TREATMENT PROVIDER SCHEME 3

REQUIREMENTS FOR THE TREATMENT PROVIDERS

REVISION REGISTER

Version	Date of issue	Amendment Details
1	April 2009	Initial Version
2	April 2012	Amendment to simplify and change the name of the scheme from “Accredited Pest Control Agency (APCA) Scheme” to Treatment Provider Scheme”. Amendment also includes creation of standard procedures for heat treatment and fumigation using methyl bromide.
3	December 2016	Amendment to the General Requirements Amendment to the Technical Competency Amendment to the Audit Frequency Amendment to the conditions of Suspension and Termination

Approved by:

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Contact Information

For further information, please contact:

National Parks Board

Edition 3 published in 2016

The terms and conditions in this document are subject to review.

INTRODUCTION

A	**Scope**
1	This voluntary scheme specifies the requirements for a treatment provider to be accredited with NParks to carry out phytosanitary treatment(s) to meet export certification requirements and biosecurity conditions of entry.
2	When the requirements of this Scheme are met after a full system evaluation and audit, the treatment providers shall be accredited to perform those treatment(s) approved by NParks.
B	**Application**
3	To join Scheme, the applicant should: a) ensure that the minimum requirements stipulated in under General Requirements is attainable b) enclose the following documents in a sealed envelope, with a label "*Application to Join the Treatment Certification Scheme*" at the top left hand corner: • application letter *(Appendix 1)* • documented evidence that the Company meets the minimum requirements to join TPS • a declaration by the Chief Executive of the Company *(Appendix 2)* • the TPS Manual c) submit the application to: Director Plant Science & Health Dept 6 Perahu Road, Singapore 718827
C	**General Requirements**
4	a) The treatment provider shall be a company registered in Singapore.
	b) The treatment provider should establish, document, implement and operate a quality management system (QMS) similar to ISO 17020 or a similar quality system, assured to provide treatments that complies with the accreditation requirements prescribed by NParks for treatment(s) applied for.
	c) The treatment provider should have the resources (staff, premises, expertise, facilities and equipment) to fulfill the responsibilities and achieve the requirements set out in the QMS for the type of treatments applied for.
	d) The treatment provider should at all times comply with accreditation requirements and offer to all clients a level of service consistent with the accreditation requirements.
	e) The treatment provider should comply with all legislation administered by other government authorities in the carrying out its services pertaining to the treatments applied for.
	f) The treatment provider shall possess demonstrable competency in the treatment(s) applied for. The provider shall have at least one Inspector for the treatment that the provider is accredited for. The Inspector is required to have successfully completed the training course(s) prescribed by NParks (Optional). The treatment provider shall have at least one Licensed Fumigator or one heat treatment operator with relevant experience in heat treatment operation. The performance standards and requirements of the various treatments treatment providers under this Scheme may provide will be available from NParks at time of application.

D	Documentation and Records
5	The treatment provider shall keep and maintain an up to date quality management system (QMS) Manual that shall include the following information: a) A description of the following: i. scope of treatment(s) ii. list of commodities to be treated by treatment(s) iii. schedule of countries for which the treatment is applicable iv. organizational structure clearly identifying the person/s responsible for specific treatment(s) b) Documented procedures to address the following: i. the treatment is carried out in manner that ensures that the accreditation requirements are achieved including having critical points or checks within the treatment process that must be identified for controls to be established in the form of quality parameters to be met so as to minimize failures and ensure consistent performance. ii. training of staff to ensure competency in performing the treatment(s) iii. storage and segregation of materials, treated and untreated iv. application of the relevant certification mark (e.g. IPPC mark) v. traceability of treated materials vi. treatment monitoring procedures vii. calibration of treatment, monitoring or measuring equipment viii. site plan for the facility ix. maintenance of all records and documents identified in the QMS
6	The treatment provider shall: a) ensure procedures documented in the QMS Manual are followed. b) review its QMS Manual annually to ensure that the operation procedures remain suitable and effective in complying with the treatment(s) requirements c) ensure that all amendments to the QMS Manual are approved by NParks prior to implementation and a record of the approval shall be maintained d) ensure that its QMS Manual is made available for audit by NParks when requested to do so e) ensure copy or copies of the QMS manual or relevant procedures/work instructions are made available to all employees that have a role or perform a function in the approved system and that they understand them
7	The treatment providers shall also keep and maintain a up to date register for the following records: a) treatment record b) treatment certificate c) overseas interception record d) treatment application e) permission by other regulatory agencies to perform treatment
8	All documents shall be maintained for at least 24 months and shall be made available to NParks or upon request by the auditor.
D	**Submission of Reports**
9	The treatment provider shall submit the following reports.

TABLE 1: TIME FRAME FOR SUBMISSION OF REPORTS

Report on	Time Frame for Submission
Changes to the QMS Manual	*within 10 working days of change*
Information relating to corrective actions(CAs) taken	*within 5 working days of receipt of notice of interception from NParks*
Overseas interception of exported consignments	*within 5 working days of receipt of issue*

	Any issue raised by importers or other off shore agencies identifying risks relating to QMS TPS	*within 5 working days of receipt of issue*
	Information on requirements from importing countries obtained from sources other than NParks	*prior to application of treatment or within 3 working days from date of request*
	Request from NParks for information necessary for improvement of the scheme	*within the timeframe set by NParks*
F	**Technical Competency**	
10	The treatment personnel must demonstrate competency and proficient knowledge in the treatment applied for and shall consist of: a) operation and maintenance of the facilities and equipment used for the treatment b) *treatment know-how* i. nature of application ii. monitoring procedures iii. corrective actions *c) treatment schedules:* iv. recommended dosages and concentrations v. calculation of application rate vi. relationship of temperature, dosage and exposure period d) verification of treatments e) equipment calibration procedures f) identification, traceability, and segregation of treated products	
G	**Training**	
11	The treatment provider shall ensure that the personnel are fully trained and competent for the work they do, and that treatment technicians are effectively supervised by qualified personnel such as Inspector or treatment provider himself.	
12	The management shall establish and maintain documented procedures for identifying training need and provide training of all personnel performing treatment, inspection, monitoring, and verification and certification activities. Records of the training shall be kept and staff competence shall be regularly reviewed by management to determine whether further training is required.	
H	**Equipment**	
13	All measuring, test and inspection equipment used for measuring or monitoring treatment activities shall be routinely calibrated at least annually and/or verified to levels of accuracy appropriate to its use	
14	All equipment and products used in treatment processes shall be inspected before use to ensure that they meet the specifications for the treatment to be applied, and are appropriate for use.	
15	Should equipment calibration and/or verification show that equipment is not capable of the required accuracy of measurement, the treatment provider shall review all measurements that have been made using that equipment since the last calibration and/or verification, and to determine what actions should be taken as a consequence of this inaccuracy. Appropriate actions, including re-treatment if required, shall be taken. Records of this review shall be kept for two years.	
16	Equipment calibration records shall be maintained.	
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TECHNICAL REQUIREMENTS	
A	**Treatment Requirements**
17	Export a) Treatments applied to plants and plant products for export shall be carried out in compliance to the importing country's requirements and/or international standards. b) Certification of treatment carried out under the arrangements of the Scheme, whether in the form of a document or mark, can only be given by a treatment provider who has been authorized to do so.
18	Import a) The treatment for biosecurity clearance shall be carried out in accordance to NParks's specifications which is outlined in the appropriate importation regulations or where such treatments are un-prescribed, as determined by the authorized NParks officer.
B	**Facility Requirements**
19	Facilities used for treatments of consignments shall be capable of delivering the specified treatment to the required specifications. Facilities should facilitate the treatment operator (i.e. fumigator or heat treatment operator) to ascertain that the entire treatment achieved the required outcomes effectively and consistently. (i.e. no leaks on the fumigation enclosure, heat is maintained, spillages and risk goods are contained etc)
C	**Product**
20	Only approved products indicated in the QMS Manual shall be treated by the treatment provider.
21	The product's status with respect to the stage of treatment (i.e. untreated or treated and approved for release) shall be clearly identified or demarcated by label, location or other suitable means.
22	Product shall be traceable from raw materials to point of export certification. Eg Wood packaging materials treatment under ISPM15 shall be identified by the approved IPPC mark.
23	The treatment provider shall document their method(s) used to ensure product segregation while the products are under their control to ensure it is: a) Segregated from other untreated products so as to avoid possible cross contamination. b) Protected from possible escape or release of unwanted organisms (imports) or contamination during storage and transport (exports). c) Protected from possible product substitution.
24	The treatment provider shall make necessary arrangements to ensure the treated goods are kept from cross-contamination when the treated products are stored at the owner's premises. The treatment provider will be held accountable for any overseas non-compliance due to pest interception at the importing country if there is reason to believe that such transfer arrangements were not made and recorded accordingly.
D	**Treatment Monitoring**
25	The procedures for ensuring treatment have been applied shall be documented and results recorded by the treatment provider.
26	Depending on the treatment method, temperature monitoring and recording methods of parameters to ensure treatment efficacy shall be documented. Examples of suitable equipment are: thermographs for kiln sterilization, temperature data loggers for heat treatment. During treatment, the product temperature shall be measured in accordance to the treatment specification for the pest of concern.

27	For application of fumigants or pesticides, a method shall be used to verify the correct concentration of gas or pesticides is applied, e.g. detector tubes, thermal conductivity analyzers, interference refractometers/gas chromatography, fumiscope, control insects (only of a similar genus to the target insects) or color indicator sachets of the correct C:T value.
28	Alternatively to ensure treatment efficacy, inspection for pre-treatment and post-treatment pest mortality may be carried out in lieu of the above methods to ensure effectiveness of a particular treatment.
E	**Issuance of Treatment Certificates**
29	If treatment certificate is required, the information provided on it must be accurate. All necessary information must be indicated in the certificate before the certificate can be endorsed by NParks. Treatment certificate shall be signed by the treatment provider *(Refer to Appendix 4 for sample of treatment certificate).*
30	Treatment Certificate at a minimum shall contain the following information: a) Name of treatment supplier b) Name and address of the client c) Type of treatment performed e.g. heat treatment d) Date of treatment e) Details of treatment e.g. core temperature, duration of treatment, etc f) TPS number or treatment provider code g) Description of wood packaging treated e.g. type of packaging, quantity, etc h) Details of any distinguishing marks present on wood packaging i) Must be signed by a treatment technician authorized by treatment provider
31	The treatment provider must also ensure that the inspector conducts compliance inspection after the materials are treated to ensure no live pests are detected before issuing a certification.
F	**Treatment Records**
32	Treatment record shall be made available at all times during audit or upon request by NParks.
33	The record must identify: a) Product traceability/identification number (lot ID) b) Date of treatment c) Location of treatment d) Type of treatment e) Dosage, time, temperature (product / ambient) f) Product details (type, quantity, etc) g) Monitoring result (gas concentration at each monitoring points, temperature reading received for the data logger) h) Date and time of inspection (raw material and end point) i) Result of inspection (i.e. found bark, fungal growth, pinholes, pest) j) Non-compliance, corrective and preventive actions, if any k) Treatment Certificate number (if issued) l) Client (exporter or importer) m) TPS number or treatment provider code n) Other marks of identification (IPPC mark for ISPM15 treatment) o) Signature of the treatment provider *(Refer to Appendix 5 for example of treatment record)*
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	AUDIT
34	NParks shall conduct audits on the treatment provider's Quality Management System at the time of application for accreditation and also after they have been accredited to ensure ongoing compliance.
35	NParks shall be given full access to the treatment provider's facilties, personnel, treatment activities and records for the purpose of initial and ongoing accreditation assessment and audit.
A	**Desk Audit**
36	The *Desk Audit* is a primary step in the evaluation procedure and it involves evaluating the QMS Manual and determining the adequacy of the quality management system stated in the manual which can be complied by the treatment provider and the responsible personnel as a whole.
37	If NParks deems from the desk audit that the treatment operation described in the manual does not appear to meet the standards and requirements for the treatment applied for, NParks may advise the treatment provider to revise, amend and resubmit the manual for reassessment.
38	If NParks deems from the desk audit that the treatment operation described in the manual appears to meet the standards and requirements for the treatment applied for, NParks will conduct a site audit.
39	Desk audit will be completed within 4 weeks from the date of submission of the application.
B	**Initial Site Audit**
40	Following the desk audit, NParks will perform an initial site audit to assess the entire treatment operation, to ensure that the documented procedures are complied at site.
41	NParks will inform the treatment provider of its findings and may make further recommendations with regards to the treatment provider's application for membership in the TPS.
42	Site audit will be completed within 2 weeks after desk audit.
43	If approval is granted, treatment provider may then be accredited under the TPS arrangement to perform the respective treatment(s) for which the treatment provider is approved.
C	**Routine Compliance Evaluation**
44	NParks will carry out regular compliance audits each year to ensure that the accredited treatment provider: a) continues to operate its quality system in accordance with the arrangement and is able to adjust the quality system as requirements change and after problems are addressed and corrected b) compliance audit shall be carried out as follows: • 2 times per year for treatment provider doing Fumigation • 1 times per year for treatment provider doing Heat Treatment • Other treatments: 3 times per year or depending on the type and frequency of treatment
45	Should non-compliance be raised, a closing meeting shall be held to explain the non-compliance/s and to obtain the treatment provider's acknowledgement of that non-compliance/s, and to agree on a timeframe for resolving them. At or immediately following the closing meeting a written report shall be provided to the treatment provider identifying the non-compliance/s to be resolved to prevent a reoccurrence.
46	Corrective actions shall be performed by the treatment provider and subjected to verification by NParks to ensure that effective action has been taken to address the non-compliance and that all critical and major non-compliance/s have been corrected within an agreed and appropriate timeframe.

47	Frequency or intensity of the audits may vary, depending on the treatment provider's performance, occurrence of repeat interceptions from importing countries, non-compliances during audit or changes in risk factors.
48	NParks may carry out unannounced compliance audits.
D	**Follow Up Audit**
49	Follow up audit shall be conducted for any major or critical non-compliance identified or detected. The purpose of the audit is to assess the effectiveness of the corrective actions agreed between NParks and the accredited treatment provider, and to reassess the treatment provider's capacity to perform the treatment consistently up to the required standard.
50	Follow up audit may take the form of a full compliance audit or audit of limited scope.
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NON-COMPLIANCES

51	Non-compliances to the quality management system and requirements, or any terms and conditions of the TPS will be regarded as the treatment provider's failure to deliver the requirements and outcomes specified by the importing country, NParks or other agreed international standards.
52	Where there are non-compliances, the treatment provider shall take all appropriate corrective actions immediately.
A	**Non-Compliance**
53	A non-compliance is a detected incident of any: a) failure to comply with any operation and conditions specified in the QMS Manual, or b) pest interception on exported consignments by importing country
B	**Corrective Action**
54	A corrective action is the action taken or to be taken to rectify a non-compliance.
	For any non-compliance detected, NParks and the treatment provider shall agree on a corrective action and the time frame for implementation.
55	The corrective action shall record: a) the action to be implemented b) who is responsible for the implementation c) the time frame for implementation and d) the verification method to ensure that it has been successfully implemented
56	Where the non-compliance affects the treatment status of a treated product, NParks shall verify and decide on the appropriate measures to resolve its status. Otherwise treatment would have considered to have failed.
C	**Types of Non-Compliance**
	There are 2 types of non-compliances, described in Table 2.

TABLE 2: NON-COMPLIANCES

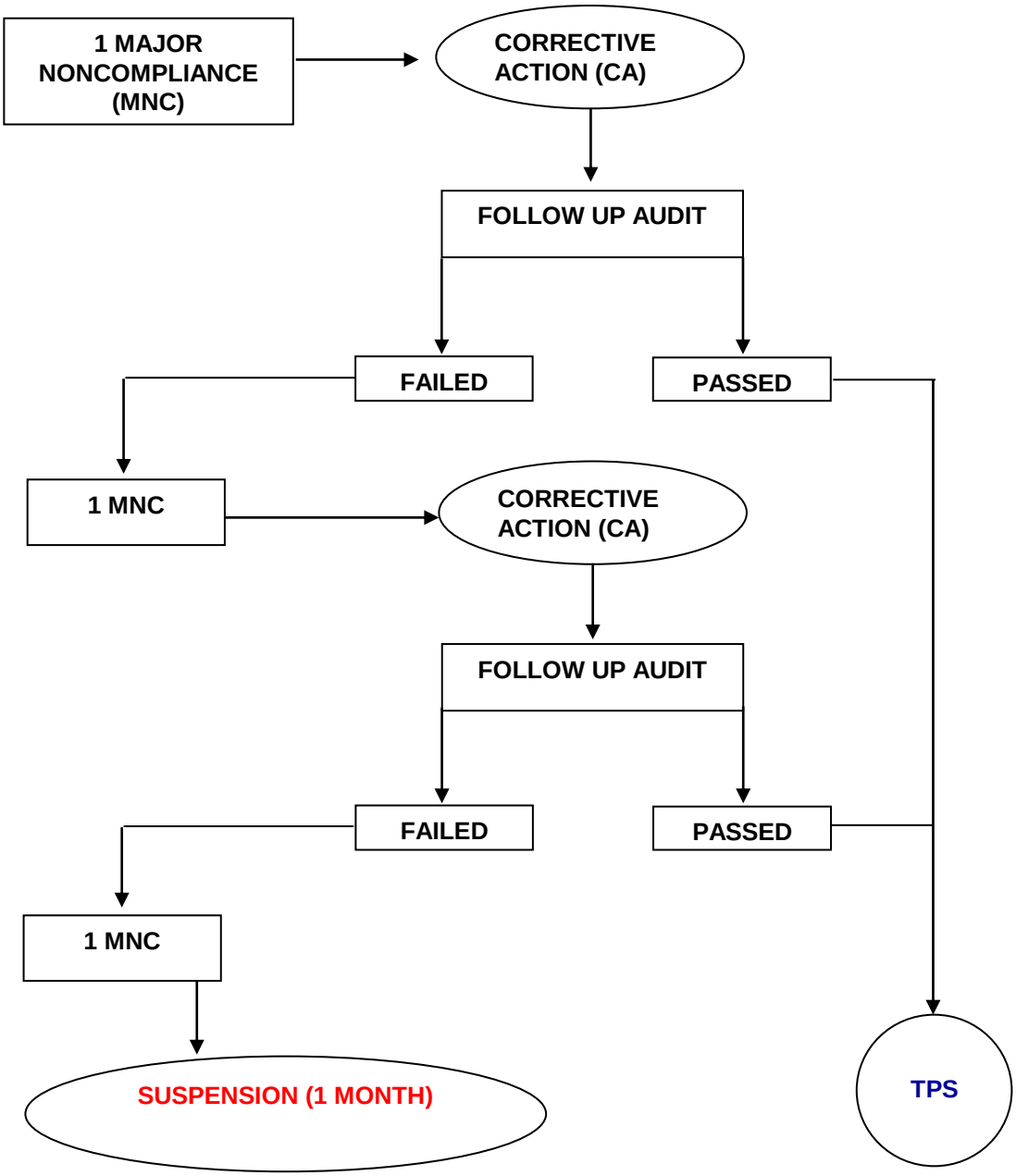
	Type	Description
57	Major	a) A major non-compliance is an incident or deficiency if not addressed immediately will result in a total loss of confidence in the treatment provider's operational procedure. Major non-compliances/s must be addressed as soon as possible and in any event within five days. b) Major non-compliances are: • internal audit not conducted within the specified time frame • incomplete inspection records • auditee fails to identify, classify or record defects correctly • failure to follow approved procedures that is not immediately impacting on the effectiveness of the treatment, but if left unattended will erode confidence in the treatment providers system • significant difference between the auditor's and the company's findings • amendments to the documented operational procedure of the QMS not notified to NParks • treatment specifications (when specified) not available to treatment operators • actions taken following inspections or audits not recorded • documents under QMS not presented when required by NParks • other incidents or deficiencies if not addressed result in a total loss of confidence in the operational procedure • overseas pest interception

58	Critical	a) A critical non-compliance is an incident or deficiency that results in a total loss of confidence in the treatment provider's operational procedure. Critical non-compliance/s must be addressed and in any event within three days. b) Critical non-compliances are: • operating without the necessary equipment or use of un-calibrated/ invalid calibrated equipment • required treatment monitoring not been undertaken • required treatment facilities or equipment not used • equipment not working to specifications • product being certified without treatment application • conduct treatment without prior approval from regulatory agencies eg NEA *for fumigation treatment* • conduct treatment without designated supervisory personnel • amendments made to approved facilities, treatment procedures and requirements but not notified to AVA prior to their implementation or use • failure to follow approved procedures • incorrect treatment applied • incorrect information on certificates • undertaking treatments without the presence of registered treatment operator (eg e licensed fumigator or heat treatment operator) • corrective action for a major non-compliance not implemented within the agreed time frame • treatment of commodity in an ineffective manner that nullifies the mode of action of the pesticide • same major non-compliance detected in two successive audits • 3 or more major non-compliances detected in any one audit • 3 or more major non-compliances detected in one calendar year • uncertified staff carrying out the treatment operations • treatment of un approved commodity • notice of "unacceptable status" or "improper treatment" from overseas country *(per country based suspension)*

D	Dealing with Non-Compliances
59	Refer to the flowchart

DEALING WITH NON-COMPLIANCES

Flowchart



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	SUSPENSION OR TERMINATION OF APPROVAL
A	**Suspension**
60	NParks may suspend a treatment provider for a minimum period of 1 month from the TPS for the following: a) notice of "unacceptable status" or "improper treatment" from overseas country b) occurrence of 3 or more major non-compliances in one calendar year c) occurrence of 1 critical non-compliance d) failure to report any change/s made to the treatment operations which is not up to standard or implements an operation without prior approval from NParks e) conduct treatment without abiding by legislative requirements of other government agencies f) conduct treatment without designated supervising personnel or trained treatment operator g) operate without the necessary equipment or use of un-calibrated/ invalid calibrated equipment h) non-payment of audit service conducted by NParks i) evidence that treatment provider has not been active for six months
61	NParks may suspend a treatment provider for a minimum period of 3 months if they commit 3 critical non-compliances in one calendar year.
B	**Reinstatement**
62	NParks may reinstate a treatment provider to the TPS when it complies with all corrective actions, changes and conditions for reinstatement prescribed by NParks.
63	For reinstatement, the suspended treatment provider shall incorporate all prescribed corrective actions, changes and conditions into its QMS Manual before reapplying to join the TPS.
64	NParks will carry out desk and site audits following the application for reinstatement from the treatment provider.
65	Where NParks approves the application for reinstatement, NParks will formally inform the treatment provider of the approval and the effective date of reinstatement.
66	When a treatment provider has been confirmed as meeting the conditions for reinstatement, they will be notified in writing of the date from which membership will be reinstated.
67	Application for reinstatement will only be processed upon completion of the suspension period.
C	**Termination**
68	NParks may terminate the treatment provider from the TPS, but not limited to, one or more of the following conditions: a) misuse of TPS certification mark or accreditation, falsification of the treatment certificate or where there is fraud or misrepresentation of any record, declaration, statement, or other document for obtaining a treatment certificate b) treatment provider commits 5 or more critical non-compliances in one calendar year c) the treatment provider remains inactive for 12 months d) the conditions for reinstatement from a suspension are not met within the specified time e) the treatment provider requests for termination
69	NParks will formally inform the treatment provider the reasons for the termination and the effective date of termination.
70	A treatment provider that has been terminated shall not be allowed to rejoin the TPS within one year from the date of termination.
71	NParks will carry out desk and site audits following any application to rejoin the TPS after termination.

72	In the event of termination of TPS membership, the treatment provider shall: a) return the Certificate of Accreditation to NParks as soon as possible b) not be allowed to conduct treatments under TPS
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TERMS AND CONDITIONS

A Correctness of Information

1. The Treatment Provider warrants that the following information (including written and oral information) supplied by the Treatment Provider to NParks is correct and adequate in all respects:
   a. all information supplied in or in connection with the application form entitled "Application for approval of treatment provider for the provision of treatment services for and on behalf of NParks for import risk goods and export goods"
   b. all other information supplied in connection with the approval of the Treatment Provider under TPS; and
   c. all information required to be supplied under the TPS

B Obligations of the Treatment Provider

1 The Treatment Provider warrants that throughout the term of membership the Treatment Provider will maintain its Treatment Provider's Quality Management System and all other relevant practices to substantially correspond with all the information referred to in clause A of Terms and Conditions.
   a) The Treatment Provider will review the quality management system annually to ensure its suitability and effectiveness continues to meet the requirements of the scheme.
   b) The Treatment Provider shall appoint one Management Representative (MR) to have overall responsibility for establishment, implementation and maintenance of the treatment provider's quality management system. Responsibilities and authority of the MR shall be defined and documented.
   c) The Treatment Provider warrants to notify NParks of any change to the Treatment Provider's name
   d) The Treatment Provider warrants to take all reasonable steps to enable and facilitate NParks, and any persons acting for or otherwise associated with NParks, to perform their tasks and functions in connection with the TPS arrangement.
   e) The Treatment Provider warrants not providing activities for purposes not covered by the TPS agreement.

C Obligations of NParks

1 NParks hereby accredits the Treatment Provider to provide approved phytosanitary treatment services on plants and plant products to meet export certification requirements and biosecurity conditions of entry for export.
   a) The Treatment Provider accepts that nothing in the TPS arrangement or in any dealings of any kind between the Treatment Provider and NParks, or NParks officers, or agents of or other persons associated with NParks, represents to the Treatment Provider or otherwise creates any kind of expectation on the Treatment Provider's part that:
      i. *any other approval or any certification of any kind will be granted by* NParks *or will be granted within a certain time period; or*
      ii. *any plant products, or other things that are accompanied by, or otherwise reliant on any treatment services provided by the Treatment Provider will be accepted by an importing country's official control authorities or will be accepted within a certain time period.*

D Exclusion of Liability

1	NParks and its authorized officers or agents shall not be liable, under all circumstances, for any loss, claim, action, demand, expense, injury or damage, however caused, arising directly or indirectly from or in any way related to the: a) treatments conducted b) treatment certificate issued c) use of TPS certification, mark or endorsement

GLOSSARY

The following list contains words that, where used in this document or the *QMS Manual*, have the meaning corresponding to the word.

Approved	Having been formally recognized by NParks as competent to act on their behalf to provide a service in accordance with the performance specified in the QMS Manual.
Audit	A systematic and independent process for obtaining information and examining it objectively to determine the degree of conformity with prescribed criteria.
Certificate	An official document which attests to the status of any consignment affected by regulations.
Commodity	The item or goods that are being exported or targeted for treatment.
Compliance audit	A compliance audit is an evaluation of specific parts of the Company' system, to confirm that the product or service meets the required specifications.
Concentration	The amount of fumigant present at a certain point in the fumigation enclosure, usually expressed as grams per cubic meter (g/m3)
Consignment	A quantity of plants, plant products or other regulated articles being moved from one country to another and covered by a single Certificate (a consignment may be composed of one or more lots).
Core	The central, most inner part of the commodity being treated
Core temperature	The temperature at the center of the commodity.
Dosage	The calculated amount of fumigant applied to a fumigation enclosure, usually expressed as kilos or grams.
Dunnage	Materials used for supporting or protecting commodities during transportation.
Fumigant	A chemical, which at a particular temperature and pressure can exist in a gaseous state in sufficient concentration and for sufficient time to be lethal to insects and other pests.
Fumigation	Treatment with a chemical agent that reaches the commodity wholly or primarily in a gaseous state.
Fumigation certificate	Documentation certifying that a fumigation treatment has been undertaken in compliance with TPS requirements.
Heat Treatment Certificate	Documentation certifying that a heat treatment has been undertaken in compliance with TPS requirements.
HT	Heat treatment
Inspection	An official visual examination of plant products or other regulated articles to determine compliance with regulations. For phytosanitary regulations inspection is to determine if pests are present.
Inspector	Means a person who is appointed an inspector by the Director General of NParks.
IPPC	International Plant Protection Convention
ISPM15	The 'International Standards for Phytosanitary Measure Publication No.15: Guidelines for regulating Wood Packaging Materials used in International Trade'.
Non-compliance	An action or inaction by an ACS company that results in the Company not complying with requirements specified in this programme's standards, or in Treatment specifications.
Pest	Any species or strain or biotype of plant, animal or pathogenic agent, injurious to plants, plant products or animals.
Phytosanitary treatment	NParks authorized procedure for killing, removal, or rendering infertile of pests or devitalizing of plants.
Plant Products	Any material of plant origin.

Requirement	Expression in the content of a document conveying criteria to be fulfilled if compliance with the document is to be claimed and from which no deviation is permitted.
Supervision	Oversee, through direct observation, pre-determined activities being undertaken by another party, to confirm compliance with specifications and/or procedures.
TPS	means Treatment Provider Scheme
Treatment	Officially authorized procedure, for the killing, removal or rendering infertile of pests; and also for the purposes of this standard rendering non-viable or devitalizing a consignment of plants, forest or plant products, and animals.
Treatment Provider	Includes personnel employed our under the direction and supervision of the treatment provider for the purpose of carrying treatments approved under TPS
Wood Packaging Material	Wood or wood products (excluding paper products) used in supporting, protecting or carrying a commodity (includes dunnage)

APPENDIX 1

SAMPLE APPLICATION LETTER FROM COMPANY

Name of Treatment Provider	
Business Address	
Treatment Type(s)	
Materials (scheduled products) covered	
Major Importing Countries	
Telephone/ Fax	
Email	
Name & Job Title of Person Responsible for TPS	

Applicant's Statement

I (name of applicant and job title in establishment) wish to apply for accreditation under the terms and conditions set down in the TPS to carry out (specify the type of treatment) treatments on (specify the commodity: wood packaging material only or includes plants and other plant products), and

a) shall ensure compliance with all Terms and Conditions of the TPS and any such terms and conditions that the NParks may from time to time impose
b) shall comply with the treatment standards, procedures, requirements and specifications set out in this TPS
c) shall grant entry to the premises at any time to persons who are NParks authorized officers for the purpose of audit under the TPS
d) agree to NParks making enquiries and using the information supplied by me, in connection with this application for the following purposes:
    - to ensure that I have appropriate consents, permits, licenses and authority in respect of my business operations and my business premises that are required
    - to notify the relevant parties of my approved status
e) agree to indemnify and keep indemnified NParks or its authorized staff and agents from and against any claim (including third party claim), liability, loss, damage, costs and expenses which NParks or its authorized staff or agents may suffer or incur arising directly or indirectly from the phytosanitary treatment that are conducted or any other course of actions carried out by treatment provider under the TPS
f) fully understand that once my application for the TPS is approved by NParks and if I gave false information for the purpose of obtaining membership the TCS membership shall be suspended or terminated with immediate effect

g) note that the TPS membership will be subject to desk evaluation and subsequent audits and I agree to pay any costs of such evaluation and audits as may be charged to the treatment provider from time to time

Signed _____

For and behalf of _____
(*Name of Treatment Provider*)

Dated _____

FOR OFFICIAL USE ONLY:

Application Received	: Date:		
Additional Information Required	: Yes	No	Date:
First Site Audit	: Yes	No	Date:
Second Site Audit	: Yes	No	Date:
Third Site Audit	: Yes	No	Date:
Application Approval	: Yes	No	Date:

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APPENDIX 2

DECLARATION BY THE CHIEF EXECUTIVE

I (Name of the CEO)- (Position: CEO) of the registered company (Name of the Company) hereby declare to all my staff and to National Parks Board of Singapore (NParks), which I undertake on behalf of the treatment provider to:

a) abide by the attached Terms and Conditions of the Treatment Provider Scheme (TPS)

b) comply with the policies, procedures and specifications set out in the Treatment Provider Scheme that defines the scope, requirement and operational procedures for the application and certification of pest disinfestations measures with respect to (*Approved Treatment*)

c) grant entry to the premises at any time to persons who are AVA Authorized officers or agents for the purpose of audits stipulated under the TPS*

**This entry includes for the purposes of formally auditing matters contained in the manual and monitoring performance of all activities related to inspections, treatment application, certification and legislative requirements.*

I understand that being committed to TPS Arrangement is essential to the successful maintenance of the accredited treatment operational system and I will endeavor to ensure that all personnel in the system understand their objectives and responsibilities.

Signed: _____ Name: _____

Dated: _____ Title: _____

APPENDIX 3

SAMPLE CRITICAL POINTS FOR MB FUMIGATION UNDER ISPM15

PROCESS (from beginning to end of fumigation)	POTENTIAL HAZARDS & CRITICAL LIMIT	MONITORING MEASURES (the name and job title of person responsible must be stated in each operation)	WHERE RECORDED
1. Confirmation of goods for fumigation	e.g. 1. Quantity and identification of WPM, 2. rejection standards for infested WPM		
2. Arrange goods for fumigation	e.g. 1. Stacking- maximum height. 2. list precautionary measures that ensure free gas circulation		
3. Dosage rates	e.g. 1. Updated phytosanitary treatment manual 2. new requirement from importing countries		
4. Set up procedure	e.g. 1. Measure dimensions of the stacks, 2. condition of cover sheets & sandbags 3. record of temperature		
5. Introduce fumigant	e.g. 1. Rate, amount and time 2. list measures that ensure adequate dispersal of the gas		
6. Check for leaks	e.g. 1. list procedure including corrective actions imposed by licensing agent 2. pressure testing		
7. Monitoring concentration during phytosanitary treatment period	e.g. 1. Measure gas concentration on number of interval and standard of minimum concentration in each interval 2. number of point for monitoring gas concentration 3. remedial action if below minimum concentration 4. name the gas meter used.		
8. Monitor End Point	e.g. 1. Correct duration 2. minimum gas concentration 3. void phytosanitary treatment		
9. Goods Release: Exhaust fumigant and remove sheets	e.g. list procedure imposed by licensing agent		
10. Assessment on effectiveness of phytosanitary treatment	e.g. 1. list indicator for each assessment 2. corrective action for non-compliance		
11. Segregation of treated and untreated product	e.g. list measures that prevent cross infestation		

12. Marks and label on treated materials	e.g. list measures that ensure the accountability and trace ability of the treated materials is maintained		
13. Issue Fumigation Certificate for treated materials	e.g. 1. list basic information that must be covered in the document 2. The approving procedure for the issue of fumigation certificate that covers individual consignment.		
14. Calibration and other testing	e.g. list service interval for gas meter, thermometer and cover sheets		
15. Update on phytosanitary treatment manual	e.g. list approval procedure		

APPENDIX 4-A

SPECIMEN OF HEAT TREATMENT CERTIFICATE

Treatment Provider LETTERHEAD *(Including the address)*

CERTIFICATE No: **TPS No: SGXXX**
Date of Issue:

HEAT TREATMENT CERTIFICATE

This is to certify that the regulated article described below has been heat treated according to the appropriate procedures to conform to the current phytosanitary requirements of the importing countries. The treatment provider is approved by NParks to conduct heat treatment on (approved commodity) under Treatment Provider Scheme (TPS).

COMMODITY DETAILS

Description and Quantity of Commodity	**:**
Name & Address of Shipper/Consignor	**:**
Name & Address of Consignee	**:**
Country of Origin	**:**
Country of Destination	**:**
Port of Loading	**:**
Port of Entry	**:**
Means of Conveyance	**:**

TREATMENT DETAILS

Date of Treatment	**:**
Place of Treatment	**:**
Treatment Exposure Period (hr/min)	**:**
Core Temperature Maintained (^{0}C)	**:**
Minimum and Maximum Treatment (^{0}C)	**:**
IPPC Mark (if applicable)	**:**

I declare that these details are true and correct to the best of my knowledge.

_____

Signature and Name of the Treatment Provider

APPENDIX 4-B

SPECIMEN OF FUMIGATION CERTIFICATE

Treatment Provider LETTERHEAD *(Including the address)*

CERTIFICATE No: **TPS No: SGXXX**
Date of Issue:

FUMIGATION CERTIFICATE

This is to certify that the regulated article described below has been fumigated with methyl bromide gas according to the appropriate procedures to conform to the current phytosanitary requirements of the importing countries. The treatment provider is approved by NParks to conduct methyl bromide fumigation on (approved commodity) under Treatment Provider Scheme (TPS).

COMMODITY DETAILS

Description and Quantity of Commodity	**:**
Name & Address of Shipper/Consignor	**:**
Name & Address of Consignee	**:**
Country of Origin	**:**
Country of Destination	**:**
Port of Loading	**:**
Port of Entry	**:**
Means of Conveyance	**:**

TREATMENT DETAILS

Date of Treatment	**:**
Place of Treatment	**:**
Exposure Period (hr/min)	**:**
Dosage (g/cum)	**:**
Minimum Air Temperature (enclosure) (^{0}C)	**:**
IPPC Mark (if applicable)	**:**

I declare that these details are true and correct to the best of my knowledge.

_____
Signature and Name of the Treatment Provider

APPENDIX 5-A

SAMPLE OF HEAT TREATMENT RECORD

Heat Treatment Record

Heat Treatment Provider Name: **Record No:**
TPS No:

Commodity Details

Type of WPM (Pallets, Crates, Cases, Boxes, Dunnage, Cable Drums, Others :(specify))	
Quantity (Number of Units)	
Name of Shipper/Exporter:	
Name of Consignee:	
Country of Origin:	
Country of Destination:	

Inspection Details (Raw Material)

Date of Inspection:		Time:		Quantity Inspected:	
Inspection Result:	*(Found):* Wood Bark Live Pest Pinholes Fungal growth				
Condition of the WPM(Dirty, Wet, Muddy):					
Action Taken/Remarks:					

Treatment Details

This form shall be attached to the treatment reading report from the data logger

Inspection (End-Point)

Date of Inspection:		Time:		Quantity Inspected:	
Inspection Result:	*(Found):* Wood Bark Live Pest Pinholes Fungal growth				
Condition of the WPM(Dirty, Wet, Muddy):					
Condition of the IPPC Mark (Clear / Legible):					
Action Taken/Remarks:					

Details of Non-Compliance (*if any*):

Corrective Action (*if any*):

Signature and Name of the Treatment Provider

APPENDIX 5-B

SAMPLE OF FUMIGATION TREATMENT RECORD

Fumigation Treatment Record

Treatment Provider Name: **Record No:**
TPS No:

Commodity Details

Type of WPM (Pallets, Crates, Cases, Boxes, Dunnage, Cable Drums, Others :(specify))	
Quantity (Number of Units):	
Name of Shipper/Exporter:	
Name of Consignee:	
Country of Origin:	
Country of Destination:	

Inspection Details (Raw Material)

Date of Inspection:		Time:		Quantity Inspected:	
Inspection Result:	*(Found):* Wood Bark Live Pest Pinholes Fungal growth				
Condition of the WPM(Dirty, Wet, Muddy):					
Action Taken/Remarks:					

Treatment Details

Minimum & Maximum Temperature (^{0}C):		Number of Supply Lines:
Total Volume of Enclosure (cum):		Number of Monitoring Lines:
Dosage Applied (g/ kg):		Location of Monitoring Lines:
Concentration Reading (g/cum) at:		
2 h:	4 h:	24 h:

Inspection (End-Point)

Date of Inspection:		Time:		Quantity Inspected:	
Inspection Result:	*(Found):* Wood Bark Live Pest Pinholes Fungal growth				
Condition of the WPM(Dirty, Wet, Muddy):					
Condition of the IPPC Mark (Clear / Legible):					
Action Taken/Remarks:					

Details of Non-Compliance (*if any*):

Corrective Action (*if any*):

Signature and Name of the Fumigator