Collaboration between research companies and producer for development of new innovative brand</li> <li>- Preservation of the traditional taste without any artificial preservatives</li> <li>- Development of innovative quality brand in difficult period of pandemic</li> </ul>
<b>Further information</b>	<p><a href="http://qualityoflife.madjarov.bg/">http://qualityoflife.madjarov.bg/</a></p> <p><a href="https://www.madjarov.bg/about.php">https://www.madjarov.bg/about.php</a></p>
<b>Contact details:</b>	
<b>Name</b>	-
<b>Organisation</b>	<i>Dimitar Madjarov Ltd.</i>
<b>Email</b>	<a href="https://www.madjarov.bg/about.php">https://www.madjarov.bg/about.php</a>

## Good practice 40

### Project Auntenfood on authenticity, traceability and food safety in olive oil

<b>3 General information</b>	
<b>Title of the practice</b>	Project Auntenfood on authenticity, traceability and food safety in olive oil
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	<p>Auntenfood focuses on analytical strategies to verify the variety and origin of olive oil and detect adulterations in order to guarantee the authenticity.</p> <p>The objective of this project is to guarantee the safety and authenticity of foods improving the detection of fraud.</p>
<b>Main institution involved</b>	Regional Government of Cataluña
<b>Location of the practice</b>	Country   Spain

<b>4 Detailed description</b>	
<b>Detailed information on the practice</b>	<p>Federation of Agricultural Cooperatives of Catalonia leads the Auntenfood project, in which the LiBiFOOD research group of the University of Barcelona participates, as well as food companies, with funding from ERDF.</p> <p>The problem addressed is are related to the high risk of fraud associated with olive oil, for this reason, it is very important to find formulas that help control, detect and reduce fraudulent situations such as adulterations with other oils or misleading about the variety or geographical origin.</p> <p>One of the lines of the project has focused on the development of new analytical strategies to verify the variety of olive oil, its geographical origin and detect adulterations with other types of oil, in order to maintain quality and promote consumer confidence.</p> <p>The methodology developed during the project, which lasted three years, consists of the analysis of 400 samples of different types of olive oil from different producing areas of Catalonia.</p> <p>With advanced statistical techniques, profiles of these compounds have been identified that can be used as “fingerprints” of authentic oils.</p>

	<p>The information collected from these samples has been compiled into a database in order to characterize Catalan olive oil production.</p> <p>The main stakeholders and beneficiaries of this practice are mainly cooperatives and to other agents linked to the oil sector.</p>
<b>Resources needed</b>	The budget of the Autenfood project exceeds one million euros and is co-financed by the ERDF Operation Program of Catalonia 2014-2020
<b>Timescale (start/end date)</b>	January 2018 – December 2020
<b>Evidence of success (results achieved)</b>	<p>The results obtained directly from the project are:</p> <ul style="list-style-type: none"> <li>• Validation of innovative techniques for the authentication of oil: spectrophotometrics and isotope analysis.</li> <li>• These techniques allow the differentiation of oils according to their PDO and other factors (varieties and zones)</li> </ul> <p>Additionally, an oil authentication protocol (work tool) has been proposed and an advisory service has been created aimed at companies and entities to respond to the sector problems related to the authenticity</p>
<b>Difficulties encountered/ lessons learned</b>	<p>Human and financial resources are necessary to collect samples.</p> <p>The availability of authentic oil from the areas and varieties to be characterized is also essential. Analysis require high-level research centers because the technical equipment is expensive and specialized personnel are required.</p>
<b>Potential for learning or transfer</b>	<p>This project has promoted the link between production companies and the research teams involved, in such a way that a consolidation of services on authentication of foods is foreseen. The collaboration between the companies and the university's research teams has great potential to exchange knowledge and experiences, and continue to develop effective techniques for control of fraud control and authenticity, as well as their application in other food sectors (meat, processed meals, etc.). This type of project is a great opportunity for SME in the agri-food sector that can improve their quality standards to grow and be more competitive.</p> <p>And can be transferred to other oil-producing regions and countries,(as well as in other characteristic food products) , which could implement a similar system of characterization of their varieties and origins and create a similar advisory tool. In addition, control authorities could use this tool tool to have indications of fraud or deception.</p>

## [Good practice 41](#)

### Survey and focus group: perception of food authenticity



1 General information	
<b>Title of the practice</b>	Survey and focus group: perception of food authenticity
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	This practice has been carried out with the intention of checking the level of concern and demand of the average consumer regarding the authenticity of food	
<b>Main institution involved</b>	Regional Government of Cataluña	
<b>Location of the practice</b>	Country	Spain

2 Detailed description	
<b>Detailed information on the practice</b>	<p>The first action consisted of a survey carried out on a mobile application (answered by 771 people). The second action consisted of a focus group, lasting 70-90 minutes, with a representative group of 23 consumers.</p> <p>The aim of both was to determine which aspects related to authenticity are most important to consumers, in order to be able to focus authenticity promotion policies in a more targeted and efficient way. Both the survey and the focus group assessed the degree of consumer concern in aspects related to authenticity (geographical origin, proximity, etc.), quality (processing, quality brands, organic products), nutritional value and possible perceived risks, among others. The importance that consumers attach to labeling mentions and in particular to those related to authenticity has also been evaluated. The perception that the consumer has of the control tasks of the administration has been collected. Finally, future concerns have been collected, and the need to create systems that allow the verification of food information (origin, transformation methods, breeding and production system, ingredients, etc...) has been valued.</p>
<b>Resources needed</b>	<p>The resources needed were human resources, in particular 4 people from the team for the drafting and carrying out of the survey, and later, the processing of the data and interpretation of the results.</p> <p>For the survey we have also counted with the collaboration of an external consultant specialized</p>
<b>Timescale (start/end date)</b>	January – July 2021

<b>Evidence of success (results achieved)</b>	<p>Although the sample is not representative of the overall of consumers, we were able to draw interesting conclusions regarding the main indicators used by consumers (labeling, effects on the organism, place of purchase, price, brand and applications).</p> <p>An increase in consumer interest in the origin and authenticity of products and the lack of some informations available has been observed.</p> <p>These results serve as a guide to implement improvements in policies to promote food authenticity.</p>
<b>Difficulties encountered/ lessons learned</b>	<p>The main difficulty has been the willingness of consumers to answer the surveys, on the one hand, and on the other, that some consumers are still not as interested in authenticity issues as they are in food safety, although this trend is changing.</p>
<b>Potential for learning or transfer</b>	<p>This is an interesting practice to share and expand to a larger survey base, in order to gather the concerns of consumers in different regions and establish a comparison.</p> <p>It has also been collected in the focus group the fact that currently the existing applications on the market are only used to consult ultra-processed foods, since there is a lack of applications or databases that allow comparing other types of food.</p> <p>Given the willingness observed on the part of consumers to use new technologies to obtain information, it would be interesting to see if this lack is also present in other regions and to try to find ways to provide consumers with reliable and fast sources of information related to authenticity.</p>

## Good practice 42

### ThessAgro: Quality Certification protocol and origin of Thessalian agricultural products

<b>1 General information</b>	
<b>Title of the practice</b>	ThessAgro: Quality Certification protocol and origin of Thessalian agricultural products
<b>Does this practice come from an Interreg Europe Project</b>	No

<b>Specific objective</b>	The Quality Certification protocol and origin of Thessalian agricultural products "ThessAgro", was launched in 2013 in collaboration of the Region of Thessaly	
<b>Main institution involved</b>	Region of Thessaly	
<b>Location of the practice</b>	Country	Greece

<b>2 Detailed description</b>	
<b>Detailed information on the practice</b>	<p>Nowadays consumers' awareness has increased in terms of food control. Consumers consider several factors for the foods they purchase and consume, such as safety, nutrition, quality, and value.</p> <p>The common feature of the products certified with ThessAgro is that they are produced within the geographical zone of the Region of Thessaly and meet the requirements of the Protocol. ThessAgro is intended for use by producers and production units - agri-food companies, which are located in the Region of Thessaly.</p> <p>AENOL operates as the management and certification body, performing the evaluation and inspection of producers' applications as well as issuing of invoices of charges and registration fees.</p> <p>The overall objective of ThessAgro is to promote the recognition of Thessalian quality products in markets inside and outside the country, offering all companies the opportunity to develop and certify their Thessalian agricultural products, providing them with regional quality label in order to increase their added value and gain consumers' confidence.</p>
<b>Resources needed</b>	<p>The operation ThessAgro as well as the management of the system was funded with 40.000€ by the Operational Program of Thessaly – Central Greece – Epirus 2007-2013.</p> <p>The Region of Thessaly, in cooperation with the AENOL, have undertaken the implementation of ThessAgro.</p>
<b>Timescale (start/end date)</b>	March 2013- on going
<b>Evidence of success (results achieved)</b>	ThessAgro has been in force since 2013, however, there is a little interest from producers and agri-food business to apply for certification.
<b>Difficulties encountered/ lessons learned</b>	More information and communication activities are essential for the promotion of the benefits of ThessAgro to local agri-food businesses as well as the provision of further incentives for the ThessAgro certified companies.
<b>Potential for learning or transfer</b>	<p>ThessAgro is a regional own control quality label that aims to promote the Thessalian quality products and offer them high visibility in the market. The ThessAgro Protocol can be granted either to producers and agri-food companies that apply a Food Safety Management System or to those that they do not apply such a system. ThessAgro assessment criteria focus on the origin and the traceability of the local production with the aim to enforce economic, social and environmental territorial sustainability.</p> <p>ThessAgro can serve for various purposes from promotion of high-quality food for consumers to a promotion of local food traditions and culture as part of the overall regional branding.</p>