

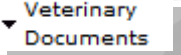



European  
Commission

# TRAde Control and Expert System (TRACES)

Each **Central or Regional** Competent Authority, depending on the Member State organisation, shall send by e-mail or fax, Part I of all **Intra-EU health certificates** (INTRA) and **Common Veterinary Entry Documents** (CVED) to the destination country of the consignment, if the [TRACES Production environment](#) is unavailable for **more than 24 hours**.

**Empty certificate models** can be downloaded from the [TRACES Training environment](#). Use your personal login of the TRACES Production environment, to login to the Training environment:

Consult the  menu and the  submenu.

If the TRACES Training environment should also be affected, you may request a copy of the empty certificate model directly to the **TRACES Team**:

- \* e-Mail: [sante-traces@ec.europa.eu](mailto:sante-traces@ec.europa.eu)
- \* Telephone: +32 2 29 76 350
- \* Fax: +32 2 29 94 314

The information must be introduced in the TRACES Production environment by the involved competent authority, once the environment has been re-established.

## CONTINGENCY PLAN

Country	Intra-EU trade (Fax/E-mail)		Import (Fax/E-mail)	
		<i>Live animals</i>	<i>NHC *</i>	<i>HC **</i>
<b>AT</b>	+43 7221 6003472	+43 7221 6003472	+43 7221 6003472	+43 7221 6003472
	josef.haider@bmg.gv.at	josef.haider@bmg.gv.at	josef.haider@bmg.gv.at	josef.haider@bmg.gv.at
<b>BE</b>	+32 22 11 84 70	+32 22 11 84 70	+32 22 11 84 70	+32 22 11 84 70
	traces.belgium@favv-afsca.fgov.be	traces.belgium@favv-afsca.fgov.be	traces.belgium@favv-afsca.fgov.be	traces.belgium@favv-afsca.fgov.be
<b>BG</b>	+35 92 91 59 874	+35 92 91 59 874	+35 92 91 59 874	+35 92 91 59 874
	vesselin.borissov@nvms.government.bg	vesselin.borissov@nvms.government.bg	vesselin.borissov@nvms.government.bg	vesselin.borissov@nvms.government.bg
<b>CH</b>	+41 58 463 85 70	+41 58 463 85 70	+41 58 463 85 70	+41 58 463 85 70
	traces@blv.admin.ch	traces@blv.admin.ch	traces@blv.admin.ch	traces@blv.admin.ch
<b>CY</b>	+35 72 28 05 176	+35 72 28 05 176	+35 72 28 05 176	+35 72 28 05 176
	animal.health@vs.moa.gov.cy HPipis@vs.moa.gov.cy AKonis@vs.moa.gov.cy ssavva@vs.moa.gov.cy	HPipis@vs.moa.gov.cy ssavva@vs.moa.gov.cy	HPipis@vs.moa.gov.cy ssavva@vs.moa.gov.cy	HPipis@vs.moa.gov.cy ssavva@vs.moa.gov.cy
<b>CZ</b>	+42 02 27 01 01 95	+42 02 27 01 01 95	+42 02 27 01 01 91	+42 02 27 01 01 91
	traces-cz@svscr.cz	traces-cz@svscr.cz	traces-cz@svscr.cz	traces-cz@svscr.cz
<b>DE</b>	+49 228 99529 4401	+49 228 99529 4401	+49 228 99529 4401	+49 228 99529 4401
	traces@bmel.bund.de	traces@bmel.bund.de	traces@bmel.bund.de	traces@bmel.bund.de
<b>DK</b>	+45 72 27 65 01	+45 72 27 65 01	+45 72 27 65 01	+45 72 27 65 01
	14@fvst.dk	14@fvst.dk	14@fvst.dk	30@fvst.dk
<b>EE</b>	+372 621 1441	+372 621 1441	+372 621 1441	+372 621 1441
	traces@vet.agri.ee	traces@vet.agri.ee	traces@vet.agri.ee	traces@vet.agri.ee
<b>ES</b>	+34 91 34 78 299	+34 91 347 82 48	+34 91 347 82 48	+34 91 36 01 343
	traces@magrama.es	sgsveget@magrama.es	sgsveget@magrama.es	saniext@msssi.es
<b>FI</b>	+358295304355	+358 29 5304336	+358 29 5304336	+358 29 5304336
	rajatarkastus@evira.fi	rajatarkastus@evira.fi	rajatarkastus@evira.fi	rajatarkastus@evira.fi

<b>FR</b>	+33 1.49 55 51 06 Bicma.sdspa.dgal@agriculture.gouv.fr	+33 14 95 58 314 sivep.sdasei.dgal@agriculture.gouv.fr	+33 14 95 58 314 sivep.sdasei.dgal@agriculture.gouv.fr	+33 14 95 58 314 sivep.sdasei.dgal@agriculture.gouv.fr
<b>GB</b>	+44 208 02 60498 Imports@apha.gsi.gov.uk	+44 208 02 60498 Imports@apha.gsi.gov.uk	+44 208 02 60498 Imports@apha.gsi.gov.uk	+44 208 02 60498 Imports@apha.gsi.gov.uk
<b>GR</b>	+30 21 08 25 26 73 ka6u026@minagric.gr	+30 21 08 25 26 73 ka6u026@minagric.gr	+30 21 08 25 26 73 ka6u026@minagric.gr	+30 21 08 25 26 73 ka6u026@minagric.gr
<b>HR</b>	+38 51 644 38 98 TRACES@mps.hr	+38 51 644 38 98 TRACES@mps.hr	+38 51 644 38 98 TRACES@mps.hr	+38 51 644 38 98 TRACES@mps.hr
<b>HU</b>	+3613369099 aai@nebih.gov.hu martonl@nebih.gov.hu	+3613369099 aai@nebih.gov.hu martonl@nebih.gov.hu	+3613369099 aai@nebih.gov.hu martonl@nebih.gov.hu	+3613369099 aai@nebih.gov.hu martonl@nebih.gov.hu
<b>IE</b>	+35 31 67 87 360 Incident.Room@agriculture.gov.ie	+35 31 67 87 360 Incident.Room@agriculture.gov.ie	+35 31 67 87 360 Incident.Room@agriculture.gov.ie	+35 31 67 87 360 Incident.Room@agriculture.gov.ie
<b>IS</b>	+35 45 30 48 49 sigmar_admin@mast.is thorv_admin@mast.is	+35 45 30 48 49 sigmar_admin@mast.is thorv_admin@mast.is	+35 45 30 48 49 sigmar_admin@mast.is thorv_admin@mast.is	+35 45 30 48 49 sigmar_admin@mast.is thorv_admin@mast.is
<b>IT</b>	+39 06 5994 6217 alimentivet@sanita.it	+39 06 5994 6217 alimentivet@sanita.it	+39 06 5994 6217 alimentivet@sanita.it	+39 06 5994 6217 alimentivet@sanita.it
<b>LT</b>	+37 05 24 04 362 ljazgevicene@vet.lt sgilys@vet.lt vvt@vet.lt	+37 05 24 04 362 ljazgevicene@vet.lt sgilys@vet.lt vvt@vet.lt	+37 05 24 04 362 ljazgevicene@vet.lt sgilys@vet.lt vvt@vet.lt	+37 05 24 04 362 ljazgevicene@vet.lt sgilys@vet.lt vvt@vet.lt
<b>LU</b>	+35 24 07 545 Services-Veterinaires@asv.etat.lu	+35 24 07 545 Services-Veterinaires@asv.etat.lu	+35 24 07 545 Services-Veterinaires@asv.etat.lu	+35 24 07 545 Services-Veterinaires@asv.etat.lu
<b>LV</b>	+37 16 73 22 727 zanda.turka@pvd.gov.lv iveta.zemniece@pvd.gov.lv	+37 16 73 22 727 zanda.turka@pvd.gov.lv iveta.zemniece@pvd.gov.lv	+37 16 73 22 727 zanda.turka@pvd.gov.lv iveta.zemniece@pvd.gov.lv	+37 16 73 22 727 zanda.turka@pvd.gov.lv iveta.zemniece@pvd.gov.lv
<b>MT</b>	+356 2292 5355 +356 2165 0373 jorgen.galea@gov.mt	+ 356 21650373 francesco.rossi@gov.mt	+ 356 21650373 francesco.rossi@gov.mt	+ 356 21650373 francesco.rossi@gov.mt

	duncan.chetcuti.ganado@gov.mt	attilio.puzzolante@gov.mt	attilio.puzzolante@gov.mt	attilio.puzzolante@gov.mt
<b>NL</b>	HELPEDESKTRACES@vwa.nl	ZWAmsterdamVet@vwa.nl	import@vwa.nl	import@vwa.nl
<b>NO</b>	+47 64 94 44 10	+47 64 94 44 10	+47 64 94 44 10	+47 64 94 44 10
	traces@mattilsynet.no	traces@mattilsynet.no	traces@mattilsynet.no	traces@mattilsynet.no
<b>PL</b>	+48 22 623 14 08	+48 22 623 14 08	+48 22 623 14 08	+48 22 623 14 08
	intra@wetgiw.gov.pl	animals@wetgiw.gov.pl	nhc@wetgiw.gov.pl	hc@wetgiw.gov.pl
<b>PT</b>	+ 351 213 239 694	+ 351 213 239 694	+ 351 213 239 694	+ 351 213 239 694
	PlanoContingenciaTRACES@dgav.pt	PlanoContingenciaTRACES@dgav.pt	PlanoContingenciaTRACES@dgav.pt	PlanoContingenciaTRACES@dgav.pt
<b>RO</b>	+40 03 74 15 02 06	+40 03 74 15 02 06	+40 03 74 15 02 06	+40 03 74 15 02 06
	mihaita.maria@ansvsa.ro pitoiu.constantin@ansvsa.ro	terbea.mariana@ansvsa.ro	terbea.mariana@ansvsa.ro	terbea.mariana@ansvsa.ro
<b>SE</b>	+46 36 16 38 28	+46 36 16 38 28	+46 36 16 38 28	+46 18 17 14 98
	traces@sjv.se	traces@sjv.se	traces@sjv.se	gks@slv.se
<b>SI</b>	+38 61 30 01 356	+38 61 30 01 356	+38 61 30 01 356	+38 61 30 01 356
	goran.gambiroza@gov.si traces.vurs@gov.si	goran.gambiroza@gov.si traces.vurs@gov.si	goran.gambiroza@gov.si traces.vurs@gov.si	goran.gambiroza@gov.si traces.vurs@gov.si
<b>SK</b>	+42 12 60 25 71 45	+42 12 60 25 71 45	+42 12 60 25 71 45	+42 12 60 25 71 45
	Traces@svssr.sk	Traces@svssr.sk	Traces@svssr.sk	Traces@svssr.sk
<b>SM</b>	+378 0549994355	+378 0549994355	+378 0549994355	+378 0549994355
	servizio.veterinario@iss.sm maurizio.battistini@iss.sm	servizio.veterinario@iss.sm maurizio.battistini@iss.sm	servizio.veterinario@iss.sm maurizio.battistini@iss.sm	servizio.veterinario@iss.sm maurizio.battistini@iss.sm

\* Non- Human Consumption

\*\* Human Consumption