RASFF WINDOW

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WHAT IS RASFF WINDOW?

The Rapid Alert System for Food and Feed (RASFF) is a tool enabling quick and effective exchange of information between Member States and the Commission when risks to human and animal health are detected in the food and feed chain, and about the measures taken in response.

All Members of RASFF (EU-27, European Commission, EFSA as well as Norway, Liechtenstein, Iceland and Switzerland as partial member) have a round-the-clock service to ensure that urgent notifications are sent, received and responded to, in the shortest time possible.

This exchange of information helps EU countries to act more rapidly and in a coordinated manner to a health threat caused by food or feed.

“RASFF Window” is an online database of RASFF notifications classified as alert, information notification or border rejection as part of its RASFF Portal.

One part of the database is public and accessible to any user, who can have a “view-only” access to the notifications.

To be able to access also to follow-up notifications, add feedback and export or print the information in the database, you need to be member of RASFF (find more information about how to request access to RASFF at page 7 of this guide).

For more detailed information on RASFF, please visit the following page: https://ec.europa.eu/food/safety/rasff_en
PUBLIC PORTAL

To access the application click on the following url: https://webgate.ec.europa.eu/rasff-window

You are redirected to RASFF Window homepage:

**Search page**

**Countries**
- Start Date
- End Date
- Click twice to input a date directly in text!

**Type**
- Any
- Any
- Any

**Product**
- Any

**Reference**
- 1234.5678

**Subject**
- e.g. caffeine food supplement

**Per page**
- 25

**Search**

**Home page of RASFF Window**

The home page of RASFF Window is a search page and provides you with different search criteria to optimise your search:

**NOTE:** If you click on “Search” without setting any search criteria, by default you will get the list of all the notifications in the database.
Given the large amount of information, RASFF Window has been equipped with an advanced search engine, able to search for notifications according to several search criteria.

Some criteria may be entered as free text, while some others may be selected via drop-down lists.

**Search criteria**

**DATE**

You can search for notifications by their creation date or period:

- Click on the “Start date” and “End date” fields to open a drop down calendar and select the time frame of your search:

![Calendar](image)

- You can also double click on the fields and type in the date directly in text.

**COUNTRIES**

By clicking on the “Countries” field, you open a drop down menu that allows you to sort your search by:

- **Notifying countries**: the country/ies or organisations that issued the notification;
- **Countries of origin**: the country/ies where a product comes from;
- **Countries of distribution**: the country/ies where a product was distributed to:

![Countries](image)

- To select one or more countries, click on the *plus symbol* next to the search category that you wish to apply:
An additional drop down menu will open up showing the list of countries.

- Check the box next to the country that you wish to add and the system will add your selection in the main field:

- To close the list, click on the minus symbol

- You can clear in bulk your selection by unchecking the box next to the corresponding search category:

- Similarly you can select in bulk the whole list of countries by checking the box next to the search category that you wish to apply to your search:
**TYPE**

This category allows you to base your search on the criteria used to classify the notifications:

- **Notification type**: feed, food or food contact material;
- **Notification classification**: information notification for follow-up; information notification for attention; alert notification; border rejection notification;
- **Notification basis**: the type of controls:

Make your selection just as you did for the *Countries* category.
PRODUCT

You can refine your search by selecting:

- **Product category**: a predefined product variety;
- **Action taken**: the action or measure that was taken on a certain product:

<table>
<thead>
<tr>
<th>Product category</th>
<th>Action taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>cocoa and cocoa preparations, coffee and tea</td>
<td>e.g. caffeine food supplement</td>
</tr>
<tr>
<td>other food product / mixed</td>
<td></td>
</tr>
<tr>
<td>compound feeds</td>
<td></td>
</tr>
<tr>
<td>fish and products thereof</td>
<td></td>
</tr>
<tr>
<td>confectionery</td>
<td></td>
</tr>
<tr>
<td>non-alcoholic beverages</td>
<td></td>
</tr>
<tr>
<td>pet food</td>
<td></td>
</tr>
<tr>
<td>eggs and egg products</td>
<td></td>
</tr>
<tr>
<td>meat and meat products (other than poultry)</td>
<td></td>
</tr>
<tr>
<td>cereals and bakery products</td>
<td></td>
</tr>
<tr>
<td>poultry meat and poultry meat products</td>
<td></td>
</tr>
<tr>
<td>herbs and spices</td>
<td></td>
</tr>
<tr>
<td>fruits and vegetables</td>
<td></td>
</tr>
<tr>
<td>milk and milk products</td>
<td></td>
</tr>
<tr>
<td>dietary foods, food supplements and fortified foods</td>
<td></td>
</tr>
<tr>
<td>official detention</td>
<td></td>
</tr>
<tr>
<td>informing consignor</td>
<td></td>
</tr>
<tr>
<td>return to consignor</td>
<td></td>
</tr>
<tr>
<td>recall from consumer</td>
<td></td>
</tr>
<tr>
<td>withdrawal from recipient(s)</td>
<td></td>
</tr>
<tr>
<td>reinforced checking</td>
<td></td>
</tr>
<tr>
<td>monitoring of the recall/withdrawal</td>
<td></td>
</tr>
<tr>
<td>seizure</td>
<td></td>
</tr>
<tr>
<td>withdrawal from the market</td>
<td></td>
</tr>
<tr>
<td>detained by operator</td>
<td></td>
</tr>
<tr>
<td>public warning - press release</td>
<td></td>
</tr>
<tr>
<td>re-dispatch</td>
<td></td>
</tr>
<tr>
<td>informing recipient(s)</td>
<td></td>
</tr>
<tr>
<td>release to the market</td>
<td></td>
</tr>
<tr>
<td>informing authorities</td>
<td></td>
</tr>
<tr>
<td>destruction</td>
<td></td>
</tr>
<tr>
<td>no action taken</td>
<td></td>
</tr>
</tbody>
</table>
**RISK**

You can also search by the type of risk found, in particular selecting:

- **Hazard category:** the type of hazard found
- **Risk decision:** the evaluation of the risk as serious, non serious or undecided

**REFERENCE**

If you have the notification reference number, you can find a specific notification directly by inserting its number in the *Reference* field:

**NOTE:** The reference number accepted by the search engine is the one composed by 8 digits and has the following format: XXXX.XXXX or, for only old notifications: XXXX.LLL (L being letters).

**WARNING:** Don’t use the 6 digits id that appears in the address bar when you open a notification:
**SUBJECT**

The **Subject** field allows you to search for notifications using any word/words known or expected to be in a notification subject. The notification subject consists always of a hazard, a name of a product, its country of origin and transit countries if there were any:

In case you want to clear the search criteria and introduce new ones, you can click on “Reset” to delete them in bulk.

**NOTE:** By clicking “Search” in the top navigation menu the page will reload and all settings will be cleared:

Once you have entered all your search criteria, click on “Search” to get your results:

Using the small arrows next to each category, you can order the list of results:
Click on “Details” to open a new window and display the notification information:

You can copy information to clipboard by clicking on the button at the end of each category:
RASFF consumers’ portal

The RASFF consumers’ portal is a consumer-friendly internet tool providing latest information on food recall notices. It includes also public health warnings, issued by food safety authorities and food companies.

By using this free tool, EU consumers are able to identify food that has been flagged in the system allowing them to make more informed choices.

You can have access to the RASFF consumers’ portal from the home page of RASFF Window.

In the top navigation menu, click on the tab “Consumers”:

![RASFF Window Consumers portal](image)

The Consumers portal displays the list of all the countries members of RASFF:
By selecting any EU country, you can view the list of recent notifications provided by member countries or business operators:

Click on “Details” to open a new page with all the information related to the notification:

After a four week period, notifications will be removed from the portal.
MEMBERS-ONLY ACCESS

From the public portal you can access the area of RASFF Window reserved to registered users.

To log in you need an “EU Login” (European Commission’s user authentication service) account:

- **in case you already have it**, click on the *person shape* icon on the top right corner of the public portal:

![RASFF Window](image1)

- **Log in with your EU login details:**

![Sign in to continue](image2)

- **in case you don’t have it**, follow the instructions described here below.
Registration

- to create an account, go to https://webgate.ec.europa.eu/cas/ and follow the procedure.

Once you have an EU Login account, you will need to request access to RASFF Window:

- go to https://webgate.ec.europa.eu/saas and login with your EU Login account;

- select the “RASFF” application and click on “Request access”.

At this point, follow the steps below:

**Step 1:** Again, select the application "RASFF"

**Step 2:** Select your organisation at the correct hierarchical level (important!)

  a. For RASFF member organisations: check with your local admin or contact our support to find out which organisation to select.

  b. For non-RASFF member countries’ users: select your country name in “NON-RASFF MEMBERS”

**Step 3:** Select an access profile

  a. For RASFF member users: see iRASFF manual for information on the correct access profile; contact your local admin or EC RASFF support in case of doubt.

  b. Non-RASFF member users have to select the access profile “Non RASFF members”

**Step 4:** In the comments box: provide the reason for your request

**Step 5:** Submit your access request.

Your request for access has been sent and as soon as it will be granted (you will be informed by email), you will be able to connect to RASFF Window: https://webgate.ec.europa.eu/rasff-window/restricted/
Homepage

The structure of the homepage is exactly like the one for the public portal but from the logged in area, you are entitled to access more information about the notifications, according to your access rights (RASFF Member or Non-Member User).

**NOTE:** to confirm that you are in the restricted area, click on the person shape icon at the top right corner of the page and, if you are connected, your username will be displayed in the dialogue box. Here you have also the option to log out:

The search engine has the same structure of the one in the public portal and it works in the same way:

- if you click on “Search” without setting any search criteria, by default you will get the list of all the notifications in the database;
- you can refine your search by applying search criteria, either as free text or through drop-down lists, as explained in “Search Criteria”;

![RASFF Window](image-url)
The results of your search will be displayed on the home page:

Using the small arrows next to each category, you can order the list of results:
The Notification Details page

Use the “Details” button to open a new window displaying the information corresponding to the notification:

The new window will show the notification details page. As you can notice, the page contains more information compared to the public portal:

On top of the page you find in summary:
- the notification’s reference number;
- the date of submission;
- the country that submitted it;
- the day when it was last updated.
The page is divided into different sections:

1. **NOTIFICATION 2021.2027**
   - **Glycidyl esters in Creamelt Stand from the Netherlands**
   - **Date of notification:** 29-04-2021 11:00:15
   - **Distribution status:** Distribution to other member countries

2. **Risk**
   - **Risk decision:** Serious
   - **Hazards observed:** Not defined
   - **No. persons affected:** —
   - **Symptoms / Illness:** Unknown

3. **Measures taken**
   - **Country:** Netherlands
   - **Action:** Informing recipient(s)
   - **Product name:** Creamelt Stand
   - **URL:** None

4. **Follow-ups**
   - **Type:** EU
   - **Summary:** Not specified
   - **No summary**

5. **Products**
   - **Category:** Fats and oils
   - **Name:** Creamelt Stand
   - **Brand:** Bunge Loders Croklaam
   - **Sampling:** Irrelevant date
   - **Traceability:**
   - **Measures taken:** None

6. **Hazards**
   - **Product name:** Creamelt Stand
   - **Sampling:** Irrelevant date
   - **Hazard:** Glycidyl esters
   - **Category:** Industrial contaminants
   - **Analytical results:** 1650 µg/kg - ppb
   - **Maximum:** 1000 µg/kg - ppb

7. **Traceability**
   - **Product name:** Creamelt Stand
   - **Operator role:** Producer
   - **Operator:** Bunge Loders Croklaam BV
   - **Consignment / Lot #:** No number

8. **RASFF Window**
   - The Commissions publishes a searchable online database of RASFF notifications classified via the various authorities in their respective member states, as part of the RASFF portal. As the user may be unsure of the language used in the various authorities, and if there is no information available in their native language, it is recommended to use the English version of the database for easier navigation.
1. Notification details

<table>
<thead>
<tr>
<th>Displays information about the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Product type</strong></td>
</tr>
<tr>
<td><strong>Notification type</strong></td>
</tr>
<tr>
<td><strong>Notification basis</strong></td>
</tr>
<tr>
<td><strong>Classification</strong></td>
</tr>
<tr>
<td><strong>E-commerce</strong></td>
</tr>
<tr>
<td><strong>IRASFF link</strong></td>
</tr>
<tr>
<td><strong>Date of notification</strong></td>
</tr>
<tr>
<td><strong>Distribution status</strong></td>
</tr>
</tbody>
</table>

A small infographic displays the list of countries and/or organisations involved in this notification (notifying country, countries of origin and distribution, ...):

<table>
<thead>
<tr>
<th>Organisations</th>
<th>N</th>
<th>O</th>
<th>D</th>
<th>FFUP</th>
<th>FFA</th>
</tr>
</thead>
<tbody>
<tr>
<td>France</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Netherlands</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Risk

<table>
<thead>
<tr>
<th>Describes the degree of seriousness of the risk:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Risk decision</strong></td>
</tr>
<tr>
<td><strong>Hazards observed</strong></td>
</tr>
<tr>
<td><strong>Number of persons affected</strong></td>
</tr>
<tr>
<td><strong>Symptom of Illness</strong></td>
</tr>
</tbody>
</table>

3. Measures taken

| Describes the compulsory or voluntary measures taken by competent authorities or by the operator involved |

4. Follow-ups

| If a follow-up notification was added, it will be displayed in this section |

5. Products

| Displays which product the notification is about: category, name and brand. |

6. Hazards

| Displays the list of hazards identified, providing the details of the analytical results. |

7. Traceability

| Displays the details of the product, the operator(s) role, its name and the number of consignment/lot |

**NOTE:** Under different categories you will find interactive items and icons that you can click to open to open a small dialogue box with more information, like for example under “Products”: