# https://piritahi.cohesion.net.nz/Sites/CC/TemplatesLibrary/New%20Zealand%20Food%20Safety%20-%20Crest%20Logo%20-%20white%20with%20orange%20%26%20black%20text.jpg

**Wine Critical/Export Non-Compliance – Notification Form**

**Before you start**

1. Refer to the [Wine CNC / ENC – Notification Guidance](https://www.mpi.govt.nz/dmsdocument/39827-Wine-CNCENC-notification-guidance) before completing this form.
2. Where wine has been refused entry at the border due to export documentation errors, and a replacement certificate or additional official assurance is needed to gain entry, please request these documents through Wine e-Cert in addition to completion and submission of this form.

FYI - New Zealand Food Safety (NZFS) is a business unit of the Ministry for Primary Industries (MPI) responsible for CNC/ENC notification of wine.

**Using the Form**

1. Complete this form in Microsoft Word and type each response directly into the expandable fields.
2. Complete all relevant fields in this form where the information is available.

**Note**: If some information is not available, complete as much as you can and send the form to New Zealand Food Safety (NZFS) as soon as possible. Additional information can be provided as it becomes available.

1. Attach any additional supporting information as necessary.
2. Send this form via email to NZFS.
   1. Critical non-compliance issues should be emailed to NZFS using the following information
      1. The subject line must contain “Critical Non-compliance”.
      2. Email:
         1. NZFS Food Compliance - [food.compliance@mpi.govt.nz](mailto:food.compliance@mpi.govt.nz)
         2. cc NZFS Wine Assurance - [wine.query@mpi.govt.nz](mailto:wine.query@mpi.govt.nz)
         3. cc your verifier (if you have a wine standards management plan or plan under the Food Act)
      3. If after reading the guidance you want to speak to NZFS Food Compliance, you can contact them anytime on 0800 00 83 33, ask for a Food Compliance Officer.
   2. Export non-compliance issues should be emailed to NZFS using the following information:
      1. The subject line must contain “Export Non-compliance”.
      2. Email:
         1. NZFS Wine Assurance - [wine.query@mpi.govt.nz](mailto:wine.query@mpi.govt.nz)
         2. cc your verifier (if you have a wine standards management plan)
      3. Phone: 0800 00 83 33, ask for the Wine Assurance Team if you need to speak to someone urgently.
3. The NZFS Wine Assurance team will acknowledge receipt of the form by return email.
4. You may be asked to provide additional information as appropriate.

**Reference #:** NZFS use only

**Your details:**

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| **Submitted by**  **(contact person)** | Enter contact person name |
| **Contact email and phone number (including an after-hours number)** | Enter contact email and phone number |
| **Date event identified** | Click here to enter a date. |
| **Who identified the event?** | Enter detail about who identified the event |

# Event details:

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| **1.** **Event type**  **Critical Non-Compliance:**  The *Wine Notice: Recognised Agencies and Persons 2017*, 1.2 Definition -  **Export Non-Compliance:**  The *Wine Act 2003*, Part 2 Winemaking and export of wine, Section 40 Duties of exporters: Exporters **are required to notify the Director General (MPI) as soon as possible, and in any case not later than 24 hours after the event or first knowledge of the event** and what actions (if any) have been taken in respect of the event in any case where wine exported or to be exported by the exporter. | Select all the boxes that are relevant to your situation:  **Critical Non-Compliance (CNC)**, any departure from a regulatory requirement that is reasonably likely to:  result in hazards in wine; or  result in wine that has false or misleading labelling; or  jeopardise access to overseas markets access (also complete export non-compliance section if applicable);  or additionally to the Act:  other: (Examples: Missing records / No registration / Incorrect WSMP details)  Refer to the [Food recall guidance for businesses](https://www.mpi.govt.nz/food-business/food-recalls/food-recall-guidance-for-businesses/) on the New Zealand Food Safety (NZFS) website.  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Export Non-Compliance (ENC),** are specific events where:  wine is not fit, or is no longer fit, for intended purpose (is not made in accordance with requirements of the Act or meets wine standards / supplementary notices / NZ food standards as required under section 13 Duties of operators of WSMPs); or  wine is refused entry by the foreign government concerned; or  wine does not meet or no longer meets the relevant overseas market access requirements (OMARs) as notified or made available under section 41; or  wine does not have, or no longer has, the required official assurances;  or additionally to the Act:  errors in an approved wine batch;  errors on an approved export consignment application. |
| **2.**  **Description of the event**  i.e. What requirements have not been met / reason for identifying the suspected CNC/ENC?  List wine batches (WB) & consignment (CON) numbers. | Enter details of the event, including any Wine e-Cert WB & CON numbers. What requirements have not been met / reason for identifying the suspected CNC/ENC? |
| **3. Who is involved in the Event?**  List all stakeholders & any WSMP numbers | Select all the boxes and complete the details that are relevant to your situation:   |  |  | | --- | --- | | Verifier / Recognised Agency | Enter Verifier & Recognised Agency | | WSMP Operator(s)  [Winery / Bottling Company]: | Enter Winery / Bottling Company  & WSMP Numbers | | Winery / Bottling Company contact person: | Enter contact person details | | Consultant: | Enter Consultants details | | Exporter: | Enter Exporter details | | Customer: | Enter customer details | | Overseas Government: | Enter details | | Other: | Enter details | |
| **4. List of affected products**  Include Wine e-Cert wine batch (WB #s) or consignment (CON #s) or other identifiers as relevant | List affected products, including any Wine e-Cert WB & CON numbers. |
| **5. What was / is the result or implication of the event?**  (The consequences?) | Enter comment |
| Select all the boxes and complete the details that are relevant to your situation:  Is there a risk that testing in the destination market will compromise the reputation of NZ’s regulatory system?  Does any parameter of the product exceed OMAR limits?  Please identify the location and volume of the affected product:  NZ Warehouse – Quantity / Volume: Enter Quantity/Volume.  NZ Market – Quantity / Volume: Enter Quantity/Volume.  Yet to be shipped – Quantity / Volume: Enter Quantity/Volume.  On the water – Quantity / Volume: Enter Quantity/Volume.  Overseas Market – Quantity / Volume: Enter Quantity/Volume. |
| **6. List of supporting documentation (to be attached or included in this form)** | List of supporting documents attached with this form |
| **7. List any actions that have been taken to resolve this event to date?** | Enter actions that have been taken to resolve this event to date |
| **8. What is required from NZFS to assist in the resolution of this event?** | Please advise what is required from NZFS to assist in the resolution of this event |
| **Note**: If some information is not available, complete as much as you can and email the form to NZFS as soon as possible. Additional information can be provided as it becomes available. | |
| **9. What is the Root Cause of the CNC/ENC?**  Recommend using a ‘5 Whys’ Root Cause Analysis. Refer to the appendix in the Wine Critical Non-Compliance (CNC) / Export Non-Compliance (ENC) - Notification Guidance. | Please use Root Cause Analysis to identify the cause of the event and what is required to resolve those events |
| **10. What corrective (including preventative) actions are proposed to prevent a reoccurrence of this event?**  Note: Please include potential close out dates. | Please advise what corrective (including preventative) actions have been proposed to prevent a reoccurrence of this event and also provide potential close out dates |
| **11. Summary of conclusions with close out details for corrective actions with completion dates** | Enter a summary of conclusions with close out details for corrective actions with completion dates |

# NZFS Admin Only:

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| **Date received** | Click here to enter a date. |
| **Comments** | Enter date and comments |