

Corrective Action Request (CAR)

Everything you need to know about CAR



ONTARIO PORK

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As part of the Canadian Pork Excellence (CPE) validation process, producers may receive one or more Corrective Action Requests (CARs). This is a formal request to a producer to correct any non-compliances, under PigSAFE and PigCARE. Intended to help producers achieve or maintain CPE certification, CARs may be issued during a full or partial validation.

Who are validators and what do they do?

A validator is a trained professional responsible for conducting audits to verify compliance and implementation of the PigSAFE and PigCARE programs. Validators are required to record any non-compliances observed during validation audits.

Who is responsible to complete the CAR?

The producer and/or site manager is required to complete the CAR(s) within the specified timeframe provided by the validator. Photo or video proof demonstrating the corrective actions were implemented must be supplied and can be sent electronically.

Who is responsible to close the completed CAR?

The validator is responsible to ensure the implementation and effectiveness of the corrective action(s) according to the PigSAFE and PigCARE program requirements.

What is non-compliance?

Non-compliance is a failure to fully meet the requirements outlined in PigSAFE and PigCARE. There are **3 types** of non-compliances:

- 1 Minor non-compliance** is a deviation from a requirement that *could* lead to a risk to food safety or animal welfare.
- 2 Major non-compliance** is a deviation from a requirement that would *most likely* result in a risk to food safety or animal welfare.
- 3 Critical non-compliance** is an *omission or failure* to meet a food safety or animal welfare critical control point, with evidence that the pig is compromised or that the safety of the pork will be compromised. Examples would include market hogs sent to the plant with outstanding drug residues, or pigs suffering and not being euthanized in a timely manner.

What happens if a CAR is not completed?

If a CAR is not completed in the prescribed timeline, the level of non-compliance is escalated. Only critical non-compliances that are left uncorrected within 24 hours are grounds for sites to be removed from the CPE program, preventing the producer from shipping pigs to federal processing plants. In order to reinstate a valid status, the producer would need to re-book a full validation audit.



Levels of compliance

Critical Control Point (CCP)

60 days

30 days

24 hours

Good Production Practice (GPP)

12 months

60 days

24 hours

Minor

Major

Critical

Revocation

A **Critical Control Point (CCP)** is a point or step at which a control measure can be applied and the risks to food safety can be avoided, eliminated or reduced to an acceptable level.

Good Production Practices (GPP) are the overall conditions necessary to implement and manage the PigSAFE and PigCARE programs, both from the food safety and animal care perspectives. They are allowed a longer time to rectify.



Being issued a CAR **does not** mean that you have “failed” the validation or that the site is de-certified.

It highlights a requirement that needs attention and outlines a timeline for the non-compliance to be addressed, based on its level of risk to food safety or animal care.