

The FASFC in figures 2019

Consumers are increasingly better informed



FEDERAL AGENCY FOR THE SAFETY OF THE FOOD CHAIN



In 2019, the consumers were well-protected. The FASFC visited more than 57,000 businesses and analyzed more than 68,000 samples, with more than reassuring results. This year too, we took a closer look at consumers' concerns and dealt with the questions and complaints of more than 10,000 consumers. In addition to conducting checks, we also focused on raising awareness and providing guidance to the smallest businesses. In this context, more than 8,000 food business professionals and volunteers received training.

It is with pride that I can present to you a concise report on the results of the work of our 1,300 staff members. Thanks to their competence and motivation, we have once again been able to guarantee safe food to Belgian consumers.

Herman Diricks
CEO of the FASFC



**From farm to fork,
checks at each stage
of the food chain.**

From farm to fork, checks at each stage of the food chain.

A 5-point summary of the 2019 inspection missions.



**A slight increase
in the number
of missions**

carried out in 2019
(2018: 106,143)

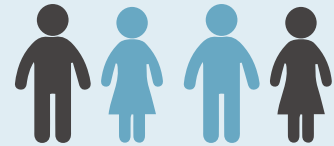
106,552



Of which

52,889

missions
with a checklist.



**More
food business operators
were checked
than in 2018 (55,098)**

57,270



Inspection results,
all sectors combined:
**a slightly higher rate of
compliance** than in 2018 (85.6%)

86.6%



Less samplings
than in 2018 (73,439)

68,684

Results of the **samplings:**
A higher rate of compliance than in 2018 (96.5%)

97.3%

From farm to fork, checks at each stage of the food chain.

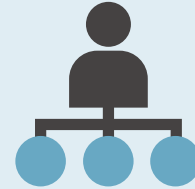
Evolution of the inspection missions in Belgium.



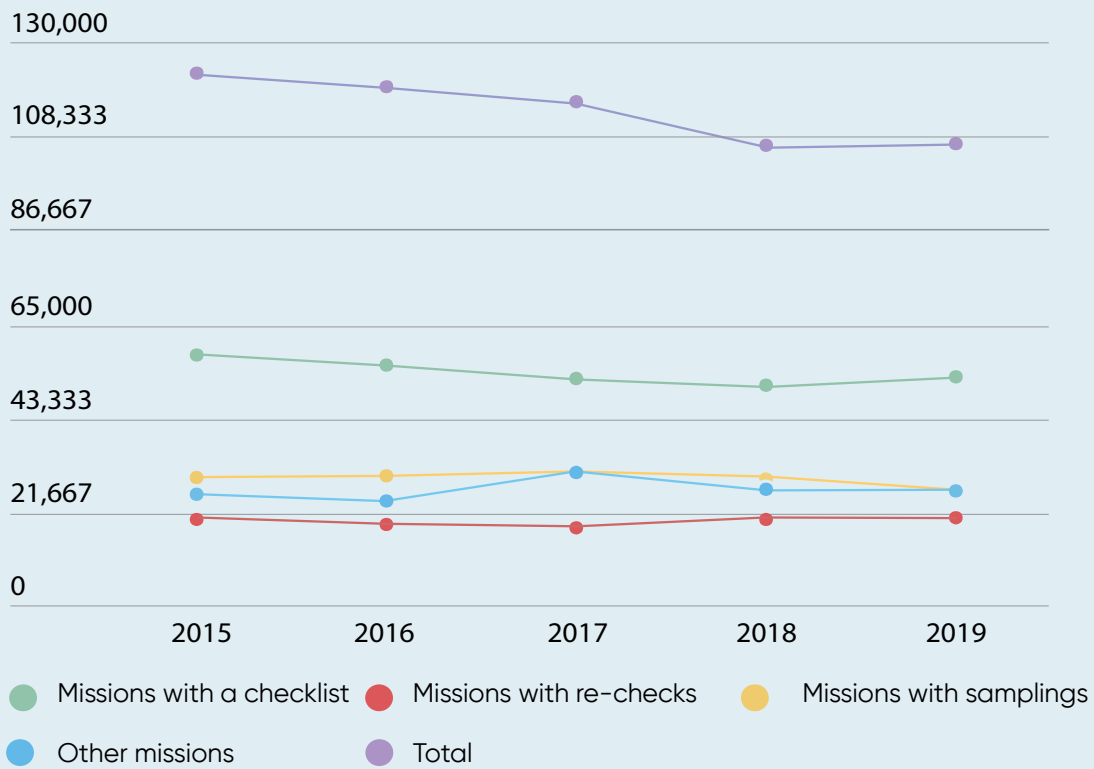
A high level of consumer protection throughout the years.



This protection would not be possible without **checks** and **sampling plans**.



Businesses with an unfavourable inspection result **will be followed up until they obtain a favourable result.**



From farm to fork, checks at each stage of the food chain.

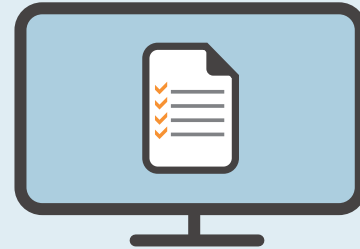
Transparent and objective checks through checklists.

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A checklist is a tool
inspectors use
to report on their inspection findings.



More than 500 checklists (CL)
specifically adapted
to different activities
in the food chain.



Available online
keeping transparency
and guidance in mind.

From farm to fork, checks at each stage of the food chain.

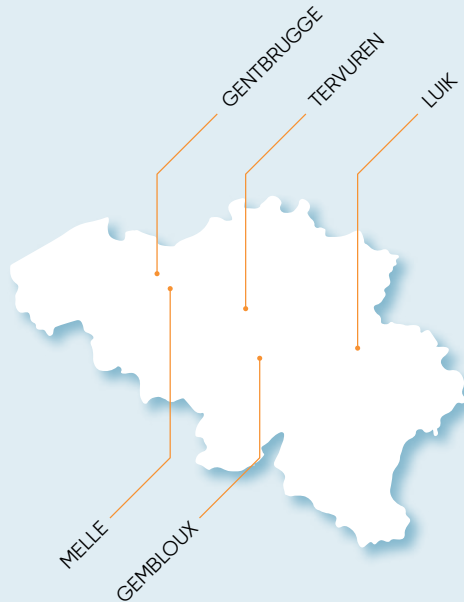
Science-based programming of analyses to obtain a reliable picture of the level of compliance of Belgian food products.



Analyses are programmed on a scientific basis and may pertain to the following: quality and labelling, contaminants, residues and prohibited substances, and official "(EU)" controls.



Science-based programming of analyses to obtain a reliable picture of the level of compliance of Belgian food products.



5 in-house laboratories that constantly keep pace with the latest technologies.



77%
of the samples were analyzed by the FASFC's 5 in-house laboratories

**Science-based programming of analyses to obtain a reliable picture
of the level of compliance of Belgian food products.**

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The other samples were analyzed by
33 of the 60 external laboratories
(FASFC-approved laboratories
and national reference laboratories).

In general :
9.7 out of 10
samples were compliant.

More detailed analysis results can be found in the annual report.

The B2C sector improved its overall results and its consumer communication.

A slight overall increase
compared to 2018,
a remarkable increase
for bakeries
(+3.2%).



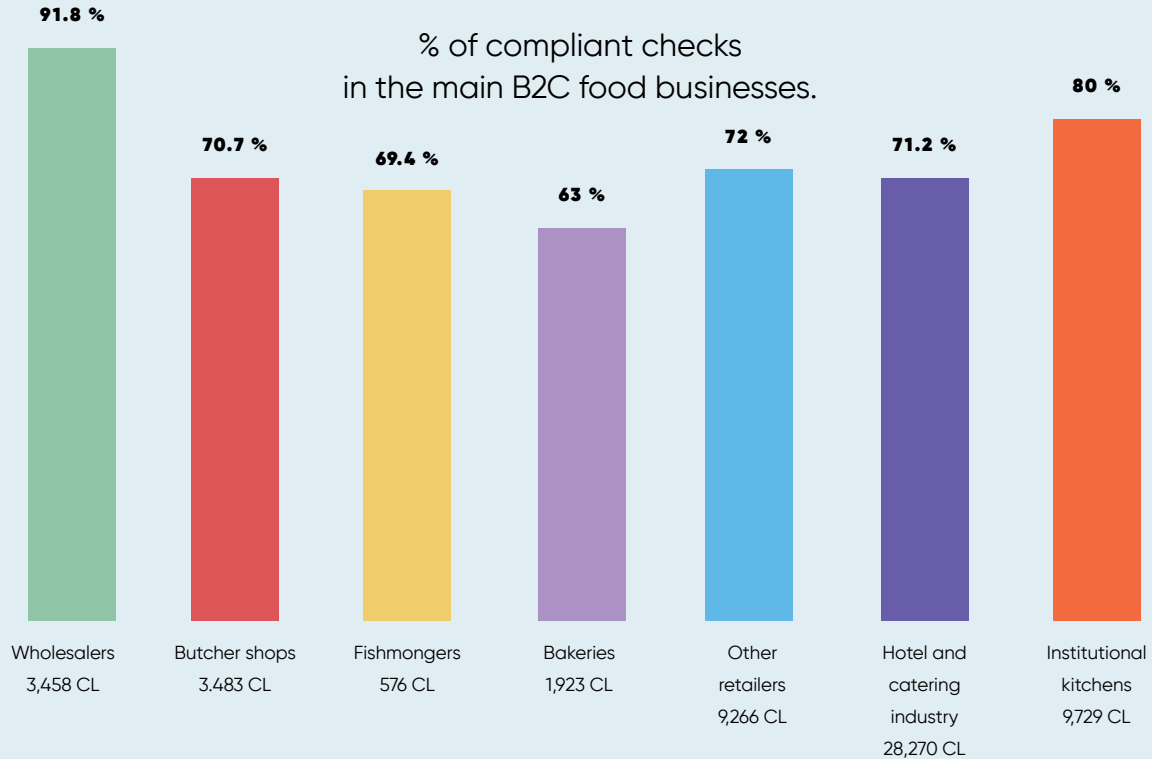
A clear improvement
regarding
allergen information
(+9% for the hotel & catering
industry,
+9% for bakeries),
however, efforts
are still needed.



The most important serious non-compliances are: the **absence of allergen information on** non-prepacked foods, **inadequate hygiene** of food contact surfaces, the **failure to respect the temperatures** of refrigerated foods and the cold chain.

A closer look at the B2C sector.

% of compliant checks
in the main B2C food businesses.



**Food labels:
an important source of
consumer information.**

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**Almost
9 out of 10
labels
were compliant
in 2019.**



Compliance
of food labels:

86.5%
compliant
(+4.3%).



8,765
label checks
in 2019.




The main
non-compliances
pertain to
health claims and
allergen information.

A closer look at the B2C sector.

A system of incremental measures: from prevention to sanctions to ensure food safety.

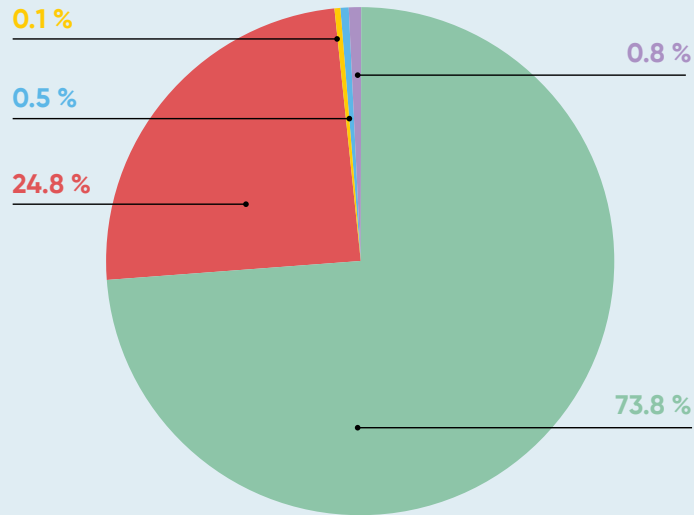


The measures taken are **incremental** and are determined based on the **risk to consumer health**.



Measures range from **warnings** (3,178 ; 73.8%) through **procedures for withdrawal** or suspension of the approval (15; 0.1%), to a **PV (administrative fees)** (3,178; 24.8%) and a **temporary closure of the business** (57; 0.5%).

A closer look at the B2C sector.



● Warnings

● Temporary closures

● Procedures for suspension or withdrawal of approvals

● PVs (administrative fees)

● Other

The basis for the safety of the food chain in Europe : the self-checking system implemented by food businesses.

Responsibility of the food business operators: the self-checking system as a basis for food safety.

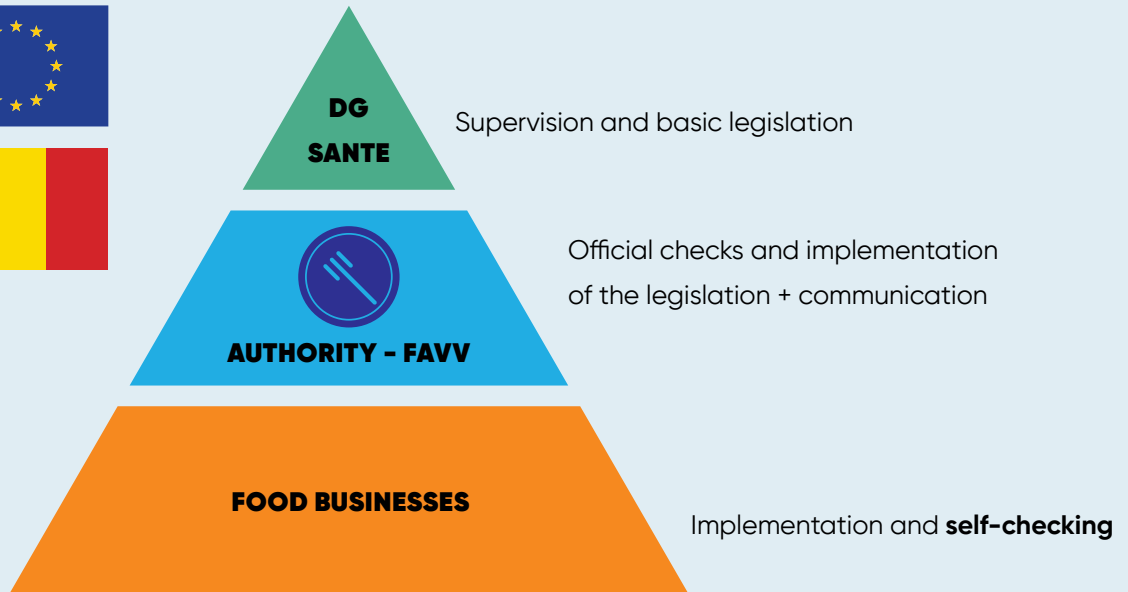
The self-checking system (SCS)
is mandatory:
it allows for a judicious
and feasible management of
all possible hazards that may occur
throughout the entire production,
processing and distribution chain.

The FASFC sees to it that
food businesses properly
implement the
self-checking system (SCS).

Establishments without an SCS/with
an ineffective SCS get sanctioned.

**General Food Law
Regulation (EG) N° 178/2002**

Art. 17: responsibilities



The basis for the safety of the food chain in Europe: the self-checking system implemented by food businesses.

The Belgian certification system proves its worth.

Certification of the SCS
by an independent **certification body***:
a win-win situation for each sector.

* A certification body is an independent third party that assesses and certifies the self-checking system of food business operators against the quality system standards and any additional documentation required by the system.

The **results** of the inspection missions are significantly better for food businesses that have a **validated/certified self-checking system (SCS)**.



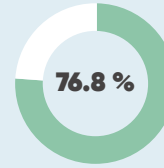
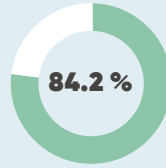
EXCELLENT

"You have a Smiley or a certified self-checking system for all of your B2C activities".

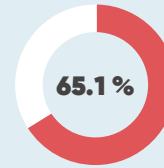
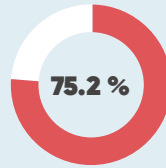
Compliance
with a validated
self-checking system (SCS)

Compliance
without a validated
self-checking system (SCS)

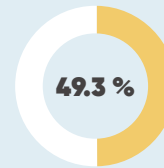
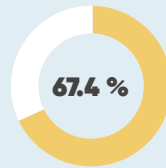
PRIMARY PRODUCTION



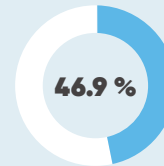
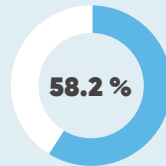
PROCESSING



DISTRIBUTION



**HOTEL & CATERING
AND INSTITUTIONAL
KITCHENS**



" Whereas 2017 and 2018 were especially tumultuous for the FASFC, 2019 proved to be a less eventful, but not necessarily less intensive year. Thanks to daily food chain checks, training sessions for food business operators and the dynamic and professional communication geared towards consumers and various other stakeholders, food safety is improving."

Herman Diricks
CEO of the FASFC

**The FASFC,
an agency at the service of
consumers and a partner for
food business professionals.**

The FASFC, an agency at the service of consumers and a partner for food business professionals.

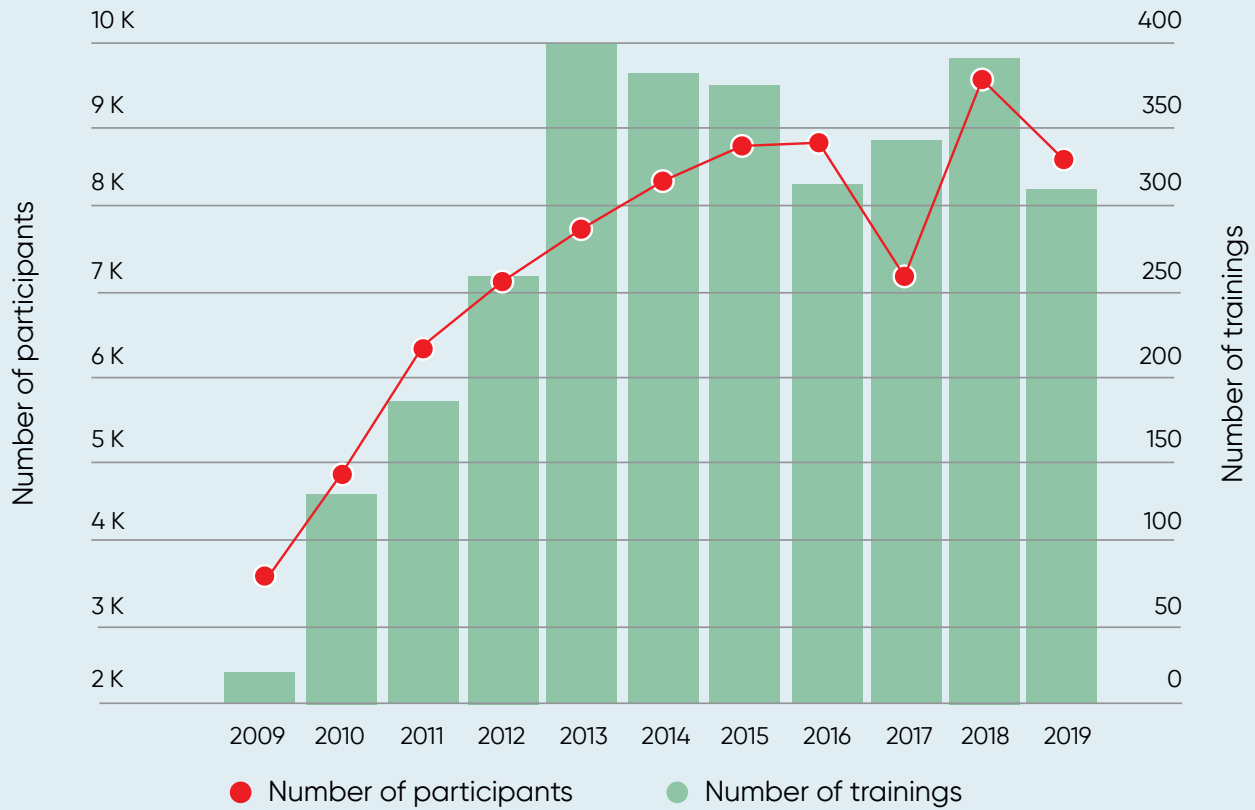
Guidance for food businesses: an optimal service provision to small-scale producers.

More than **8,000**
food business operators
received training/information
in 2019.

Over the past 7 years,
each year **8,000 to 10,000**
people have
received training

Optimal service
provision

For example:
tailor-made trainings
or conferences



The FASFC, an agency at the service of consumers and a partner for food business professionals.

Correct labelling = a well-informed consumer!



Trainings and solutions geared towards small-scale businesses organized by our information unit.



Objective?
Clarifying the legislation regarding labelling and consumer information.



Creating consumer awareness:
Providing information and organizing playful activities at large events and fairs.



The FASC, an agency at the service of consumers and a partner for food business professionals.

Clean Label: Do you want transparency? So do we!

E-numbers:
for authorized additives.

Trend:
avoiding E-numbers on the label =
Clean Label.

The FASFC notes that there is a general tendency among food business operators to avoid mentioning E-numbers (these are numbers assigned to authorized additives) on the label of foodstuffs and to distribute products with a so-called "clean label". This can, however, lead to mistakes on food labels or even the use of prohibited additives.

For example; the hidden use of additives (spinach as a preservative – nitrates).

→ The FASFC
addresses this problem
on a **European level**

→ **Consultation**
with the
sectors

→ **Special actions**
planned in
2020 - 2021.

The FASFC, an agency at the service of consumers and a partner for food business professionals

More and more consumers are turning to the FASFC



The **Contact Point** can be reached via an **online form**, through **social media** and via a free **telephone number**.

4,632 complaints registered and handled. Every **complaint** is handled with care by a FASFC staff member and the consumer always receives **feedback**.

Every complaint is a **signal** picked up and analyzed by the FASFC.

More than 4 out of 10 complaints turned out to be justified.
5,610 questions handled, i.e. an average of 22 questions per working day.

The FASFC, an agency at the service of consumers and a partner for food business professionals



4,632
complaints

18
complaints
per working
day

5,610
questions

22
questions
per working
day

The FASFC, an agency at the service of consumers and a partner for food business professionals.

Product recalls and warnings: an efficient system ensuring better consumer protection.

After an increase in 2018, **the number of product recalls remained stable** in 2019. Moreover, we even noted a slight decrease.

Responsibility of the food business operators:

The FASFC ensures the dissemination of information.

The FASCF helps to draft press releases.

The FASFC spreads information through its own channels.

Product recall



153

product recalls published
on the FASFC website
(-10%).

Warning



86

warnings
published on
the FASFC website
(+75%).

1,370

mandatory notifications by food business operators (+4.1%).

More and more companies are getting in touch with the FASFC.

The FASFC, an agency at the service of consumers and a partner for food business professionals.

Consumers are at the heart of the FASFC's communication

An all-encompassing strategy and an annual campaign

5 million people reached in 2019.



Digital channels and social media:

1 community manager to ensure a daily presence.



2.5 x more messages on facebook (more than 3 messages/working day).



1.7 x more messages via twitter.

Specific and proactive actions

aimed at the press, an average of 1 press release issued per 2 working days.

available 24/7 for the press.

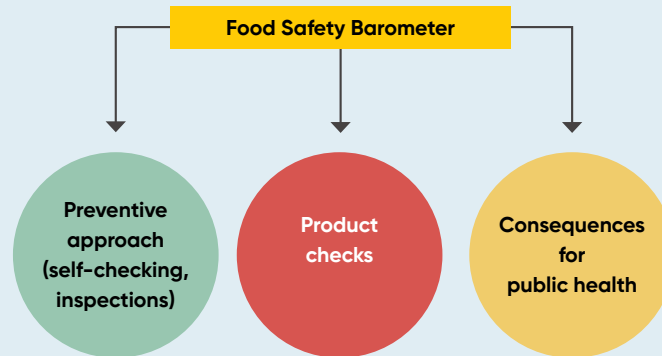
Food Safety Barometer.

Developed by the **Scientific Committee** (SciCom).

Provides a **picture of the evolution** of the general food safety situation in Belgium.

Based on a number of **indicators.**

Also available for **animal health** and **plant health.**



Food Safety Barometer: +1.3% in 1 year.

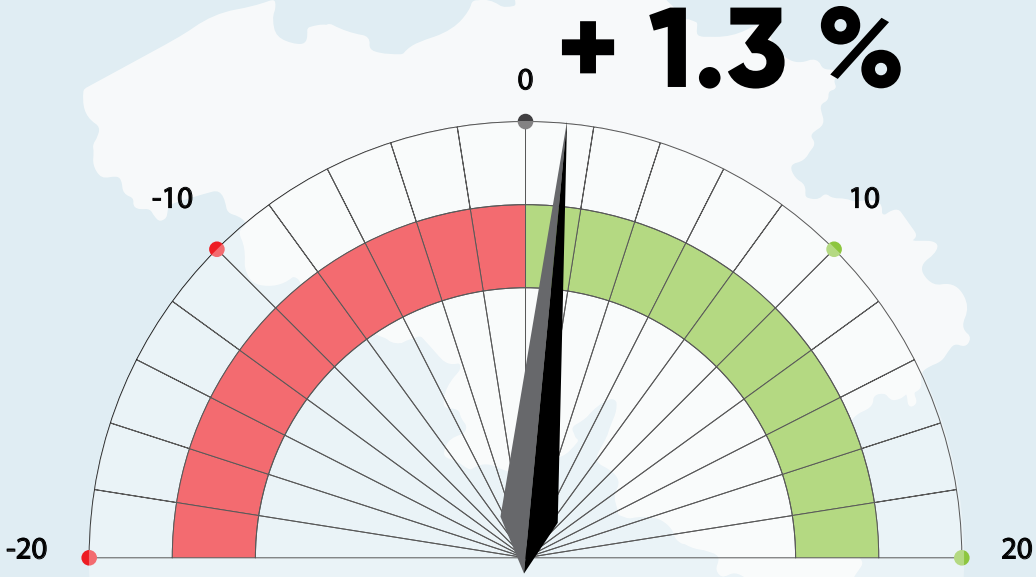
Increase in the number of favourable inspections in the hotel & catering industry, in institutional kitchens and wholesale and retail businesses.

Decrease in the number of Salmonella, Listeria and Campylobacter contaminations via food.

Indicators for effective product controls: **the compliance rate of food products** generally remains very **high**.

More cases of people falling ill due to **foodborne outbreaks**

Food Safety Barometer 2018 / 2019



The FASFC against Food Fraud.

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707
investigations
initiated in
in 2019.

Intensive cooperation
on a Belgian,
European
and international level
(customs, Europol,...).

25
specific actions
(Silveraxe III,
Opson, Bacon,...).

418
PV's of infringement and

60
house searches
(accompanied by the police).

Online sales
are also
subject to
FASFC checks.

Intensive preparations for the fast-approaching Brexit.

115
FTEs
(full-time
equivalents).

More **import**
checks

More
export certificates.

New
infrastructure
(Border inspection
posts of Ghent
and Zeebrugge
– extension approved);
and
new infrastructure in
Zaventem,
Animal
Care and
Inspection Center
(ACIC).





Federal Agency for the Safety of the Food Chain

The FASFC, 1,300 staff members at the service of the consumers.

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