

NOTES FOR THE GUIDANCE OF THE OFFICIAL VETERINARIAN AND EXPORTER

In relation to 8199EHC titled:
EXPORT TO SINGAPORE OF PROCESSED ANIMAL PROTEIN AND/OR RENDERED FATS NOT
INTENDED FOR HUMAN CONSUMPTION

Associated Documents: 8199EHC and 618NDC

IMPORTANT

These notes provide guidance to Official Veterinarians (OV) and exporters. The NFG should not be read as a standalone document but always in conjunction with certificate 8199EHC. We strongly suggest that exporters obtain full details of the importing country's requirements from the veterinary authorities in the country concerned, or their representatives in the UK, in advance of each consignment.

1. **SCOPE OF THE CERTIFICATE**

This certificate may be used for the export of processed animal protein (PAP) and/or rendered fats derived from animals (other than insects) and not intended for human consumption. It may be possible to use this certificate for compound feeds containing PAP derived from non-ruminant animals (other than insects), but exporters are advised to confirm this with the importing authorities.

Whilst there are provisions in the certificate for these products to have been produced from imported raw animal materials, **the exported products must themselves have been produced in an establishment located in the UK** (see **paragraph II.1** of the certificate).

Although this certificate does allow for the export of products derived from bovine animals, those animals must have originated from a country or zone with a Negligible BSE risk status (see **paragraph II.3(b)** of the certificate).

This certificate must not be used for:

- **pet food** containing PAP; or
- **PAP derived from ruminant animals** if mixed with anything other than PAP from non-ruminant animals (other than insects).

Note that **the export of PAP from the UK is controlled by elements of domestic legislation** in addition to the requirements imposed by the authorities in the importing country. **See paragraph 2** below.

For the purposes of this document, the following legislative references will be used:

- **retained Regulation (EC) 142/2011** refers to Regulation (EC) 142/2011 as last amended 8th December 2020, and published at <https://www.legislation.gov.uk/eur/2011/142#>
- **retained Regulation (EC) 1069/2009** refers to Regulation (EC) 1069/2009 as last amended 14th December 2019, and published at <https://www.legislation.gov.uk/eur/2009/1069#>
- **retained Regulation (EC) 999/2001** refers to Regulation (EC) 999/2001 as last amended on 19th November 2020, and published at <https://www.legislation.gov.uk/eur/2001/999#>

For the purposes of the certificate the following definition of *processed animal protein*, from the **retained Regulation (EC) 142/2011**, shall apply:

“animal protein derived entirely from Category 3 material, which have been treated in accordance with Section 1 of Chapter II of Annex X (including blood meal and fishmeal) so as to render them suitable for direct use as feed material or for any other use in feedingstuffs, including petfood, or for use in organic fertilisers or soil improvers;

however, it does not include blood products, milk, milk-based products, milk-derived products, colostrum, colostrum products, centrifuge or separator sludge, gelatine, hydrolysed proteins and dicalcium phosphate, eggs and egg-products, including eggshells, tricalcium phosphate and collagen”.

Similarly, the definition of **Category 3 material** from Article 10 of the **retained Regulation (EC) 1069/2009** shall also apply.

The principles and controls laid down under the **retained Regulation (EC) 1069/2009** and the **retained Regulation (EC) 142/2011** continue to be enforced and implemented by the **Animal By-Products (Enforcement) (England) Regulations 2013** (as amended) and by equivalent legislation in force in Scotland, Wales, and Northern Ireland.

Exporters and certifying Official Veterinarians are therefore reminded that:

- the **export of Category 1 material, Category 2 material** (and any product derived from those materials) from the UK to countries outside the EU **is prohibited** unless specific export rules have been laid down for the specific commodity concerned. Articles 8, 9, and 43(3) of the **retained Regulation (EC) 1069/2009** refer.
- the feeding of most animals or farmed fish with PAP derived from the same species, a practice referred to as intra-species recycling, is prohibited. Article 11 of the **retained Regulation (EC) 1069/2009** refers.

2. CONTROLS ON THE EXPORT OF PAP

The export of PAP from the UK is controlled by the **Transmissible Spongiform Encephalopathies (England) Regulations 2018** (as amended) and by equivalent legislation in force in Scotland, Wales and Northern Ireland.

These statutory instruments continue to enforce and implement the principles and controls laid down in the **retained Regulation (EC) 999/2001**.

Controls on the export of PAP from the UK are laid down under **Section E of Chapter V of Annex IV to the retained Regulation (EC) 999/2001**.

Note: Compliance with these TSE-related export controls is required regardless of the requirements of this certificate and independently of any other requirements the authorities in the importing country may have.

These additional export controls vary by species:

(a) **PAP derived from NON-RUMINANT ANIMALS and compound feed containing it**

PAP derived from non-ruminant animals and compound feed containing it, may only be exported if it:

EITHER

- Complies with the **standard conditions** set out under Point 3 of Section E of Chapter V of Annex IV to the **retained Regulation (EC) 999/2001**.

See **section A** below for more information.

OR

- Complies with one of the **derogations** provided for under Point 4 of Section E of Chapter V of Annex IV to the **retained Regulation (EC) 999/2001**.

See **section B** below for more information.

OV's and exporters are advised to familiarise themselves with the detail of the export controls referred to above, but for convenience the key principles of the requirements are outlined below:

Section A

STANDARD CONDITIONS for the export of non-ruminant PAP

Point 3 of Section E of Chapter V of Annex IV to the **retained Regulation (EC) 999/2001** focuses on the complete segregation of ruminant and non-ruminant materials at each stage in the production of the PAP and of compound feeds containing the PAP, supported by regular sampling for the presence of ruminant proteins using a method set out under the **retained Regulation (EC) 152/2009** (as last amended 16th November 2020) to verify the absence of cross-contamination.

As a result, these conditions focus on robust segregation at:

- **slaughterhouses, cutting plants and other establishments supplying the starting animal material;**
- **rendering establishments;**
and
- **compound feed establishments.**

The requirements for each of these establishments are outlined in Point (c) of Section D of Chapter IV of Annex IV of the **retained Regulation (EC) 999/2001**.

In addition, **Point 3** of Section E of Chapter V of Annex IV to the **retained Regulation (EC) 999/2001** also sets out certain additional requirements regarding:

- **the packaging and labelling of compound feed containing non-ruminant PAP**
- **the storage of bulk non-ruminant PAP and bulk compound feeds containing non-ruminant PAP.**

The **retained Regulation (EC) 999/2001** should be consulted for more details of these Standard Conditions.

Section B

DEROGATIONS from the Standard Conditions for the export of NON-RUMINANT PAP and compound feed containing it

Point 4 of Section E of Chapter V of Annex IV to the **retained Regulation (EC) 999/2001** provides derogations from the requirements set out under **Section A** above.

For the purposes of this certificate, the Standard Conditions set out at **Section A** need not apply to:

- **fishmeal**, provided that it was produced in accordance with the requirements of **Annex IV** to the **retained Regulation (EC) 999/2001**;
- and
- **compound feed containing fishmeal** and no other processed animal protein, provided that it is produced in accordance with the requirements of **Annex IV** to the **retained Regulation (EC) 999/2001**;
- and
- **PAP derived from non-ruminants** and destined for the manufacture of petfood or of organic fertilisers and soil improvers in the destination country, provided that, before export, the exporter ensures that **each consignment of PAP is analysed in accordance with the polymerase chain reaction (PCR) method** set out under Point 2.2 of Annex VI to the **retained Regulation (EC) 152/2009** (as last amended 16th November 2020) to verify the absence of constituents of ruminant origin.

The **retained Regulation (EC) 999/2001** should be consulted for more details of these Derogations

The certifying OV is advised to keep records of the evidence used to determine compliance with the requirements of either **Section A** or **Section B** above.

(b) PAP derived from RUMINANT ANIMALS

PAP derived from ruminant animals may only be exported if it complies with the conditions set out under Point 1 of Section E of Chapter V of Annex IV to the **retained Regulation (EC) 999/2001**.

OV's and exporters are advised to familiarise themselves with the detail of the export controls referred to above, but for convenience the key principles of the requirements are outlined below.

For the purposes of this certificate, **PAP derived from ruminant animals** may only be exported to countries outside the EU if:

- a. the PAP derived from ruminant animals is not mixed with anything other than PAP derived from non-ruminant animals (other than insects);
and
- b. a uniquely numbered tamper-evident seal is applied to the container of PAP before it leaves the rendering establishment of production;
and
- c. whilst in the UK, the sealed container is accompanied by an appropriate commercial document as provided for in the **retained Regulation (EC) 142/2011**;
and
- d. the sealed container of PAP must be transported directly from the rendering establishment of production to an approved point of exit from the UK;

The certifying OV is advised to keep records of the evidence used to determine compliance with the requirements of **paragraphs a. to d.** above.

If the OV has any concerns that the consignment does not comply with the above requirements, then the certificate should not be signed and the Animal and Plant Health Agency (APHA) Centre for International Trade (CIT) in Carlisle or DAERA should be consulted for advice.

3. CERTIFICATION BY AN OFFICIAL VETERINARIAN (OV)

This certificate may be signed by an Official Veterinarian authorised on behalf of the Department for Environment, Food and Rural Affairs (Defra), Scottish Government, Welsh Government or an Authorised Veterinary Inspector (AVI) appointed by the Department of Agriculture, Environment and Rural Affairs Northern Ireland (DAERA), who holds the appropriate Official Controls Qualification (Veterinary) (OCQ(V)) authorisation, or who is an Official Veterinarian (OV) on the appropriate panel for export purposes.

OVs/AVIs should sign and stamp the health certificate with the OV/AVI stamp in any colour **OTHER THAN BLACK**.

A certified copy of the completed certificate must be sent to the Animal and Plant Health Agency (APHA) Centre for International Trade, in Carlisle, or to DAERA, within seven days of issue.

The OV/AVI should keep a copy for his/her own records.

4. COMPLETION OF PART I - DETAILS OF DESPATCHED CONSIGNMENT

I.3 - Central Competent Authority

This should be completed with "Defra".

I.4 - Local Competent Authority

For exports from Great Britain, this should be completed with "**Animal and Plant Health Agency**" or "**APHA**".

For exports from Northern Ireland, this should be completed with "**Department of Agriculture, Environment and Rural Affairs**" or "**DAERA**".

I.6 - intentionally struck through.

I.7 - Country of origin and ISO Code

ISO 3166 is the commonly accepted International Standard for country codes.

The ISO Code for the whole of the **United Kingdom** is "**GB**" and this should be entered at **Box I.7**.

I.8 - Region of origin and ISO Code

This paragraph may usually be struck through.

However, if the UK and the product fall within the scope of emergency disease control legislation laid down by the importing authorities then this paragraph should be completed with the appropriate region names and ISO codes if these are specified under such emergency legislation.

In these cases, Animal and Plant Health Agency (APHA) Centre for International Trade (CIT) in Carlisle or DAERA in Northern Ireland should be consulted for further specific guidance.

I.9 - Country of destination and ISO Code

ISO 3166 is the commonly accepted International Standard for country codes.

The ISO Code for **Singapore** is "**SG**" and should be entered at **Box I.9**.

I.10 - intentionally struck through.

I.11 - Manufacturer

This relates to the rendering establishment responsible for processing Category 3 material into the PAP present in the consignment.

The rendering establishment must be approved in accordance with the **Animal By-Products (Enforcement) (England) Regulations 2013** (as amended) or with parallel legislation in force in Scotland, Wales and Northern Ireland.

These statutory instruments currently enforce and implement the principles and controls laid down under the **retained Regulation (EC) 1069/2009**.

The approval number may be confirmed on sight of a valid approval document or by reference to the responsible local APHA or DAERA office. OVs should enter the relevant approval or registration number in addition to the address of the premises of origin.

In addition, if the consignment does not contain any PAP derived from ruminant animals, the rendering establishment must also satisfy the relevant conditions described at **paragraph d.** of **Section A** of **paragraph 2** above regarding the separation of ruminant and non-ruminant PAP (unless if one of the permitted derogations is being used).

I.12 - intentionally struck through.

I.13 - Place of loading

The place of loading or the point of embarkation must be entered.

I.14 - Date of departure

The date of departure must be entered.

I.15 - Means of transport

The means of transport i.e. aeroplane, ship, railway wagon, road vehicle must be indicated. The option 'Other' is not applicable to the movement of products and should not be selected. The flight number, name of the vessel, the train number and rail car or the number plate of the road vehicle should be entered as the means of identification as appropriate.

If the means of transport changes after the certificate has been signed, the consignor must inform the officials at the intended point of entry.

Optionally, the number of the airway bill, bill of loading, or the commercial number of the train or road vehicle may be entered as the documentary reference.

I.16 - Entry Border Inspection Post

The exporter must advise the OV of the point of entry into the destination country and this must be entered.

I.17 - intentionally struck through.

I.18 - Description of commodity

A veterinary description of the goods or a description based on the applicable HS Code (see below) must be entered. For clarity, proprietary or brand names should be avoided.

I.19 - HS Code

The Harmonised System (HS) Code is a commodity classification system used as a basis for customs tariffs and for international trade statistics. The most appropriate HS Code should be entered in **Box I.19**.

Further information on HS Codes can be found online at:
<https://www.gov.uk/trade-tariff/sections>

The OV should confirm with the exporter that the HS Code used correctly describes the products being consigned.

I.20 - Quantity

Insert the total gross and net weights in Kg.

I.21 - Temperature of products

Indicate whether the transport/storage temperature is ambient, chilled or frozen.

I.22 - Number of packages

Insert the number of packages in the consignment.

I.23 - Identification of container/Seal number.

The seal or container number of the consignment may be entered here.

I.24 - Type of packaging

Enter the type of packaging in the space provided.

I.25 - Commodities certified for

Indicate the intended use of the product.

I.26 - intentionally struck through.

I.27 - For import or admission into SG

The box should be ticked to confirm that this is an import or admission as opposed to transshipment.

I.28 - Identification of the commodities

For the purposes of this certificate, the species referred to in the 1st column of **Box I.28** refers to the species from which the products were derived.

If the consignment consists of several different types of products then it may be necessary to use a separate schedule to identify the full consignment. The schedule must, as a minimum, contain the same information as that required in **Box I.28** of the certificate and this box must be annotated "See Attached Schedule".

Each page of the schedule must bear a page number and the health certificate reference number and be signed, dated and stamped by the Official Veterinarian.

The schedule must be stapled inside the health certificate and the Official Veterinarian should "fan" and stamp over the pages of the schedule and certificate. The top stapled corner of the schedule and certificate should be folded over and stamped also.

Any blank spaces in the schedule or in **Box I.28** should be deleted with diagonal lines.

5. PART II - Health information

Taking into consideration the additional guidance below, the health attestation may be certified on the basis of the OV's familiarity with the sourcing, processing, handling and storage arrangements in place at the processing establishment and/or examination of relevant records and documentation including laboratory test results where relevant.

Notifiable/Reportable disease clearance

The following paragraphs of the certificate require a completed form **618NDC** or reference to form **ET171** to provide disease clearances for all or part of the United Kingdom

II.4(b) (i) - first option

II.4(b) (ii) - first option

II.5(b) (i) - first option - UK clearance for HPAI cannot be provided at the time of writing. For information on disease clearance please contact CIT; Exports@apha.gov.uk

II.1 - Approval and supervision of establishment

This paragraph may be certified on the basis that the rendering establishment is approved in accordance with the **Animal By-Products (Enforcement) (England) Regulations 2013** (as amended) or with parallel legislation in force in Scotland, Wales and Northern Ireland, in line with the advice given for **paragraph I.11** above.

II.2 - Heat treatment

This paragraph should be completed with the key details of the heat treatment applied to the raw ingredients of animal origin, such as the parameters of the kill-step involved.

Further to **paragraphs II.4 and II.5** of the certificate, it is advised that the description of the heat treatment refers to the species of origin of the raw material and exporters are also advised to obtain confirmation from the importing authorities that the heat treatment applied is acceptable to them.

II.3. - Use of beef

- **For consignments which do NOT contain beef-derived products:**
Paragraph II.3(a) must be certified.
Paragraph II.3(b) should be struck through in the usual manner.
- **For consignments which DO contain beef-derived products:**
Paragraph II.3(b) must be certified
Paragraph II.3(a) should be struck through in the usual manner.

Paragraph II.3(b) requires the beef to have come from animals originating from a country or zone having a negligible BSE risk recognised by the World Animal Organisation for Animal Health (WOAH, formerly known by the historical acronym 'OIE').

The relevant country or zone must be entered in the space provided, and any remaining blank space should be struck through in the usual manner.

However, note that **this certificate CANNOT be used for the export of beef-derived PAP and fats which were MANUFACTURED outside the UK.**

At the time of writing, the WOAHA considers the UK to consist of the following zones with respect to BSE risk status:

Negligible BSE risk zones of the UK:

Northern Ireland

Controlled BSE risk zones of the UK

England & Wales

Scotland

For the current BSE risk status of a country or zone, as recognised by WOAHA, can be confirmed by clicking on the "**Official Disease Status**" link on WOAHA's website at:

<https://www.woah.org/en/disease/bovine-spongiform-encephalopathy/#ui-id-2>

II.4. - Use of material from ruminants and other cloven-hoofed animals

- **For consignments which do NOT contain products derived from slaughtered ruminants or other cloven-hoofed animals:**
Paragraph II.4(a) must be certified, and the entire paragraph II.4(b) should be struck through in the usual manner.
- **For consignments which DO contain products derived from slaughtered ruminants or other cloven-hoofed animals:**
Paragraph II.4(b) must be certified, and paragraph II.4(a) should be struck through in the usual manner.

Both paragraph II.4(b) (i) and paragraph II.4(b) (ii) must be certified to provide the necessary assurances with respect to **foot and mouth disease** and **rinderpest**.

Each paragraph consists of two options - disease freedom or heat treatment.

Paragraphs II.4(b) (i) - Foot and Mouth Disease

- **First Option - Disease Freedom:**

If this option is to be certified, the second option must be struck through in the usual manner.

The country or countries in which the animals were slaughtered must be entered in the space provided, and any remaining blank space should be struck through in the usual manner.

This option may be certified with respect to the UK's freedom from foot and mouth disease provided written authority to do so has been obtained from APHA/DAERA on form **618NDC**. The UK's Notifiable Disease Status may also be verified via Form **ET171** at the link below prior to certification:

<http://apha.defra.gov.uk/external-operations-admin/library/documents/exports/ET171.pdf>

However, note that **this certificate CANNOT be used for the export of biungulate-derived PAP and fats which were produced outside the UK.**

- **Second Option - Heat Treatment:**

If this option is to be certified, the first option must be struck through in the usual manner.

Chapter 8.8 of the 2022 version of WOAH's Terrestrial Animal Health Code lays down treatments capable of inactivating the foot and mouth disease virus in various commodities. WOAH's Terrestrial Animal Health Code can be viewed online at:

<https://www.woah.org/en/what-we-do/standards/codes-and-manuals/terrestrial-code-online-access/>

However, exporters are advised to obtain confirmation from the importing authorities that they themselves consider the treatments described in **paragraph II.2** of the certification to be sufficient to inactivate the foot and mouth disease virus.

Paragraphs II.4(b)(ii) - Rinderpest

- **First Option - Disease Freedom:**

It is envisaged that this option will be certified in most cases on the basis that rinderpest was declared as eradicated by the World Animal Organisation for Animal Health in May 2011:

<https://www.woah.org/en/disease/rinderpest/#ui-id-4>

If this option is to be certified, the second option must be struck through in the usual manner.

The country or countries in which the animals were slaughtered must be entered in the space provided, and any remaining blank space should be struck through in the usual manner.

This option may be certified with respect to the UK's freedom from rinderpest provided written authority to do so has been obtained from APHA/DAERA on form **618NDC**.

The UK's Notifiable Disease Status may also be verified via Form **ET171** at the link below prior to certification:

<http://apha.defra.gov.uk/external-operations-admin/library/documents/exports/ET171.pdf>

However, note that **this certificate CANNOT be used for the export of biungulate-derived PAP or fats which were produced outside the UK.**

- **Second Option - Heat Treatment:**

It is envisaged that the first option will be certified in most cases on the basis rinderpest was declared as eradicated by the World Animal Organisation for Animal Health in May 2011:

<https://www.woah.org/en/disease/rinderpest/#ui-id-4>

But if this option is to be certified, the first option must be struck through in the usual manner.

As a result of the eradication of rinderpest in May 2011, the **2022 version of WOAH's Terrestrial Animal Health Code** does not specify any treatments capable of inactivating the rinderpest virus. However, previous editions of the **Terrestrial Animal Health Code** refer directly to the heat treatments capable of inactivating the foot and mouth disease virus.

Previous versions of the Terrestrial Animal Health Code can be viewed online at:

<https://www.woah.org/en/what-we-do/standards/codes-and-manuals/previous-editions-of-the-terrestrial-code/>

However, exporters are advised to obtain confirmation from the importing authorities that they themselves consider the treatments described in **paragraph II.2** of the certification to be sufficient to inactivate the rinderpest virus.

II.5. - Use of poultry material

- **For consignments which do NOT contain poultry-derived products:**

Paragraph II.5(a) must be certified, and the entire paragraph II.5(b) should be struck through in the usual manner.

- **For consignments which DO contain poultry-derived products:**

Paragraph II.5(b) must be certified, and paragraph II.5(a) should

be struck through in the usual manner.

Despite focusing on the use of poultry material, paragraph II.5(b)(i) must be certified to provide the necessary assurances with respect to **foot and mouth disease** and **rinderpest** in addition to **highly pathogenic avian influenza**

This paragraph consists of two options - disease freedom or sufficient treatment.

Note, however, that **it may be necessary for BOTH options to be certified** for poultry-derived products. See below for more information.

Paragraph II.5(b)(i) -Avian Influenza, Foot and Mouth Disease, and Rinderpest:

- **First Option - Disease Freedom:**

If this option is the only one to be certified, the second option should be struck through in the usual manner.

The country or countries in which the birds were slaughtered should be entered as relevant, and any remaining blank space should be struck through in the usual manner.

Taking into account the guidance above for foot and mouth disease and rinderpest, this paragraph **may be certified with respect to the UK's freedom from foot and mouth disease and rinderpest** provided written authority to do so has been obtained from APHA/DAERA on form **618NDC**.

The UK's Notifiable Disease Status may also be verified via Form **ET171** at the link below prior to certification:

<http://apha.defra.gov.uk/external-operations-admin/library/documents/exports/ET171.pdf>

However, due to the seasonal outbreaks of **highly pathogenic avian influenza** in the UK, and the fact that this paragraph relates to entire countries rather than zones, it may be necessary to certify **BOTH** this disease freedom option (**with respect to foot and mouth disease and rinderpest**) and the heat treatment option below (**with respect to avian influenza**).

During such times it is recommended that the disease freedoms being certified for each named country are clarified, for example "United Kingdom (foot and mouth disease and rinderpest)" could be entered to cover poultry slaughtered in the UK.

Note that paragraph II.1 of the certificate requires that the processing establishment is approved by the veterinary administration of the United Kingdom.

Therefore, **this certificate CANNOT be used for the export of poultry-derived PAP or fats which were produced outside the UK.**

- **Second Option - Heat Treatment:**

If this option is the only one to be certified, the first option should be struck through in the usual manner.

Due to the regular seasonal outbreaks of **highly pathogenic avian influenza** in the UK, it may be necessary to certify **BOTH** this heat treatment option (**with respect to avian influenza**) and the above disease freedom option (**with respect to foot and mouth disease and rinderpest**).

Exporters are advised to obtain confirmation from the importing authorities that they themselves consider the treatments described in **paragraph II.2** of the certification to be sufficient to inactivate the foot and mouth disease virus and the rinderpest virus, as appropriate.

6. **SUPPORTING DECLARATIONS**

Where declarations are relied upon to support the completion of this certificate, these must be signed by someone who has knowledge of and responsibility for the relevant parts of the production process and/or declared intended use. The managing director (or equivalent) of the company should provide a letter giving the name(s) and job title(s) of those authorised to give the declaration and the basis on which the declaration is made.

The declaration should include a clause indicating that the signatory is aware that making a false declaration is an offence and that he/she accepts full responsibility if any problems arise with the export should there be any dispute relating to the matters being declared.

Where possible, supporting evidence should be called for and put on file.

7. **DISCLAIMER**

This certificate and these notes are provided on the basis of information available at the time and may not necessarily comply fully with the requirements of the importing country.

It is the exporter's responsibility to check the certificate against any relevant import permit or any advice provided by the competent authority in the importing country.

If these do not match, the exporter should contact the APHA Centre for International Trade (CIT) - Carlisle, via the link below:

<https://www.gov.uk/government/organisations/animal-and-plant-health-agency/about/access-and-opening#customer-service-centres-csc>

In Northern Ireland, please contact the DAERA trade administration team:

- e-mail - tradeadminpost@daera-ni.gov.uk
- Phone - 02877442146