DUCK ASSURANCE SCHEME STANDARDS
FOR EGGS
July 2013 Version 1

Introduction 3

Scheme Rules 5

Section 1 9
Generic Standards

Section 2 18
Breeder and Layer Replacements

Section 3 27
Breeders and Layers (including free range)

Section 4 36
Hatchery

Section 5 44
Catching & Transport

Section 6 47
Slaughter

Appendices
A – Relevant Publications 48
B – Avian Influenza Contingency Plan 50
C – Information/Additional Advice 51
D – List of Contacts 52
INTRODUCTION

The Duck Assurance Scheme is a UK industry voluntary Scheme open to any producer of duck eggs for human consumption (breeder replacement, breeder layer, hatchery, commercial or free range farm plus any catching teams and hauliers) involved in the production of duck eggs for human consumption that can meet the strict requirements set out in the Scheme.

The Duck Assurance Scheme guarantees high standards of food safety, animal welfare and environmental protection. The Scheme demonstrates good biosecurity and promotes continuous professional development for all personnel involved in the business.

The Duck Assurance Scheme is founded on practical experience, scientific knowledge and regulatory requirements and lays down minimum criteria for every aspect of duck egg and meat production. In addition to their own internal audit systems, producers are independently assessed against the requirements of the Scheme. Standards will be periodically reviewed in light of new scientific evidence.

Scheme members must comply with all current relevant legislation. Any changes made to legislation during the Scheme year will be implemented with immediate effect and members will be given advance notice of these changes and the timeframe for their implementation.

Duck Assurance Scheme members accept that all ducks under their care must be protected from suffering and recognise the Five Freedoms as defined by the Farm Animal Welfare Council (FAWC):

Freedom from hunger and thirst by ready access to fresh water and a diet to maintain full health and vigour.

Freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area.

Freedom from pain, injury and disease by rapid diagnosis and treatment.

Freedom to express normal behaviour by providing sufficient space, proper facilities and company of the animal's own kind.

Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering.

SAI Global (referred to throughout this standard as the “Certification Body”) are licensed to operate the certification system for the Duck Assurance Scheme on behalf of the British Poultry Council Duck Sector Group (BPC DSG). The certification system is an independent third party system for determining conformity with product standards.
The Duck Assurance Scheme is administered by the Secretary of the Duck Sector Group of the British Poultry Council.

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SCHEME RULES

APPLICATION

1. Any facility/farm (breeder replacement, breeder layers, hatchery, commercial or free range farm, plus any catching teams and hauliers) involved in the duck egg production process shall be eligible to apply to join the Duck Assurance Scheme.

2. For the purposes of this Scheme a farm is a self-contained live duck facility functioning with defined duck stock management, operational control and bio-security standards.

3. For the purposes of this Scheme a farm is registered under the name of a producer. A producer is the person who has functional responsibility for the management decisions and operating systems being assessed in this Scheme. Where the responsibility and operational control is devolved to a number of different farms within a single business, separate membership will be required for each farm.

4. It is perfectly acceptable for a producer to receive outside advice on the completion of the forms. However, all documents must be signed by the producer who will be expected to demonstrate to the Scheme Assessors knowledge and awareness of their content, and of the Scheme’s objectives and procedures. BPC DSG reserves the right not to accept applications when these conditions are not met.

5. Upon initial enquiry to the Certification Body, applicants will be issued with an application form. This will contain a copy of the relevant standards and an application for membership.

6. By signing and returning the application form with the appropriate fees producers agree to be bound by the Scheme Rules. The BPC DSG reserves the right to alter the Scheme Rules where, at its absolute discretion, it considers it necessary to do so.

MEMBERSHIP

7. New Applications will be accepted throughout the membership year. Full membership will be granted once the application and assessment process have been completed. A certificate of conformity will then be issued.

8. Membership renewal will be conditional on receipt of the appropriate fee on or before the renewal date applicable to each farm. Any producer failing to meet this condition shall have his/her membership terminated.

9. Where a single or more non conformance has been highlighted the participant shall be required to submit to the Certification Body the
necessary objective evidence for each non conformance within 28 days from the date of the audit. The objective evidence must be sufficient in detail and scope to satisfactorily close out the non conformance.

10. Failure to respond to the Certification Body within 28 days with the satisfactory level of objective evidence including any supplementary evidence that may be required following the initial review by the Certification Body, may result in the participant being suspended from the Scheme.

11. BPC DSG reserves the right to refuse/terminate membership when it considers that it is necessary to do so to prevent the Scheme from being brought into disrepute.

**INDEPENDENT ASSESSMENT**

11. All Scheme members agree to give employees and agents of BPC DSG reasonable access to their business production sites and records to carry out assessments required under the Scheme Rules. Failure to do so shall result in the suspension of membership. At least one week’s notice will be given of any routine site assessments. The right is reserved to make unannounced visits.

12. Assessors may refuse to carry out an assessment in the presence of a third party who they believe will, intentionally or otherwise, influence its outcome in an inappropriate manner.

13. DAS routine surveillance is based on an annual assessment cycle including an in-built random assessment element. Acceptance of this assessment timetable is a condition of Scheme membership. The timetable will not be varied as a result of lobbying by Scheme members or third parties.

14. Once the assessment visit has been completed, the Certification Body will either make a decision to accept the applicant/member or issue the applicant/member with a ‘notice to remedy’ for non-conformances.

15. The producer should inform the Certification Body once the non-conformance(s) has/have been remedied. The Certification Body may then arrange for a second assessment where applicable. The costs associated with these procedures, including any additional farm visits will be borne by the producer, but will be kept as low as reasonably possible.

16. Certificates will be issued when the producer meets the certification requirements. Certificates are not transferable and remain the property of the Certification Body.
APPEALS

17. In the event that a producer feels he/she has been incorrectly assessed during an assessment visit, he/she has the option to ask for a re-assessment by another assessor. If the producer’s complaint is upheld, there will be no cost for this and any suspension of membership that may have been imposed will be immediately lifted. If the findings of the original assessment are corroborated, or if it is clear that the producer has taken action in the interim that will materially affect the outcome of the re-assessment, the cost of the visit will fall upon the producer. Any request for reassessments will be met as soon as possible by BPC DSG or its agent.

18. If a producer still feels that he/she has been incorrectly assessed following the procedure outlined in Section 17, they will have the option of having their appeal heard by a panel convened for this purpose by the Certification Body. A producer may either put his/her own appeal to the panel or nominate someone to do so on his/her behalf. In the latter case he/she will still be expected to attend the panel session. Both sides will endeavour to keep costs to a minimum. In the event that an appeal to the panel is upheld, all costs reasonably incurred by the appellant will be met by the Certification Body. If an appeal is turned down, the cost outlined in Sections 17 and those costs reasonably incurred through the operation of the panel, will be borne by the producer.

SUSPENSION/TERMINATION OF MEMBERSHIP

19. If a producer fails a surveillance assessment, membership will be suspended. The suspension will remain in force either until the producer is accepted back into full membership or until the end of the Scheme Year when membership will lapse. On suspension, the entitlement to use the mark will stop.

20. The BPC DSG on recommendation by the Certification Body reserves the right to refuse/terminate membership when it considers that it is necessary to do so to prevent the Scheme from being brought into disrepute. The BPC DSG may decide that a major non-conformance with the requirements of the Scheme’s Rules found on an assessment visit is a matter that has brought or will bring the Scheme into disrepute and entitle the BPC DSG to terminate the membership of the producer.

21. The Scheme member shall cease to use the mark on its products on termination or lapse of Scheme membership. It shall not be required to remove the mark from products packaged prior to the date of lapse or termination.
CONFIDENTIALITY

22. Others in the supply chain will on occasion wish to ascertain a producer’s status in the Scheme. No information will be released unless the enquirer provides a written enquiry or enquires via the web quoting the producer’s name, address and membership number. Where this information is quoted, BPC DSG or its agents will confirm membership status.

BPC DSG and its agents reserve the right to also release information from its database about the certification status of a member to a person with a legitimate interest in knowing that information if proof of certification might be in the member’s interest. The member accepts that information about his lack of certification may be revealed under the provisions of this paragraph.

23. BPC DSG and its agents will respect the confidentiality of information supplied to them by producers, or otherwise acquired through operation of this Scheme. As part of its work to assure consumers and promote the development of the Scheme, BPC DSG will produce reports drawing upon aggregated Scheme data, but this will only be done when it is certain that the information released cannot be traced back to individual members.

DISCLAIMER

24. Under no circumstances shall BPC DSG its employees or agents be liable for any losses, damage, charges, costs or expenses of whatever nature (including consequential loss) which any producer may suffer or incur by reason of, or arising directly or indirectly from the administration by BPC DSG its employees or agents or the performance of their respective obligations in connection with the Scheme save to the extent that such loss, damage, charges, costs and/or expenses arise as a result of the finally and judicially determined gross negligence or wilful default of such person.

25. If any competent authority considers that any of the rules of the Scheme are unreasonable, then the Scheme Rules shall be taken to be varied, in such a way as shall make them reasonable, but no other part of the Scheme Rules shall be affected.

26. The Scheme Rules represent the entire understanding between the producers and BPC DSG and each producer acknowledges that they have not relied upon any other statement (written or verbal) in applying to join the Scheme.
SECTION 1

GENERIC STANDARDS FOR ALL FARM TYPES

1.1 Management and Stockmanship

1.1.1 Stockmen must be able to demonstrate competence and be trained in the following before being given responsibility for the care of birds:

1. Emergency procedures and water sources available for fire fighting.
2. Normal and abnormal behaviour of birds, and fear reactions.
3. Signs of good health and signs of poor health and disease.
4. Correct handling of birds in a positive and compassionate manner.
5. Humane culling method.
7. Operation of equipment, routine maintenance, recognition of common signs of malfunction and action to be carried out in the event of failure.
8. General hygiene, basic Health and Safety requirements including COSHH.
9. Recognition of the signs of thermal stress in birds and the procedures to be followed in the event of a problem.
10. Where necessary, training in the administration of medicinal products.

1.1.2 Managers must ensure that staff have access to, and receive guidance on, all the relevant regulations, guides and codes listed in Appendix A, including these standards.

1.1.3 Managers must ensure that staff responsible for birds have completed training on all points in paragraph 1.1.1 (1-10). Managers must ensure that a suitable programme of training exists for all such staff including induction and refresher courses. Training must be given by a recognised training provider to NVQ/SVQ level or formal in-house training programme. A record of training for all staff, detailing courses attended and training received must be retained. All training must be regularly reviewed and updated. Staff competency must be assessed regularly and these assessments kept on record.

1.1.4 Managers should refer to the Gangmasters Licensing Authority (GLA) licensing standards when sourcing agency staff.

1.2 Farm Site Plan And Emergency Plan

1.2.1 A farm site plan must be drawn up and kept readily available. It must contain the following information:

1. Farm telephone number, address and grid reference.
2. Position and sizes of all duck houses and access points.
3. All duck auxiliary buildings and their purpose.
4. Location of fire extinguishers and first aid kits.
5. Water sources available, sufficient for fire-fighting purposes.
6. Location of all services – gas, electric, water, telephone.
7. Position of pest control baiting points.

1.2.2 An emergency action plan must be sited in a prominent position near a telephone point. This plan must outline procedures to be followed in the case of emergencies including fire, flood, power failure, equipment failure or the interruption of supplies. There must also be written instruction for immediate location by the fire brigade, a grid reference number and postcode. Important telephone numbers must be listed to include equipment service engineers, retained veterinary surgeon and contacts for emergency procedures. All sites must have telephone access.

1.2.3 For security purposes all houses must be locked when there is no one on site. All sites must be clearly marked with a notice stating that only authorised persons and vehicles can have access to the site.

1.2.4 Staff must be aware of the water sources available for the purposes of fire fighting.

1.2.5 Provision must be made to ensure an emergency supply of drinking water and feed to the birds in case normal supply fails. Evidence of this provision will be required on each farm and all stockpersons must be aware of the procedure. The emergency water supply must be capable of providing water for 24 hours at full demand.

1.2.6 An alternative power supply capable of supplying each essential electrical system within the poultry house(s) must be available, if required. Where a malfunction is found this must be rectified immediately.

1.2.7 Fire prevention precautions must include the following measures:

1. Minimise the threat of arson by restricting access and securing buildings.
2. Control of smoking to designated areas only.
3. Routine machinery maintenance.
4. Safe use and storage of flammable/combustible materials.
5. Escape routes and passages kept free of stored materials and equipment at all times.
6. Every building exceeding 30m in length must have two doors.
7. Notices displayed in all main houses of the nearest telephone point.

1.2.8 All sites must have properly equipped first aid kits.
1.2.9 All sites must have a written Farm Waste Management Plan and if pesticides are used, this must include correct procedures for disposal of empty containers. Waste must be disposed of in accordance with the options available under the Waste Management Regulations 2006.

1.2.10 Participants must be aware of the standards within the DEFRA Codes of Good Agricultural Practice for the Protection of Soil, Air and Water.

1.2.11 A written plan should be available if the risk of extreme weather locally is likely to cause damage e.g. flooding or wind damage.

1.2.12 Potential pollutants including litter, fertiliser, fuels and oils must be stored where there is no risk of run-off polluting water courses.

1.2.13 Farms must apply to the Environment Agency for an environmental permit if the livestock capacity exceeds 40,000 ducks.

1.2.14 The farm must have an Avian Influenza (AI) contingency plan.

1.3 Animal Health and Welfare

1.3.1 All farms must retain the services of an experienced poultry veterinary surgeon. Evidence to show that the veterinary surgeon provides regular advice on the health, hygiene and welfare of the birds must be available.

1.3.2 Each site must have a written health and welfare programme tailor-made to the needs of the farm, and must contain a strategy for the prevention and control of common diseases. As a minimum the programme must be annually reviewed, updated and signed off. The programme must set out health and husbandry procedures covering the whole of the production cycle.

1.3.3 Farmers must be aware of those diseases which are notifiable and must ensure compliance with government legislation when such a disease is suspected.

1.3.4 Ill or injured birds must be treated promptly or if necessary humanely culled. Dead birds must be removed as soon as they are detected. When necessary birds must be humanely culled by a trained, competent stockman. Mortality and culls must be recorded in the daily record as well as reasons for culls.

Where system-induced injuries occur prompt action must be taken to find the cause and remedial action taken. If the cause is an environmental factor this must be remedied before the next flock is placed.

If mortality exceeds 0.5% in a 24 hour period an investigation to find the cause must be carried out. Remedial action must be taken to
prevent a recurrence. If the cause remains unknown the advice of the responsible veterinary surgeon must be sought. The problem, action and outcome must be recorded in all such incidents.

**Mutilations**


The neck tagging and web notching of farmed ducks are permitted. These permitted procedures are restricted to specific categories of birds for specific purposes. They must not be used outside of these conditions.

2. Bill trimming is permitted in breeder flocks or layer flocks when necessary and under written advice from a poultry veterinarian for welfare reasons. Producers must demonstrate that some form of corrective action has been undertaken and recorded. The procedure must be carried out by trained operatives. When not carried out by a veterinary surgeon bill trimming must be carried out in accordance with the Veterinary Surgery (Exemptions) Order.

3. Other mutilations, harvesting of feathers from live birds or force feeding are not permitted.

1.3.6 Flock inspection must be carried out at least twice daily, preferably more frequently to monitor the physical condition of the birds. Young birds in the first few days of life must be inspected more frequently, where applicable.

1.3.7 Records of inspection must be retained and include observations.

1.3.8 Humane culling must be carried out by a trained stockman by dislocation of the neck, or by a licensed method.

1.3.9 Dead birds must be held in locked vermin-proof containers until appropriate disposal, either off or on-site in line with the Animal By-Products Regulations, can be effected.

1.3.10 Layer stock must be vaccinated with a licensed *Salmonella Enteritidis* (SE) and *Salmonella Typhimurium* (ST) vaccine. A derogation will be considered by the DAS TAC for countries in which the Chief Veterinary Officer (or equivalent) has confirmed that poultry are SE and ST free.
Salmonella Testing Requirements

<table>
<thead>
<tr>
<th>Day old Breeder and Layer Replacements</th>
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<tbody>
<tr>
<td>Sample to be taken two weeks prior to moving to laying site.</td>
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**Breeder Flock**

Composite samples of faeces or boot swabs for up to 6000 birds of the same age (ie one flock) every 15 weeks (105 days) with a maximum of 6 sheds.

**Laying birds**

Initial test at 25 weeks composite samples of faeces or boot swabs for up to 6000 birds of the same age (ie one flock) every 15 weeks (105 days) with a maximum of 6 sheds.

**Hatchery**

Samples of 25g of hatcher fluff from each hatcher once every four weeks.

Samples must be tested at an approved UKAS accredited laboratory.

1.3.11 The farm must have a written policy outlining action that will be taken in the event of a suspicion of a needle or part of a needle being left in a bird and must operate the policy.

1.3.12 Light levels during inspection must be sufficiently high to ensure that all birds in all parts of the house are clearly visible.

1.3.13 While it may not be possible to examine each bird individually during routine inspection, a good indication of flock health must be gained on each occasion. Where birds are not being fed on ad lib diets, inspection is particularly effective at feeding times when any birds which are not fit will be slow to feed and can be identified.

1.3.14 For thorough overall inspection of the flock or group of birds, special attention must be paid to body condition, movements and other behaviour patterns, respiration, condition of the plumage, eyes, skin, beak, legs and feet. Attention must also be paid to presence of external parasites, the condition of droppings, to feed and water consumption and to growth. Where appropriate, the birds must be encouraged to walk. Attention must be paid to any departure from the normal.

1.3.15 Important indications of good health are sounds and activity appropriate to the age, sex, breed and type of bird, clear, bright eyes, good posture, vigorous movements if unduly disturbed, clean healthy skin, good plumage, well formed shanks and feet, effective walking and
preening and active feeding and drinking behaviour. Any departure from the norm may indicate a problem which must be given immediate attention.

1.3.16 In order to ensure a thorough inspection the flock-keeper must walk amongst the birds within a distance which allows them to effectively assess their physical condition and encourage them to move. The aim must be to pass close enough to the birds to see them clearly and for them to be disturbed and so move away. This must enable the identification of any individual that is sick, injured or weak. Any such birds must be immediately treated or humanely killed. Birds with considerable difficulty in walking, malformations, severe wounds or lesions must be culled immediately unless they can be treated and are likely to recover without unnecessary suffering. Dead birds must be removed without delay.

1.4 Biosecurity

1.4.1 Only essential visitors may be granted access to the site. A record of all visitors must be maintained. This must include date, time of arrival, name and organisation. Visitors must certify that they are not suffering with any enteric illness and must declare recent visits to poultry sites. Management must refuse entry if the health and welfare of the birds could be compromised.

1.4.2 Foot dips and/or barrier footwear systems must be provided at personnel access points to each bird area as well as at the entrance to equipment and litter stores. DEFRA approved disinfectants must be used and in accordance with manufacturers recommendations. Solutions must be replaced on a prescribed basis and recorded. Footwear must be dipped by all personnel and visitors before entrance into a building and after leaving the building.

1.4.3 Hand-washing facilities and toilets must be available on-site and must include a basin with hot water, bactericidal soap and disposable towels. All personnel and visitors must have the provision to wash or sanitise hands prior to entering poultry houses and after leaving poultry houses. Hands must also be washed after dead bird handling, before and after meals and after visits to the toilet.

1.4.4 Site-dedicated protective clothing must be supplied for all personnel. Visitors must be supplied with protective clothing which must be retained on-site after use.

1.4.5 All houses must operate a period free of all livestock between flock cycles.

1.4.6 Farm vehicles must be maintained in a clean condition. Provision must be made for vehicles entering or leaving the site to be cleansed and disinfected.
1.4.7 On multi species sites dedicated personnel must only have contact with ducks. A record must be kept and made available during an audit.

1.4.8 Pets or other animals must not be allowed access to service buildings or poultry houses.

1.4.9 Pest control must be carried out by a licensed contractor or a properly trained operative with knowledge of pesticides and their placement.

1.4.10 Poultry must not have access to pesticides. Pesticides must not be accessible to wild birds and bait boxes must be tamper proof.

1.4.11 An accurate location plan of all bait points must be drawn up and numbered, along with a written pesticide programme detailing types of pesticide administered, replenishment dates and visual inspections of bait points.

1.4.12 Pest control must make provision for the control of rodents, flies and parasites.

1.4.13 Auxiliary buildings, toilets, offices, stores and break rooms must be kept clean and tidy.

1.4.14 Smoking must not be permitted in any building containing birds but restricted to designated areas.

1.5 Cleaning and Disinfection

1.5.1 Each Company and/or site must develop and implement a written cleaning and disinfection policy. This policy must be strictly adhered to and must contain as a minimum the following:

1. Cleaning and disinfection procedures.
2. Handling of waste materials such as litter, packaging, pharmaceutical equipment and packaging, reject eggs (laying farms only), feed spillages.
3. Details of disinfectants (DEFRA approved only) and detergents used, including safe usage, storage and dilutions.

1.5.2 Whenever bird accommodation is emptied it must be thoroughly cleaned and disinfected in accordance with the policy. Cleaning procedures of house furniture, water tanks and bulk feed bins must be included in the policy. Evidence to show that cleaning procedures are effective must be gathered and recorded. Equipment must also be thoroughly cleaned and disinfected after operation and before storage.

Where cleaning and disinfection are carried out under contract, the contractor’s equipment shall be clean when arriving on site.
1.6 Medicines and Vaccines

1.6.1 Medicines must be administered according to the recommendations made by RUMA (Responsible Use of Medicines in Agriculture Alliance) for the Responsible Use of Anti-Microbials in Poultry Production.

1.6.2 The use of medicines and vaccines must be recorded. Treated birds must be identified. Medicine/vaccine purchase records must contain the following information: type, batch number, quantity purchased, withdrawal period, date and supplier of medicine/vaccine, expiry date.

Medicine/vaccine usage records must contain the following: date treated, quantity administered, identification of birds treated, withdrawal period, date when withdrawal period ended, date of safe slaughter, reason for treatment, type of medicine/vaccine, expiry date, mode of administration (e.g. in-water, in-feed) and name of administrator.

1.6.3 All medicines and vaccines must be stored in a secure (locked) store and in accordance with any recommendations on the label (e.g. correct temperature and stored up to date of expiry). Only staff trained to administer medicinal products shall have access to them.

1.6.4 Vaccination programmes must be tailored to the needs of the farm and must be developed in consultation with the responsible veterinary surgeon.

1.6.5 Withdrawal periods and withdrawal period for eggs (laying farms only) must be strictly adhered to and birds/eggs must not be consigned to human consumption before the date of safe slaughter/consumption.

1.6.6 Medicines and vaccines must be used in accordance with UK legislation.

1.6.7 Prescription Only Medication must only be initiated with the formal approval of the responsible veterinary surgeon via a prescription, verbal direction or an approved treatment programme or protocol (in the case of in-feed medication this will be in the form of a Medicated Feedingstuff Prescription).

All Prescription Only Medicines and vaccines must be used in strict accordance with written instruction that must be provided by the responsible veterinary surgeon. The use of antibiotics must be regularly reviewed and treatment records must be monitored with particular emphasis on outcomes of treatment, including failure to respond.

1.6.8 Each Company must compile an approved drugs (medicines and vaccines) list in agreement with the responsible veterinary surgeon. This list must specify storage, administration and withdrawal period
instructions for each drug and make reference to the correct dosage, duration and circumstances of use for each farm.
SECTION 2

BREEDER AND LAYER REPLACEMENT FARMS

2.1 Buildings

2.1.1 Exterior areas around buildings and entranceways must be kept clear of debris and non-essential equipment. Vegetation must be kept short and well managed.

2.1.2 Baits, disinfectants and other controlled chemicals must be stored in a secure area and in-line with COSHH recommendations.

2.1.3 The design, construction and maintenance of enclosures, buildings and ventilation, heating, feeding, watering and other equipment for ducks must be such that they:

1. Allow the fulfilment of essential biological requirements of ducks, in particular respect of water, and the maintenance of good health.
2. Avoid barren environments.
3. Do not cause traumatic injuries to the birds.
4. Limit the risk of disease, disorders manifested by behavioural changes, injuries caused by birds to each other and, as far as possible, contamination of birds by poor water quality.
5. Avoid sharp corners, projections and materials which may be harmful to birds.
6. Provide protection from predators and adverse weather conditions and, as far as possible from foxes, rodents and other animals and wild birds.
7. Allow for easy maintenance of good hygiene, air and water quality.
8. Allow, without difficulty, a thorough inspection of all birds.
9. Facilitate management of the birds.

2.1.4 All surfaces within the poultry house must be in good condition, durable and cleanable.

2.1.5 Professional advice on welfare aspects must be sought from qualified advisers before any new buildings are constructed or existing buildings modified. It is important to ensure that the design of housing and equipment is suitable for the intended use. The incorporation of facilities for raising drinkers and feeders to aid access for handling equipment must be considered. Consideration must also be given to the incorporation of weighing, handling and loading facilities.

2.1.6 When new accommodation for ducks is planned, a suitable site shall be selected taking into consideration the risks from outside environmental factors such as noise, light, vibration, atmospheric pollution and dangers from predators. Where appropriate, advantage must be taken
of natural features to provide shelter from predators and adverse weather conditions. Further advice on the control of vermin can be found in the DEFRA Code of Practice for the Prevention of Rodent Infestations on poultry farms.

2.1.7 Slatted or metal areas that form part of the house floor area must be of a suitable design and material so as not to cause discomfort, distress or injury to the birds. The floor must include an area of sufficient size to enable all birds to rest simultaneously. The bedding material must be suitable for the task and used at the appropriate depth for that material. The type of flooring must allow effective cleansing and disinfection.

2.1.8 Where ducks are kept indoors, provision of environmental enrichment to keep them active must be considered e.g. by providing fresh straw.

2.2 Water and Feed

Water

2.2.1 Water must be available at all times up to and during depopulation.

2.2.2 Within the water supply system ducks must be provided with water facilities sufficient in number and designed to allow water to cover the head and be taken up by the beak so that the duck can shake water over the body without difficulty. Research is currently being carried out on the provision of bathing water on the welfare of farmed ducks.

2.2.3 Consideration must be given to the placement of water facilities in order to prevent consequent problems with litter. Drinkers may be placed over a suitable slatted floor area or litter must be added at frequent intervals to ensure that the birds are maintained on a dry, bedded area.

2.2.4 Each farm must have a water meter connected and usage rate recorded daily.

2.2.5 Header tanks must be covered and hygienically managed.

2.2.6 Non-mains water must be tested every 12 months and recorded to ensure potable quality.

2.2.7 Open drinkers must be completely flushed at least once a day.

2.2.8 There must be a minimum water drinker space of 60 cm per 100 birds.

1. Trough Drinker System

Where trough type drinkers are used then the height of the water drinker must be no more than 25cm.
2. Bell Drinkers

Where bell type drinkers are used they must be of a wide channel type when used beyond three weeks of age.

3. Enclosed Drinker System

Within an enclosed water system there must be a provision of nipple drinkers as per manufacturer’s instructions. Additional bathing water must be provided for 50% of the required water resource allocation; troughs, bell drinkers, baths or showers are permissible.

Feed

2.2.9 Birds must be provided with easy access to sufficient feed capable of satisfying their dietary requirements and to maintain good health.

2.2.10 As a guide the minimum trough space per 100 ducks must be, except where floor feeding is practiced:

- Day old to 8 weeks: 50 cm feeding space
- 8 weeks and over: 60 cm feeding space

2.2.11 Feed equipment must be appropriately distributed throughout the house allowing easy and free access whilst encouraging activity and movement.

2.2.12 Feed delivery systems must be free of sharp edges and parts capable of injury, and able to provide a comfortable feeding level. The system must be checked daily for correct performance and cleanliness.

2.2.13 External feed bins must be numbered or identifiable.

2.2.14 Companies must demonstrate the following:

- Feedstuffs do not contain Meat and Bone Meal and poultry by-products.
- Feedstuffs do not contain antibiotic growth promoters.
- Feedstuffs do not contain tallow.

- Compound feed must be sourced from companies who are a certificated merchant or feedingstuff manufacturer in the AIC Universal Feed Assurance Schemes (UFAS) or an approved alternative.

- Delivery tickets are to be retained for each flock for at least one year.

- Samples of each delivery of feed are retained for 3 months.
2.3 Lighting

2.3.1 Ducks must be housed at light levels which allow them to see one another and to be seen clearly, to investigate their surroundings and which stimulate activity. As far as possible, natural light must be provided; in this case light apertures must be arranged in such a way that light is distributed evenly within the accommodation.

2.3.2 After the first few days of conditioning, the lighting regime must be such as to prevent health and behavioural problems. Therefore, it must follow a 24-hour rhythm and include a sufficient uninterrupted dark period at less than 0.2 lux or natural darkness of normal length, for a minimum of six hours per day.

2.3.3 Producers must consider a twilight period in the dimming of lights in order to avoid disturbance or injury and to allow ducks to prepare for darkness.

2.3.4 Lighting levels must allow all birds to be clearly seen during inspection. A minimum of 8 hours natural or artificial light must be provided in a 24 hour period.

The lighting programme for replacement breeders and layers must be appropriate to meet the requirement for future successful reproductive performance.

2.3.5 Day time lighting levels must allow birds to be properly inspected. There will be a range of light levels in houses. In the darkest points there should be sufficient light to allow the birds to perform normal behavioural patterns and to enable them to find food and water facilities.

2.4 Temperature, Ventilation and Air Quality

2.4.1 Temperature must be carefully monitored. Minimum and maximum temperatures inside the house at bird level must be recorded daily.

2.4.2 All houses must operate an environmental system which ensures an ambient house temperature suited to the birds’ physiological needs. Each site must have a written policy for the recognition of, and procedures to be followed in the event of, heat or cold stress.

2.4.3 A documented minimum ventilation plan must be in place.

2.4.4 Generators must be tested weekly on load.

2.4.5 Fail-safes must be operational.

2.4.6 Automatic equipment must be inspected at least once each day.
Where a defect is found, either the defect must be rectified immediately or measures must be taken to safeguard the birds from unnecessary suffering or distress. Records of checks, malfunctions and actions taken to rectify must be recorded.

2.4.7 Farms must have access to weather forecasts to allow for planning for extremes in temperature.

2.4.8 Within duck buildings carbon monoxide must be kept at levels which comply with COSHH regulations. Ammonia levels must not exceed 25ppm.

2.4.9 Schedule 1, paragraph 13 of the Welfare of Farmed Animals (England) Regulations 2007 states that:

Air circulation, dust levels, temperature, relative air humidity and gas concentrations shall be kept within limits which are not harmful to the animals.

2.4.10 When ducks are kept indoors without free access to the outside, the accommodation must be kept so that the ambient temperature, air velocity, relative humidity, dust level and other atmospheric conditions do not adversely affect the health or welfare of the birds.

**Heat Stress**

2.4.11 Heat stress is experienced when the birds' ability to maintain normal body temperature is compromised and is indicated by prolonged panting. It can occur in any management system particularly in summer, or when humidity is high in warm weather, and is exacerbated by high stocking densities. A good understanding of heat stress and its alleviation is required. Advice is given in the Defra booklet ‘Heat stress in Poultry: Solving the Problem’.

2.4.12 Flock-keepers must plan ahead to avoid heat stress. If suffering or mortality occurs, the onus will be on the person responsible for the birds to demonstrate that the measures taken were appropriate for the design of the building, its ventilation capacity and locality, and the predictable maximum temperature/humidity at the time.

2.4.13 During the summer months consideration must be given to reducing stocking density at the time of placing ducklings. Stocking density must take into account the ventilation capacity of the building in order to maintain adequate temperatures to prevent heat stress.

2.4.14 Corrective action must be taken in a flock if the temperature increases and ducks exhibit signs of heat stress. Attention must be paid to air throughput and distribution, especially at bird level, and contingency plans for increasing air throughput or reducing stocking density of older birds must be demonstrated. Ducks must not be exposed to strong,
direct sunlight, which exacerbates the effects of high ambient temperature. Additionally, consideration should be given to increase the number of bathing resources, as ducks will increase their bathing activity in an attempt to lower body temperature. All other appropriate measures must be taken when the weather is exceptionally hot.

2.4.15 During hot and humid conditions, the birds must be checked frequently, but not disturbed unduly.

2.5 Litter

2.5.1 Ducks must have access to adequate litter at all times. Ducks are bedded normally daily with fresh straw, but other substrates are permissible provided they are effective. No matter how much air is moved through the house it would be usual to see the top of the litter heavily soiled and matted in specific areas, particularly around the drinker area just prior to the addition of fresh litter each day.

2.5.2 Advice on litter management is given in the DEFRA booklet Poultry Litter Management and flock-keepers must familiarise themselves with this advice.

2.5.3 Litter must be:
   1. of a suitable material and particle size.
   2. managed to maintain it in a dry condition.
   3. of a sufficient depth for dilution of faeces.
   4. topped up daily with fresh litter.

2.5.4 Ducks must have access to the litter area at all times. Where a suitable slatted floor area is provided under water facilities, this must occupy no more than 25% of the total floor area.

2.5.5 Litter must not be allowed to become wet, infested with mites or otherwise harmfully contaminated. Litter which is wet or otherwise contaminated must not be introduced into duck housing. Wet litter resulting from accidental flooding must be replenished immediately.

2.6 Stocking Density

2.6.1 The following information must be easily available

   1. Total floor space available to the birds.
   2. Number of feeders and drinkers.
   3. Feed bin capacity.

2.6.2 Ducks must not be kept in individual cages/pens with the exception of breeding birds which may need to be kept as part of special breeding programmes. However, such cages must allow for the needs of the bird to be met and periods of confinement must be kept to a minimum.
2.6.3 Irrespective of the type of system, the space allowance for ducks must be such that they can perform normal behaviour:

1. Stand with a normal posture with free movement of the head and neck.
2. Turn round without difficulty.
3. Defecate showing normal movements.
4. Flap and stretch the wings.
5. Show normal preening movements.
6. Perform normal social interactions.
7. Carry out normal feeding and drinking movements.
8. Have sufficient space to be able to sit without interference from other birds.

2.6.4 Stocking density for breeding and laying ducks must not exceed 15kg per square metre. However, a variety of factors need to be taken into account when setting and monitoring stocking densities in duck houses at levels which promote good welfare. The observance of any particular stocking density is important but cannot, by itself, ensure the welfare of the birds. There is a close relationship between stockmanship, environmental control and stocking density. Birds will be maintained in good condition only if the balance is right and the onus is on the producer to demonstrate that welfare is not compromised, whatever the stocking density.

2.6.5 Stocking density must be reduced and specialist advice taken if problems occur, in particular excessive heat or humidity due to inadequate ventilation and poor litter quality. If disease or environmental problems arise in a particular building or system, reducing the stocking density in subsequent flocks may lessen the likelihood of recurrence.

2.7 Provisions for Ducklings

2.7.1 On arrival at the rearing site ducklings must be placed into a pre-heated shed as soon as possible and their behaviour closely monitored.

2.7.2 Where necessary a trained competent stockman must carry out humane culling by the acceptable method of neck dislocation.

2.7.3 Day old ducklings must be handled with care and placed in an appropriate environment. Care must be taken to avoid heat stress.

2.7.4 Brooder surrounds and feeding and watering equipment within the surround must be designed and constructed such that ducklings can move freely towards or away from the heat source.

2.7.5 Particular care must be taken in the placement and maintenance of gas heaters to ensure against risk of fire and emission of carbon dioxide.
2.7.6 Care must be taken to ensure that feeders do not become hot, especially when metal feeders are used.

2.7.7 The height of the heater must be adjustable to ensure that the temperature at the level of the litter is maintained at the optimum level.

2.7.8 Adequate lighting during the brooding period must be provided to allow the ducklings to be attracted to the heat source and provide extra illumination of feeders and drinkers.

2.7.9 Throughout the brooding period the behaviour of the ducklings must be closely monitored and the brooders adjusted accordingly.

2.7.10 Feeders and drinkers must be kept clean and free from litter.

2.7.11 Supplementary drinkers and feeders must be provided for the ducklings for the first 3-4 days and must be phased out by the end of 7 days.

2.7.12 Drinker facilities must be of such design to prevent young ducklings from getting very wet or drowning before they have had sufficient time to develop waterproofing on their feathers.

2.7.13 Young ducks must be given appropriate experience of management practices (e.g. particularly feeding and watering systems) and environmental conditions (e.g. natural light, sufficient water to fulfil biological requirements, litter) to enable them to adapt to the husbandry systems which they will encounter later in life.

2.8 Records

2.8.1 All records must be presented in an ordered manner and kept up to date.

2.8.2 Flock performance records must be monitored for signs of problems. Tolerance limits must be set and once exceeded the veterinary surgeon must be informed and advice sought.

2.8.3 A record must be maintained for each flock detailing routine checks, monitoring, inspection, delivery problems and extraordinary events. The following where relevant must be recorded in this way:

1. Flock inspections (observations and actions taken).
2. Mortality and cull records.
3. Weekly alarm checks.
4. Alternative power supply test.
5. Medicine and vaccine administration records.
6. Temperature records.
7. Veterinary advice.
8. Weekly generator tests.
10. Non-mains water tests.
11. Feed deliveries (dates, quantities, types).
12. Lighting regimes.

2.8.4 Specific information on each flock must be supplied in the Production Record. This Record must begin from the day that the flock arrives at the rearing farm. It must include the following information:

1. Number of day-old ducklings delivered/number of birds.
2. Date delivered.
3. Origin of flock (hatchery, breeder flock).
4. Mortality on a daily basis.
5. Culls on a daily basis identifying sexing errors and leg culls.
6. Water consumption on a daily basis.
7. House temperatures on a daily maximum and minimum basis.
8. Date, quantity and type of feed delivered.
9. Date of sale/transfer.
10. Incidence of disease and post mortem records.
11. Administration of medicines and vaccines (dates administered, withdrawal periods, amount administered, mode of administration, administrator.)

2.8.5 Details of the DAS registration number must be included on all despatch notes when leaving the premises.

2.8.6 A register of complaints needs to be maintained and kept available for inspection. The register needs to record:

1. Where any participant has received a complaint as a result of their production process/product not being in compliance with the DAS Standards.
SECTION 3

BREEDER AND LAYER FARMS

3.1 Buildings

3.1.1 Exterior areas around buildings and entranceways must be kept clear of debris and non-essential equipment. Vegetation must be kept short and well managed.

3.1.2 Baits, disinfectants and other controlled chemicals must be stored in a secure area and in-line with COSHH recommendations.

3.1.3 The design, construction and maintenance of enclosures, buildings and ventilation, heating, feeding, watering and other equipment for ducks must be such that they:

1. Allow the fulfilment of essential biological requirements of ducks, in particular respect of water, and the maintenance of good health.
2. Avoid barren environments.
3. Do not cause traumatic injuries to the birds.
4. Limit the risk of disease, disorders manifested by behavioural changes, injuries caused by birds to each other and, as far as possible, contamination of birds by poor water quality.
5. Avoid sharp corners, projections and materials which may be harmful to birds.
6. Provide protection from predators and adverse weather conditions and, as far as possible from foxes, rodents and other animals and wild birds.
7. Allow for easy maintenance of good hygiene, air and water quality.
8. Allow, without difficulty, a thorough inspection of all birds.
9. Facilitate management of the birds.

3.1.4 All surfaces within the poultry house must be in good condition, durable and cleanable.

3.1.5 Professional advice on welfare aspects must be sought from qualified advisers before any new buildings are constructed or existing buildings modified. It is important to ensure that the design of housing and equipment is suitable for the intended use. The incorporation of facilities for raising drinkers and feeders to aid access for handling equipment must be considered. Consideration must also be given to the incorporation of weighing, handling and loading facilities.

3.1.6 When new accommodation for ducks is planned, a suitable site shall be selected taking into consideration the risks from outside environmental factors such as noise, light, vibration, atmospheric pollution and dangers from predators. Where appropriate, advantage must be taken
of natural features to provide shelter from predators and adverse weather conditions. Further advice on the control of vermin can be found in the DEFRA Code of Practice for the Prevention of Rodent Infestations on poultry farms.

3.1.7 Slatted or metal areas that form part of the house floor area must be of a suitable design and material so as not to cause discomfort, distress or injury to the birds. The floor must include an area of sufficient size to enable all birds to rest simultaneously. The bedding material must be suitable for the task and used at the appropriate depth for that material. The type of flooring must allow effective cleansing and disinfection.

3.1.8 Where ducks are kept indoors, provision of environmental enrichment to keep them active must be considered e.g. by providing fresh straw.

3.2 Water and Feed

Water

3.2.1 Water must be available at all times up to and during depopulation.

3.2.2 Within the supply system ducks must be provided with water facilities sufficient in number and designed to allow water to cover the head and be taken up by the beak so that the duck can shake water over the body without difficulty. Research is currently being carried out on the provision of bathing water on the welfare of farmed ducks.

3.2.3 Consideration must be given to the placement of water facilities in order to prevent consequent problems with litter. Drinkers may be placed over a suitable slatted floor area or litter must be added at frequent intervals to ensure that the birds are maintained on a dry, bedded area.

3.2.4 Each farm must have a water meter connected and usage rate recorded daily.

3.2.5 Header tanks must be covered and hygienically managed.

3.2.6 Non-mains water must be tested every 12 months and recorded to ensure potable quality.

3.2.7 Open drinkers must be completely flushed at least once a day.

3.2.8 There must be a minimum water drinker space of 60 cm per 100 birds.

1. Trough Drinker System

Where trough type drinkers are used then the height of the water drinker must be no more than 25cm.
2. Bell Drinkers

Where bell type drinkers are used they must be of a wide channel type when used beyond three weeks of age.

3. Enclosed Drinker System

Within an enclosed water system there must be a provision of nipple drinkers as per manufacturer’s instructions. Additional bathing water must be provided for 50% of the required water resource allocation; troughs, bell drinkers, baths or showers are permissible.

Feed

3.2.9 Birds must be provided with easy access to sufficient feed capable of satisfying their dietary requirements and to maintain good health.

3.2.10 As a guide the minimum trough space per 100 ducks must be:

Day old to 8 weeks 50 cm feeding space
8 weeks and over 60 cm feeding space

3.2.11 Feed must be appropriately distributed throughout the house allowing easy and free access whilst encouraging activity and movement.

3.2.12 Feed delivery systems must be free of sharp edges and parts capable of injury, and able to provide a comfortable feeding level. The system must be checked daily for correct performance and cleanliness.

3.2.13 External feed bins must be numbered or identifiable.

3.2.14 Companies must demonstrate the following:

Feedstuffs do not contain Meat and Bone Meal or poultry by–products.

Feedstuffs do not contain antibiotic growth promoters.

Feedstuffs do not contain tallow.

Compound feed must be sourced from companies who are a certificated merchant or feedingstuff manufacturer in the AIC Universal Feed Assurance Schemes (UFAS) or an approved alternative.

Delivery tickets are to be retained for each flock for at least one year.

Samples of each delivery of feed are retained for 3 months.

3.3 Lighting

3.3.1 Ducks must be housed at light levels which allow them to see one another and to be seen clearly, to investigate their surroundings and
which stimulate activity. As far as possible, natural light must be provided; in this case light apertures must be arranged in such a way that light is distributed evenly within the accommodation.

3.3.2 After the first few days of conditioning, the lighting regime must be such as to prevent health and behavioural problems. Therefore, it must follow a 24-hour rhythm and include a sufficient uninterrupted dark period at less than 0.2 lux or natural darkness of normal length, for a minimum or six hours per day.

3.3.3 Producers must consider a twilight period in the dimming of lights in order to avoid disturbance or injury and to allow ducks to prepare for darkness.

3.3.4 Lighting levels must allow all birds to be clearly seen during inspection. A minimum of 8 hours natural or artificial light must be provided in a 24 hour period.

3.3.5 Day time lighting levels must allow birds to be properly inspected. There will be a range of light levels in houses. In the darkest points there should be sufficient light to allow the birds to perform normal behavioural patterns and to enable them to find food and water facilities.

3.4 **Temperature, Ventilation and Air Quality**

3.4.1 Temperature must be carefully monitored. Minimum and maximum temperatures inside the house at bird level must be recorded daily.

3.4.2 All houses must operate an environmental system which ensures an ambient house temperature suited to the birds' physiological needs. Each site must have a written policy for the recognition of, and procedures to be followed in the event of heat or cold stress.

3.4.3 A documented minimum ventilation plan must be in place.

3.4.4 Generators must be tested weekly on load.

3.4.5 Fail-safes must be operational.

3.4.6 Automatic equipment must be inspected at least once each day. Where a defect is found, either the defect must be rectified immediately or measures must be taken to safeguard the birds from unnecessary suffering or distress. Records of checks, malfunctions and actions taken to rectify must be recorded.

3.4.7 Farms must have access to weather forecasts to allow for planning for extremes in temperature.
3.4.8 Within duck buildings carbon monoxide must be kept at levels which comply with COSHH regulations. Ammonia levels must not exceed 25ppm.

3.4.9 Schedule 1, paragraph 13 of the Welfare of Farmed Animals (England) Regulations 2007 (SI 2007 No 2078) states that:

Air circulation, dust levels, temperature, relative air humidity and gas concentrations shall be kept within limits which are not harmful to the animals.

3.4.10 When ducks are kept indoors without free access to the outside, the accommodation must be kept so that the ambient temperature, air velocity, relative humidity, dust level and other atmospheric conditions do not adversely affect the health or welfare of the birds.

Heat Stress

3.4.12 Heat stress is experienced when the birds’ ability to maintain normal body temperature is compromised and is indicated by prolonged panting. It can occur in any management system particularly in summer, or when humidity is high in warm weather, and is exacerbated by high stocking densities. A good understanding of heat stress and its alleviation is required. Advice is given in the Defra booklet ‘Heat stress in Poultry: Solving the Problem’.

3.4.13 Flock-keepers must plan ahead to avoid heat stress. If suffering or mortality occurs, the onus will be on the person responsible for the birds to demonstrate that the measures taken were appropriate for the design of the building, its ventilation capacity and locality, and the predictable maximum temperature/humidity at the time.

3.4.14 During the summer months consideration must be given to reducing stocking density at the time of placing ducklings. Stocking density must take into account the ventilation capacity of the building in order to maintain adequate temperatures to prevent heat stress.

3.4.15 Corrective action must be taken in a flock if the temperature increases and ducks exhibit signs of heat stress. Attention must be paid to air throughput and distribution, especially at bird level, and contingency plans for increasing air through put or reducing stocking density of older birds must be demonstrated. Ducks must not be exposed to strong, direct sunlight, which exacerbates the effects of high ambient temperature. Additionally, consideration should be given to increase the number of bathing resources, as ducks will increase their bathing activity in an attempt to lower body temperature. All other appropriate measures must be taken when the weather is exceptionally hot.

3.4.16 During hot and humid conditions, the birds must be checked frequently, but not disturbed unduly.
3.5 **Litter**

3.5.1 Ducks must have access to adequate litter at all times. Ducks are bedded normally daily with fresh straw, but other substrates are permissible provided they are effective. No matter how much air is moved through the house it would be usual to see the top of the litter heavily soiled and matted in specific areas, particularly around the drinker area just prior to the addition of fresh litter each day.

3.5.2 Advice on litter management is given in the DEFRA booklet Poultry Litter Management and flock keepers must familiarise themselves with this advice.

3.5.3 Litter must be:

1. of a suitable material and particle size.
2. managed to maintain it in a dry condition.
3. of a sufficient depth for dilution of faeces.
4. topped up daily with fresh litter.

3.5.4 Ducks must have access to the litter area at all times. Where a suitable slatted floor area is provided under water facilities, this must occupy no more than 25% of the total floor area.

3.5.5 Litter must not be allowed to become wet, infested with mites or otherwise harmfully contaminated. Litter which is wet or otherwise contaminated must not be introduced into duck housing. Wet litter resulting from accidental flooding must be replenished immediately.

3.6 **Stocking Density**

3.6.1 The following information must be easily available

1. Total floor space available to the birds.
2. Number of feeders and drinkers.
3. Feed bin capacity.

3.6.2 Ducks must not be kept in individual cages/pens with the exception of breeding birds which may need to be kept as part of special breeding programmes. However, such cages must allow for the needs of the bird to be met and periods of confinement must be kept to a minimum.

3.6.3 Irrespective of the type of system, the space allowance for ducks must be such that they can perform normal behaviour:

1. Stand with a normal posture with free movement of the head and neck.
2. Turn round without difficulty.
3. Defecate showing normal movements.
4. Flap and stretch the wings.
5. Show normal preening movements.
6. Perform normal social interactions.
7. Carry out normal feeding and drinking movements.
8. Have sufficient space to be able to sit without interference from other birds.

3.6.4 Stocking density for breeding and laying ducks must not exceed 15kg per square metre. However, a variety of factors need to be taken into account when setting and monitoring stocking densities in duck houses at levels which promote good welfare. The observance of any particular stocking density is important but cannot, by itself, ensure the welfare of the birds. There is a close relationship between stockmanship, environmental control and stocking density. Birds will be maintained in good condition only if the balance is right and the onus is on the producer to demonstrate that welfare is not compromised, whatever the stocking density.

3.6.5 Stocking density must be reduced and specialist advice taken if problems occur, in particular excessive heat or humidity due to inadequate ventilation and poor litter quality. If disease or environmental problems arise in a particular building or system, reducing the stocking density in subsequent flocks may lessen the likelihood of recurrence.

3.7 Egg Collection

3.7.1 Eggs must be collected at least once daily.

3.7.2 Hatching eggs must be identifiable at all times for:

1. Farm of origin.
2. Dates of lay.
3. Floor eggs and dirty nest eggs to be labelled and stored separately.

3.7.3 Eggs for human consumption must be identifiable at all times for:

1. Farm of origin.
2. Dates of lay.

3.8 Records

3.8.1 All records must be presented in an ordered manner and kept up to date.

3.8.2 Flock performance records must be monitored for signs of problems. Tolerance limits must be set and once exceeded the veterinary surgeon must be informed and advice sought.
3.8.3 A record must be maintained for each flock detailing routine checks, monitoring, inspection, delivery problems and extraordinary events. The following where relevant must be recorded in this way:

1. Flock inspections (observations and actions taken).
2. Mortality and cull records.
3. Daily alarm checks.
4. Alternative power supply test.
5. Medicine and vaccine administration records.
6. Temperature records.
7. Veterinary advice.
8. Weekly generator tests.
10. Non-mains water tests.
11. Feed deliveries (dates, quantities, types).
12. Lighting regimes.

3.8.4 Specific information on each flock must be supplied in the Production Record. This Record must begin from the day that the flock arrives at the rearing farm. It must include the following information:

1. Number of day-old ducklings delivered/number of birds.
2. Date delivered.
3. Origin of flock (hatchery, breeder flock).
4. Mortality on a daily basis.
5. Culls on a daily basis identifying sexing errors and leg culls.
6. Water consumption on a daily basis.
7. Daily egg numbers.
8. House temperatures on a daily maximum and minimum basis.
9. Date, quantity and type of feed delivered.
10. Date of sale/transfer.
11. Incidence of disease and post mortem records.
12. Administration of medicines and vaccines (dates administered, withdrawal periods, amount administered, mode of administration, administrator.)

3.8.5 Details of the DAS registration number must be included on all despatch notes when leaving the premises.

3.8.6 A register of complaints needs to be maintained and kept available for inspection. The register needs to record:

1. Where any participant has received a complaint as a result of their production process/product not being in compliance with the DAS Standards.
3.9 **Eggs for human consumption**

3.9.1 Eggs must be from flocks with a known *Salmonella* status.

3.9.2 The flocks must be monitored for *Salmonella* in accordance with The UK National Control Programme for the Control of *Salmonella* in Layers ie as for Gallus gallus.

3.9.3 Each unit of sale must be clearly identified with a mark or code that forms the basis of a traceability system back to the farm of origin.

3.9.4 Eggs must be collected promptly and stored in dry, cool conditions until dispatch.

3.9.5 Documented procedures must be in place for sanitising and washing. Documented evidence must be in place to reduce the incidents of dirty egg production.

4. **FREE RANGE LAYERS**

4.1 Ranging stocking densities: 2000 birds per acre or 5000 per hectare.

4.2 Paddock ranging should be used to prevent poaching.

4.3 Pop holes must allow birds unrestricted access to range.

4.4 Nest boxes
   - Individual nest boxes – minimum one per 7 ducks.
   - Communal nest areas – $1\text{m}^2$ of nesting per 75 ducks.
SECTION 4

HATCHERY

4.1 Hatchery plan and Emergency plan

4.1.1 A hatchery site plan must be drawn up and kept readily available. It must contain the following information:

1. Hatchery telephone number, address and grid reference.
2. Position and size of hatchery buildings and access points.
3. All duck auxiliary buildings and their purpose.
4. Location of fire extinguishers and first aid kits.
5. Water sources available, sufficient for fire fighting purposes.
6. Location of all services – gas, electric, water, telephone.
7. Position of pest control baiting points.

4.1.2 An emergency action plan must be sited in a prominent position near a telephone point. This plan must outline procedures to be followed in the case of emergencies including fire, power failure and equipment failure or the interruption of supplies. There must also be written instruction for immediate location by the fire brigade, a grid reference number and postcode. Important telephone numbers must be listed to include equipment service engineers, retained veterinary surgeon and contacts for emergency procedures. All sites must have telephone access. Staff must be aware of the water sources available for the purposes of fire fighting.

The emergency water supply must be capable of providing water for 24 hours at full demand.

4.1.3 An alternative power supply capable of supplying all essential electrical systems within the hatchery must be available.

4.1.4 Specific emergency plans must be available in detail for water, electricity and any other essential services.

4.1.5 Fire prevention precautions must include the following measures:

1. Minimise the threat of arson by restricting access and securing buildings.
2. Control of smoking to designated areas only.
3. Routine machinery maintenance.
4. Safe use and storage of flammable/combustible materials.
5. Escape routes and passages kept free of stored materials and equipment at all times.

4.1.6 All sites must have properly equipped first aid kits.
4.1.7 All hatcheries must retain the services of an experienced poultry veterinary surgeon.

4.1.8 Only essential visitors may be granted access to the site. A record of all visitors must be maintained. This must include date, time of arrival, name and organisation. Visitors must certify that they are not suffering with any enteric illness and must declare recent visits to poultry sites. Management must refuse entry if the hygiene, health and welfare of the ducklings could be compromised. Visitors must be supplied with protective clothing which must be retained on-site after use.

4.1.9 Foot dips must be provided at personnel access points to the hatchery. DEFRA approved disinfectants must be used in accordance with manufacturers recommendations. Solutions must be replaced on a prescribed basis and recorded.

4.1.10 Footwear must be dipped by all personnel and visitors before entrance into the hatchery and after leaving the building. Barrier footwear systems are an acceptable alternative to foot dips.

4.1.11 Hand-washing facilities and toilets must be available and must include a basin with hot water, bactericidal soap, disposable towels and/or hand driers.

4.1.12 All personnel and visitors must wash and sanitise hands prior to entering “clean” areas or starting work routines. Hands must also be washed after dead duckling handling, before and after meals and after visits to the toilet.

4.1.13 All surfaces within the hatchery must be in good condition, durable and cleanable.

4.1.14 Floors must be in good condition and hygienically managed.

4.1.15 Hatchery-dedicated protective clothing must be supplied for all personnel. Protective clothing must be changed when moving from “dirty” to “clean” areas.

4.1.16 Pets or other animals must not be allowed access to the hatchery.
4.1.17 Auxiliary buildings, toilets, offices, stores and break rooms must be kept clean and tidy.

4.1.18 Smoking must not be permitted in any building containing ducklings or eggs but restricted to designated areas.

4.1.19 Hatcheries must have a pest control programme in place detailing types of pesticide administered and replenishment dates. Bait points must be monitored and recorded in accordance with a written and numbered bait plan. All bait boxes must be tamper proof. Pest control
must be carried out by a licensed contractor or a properly trained operative with knowledge of pesticides and their placement.

4.1.20 Drains in production areas must be accessible and cleanable.

4.1.21 Generators and alarms must be tested and recorded weekly on load.

4.1.22 Exterior areas around buildings and entranceways must be kept clear of debris and non-essential equipment. Vegetation must be kept short and well-managed.

4.1.23 Baits, disinfectants and other controlled chemicals must be stored in a secure area in line with COSHH regulations.

4.1.24 Potential pollutants including litter, fertiliser, fuels and oils must be stored where there is no risk of run-off polluting water courses.

4.1.25 All hatcheries must have a written Environmental Policy covering:
   1. Waste.
   2. Emissions.
   3. Utilities.

4.1.26 All sites must have a written Farm Waste Management Plan and if pesticides are used, this must include correct procedures for disposal of empty containers. Waste must be disposed of in accordance with the options available under the Waste Management Regulations 2006.

4.1.27 Participants must be aware of the standards within the DEFRA Codes of Good Agricultural Practice for the Protection of Soil, Air and Water.

4.1.28 The hatchery must have an Avian Influenza (AI) contingency plan.

4.2 Personnel

4.2.1 The hatchery must appoint the following personnel:
   1. Health and safety officer.
   2. Site first aider.
   3. An experienced poultry vet.
   4. A duckling welfare officer.

4.2.2 All personnel must not keep or have regular contact with poultry or any other avian species.

4.2.3 Hatchery managers, operatives and supervisory staff must receive formal, documented relevant training in welfare, hygiene and work tasks.
4.2.4 Drivers must be competent and trained in the handling and welfare of poultry.

4.2.5 Managers must ensure that staff have access to, and receive guidance on, all the relevant regulations, guides and codes listed in the relevant appendix, including this Standard.

4.3 **Medicines and vaccines**

4.3.1 All medicines and vaccines must be stored in a secure (locked) store and in accordance with any recommendations on the label (e.g. correct temperature and stored up to date of expiry). Only staff trained to administer such products shall have access to them.

4.3.2 A Health Plan including vaccination programmes must be drawn up tailored to the needs of recipient farms and must be developed in consultation with the responsible veterinary surgeon.

4.3.3 Medicines and vaccines must be used in accordance with UK legislation. Medicines and vaccines kept on site must be permitted for use in the UK.

4.3.4 Treated ducklings must be accompanied at dispatch by records to demonstrate which vaccines/medicines have been administered. Medicine/vaccine purchase records must contain the following information: type of drug, batch number, quantity purchased and date and supplier of medicine/vaccine and expiry date. Medicine/vaccine usage records must contain the following: date treated, quantity administered, identification of birds treated, reason for treatment, type of medicine/vaccine, mode of administration and name of administrator. The medicine/vaccine records must be regularly checked and signed by the attending veterinary surgeon.

4.2.5 The hatchery must compile an approved drugs (medicines and vaccines) list in agreement with the attending veterinary surgeon. This list must specify storage, administration and withdrawal period instructions for each drug and make reference to the correct dosage, duration and circumstances of use.

4.4 **Procedures**

4.4.1 All eggs must be sourced from approved farms accredited to these Standards.

4.4.2 The company must be able to demonstrate that all supplying flocks are *S.* Enteritidis and *S.* Typhimurium free. Eggs from flocks infected with SE or ST must not be admitted to the hatchery.

4.4.3 Hatcheries must be tested for *Salmonella* in a manner similar to that for *Gallus gallus.*
4.4.4 Each site must develop and implement a written cleaning and disinfection policy. This policy must be strictly adhered to and must contain as a minimum the following:

1. Cleaning and sanitation procedures for surfaces and equipment.
2. Handling of hatchery waste.
3. Details of disinfectants (DEFRA approved only) and detergents used, including safe usage, storage and dilutions.

4.4.5 Alarms must be responded to within 30 minutes. Where an alarm is triggered the time, date and response must be recorded. Incubation equipment must be alarmed for high and low temperatures and mains failure.

4.4.6 One way product flow must be maintained from egg receipt to duckling dispatch.

4.4.7 Incoming hatchery air must be filtered.

4.4.8 A positive air flow from eggs to ducklings must be maintained.

4.4.9 Differentiation must be maintained between “clean” and “dirty” areas. Equipment must be segregated between “clean” and “dirty” areas.

4.4.10 All eggs must be fumigated or sanitised prior to setting. Fumigation and sanitising parameters must be recorded for each batch.

4.4.11 Incubation hatcher and setter equipment must be easy to clean, in good working order and sealed to the floor.

4.4.12 Hatcheries must have dedicated rooms for each key stage of the process e.g. egg store, setter room, hatcher room and dispatch.

4.4.13 Eggs must be stored in an environmentally controlled (temperature and humidity) store-room.

4.4.14 Environmental swabs for TVC’s and/or specific bacteria must be carried out monthly and records maintained.

4.5 **Duckling Welfare**

4.5.1 Ducklings must be handled in a compassionate and positive manner and a documented welfare assessment must be carried out.

4.5.2 Automation and conveyors must not cause injury to ducklings.

4.5.3 Ducklings must be loaded into clean duckling boxes.
4.5.4 Duckling delivery boxes must be dried and sanitised after every delivery.

4.6 Disposal of surplus ducklings and embryos in hatchery waste

4.6.1 Hatcher tray waste and unviable ducklings are to be identified and culled by trained staff in accordance with a method approved by the Humane Slaughter Association, at no more than 15 minute intervals.

The approved methods for ducklings are:

1. Mechanical apparatus producing immediate death (instantaneous mechanical destruction).

2. Exposure to gas mixtures (high concentration of argon or argon/carbon dioxide mixture containing not more than 30% carbon dioxide and not less than 60% argon), other than in-shell embryos.

3. Dislocation of the neck.

4.6.2 All hatchery waste must be treated so as to kill instantaneously any living embryos. The approved method is maceration.

4.6.3 Ducklings must always be killed by a skilled operator. When ducklings are exposed to gas mixtures, they must remain in the gas mixture until dead. The capacity of any mechanical apparatus must be sufficient to ensure that ducklings and embryos are killed instantaneously.

4.6.4 Ducklings which are not intended for rearing shall be killed as soon as possible or at least every 15 minutes and must be treated as humanely as those intended for retention or sale.

4.7 Records and Identification

4.7.1 All records must be presented in an ordered manner and up-to-date fashion.

4.7.2 Hatching eggs must be identifiable at all times for:

1. Farm of origin.
2. Dates of lay.
3. Floor eggs and dirty nest eggs to be labelled and stored separately.

4.7.3 A record must be maintained detailing routine checks, monitoring, inspection, delivery problems and extraordinary events. The following, where applicable, must be recorded in this way:

1. Injury and cull records (each hatching day).
2. Daily automatic system checks.
3. Alarm tests (weekly).
4. Alternative power supply test (weekly).
5. Fire extinguisher tests (due date).
6. Medicine and vaccine administration records (each hatch day).
7. Veterinary advice (as required).
8. Salmonella tests

4.7.4 Hatcheries must retain the following production records for each consignment of eggs:

1. Farm of origin.
2. Date of lay.
3. Date of collection and vehicle identity.
4. Setting date.
5. Setter number.
6. Transfer date.
7. Hatcher or identification number.
8. Duckling and cull numbers (hatchability).

4.7.5 Details of the DAS registration number must be included on all dispatch notes when leaving the premises.

4.7.6 A register of complaints needs to be maintained and kept available for inspection. The register needs to record:

1. Where any participant has received a complaint as a result of their production process/product not being in compliance with the DAS Standards.

4.8 Dispatch

4.8.1 The driver of vehicles carrying eggs and ducklings must have a certificate of competence for transporting poultry and animal transport certificates should accompany each delivery. Registration of the company with AHVLA as a transporter of livestock is also required.

4.8.2 Only healthy vigorous ducklings may be transported.

4.8.3 Vehicles carrying ducklings must have a means of communication in case of emergency.

4.8.4 Vehicles must be cleaned and sanitised according to a written programme. Vehicles must be cleaned between loads and the exterior cleaned regularly.
4.8.5 Loading areas must be level, well-drained and hygienically managed and provide adequate protection to the ducklings from weather conditions (especially direct sunlight and cold draughts).

4.8.6 Vehicle and driver movements must comply with the preservation of the “clean” and “dirty” areas.

4.8.7 The maximum time from hatch to farm must be 72 hours. Ducklings must be placed in clean, dry, suitably ventilated boxes. The number of ducklings per box must comply with documented densities. Densities should be set internally to demonstrate optimum welfare, taking into consideration the type of box, size of ducklings, duration of transport, and environmental conditions. Boxes must be labelled for traceability.

4.8.8 Vehicles must be equipped for carrying ducklings within recognised containers at densities in accordance with WATO, firmly anchored with minimal disturbance/stress. Containers/boxes must be suitably ventilated particularly when stacked.

4.8.9 If the load is left unattended at any time it must be locked/security tagged to prevent unauthorised access.

4.8.10 The destination house must be warmed, with food and water available prior to the arrival of day old ducklings. Ducklings must be transferred as soon as possible on arrival and any substandard ducklings humanely killed by neck dislocation.

4.8.11 Egg transport records must be retained and include the following:
   1. date of lay.
   2. date of collection.
   3. farm of origin.
   4. quantity.
   5. drivers name.
   6. vehicle identity.
   7. temperature records.
   8. destination.

4.8.12 Duckling transport records must be retained and include the following:
   1. number collected.
   2. collection date.
   3. destination.
   4. hatchery name.
   5. time loaded.
   6. type.
   7. sex.
   8. driver name.
   9. vehicle identity.
   10. temperature records.
SECTION 5

STANDARDS FOR CATCHING, TRANSPORT & SLAUGHTER

5.1 Catching and Handling End of Lay Ducks and Breeding Ducks

5.1.1 All catching teams must be correctly trained to minimise bird stress at depopulation. This training must include induction and annual refresher courses. A record of training must be maintained.

5.1.2 All vehicles and transport crates must be clean, disinfected and not pose a risk of injury to the birds.

5.1.3 The manager or stockman must be present during depopulation.

5.1.4 A loading area must be available for the birds for transport to the processing plant and must be clean, tidy and hygienically managed.

5.1.5 Ducks must be caught by the neck but they must not be carried significant distances held by the neck once caught nor must they be carried with more than two birds in each hand. Once caught their weight must be supported either by taking the weight of the bird by a hand placed under its body, or by holding the bird with a hand on either side of its body with the wings in the closed position. Birds must not be carried hanging head downwards or by the legs alone.

5.1.6 Injured or sick birds must not be transported but culled immediately and recorded.

5.1.7 Maximum crate stocking densities must comply with legislative requirements. Companies must have a written transport procedure available to show that the requirements have been met.

5.1.8 Feed must not be withdrawn more than 9 hours prior to catching, except in the case of breeding stock. Water must be available until catching commences.

5.1.9 Birds should be transported in modular systems, which should be placed close to the birds being caught.

5.1.10 The transport and catching plan must take into consideration bird weights, and allow staff sufficient breaks between loads.

5.1.11 A nominated member of the catching team must be responsible for the catching operation.

5.1.12 Suitable clean protective clothing must be worn at the commencement of catching at each farm. Foot dips must be used where provided and DEFRA approved disinfectants must be used in accordance with
manufacturers recommendations. Footwear must be cleaned and sanitised between farms. Facilities for catching teams to change and sanitise hands, vehicles and equipment should be provided.

5.2 Transport Documentation/Regulations

5.2.1 Only Transporters registered within the Scheme must transport all ducks.

5.2.2 Hauliers must adhere to all current legislation that applies to the transport of birds, with particular reference to the Welfare of Animals (Transport) (England) Order (WATO).

5.2.3 Drivers must be competent and trained in the handling and welfare of poultry.

5.2.4 Each vehicle must carry a statement of maximum stocking density. This must detail the maximum number of birds by weight band to be transported. This statement must not be exceeded.

5.2.5 The time between start of loading (first bird) and unloading (last bird) at the processing plant must not exceed 12 hours.

5.2.6 The transporter and modules must be safe and not cause injury to the birds.

5.2.7 Noises during loading and unloading should be kept to a minimum.

5.2.8 Mortality must be recorded. Increased mortality must be investigated.

5.2.9 Journeys must be planned to minimise waiting times. All drivers must have a means of communication with the farm and processing plant.

5.2.10 When birds have to be retained on a stationary vehicle action must be taken to prevent heat stress or cold stress from occurring. Protection must be available for use in winter and summer months.

5.2.11 Measures must be in place to protect birds from heat stress in periods of high temperatures and humidity. Reduction in crate densities should be used in hot weather. (This should be reflected in company procedures).

5.2.12 All vehicles must have a written emergency action plan, and it must cover the procedures to be followed in the case of fire, accident or traffic congestion as well as contact numbers for breakdown services and the processing plant.

5.2.13 Hauliers must retain records 6 months for in accordance with the Welfare of Animals (Transport) (England) Order (WATO) and as a minimum the following:-
1. Date of movement
2. Farm of origin including scheme registration number
3. Destination
4. Mortalities
5. Start of loading and end of loading times
6. Vehicle identification (registration number)
7. Start of journey and end of journey
8. A register of complaints and action taken.

5.2.14 Suitable and well maintained vehicles must be fitted with curtains and a roof unless modules have a solid top /roof.
SECTION 6

Slaughter of End of Lay Ducks and Breeding Ducks

6.1 End of lay ducks and breeding ducks must be slaughtered in a DAS approved slaughterhouse or humanely culled on farm in accordance with the requirements of the Protection of Animals at the Time of Killing Regulations.
## Appendix A

### Relevant Publications

<table>
<thead>
<tr>
<th>Number</th>
<th>Title of Publication</th>
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<tr>
<td>ISBN 078 0 11243284 5</td>
<td>The National Control Programme of the Control of <em>Salmonella</em></td>
</tr>
<tr>
<td>PB13303</td>
<td>Code of Practice for the Control of <em>Salmonella</em> during the Production, Storage and Transport of Compound Feeds, Premixtures, Feed Materials and Feed Additives.</td>
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<tr>
<td>PB 10543</td>
<td>DEFRA Heat Stress in Poultry: Solving the Problem</td>
</tr>
<tr>
<td>PB 9326</td>
<td>DEFRA Farm Fires Protecting Farm Animal Welfare</td>
</tr>
<tr>
<td></td>
<td>DEFRA Code of Recommendation for the Welfare of Livestock: Ducks</td>
</tr>
<tr>
<td>PB 1739</td>
<td>DEFRA Poultry Litter Management – out of print and incorporated in to the Codes of Recommendation for the Welfare of Livestock</td>
</tr>
<tr>
<td>PB13233</td>
<td>DEFRA Code of Practice for the prevention and control of rodent infestations on poultry farms</td>
</tr>
<tr>
<td>SI 2078</td>
<td>DEFRA Welfare of Farmed Animals 2007</td>
</tr>
<tr>
<td>SI 448</td>
<td>The Diseases of Animals (Approved Disinfectants) (Amended) Order 2007</td>
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<td><a href="http://www.fawc.org.uk/reports.htm#1">http://www.fawc.org.uk/reports.htm#1</a></td>
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<tr>
<td></td>
<td>RUMA Guidelines for the Responsible Use of Antimicrobials in poultry production</td>
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<td></td>
<td><a href="http://www.ruma.org.uk/poultry.htm">http://www.ruma.org.uk/poultry.htm</a></td>
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<tr>
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<td>EU Animal By-Products Regulations 1774/2002 for Guidance on the Disposal of Fallen Stock</td>
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| SI 2347 | The Animal By-Products Regulations 2005  
| SI 1724 | The Transport of Animals (Cleaning and Disinfection) (England) Order 2003  
| EC/1099/2009 | The Protection of Animals at the Time of Killing  
| SI 731 | DEFRA Welfare of Animals (Slaughter or Killing) Regulations 1995  
http://www.opsi.gov.uk/si/si1995/uksi_19950731_en_1.htm |
| SI 2557 | The Veterinary Surgery (Exemptions) Order 1962  
| EC/589/2008 | EU Marketing Standards for Eggs  
| EC/1234/2007 | EU Agricultural Marketing Regulations 1234/2007  
Appendix B

**Avian Influenza Contingency Plan**

The following points should be included in such a contingency plan:

1. **Awareness of how Avian Influenza (AI) can enter the farm and measures to prevent this (e.g. using good biosecurity).**

2. **Recognition by all stockmen on the farm of the signs that could result in a suspicion of a notifiable disease. (N.B. Avian Influenza and Newcastle Disease are both notifiable and the signs can often be similar).**

3. **Immediate notification of the nominated veterinarian if these signs are recognised.**

4. **Mechanisms to stop all movements on and off farm including poultry, people, equipment and vehicles, if AI is suspected, until a veterinary investigation has been completed and the farm is either given the all-clear or an official investigation enforces movement controls. Sick birds must not be sent for slaughter.**

5. **A list of key contacts and a communication strategy should a notifiable disease be suspected. This list should include at least the nominated veterinarian; company contact details where the produce (ducklings, eggs or birds for processing) is destined and the local animal health office. The location of the site (grid reference) and site plan must be available within the plan.**

6. **Awareness of the human health concerns with Avian Influenza and of measures to be taken to protect workers on the farm.**

7. **Provision for hard standing, electricity and water should a disease control cull be necessary.**
Appendix C

Information/Additional Advice

- Carbon dioxide must not exceed 3000 ppm and ammonia must not exceed 25ppm averaged over an 8 hour period. It is recommended that the levels are checked and recorded annually.

- Ammonia can be measured using dragger tubes or Litmus paper.

- Carbon dioxide and carbon monoxide levels can be measured using dragger tubes or portable electronic monitoring equipment.
Appendix D

List of Contacts:

AIC  Agricultural Industries Confederation
     Internet: http://www.agindustries.org.uk/

BPC  British Poultry Council, Duck Sector Group
     Internet:  www.britishduck.org.uk
              www.britishpoultry.org.uk

DEFRA Department for Environment Food & Rural Affairs
     Internet:  https://www.gov.uk/government/organisations/department-for-
                environment-food-rural-affairs

EA   Environment Agency
     Internet : http://www.environment-agency.gov.uk

FAWC Farm Animal Welfare Committee
     Internet:  http://defra.gov.uk/fawc

FSA  Food Standards Agency
     Internet : www.food.gov.uk

GLA  Gangmasters Licensing Authority
     http://www.gla.gov.uk/index.asp?id=1013278

HSA  Humane Slaughter Association
     Internet:  www.hsa.org.uk

HSE  Health and Safety Executive
     Internet:  www.hse.gov.uk

OPSI Office of Public Sector Information:
     Legislation Publishing Enquiries
     Internet:  http://www.legislation.gov.uk/

RUMA Responsible Use of Medicines in Agriculture Alliance
     Internet:  http://www.ruma.org.uk/

SAI  SAI Global – Independent Certification Body
     Internet:  www.saiglobal.com/assurance