



Instituto Nacional de
Investigação Agrária e
Veterinária, I.P.

Communication with the Competent Authority: Best Practices and Lessons Learned

March 6th, 2025
6th Workshop for Heads of Plant Pest
Diagnostic Laboratories

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Instituto Nacional de
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Veterinária, I.P.

Need for effective communication with the NPPO

- Selection of tests
- Communication of results of analysis
- Advice or action



• Selection of tests

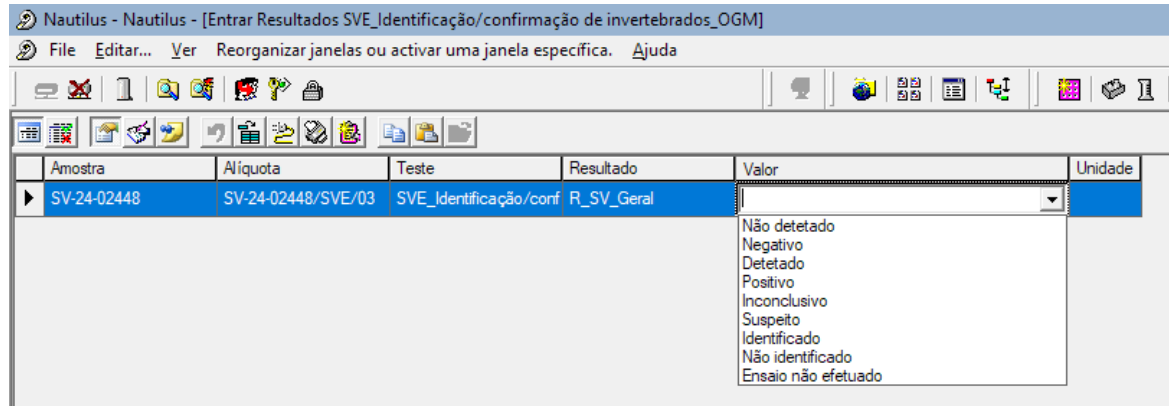
- **Objective 1:** to establish effective two-ways communication (NRL ↔ NPPO) ensuring seamless collaboration in planning the official plans – survey, control and contingency (PM7/77, 4 and 5.2)
- **Action:** To hold regular meetings, updates and conversations – twice a year
 - Feb/March – before the control plans start
 - Oct – close to the end of the control plans



• Selection of tests

- **Objective 2:** to train the phytosanitary inspectors on sampling, pests, tests, techniques, confidence levels, (PM7/77, 5.1)
- **Action:** comprehensive training for inspectors on the above items and offer ongoing support to address any issues that arise

- **Objective 1:** Ensure mutual understanding of technical terminology
 - **Action:** internal meetings with the InfoClient Department and all Technical Responsible to harmonize the wording (detected/not detected, identified/not-identified, not tested, inconclusive)



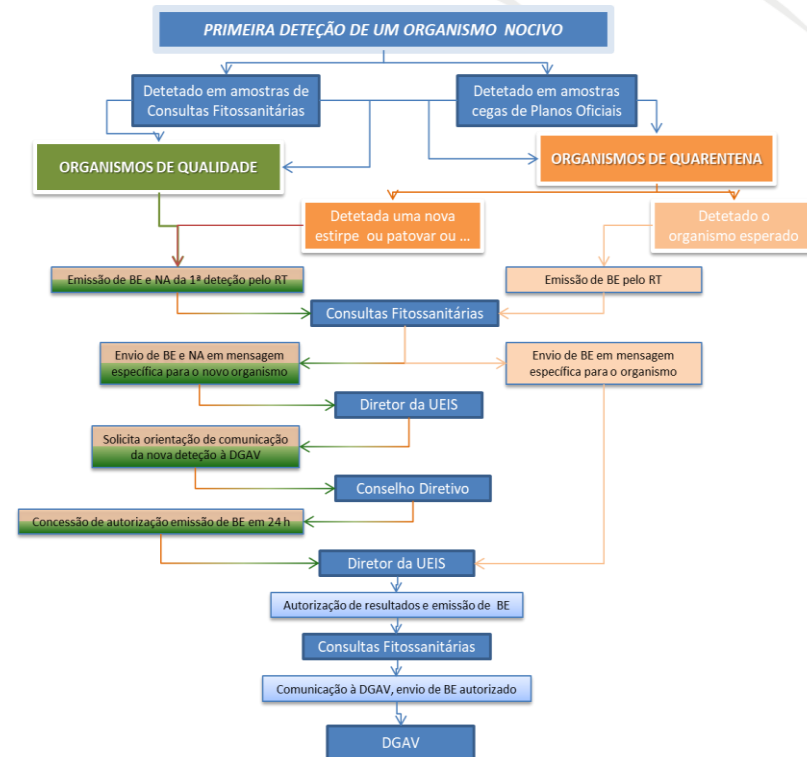
Amostra	Aliquota	Teste	Resultado	Valor	Unidade
SV-24-02448	SV-24-02448/SVE/03	SVE_Identificação/conf	R_SV_Geral	<div>Não detetado Negativo Detetado Positivo Inconclusivo Suspeito Identificado Não identificado Ensaio não efetuado</div>	

- **Objective 2:** to use harmonized Reports of Analysis
- **Action:** a LIMS was implemented for the whole institute; dedicated fields to communicate about sources of uncertainty (inconclusive results)

UEIS-SAFSV - Laboratório de Organismos Geneticamente Modificados ⇔ Av. da República, Quinta do Marquês 2780-157 Oeiras		
Método de Ensaio: *PE-024-SAFSV (2023-03-13) - Identificação/confirmação de espécies de invertebrados por PCR-DNA barcoding (PM7/129 (2) - Anexos 1 e 5)		
Código de análise e identificação da amostra	Resultado	Data
SV-24-02411/SVE/01 Ref: 4/XfVet/LVT/AML/24 Insetos	Não identificado Nota: O espécime encontra-se infectado com o endossimbionte Wolbachia. A mistura de DNA não permitiu a confirmação da espécie de Philaenus. Sugere-se a leitura do artigo DOI 10.1007/s00248-015-0570-2	26/02/2025
Autorizado por Amélia Lopes (Diretor da SAFSV)		
- Processado e validado por Nautilus (TM) 9.5, sendo proibida a reprodução parcial deste documento -		
Mod. G-070/3		
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• Communication of results

- **Objective 3:** to have an escalation procedure for reporting critical situations
- **Action:** SOP with clear hierarchy defined and timelines for responses and actions – e.g. Client informed one week after



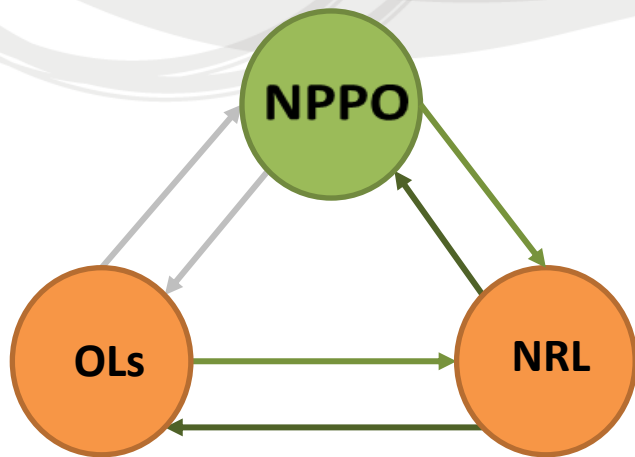


• Advice and action

- **Objective:** to increase the interaction when is (PM7/77, 4):
 - the first detection of a pest in an area
 - the first detection of a pest in a Lab
 - a detection/ident. in a consignment from a third country
- **Action:**
 - dedicated task forces (*e.g. Xf*)
 - confirmation of all positives and random selected negatives from OLs
 - extra-meetings (*e.g. Phyllosticta citricarpa* in citrus from third countries....)



• Effective communication



Challenges in communication

- **Context:** communication regarding the first detection of a QO to the NRL and confirmation of its identification.
- **Communication breakdown:** the NRL became aware of it through the EPPO Reporting Service, not through the NPPO.
- **Consequences:** lack of confirmation regarding the identification of the QO *Meloidogyne chitwoodi* in Madeira Island.

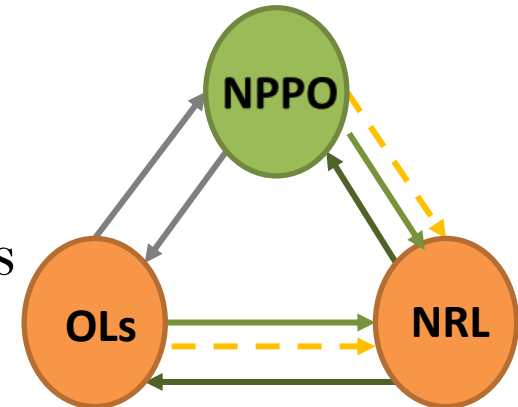


• Action

- the NRL inquired with the NPPO about the identification process
- biological material was analysed
- confirmation of the previous results

Lesson learned

- ✂ • Insufficient
information – sharing channels with the OLs



- establishment of an ongoing communication among all the parties
- development of readiness among organization:
 - mock scenarios for escalation of reporting of critical situations
 - clear guidance on pest identification and reporting



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• Key takeaways

- The need for well-described procedures for escalation the information in emergencies among all parties
- The importance of preparedness for effective interaction between the OLs, NRL, and NPPO



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Thank you for your attention

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