



## FOOD RECALL PLAN.

Company name \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone No. \_\_\_\_\_  
 Products produced \_\_\_\_\_

### Recall Team Personnel

<b><u>Name</u></b> (Insert names in this column)	<b><u>Title</u></b> (insert titles in this column)	<b><u>Contact Details</u></b> (insert phone, fax, mobile & AH number)
	Managing Director	
	Quality Manager	
	Foreman	
	(eg: Production Assistant)	
	(eg: Production Supervisor)	
	(eg: Purchasing Manager)	
<b><u>Administration Support</u></b>		
	(eg: Secretary)	
	(eg: Administration staff on shift)	
<b><u>PUBLIC AFFAIRS (if applicable)</u></b>		
	On-call Media Advisor (if applicable)	
<b><u>INSURANCE (if applicable)</u></b>		
	Insurance Manager	
<b><u>CONSULTANTS: (if applicable)</u></b>		
	(eg: Microbiological laboratory)	
<b><u>FSANZ FOOD RECALL CO-ORDINATOR</u></b>		
	Food Recall Coordinator	<a href="#">Food Standards Australia New Zealand: Notification of recall to FSANZ</a>
	Commonwealth Minister responsible for consumer affairs	
	State Health Agency	

The recall committee is responsible for coordinating all aspects of a product recall and ensuring all procedures are carried out thoroughly, and effectively.

**(Note- For details of responsibilities of members of the recall committee see [attachments 9 to 13](#))**

Recall Team Personnel ..... 1

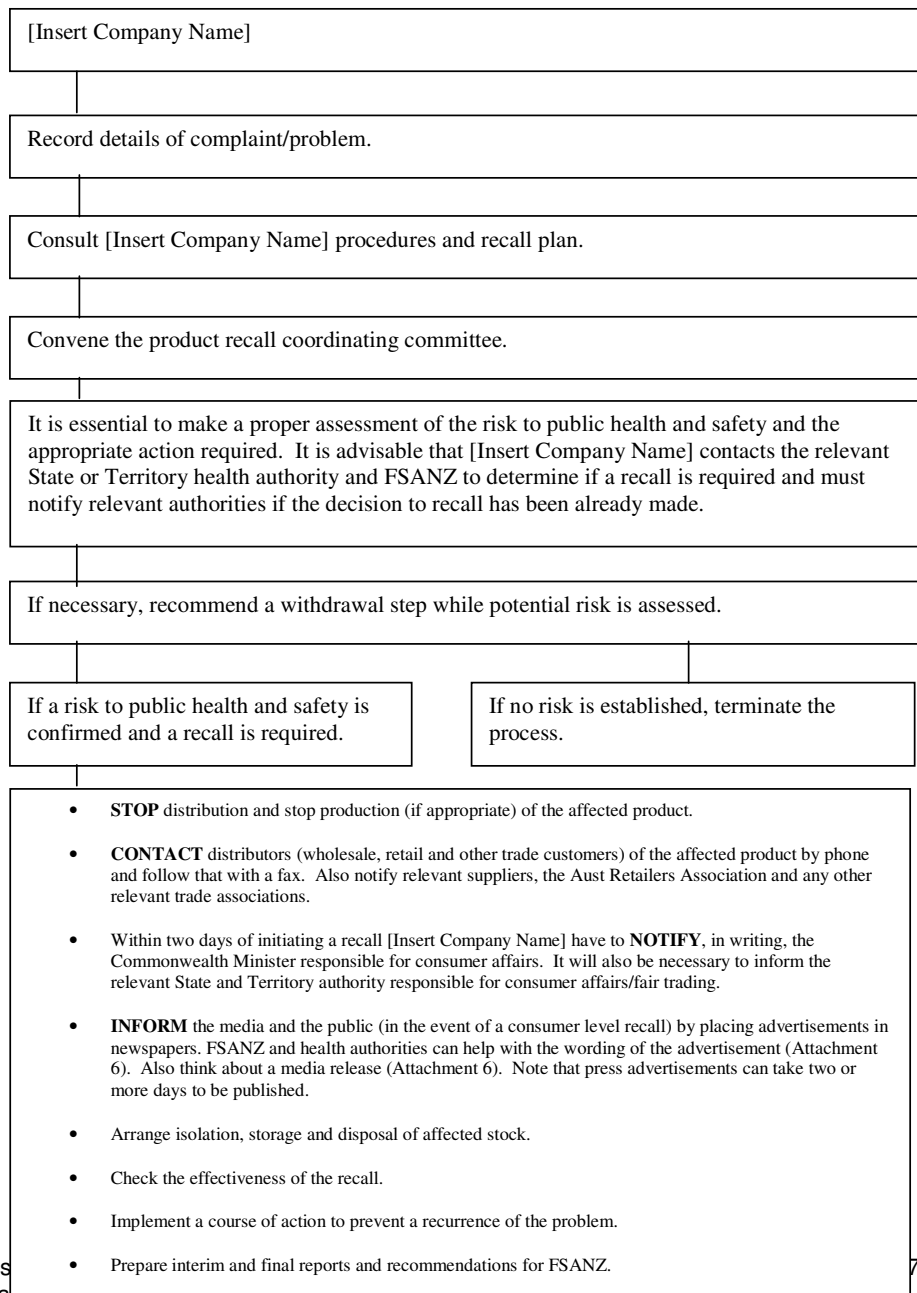
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## Responsibilities of Advancing Food Safety Pty Ltd when recalling food

A potential recall situation may first come to the notice of any of the following:  
Advancing Food Safety Pty Ltd, retailers, health officials, the police or consumers.

It is essential to notify Advancing Food Safety Pty Ltd **BEFORE** any recall action is decided.



## **FOOD RECALL PLAN**

### **Company Objective, Details And Contacts**

#### **Introduction**

Under the Food Safety Standards, wholesalers, manufacturers and importers must have a system to recall unsafe food.

Advancing Food Safety Pty Ltd has in place a documented recall system that must be followed in the event that a product recall is necessary.

Advancing Food Safety Pty Ltd objective and purpose of the recall plan.

The purpose of this recall plan is to outline the requirements and steps that must be taken in the event that one or more of Advancing Food Safety Pty Ltd products need to be recalled on the grounds that the product is unsafe. It can also be used when recalling or withdrawing foods for other reasons.

The aim of this plan is to:

1. stop the distribution and sale of the affected product;
2. effectively notify Advancing Food Safety Pty Ltd management, customers and appropriate authorities of the recall;
3. effectively and efficiently remove from the marketplace any product that is potentially unsafe;
4. effectively retrieve product from customer warehouses, retail stores and / or consumers;
5. effectively dispose of the unsafe recalled food;
6. conduct a post recall analysis and report on the outcome and effectiveness of the recall and provide the appropriate authorities with an interim and final report on the recall; and
7. implement a corrective and preventative action plan to prevent a recurrence of the problem.

Following the completion of the recall, Advancing Food Safety Pty Ltd will conduct a post recall meeting to evaluate the effectiveness of the recall.

#### **Scope**

This food recall plan will be applied in the event it is necessary to recall or withdraw stock from customer warehouses, retail stores or consumers.

#### **Responsibility**

The ultimate responsibility for ensuring the correct application of this recall plan rests with the Managing Director - Recall Coordinator. In the event that Advancing Food Safety Pty Ltd needs to initiate a recall it is the responsibility of the Managing Director to convene the recall committee and to conduct the recall following the steps outlined in this plan.

## **SECTION 1 - Is a food recall necessary? – Convening the recall committee**

### **Initial Information**

Advancing Food Safety Pty Ltd may be informed of a problem with any of its products via the following mechanisms:

1. internal quality assurance testing indicates that there may be a potential problem with a particular product or batch (eg. microbiological results are outside acceptable limits);
2. customer complaints / feedback (eg. phone call or letter informing sales department of a potential problem by a customer or wholesaler);
3. a supplier of a raw material that is used by Advancing Food Safety Pty Ltd in making its products informs management that there is a problem with an ingredient; and
4. government authorities, such as the police, local council or health departments indicate that there may be a problem with the particular product.

### **Responsibility**

If any person within the company is informed of a potential problem with a product they must inform the Managing Director as soon as possible.

The Managing Director in conjunction with the Quality Manager will be responsible for assessing whether a recall is necessary and if it is what type of recall is needed as well as convening the recall committee.

### **Convening the recall committee**

If a product is deemed unsafe or potentially unsafe then the Managing Director must initiate the recall plan, and as soon as possible convene the recall committee.

The recall committee should treat all actions outlined in this recall system with haste and diligence. Advancing Food Safety Pty Ltd has a duty of care under the Trade Practices Act 1974 to act responsibly in the event of a product recall and that public health and safety should be at the forefront of all decisions made by the committee at all times.

## **SECTION 2 - Hazard / Risk Assessment**

### **Hazard Risk / Assessment**

The recall committee will conduct a hazard / risk assessment of the product(s) in question and co-ordinate all aspects of the product recall and ensure all procedures are carried out thoroughly and effectively.

The “Product Hazard / Risk Assessment” form (see [Attachment 14](#)) should be filled in using information gathered from external sources as well as consulting production and despatch records regarding the product and batch code in question.

*(Note-These forms must be completed thoroughly as all the information will be used in the event of the recall going ahead).*

### **Initial assessment of the problem**

This initial assessment will also take the following objectives into account:

- identify the potential problem with the food and assess whether a risk to food safety exists;
- determine whether additional information is needed such as further testing or expert advice (this may include FSANZ, the Home State or Territory coordinator or scientific experts), in order to make a final decision;
- determine whether the food may need to be withdrawn from the marketplace while the extent of the problem is being assessed. Note – a ‘withdrawal’ can only be conducted if the risk to public health and safety has not been established; and
- make a decision as to whether a recall is needed (trade or consumer) having regard to the severity of the problem and how widespread it may be.

If there is any doubt as to the safety of the product the FSANZ recall co-ordinator should be contacted for further advice on ph. (02) 6271 2222.

### **Determine if a recall or withdrawal is necessary**

#### **Responsibilities**

It is the responsibility of the recall committee to closely examine the distribution records of the product in question in order to determine whether a trade or consumer level recall is required. The Quality Manager should discuss the need for a trade or consumer level recall with the FSANZ recall coordinator. The “Product Hazard / Risk Assessment form is designed to help decision making in this process (see [Attachment 14](#)).

The FSANZ recall coordinator will confirm the type of recall required under the circumstances. The definitions of the types of recalls that can be invoked in this procedure are outlined on the previous page of this document.

Examples of the types of problems that may be encountered with Advancing Food Safety Pty Ltd products and the type of recall that would be required under the circumstances are outlined below.

<b>PRODUCT</b>	<b>PROBLEM</b>	<b>DISTRIBUTION</b>	<b>STATUS</b>
<i>(insert the name of product here)</i>	<i>(insert an example of the type of problem a given product may exhibit)</i>	<i>(insert whether the product has been distributed to consumers at the trade or retail level)</i>	<i>(insert the type of recall or withdrawal required under the described circumstances)</i>

[Sample Recall Matrix.doc](#)



**SECTION 3 - Informing the relevant government authorities that a recall is or may be necessary**

**FSANZ Notification**

**Responsibilities**

If a trade or consumer recall is considered necessary it is the responsibility of the Quality Manager to inform firstly by phone and then in writing the FSANZ coordinator and the Home State or Territory coordinator that the company is going to initiate a recall.

The FSANZ recall coordinator in conjunction with the Home State or Territory recall coordinator will confirm this decision.

The Quality Assurance Manager in the event of the recall proceeding will also inform in writing the Commonwealth Minister responsible for consumer affairs and the State or Territory Ministers responsible for consumer affairs in those states in which the product has been distributed (except for Tasmania and Queensland).

*(An up to date list of all relevant contact numbers for the abovementioned authorities as well as examples of the appropriate notification forms are found in Attachments 1 to 4 or on the FSANZ website at <http://www.foodstandards.gov.au>.*

## **SECTION 4 - Trade Recall - Stopping further distribution and sale of the food being recalled**

### **Responsibilities**

In the event of a trade level recall it is the responsibility of the recall committee to coordinate this type of recall.

### **Determining Distribution of affected Product.**

The Managing Director is responsible for determining which States and/or Territories the product has been distributed to, whether the product has been exported and if so to which countries as well as other customers that may be affected. This information can be obtained from *[Insert information source] eg via our customer invoice sheets that also note the lot identification details and batch numbers of all distributed products sold to individual customers*. These records should be traced back to when the first delivery of the affected code took place.

The Managing Director is also responsible for ensuring that all affected customers are contacted by phone informing them of the problem with the product and then following this action up by facsimile. (For details on information required see [Attachment 5](#)).

In the event that the affected product may have been on-sold, for example via a distribution centre or warehouse it is the responsibility of the Managing Director to ensure that any customers that are likely to have done this are contacted by phone and to request that these customers examine their own distribution records and provide the Managing Director with details as to where the products have been distributed. An example of a forwarding letter that distributors may use to inform their own customers in the event of a company recall is also detailed in [Attachment 5](#).

The contact names and numbers for all the company's customers and distribution centres are in the customer register located in *[insert location](eg: the company accounting system)*.

### **Determining the quantity produced**

The Managing Director must also ensure that the total quantity of the batch in question, which can be derived from the production records relating to the batch code and subsequent day of production is determined.

The Managing Director is also responsible for ensuring that a stock take of the in-house storage facilities and isolation of any remaining stock that relates to the affected batch is carried out. This stock must be placed on "HOLD", be clearly identified as well as isolated so that accidental distribution cannot occur.

Note - No stock is to be disposed of without clearance from the Managing Director.

The Quality Manager should collate the above information on the Recall Distribution Register (see [Attachment 15](#)) and copies should be given to the Managing Director.

## **SECTION 5 - Consumer recall - Informing the public about the recall**

In the event that it is necessary to conduct a consumer recall all the steps outlined in section 4 above should be followed. In addition to this, the general public will need to be informed via written press advertisements placed in prominent Australian newspapers in each State or Territory in which the products have been distributed.

### **Responsibilities**

The Quality Manager will provide the Managing Director with a copy of the distribution register listing the States and Territories that the product has been distributed to.

It is the responsibility of the Managing Director in this case to draft the pending press advertisement. A contact number for Advancing Food Safety Pty Ltd must be included in this advertisement to allow consumers access to further information.

*(An example as to the style and wording of such a press advertisement as well as a list of contact numbers for prominent Australian newspapers is given in [attachment 6](#)).*

The Managing Director must also ensure that any press advertisements clearly instruct the consumer what to do with the product (i.e. return the product to place of purchase for a full refund) or how to safely dispose of the product.

The wording and format of the advertisement should be submitted to the FSANZ recall coordinator and the Home State or Territory recall coordinator for approval prior to publication.

The Managing Director will ensure that press advertisements are placed in the daily print media of each State and Territory in which the food has been distributed.

Wherever possible the advertisement should appear in the front pages of the daily print media. If this is not possible it should appear in the first half of the newspaper (early general news). The recall notice is not to be placed in the classifieds.

The advertisement should be double column in width and 10 centimetres deep and should be enclosed with a diagonally hatched boarder and preferably with the internationally recognised safety triangle in the top left hand corner. *(An example of the type of press advertisement required is given in [attachment 6](#)).*

### **Media Release**

If the identified problem with the product poses an immediate or serious risk to public health and safety and where there may be a delay in the release of a press advertisement the Home State or Territory coordinator may require a media release to be issued. The FSANZ recall coordinator will inform the company if this is to be done and will help facilitate this process. Media releases are issued to ensure rapid and wide dissemination of information.

**Responsibilities**

The media release should contain the same information as the paid advertisement and should be developed jointly by the Managing Director in consultation with the FSANZ recall coordinator.

In the case of both press advertisements and media releases the company should give consideration to informing ethnic and regional media and whether expert advice from a medical practitioner or other specialist may be required. It is the responsibility of the Managing Director to check whether there may be a delay in the publication of a paid advertisement.

In addition to this the Managing Director should select a company contact person to liaise with the media and to ensure that their contact details are included on the media release to allow access to further information.

## **SECTION 6 - Retrieving the recalled product and product disposal**

### **Retrieval**

Wherever possible Managing Director of Advancing Food Safety Pty Ltd will take all reasonable measures to retrieve stock in the market place and have it returned to the company.

### **Responsibilities**

It is the responsibility of the recall committee in conjunction with the FSANZ recall coordinator and the Home State or Territory recall coordinator to decide how the recalled food is to be retrieved from the distribution chain and disposed of.

The Managing Director of Advancing Food Safety Pty Ltd is responsible for coordinating company sales representatives to retrieve affected stock from customers, warehouses and distribution centres and to encourage cooperation from all links in the distribution chain to ensure the recall is effective.

Products may be recovered by returns to supermarkets, returns via distribution chains or direct returns from consumers. Records of the product lot identification details and the amounts of products returned from customers and distribution centres must be kept (see [Attachment 15](#)). If the distribution is widespread the Managing Director is responsible for establishing collection sites across the network in order to maintain control over the recalled goods and for ease of collection and return of affected product.

### **Disposal of non-returned product**

#### **Responsibilities**

The Managing Director must discuss the disposal of the non-returned product with the Home State or Territory coordinator before any advice as to product disposal is issued.

If the recall committee in conjunction with the Home State or Territory coordinator decide that the return of distributed product to the company is not feasible, it is the Managing Director's responsibility to instruct customers in the course of notification as to how to safely dispose of the product so that it cannot be used for human consumption in accordance with this procedure.

In this case where product is disposed of at market level, the Managing Director is to ensure that correct quantities of product have been obtained and recorded from customers, wholesalers and distribution centres prior to product disposal.

This information is to be recorded on the Recall Distribution Register (see [Attachment 15](#)) so that it can be used to assess the overall effectiveness of the recall.

All senior company representatives should be familiar with this recall procedure and with the records system for product distribution.

### **Returned Food**

#### **Responsibilities**

The Quality Manager is responsible for carrying out any further testing of the returned product if required as well as ensuring any returned stock is clearly identified with a label and that this stock is held in a separate area to prevent accidental redistribution. No stock is to be disposed of unless clearance to do so is given by the Managing Director or Quality Manager.

#### **Disposal of recalled food**

##### **Responsibilities**

The Quality Manager in conjunction with the home State or Territory recall coordinator will assess the disposition of the recalled product and decide the best method of disposal or reworking of the product as the case may be.

Recalled product that is being held, prior to disposal or possible reworking, must be separated from other food and clearly identified as 'recalled food' and not to be used subject to further advice.

The Quality Manager must determine which of the following options is appropriate for the recalled food eg.

- destroyed or otherwise used or disposed of so that it cannot be used for human consumption. If large amounts of food are to be destroyed in this manner the QA manager should seek advice from the Home State or Territory recall coordinator and the FSANZ recall coordinator as to the best method of disposal and obtain certificates of disposal if required (eg. land fill by local council, incineration or other method of disposal, through an authorised waste disposal company);
- further processed in such a way as to ensure its safety and suitability; and
- ascertain the returned product to be safe and suitable (eg. physical inspection in the case of faulty vacuum seals).

See [Attachment 7](#) for the definition of food disposal.

## **SECTION 7 - Providing FSANZ coordinator with interim and final reports on the recall**

### **Responsibilities**

The Quality Manager will provide the FSANZ coordinator with an interim and a final report respectively on the effectiveness of the recall. These reports will be requested by FSANZ and are to contain the information FSANZ requires within the timeframe stipulated.

These reports are to give information to the recall coordinator regarding the effectiveness of the recall and what corrective actions have been taken both with respect to the recall and to prevent a recurrence of the problem in the future. It is the responsibility of the Managing Director to ensure all members of the recall team in the course of their duties retain accurate records of relevant information such as amounts of returned stock, amounts of stock unaccounted for, copies of press releases, corrective actions taken, etc.

### **Post recall meeting**

As soon as is practical the Managing Director will convene the recall committee to discuss the effectiveness of the recall and to outline and put into effect strategies and preventative measures that will prevent the problem from recurring again.

Items that will need to be addressed in this meeting include:

- conducting an audit of the process to identify hazards that have contributed to the cause of the problem in the product – Responsibility Quality Manager;
- changes that will need to be made to production and processing systems in order to prevent a recurrence of the problem in the future – Responsibility Quality Manager;
- reviewing, up-dating and revision of written company processes and procedures and ensuring that these changes are communicated to all staff – Responsibility Quality Manager;
- reviewing and revising staff training policies and procedures – Responsibility Quality Manager; and
- updating production manuals and documented procedures to reflect these changes – Responsibility Quality Manager.

In the event of a product tampering recall:

- reviewing company security systems and product packaging in order to prevent possible tampering of the product – Responsibility Managing Director.



**Attachment 1 - Notification of recall to FSANZ**

On the following page is a blank urgent food recall notification form. This form is to be filled in when a recall is to take place.

Upon receipt of this form, FSANZ will be in contact to request additional information so that any necessary government action can be initiated.

**URGENT FOOD RECALL NOTIFICATION FORM**

PLEASE COMPLETE AND FAX TO FSANZ'S FOOD RECALL COORDINATOR ON 02 6271 2278

**DATE:** \_\_\_\_\_

**SPONSOR:**

Firm Name: Advancing Food Safety Pty Ltd

Firm Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

After Hours Phone/Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**FOOD PRODUCT - DESCRIPTION:**

Food Type: \_\_\_\_\_

Brand Name: \_\_\_\_\_ Product Size: \_\_\_\_\_

Lot Identification/Batch Code: \_\_\_\_\_

Where is the lot identification/batch code located on the product: \_\_\_\_\_

Date marking/Use by date/Best before: \_\_\_\_\_

APN/EAN or TUN: \_\_\_\_\_

Quantity of product affected: \_\_\_\_\_

**NATURE OF HAZARD DESCRIPTION:**

What is the hazard? \_\_\_\_\_

Has any testing been done? \_\_\_\_\_

If yes, what are the test results? \_\_\_\_\_

**LEVEL OF RECALL:**

Please tick  Trade  Consumer

**DISTRIBUTION:**

Please tick  Australia  Overseas identify country \_\_\_\_\_

QLD  TAS  NSW  NT   
ACT  WA  VIC  SA

**ACTION PROPOSED AND ACTION TAKEN:**

\_\_\_\_\_

**DISPOSAL OF PRODUCT:**

(what do you want done with the affected product?)

**OTHER RELEVANT INFORMATION:**

\_\_\_\_\_

**Attachment 2 - Contact details for the Australian and State and Territory Coordinators**

<p>The Food Recall Coordinator  Food Standards Australia New Zealand  PO Box 7186  CANBERRA BC ACT 2610  tel 02 6271 2610 fax 02 6271 2278  website: <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a></p>	<p>Environmental Health Services  Department of Health, Western Australia  PO Box 8172 Stirling Street  PERTH WA 6849  tel 08 9388 4820 fax 08 9382 8119  website: <a href="http://www.health.wa.gov.au">www.health.wa.gov.au</a></p>
<p>Food Branch  NSW Health Department  PO Box 798  GLADESVILLE NSW 1675  tel 02 9816 0269 fax 02 9817 7596  website: <a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a></p>	<p>Environmental Health Unit  Department of Community &amp; Health Services  GPO Box 125B  HOBART TAS 7001  tel 03 6233 3753 fax 03 6233 6620  website: <a href="http://www.dchs.tas.gov.au">www.dchs.tas.gov.au</a></p>
<p>Food Safety Victoria  Department of Human Services  GPO Box 4057  MELBOURNE VIC 3000  tel 03 9637 4094 fax 03 9637 5212  website: <a href="http://www.foodsafety.vic.gov.au">www.foodsafety.vic.gov.au</a></p>	<p>Program Directorate, Environmental Health  Territory Health Services  PO Box 40596  CASUARINA NT 0811  tel 08 8999 2965 fax 08 8999 2526  website: <a href="http://www.nt.gov.au/nths">www.nt.gov.au/nths</a></p>
<p>Food Section – Environmental Health Branch  South Australian Department of Human  Services  PO Box 6 Rundle Mall  ADELAIDE SA 5000  tel 08 8226 7107 (24 hrs) fax 08 8226 7102  website: <a href="http://www.health.sa.gov.au/pehs/Food/food-section.htm">www.health.sa.gov.au/pehs/Food/food-section.htm</a></p>	<p>ACT Health Protection Service  ACT Dept of Health &amp; Community Care  Locked Bag No 5  WESTON CREEK ACT 2611  tel 02 6205 1700 fax 02 6205 1705  website: <a href="http://www.health.act.gov.au">www.health.act.gov.au</a></p>
<p>Food Services  Environmental Health Unit  Queensland Department of Health  GPO Box 48  BRISBANE QLD 4001  tel 07 3234 0952 fax 07 3234 1480  website: <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a></p>	<p>New Zealand Food Safety Authority  PO Box 2835  WELLINGTON NEW ZEALAND  tel 0011 64 4 496 2360 fax 0011 64 4 496  2340  website: <a href="http://www.nzfsa.govt.nz">www.nzfsa.govt.nz</a></p>

Correct as at 1 September 2002

Up to date contact information is available at the FSANZ Food Recall website  
<http://www.foodstandards.gov.au>

### **Attachment 3 - Notification to the relevant Commonwealth and State and Territory Ministers**

#### **Commonwealth Minister**

Safety-related recalls, as defined in this document, involve the risk of death, illness or injury to a person or people. Section 65R of the Trade Practices Act 1974 requires Sponsors voluntarily recalling products for safety-related reasons to notify the Commonwealth Minister responsible for consumer affairs in writing within two days of initiating the recall. Refer to draft letter to Minister on page 43.

The notification must state that the goods are subject to recall and set out the nature of the defect in, or dangerous characteristic of, the goods. The notification should be addressed to:

Parliamentary Secretary to the Treasurer,  
Department of the Treasury  
Langton Crescent  
PARKES ACT 2600  
tel 02 6263 2747 fax 02 6263 2830

A person who fails to notify the Minister, if convicted of a breach of section 65R, is fined up to 30 penalty units or \$3,300.00.

Section 65F(7) of the Act provides that, where goods which have been exported are recalled, a firm is required to notify in writing, as soon as practicable, overseas recipients of the recalled stock. That notification must state that the goods are subject to recall and, if the goods contain a defect, have a dangerous characteristic or do not comply with a prescribed consumer product safety standard, set out the nature of the problem or, in the last case, the nature of the non-compliance.

The sponsor must provide a copy of the overseas notification letter(s), fax(es) or telex(es) to the Minister responsible for consumer affairs within 10 days of sending them. The penalties for breaches of section 65F are the same as those for breaches of section 65R.

Section 65F(1) of the Trade Practices Act 1974 empowers the Minister responsible for consumer affairs to order a supplier to recall goods which will or may cause injury to any person if it appears to the Minister that the sponsor has not taken satisfactory action to prevent the goods causing injury. The Minister's recall order will stipulate the manner and timing of the recall.

The Minister may also require that the sponsor inform the public and clients of the defect in or dangerous characteristic of the goods, of the circumstances in which the use of the goods is dangerous, and of safe procedures for disposing of the goods. If appropriate, the Minister may also order the sponsor to repair or replace the goods or provide refunds to consumers and clients within a specified period.

If goods create an 'imminent risk of death, serious illness or serious injury', section 65L of the Trade Practices Act 1974 allows the Minister to order an immediate recall of the goods. If the safety risk is not imminent, the sponsor has the opportunity to discuss the Minister's order at a conference before the Australian Competition and Consumer Commission.

It is a criminal offence for a sponsor to continue to supply goods subject to a compulsory product recall order made by the Minister responsible for consumer affairs under section 65F(1) of the Trade Practices Act 1974, or to otherwise breach the conditions of a compulsory product recall. The penalties are severe: a corporation can be fined up to \$200,000; and an individual can be fined up to \$40,000.

Inquiries about the recall provisions of the Trade Practices Act 1974 should be directed to the Manager, Safety Policy, at the Competition and Consumer Policy Division of the Department of the Treasury — phone 02 6263 2747.

In order to advise the Minister that a recall has been completed satisfactorily, Food Standards Australia New Zealand, may conduct a food recall audit. Sponsors should therefore ensure that adequate documentary evidence and other written records are maintained in connection with recalls.

#### **State and Territory Ministers**

It is also necessary to notify the Minister responsible for fair trading in the States and Territories where the product was distributed except for Queensland and Tasmania. For further information, contact the Competition and Consumer Policy Division, of the Department of the Treasury.

#### **Letter to the Minister**

The draft letter on the following page provides a guide as to how to inform the Commonwealth Minister responsible for consumer affairs and the relevant State and Territory Minister of a recall – it should be faxed.

**Commonwealth Minister Responsible for consumer affairs  
[and State or Territory Minister responsible for fair trading if necessary]**

Dear Minister

**RE: NOTIFICATION OF FOOD RECALL**

In accordance with section 65R of the Trade Practices Act 1974, we wish to inform you of a food recall.

**Nature of food**

[Provide information that will help identify the food — for example, food name, and size, lot identification (batch and code numbers), and use-by date, packed on date, or best before date, type of food such as confectionery, meat or milk]

**Nature of the defect**

[Say what the problem is; for example, bacteria or foreign matter.]

**Action taken or proposed**

[Say what you have done or are going to do. For example.

- We have notified the manufacturer of the food and relevant government authorities.
- We have notified all retailers known to have purchased the food.
- We are in the process of recovering the food from identified outlets and consumers.
- We are going to do a consumer-level recall.
- We have scheduled press advertisements to appear in the (name of newspaper or newspapers) on (date).]

Should you require any further information please contact us on [telephone number].

Yours sincerely

[YOUR FIRM NAME AND ADDRESS]

[DATE]

**Attachment 4 - Contact details for relevant Commonwealth and State and Territory Ministers (usually the Minister responsible for consumer affairs or fair trading)**

Parliamentary Secretary to the Treasurer Consumer Affairs Division, Department of the Treasury Langton Crescent PARKES ACT 2600 tel 02 6263 2747 fax 02 6263 2830	State Minister for Fair Trading Office of Consumer and Business Affairs PO Box 469 HINDMARSH SA 5007 tel 08 8234 7039 fax 08 8234 1486
State Minister for Fair Trading Dept of Fair Trading NSW Consumer Affairs Agency PO Box 972 PARRAMATTA NSW 2124 tel 02 9895 0111 fax 02 9689 0423	State Minister for Fair Trading Office of Consumer Affairs GPO Box 1244J HOBART TAS 7001 tel 03 6233 7655 fax 03 6272 7852
State Minister for Fair Trading & Business Affairs Department of Justice GPO Box 123A MELBOURNE VIC 3001 tel 03 9627 6000 fax 03 9627 6007	State Minister for Fair Trading Office of Consumer Affairs and Fair Trading GPO Box 1722 DARWIN NT 0801 tel 08 8999 6207 fax 08 8999 6260
State Minister for Fair Trading Ministry of Fair Trading PO Box 1344 OSBORNE PARK WA 6916 tel 08 9244 3748 fax 08 9244 3750	State Minister for Fair Trading ACT Legislative Assembly GPO Box 1020 CANBERRA CITY ACT 2601 tel 02 6207 0423 fax 02 6207 0424
State Minister for Consumer Affairs Office of Fair Trading GPO Box 3111 BRISBANE QLD 4001 tel 07 3239 0133 fax 07 3239 0415	Minister for Consumer Affairs Ministry of Consumer Affairs PO Box 1473 WELLINGTON NEW ZEALAND tel 0011 64 4 474 2750 fax 0011 64 4 473 9400

Correct as at 1 September 2002

Further information can be obtained from the National Consumer Website: [www.consumer.gov.au](http://www.consumer.gov.au)

## **Attachment 5 - Recall letters, faxes and telexes to distribution centres, wholesalers, and customers**

Initial notification for recalls should be done by telephone and followed up with written communication. Recall letters to be sent to distributors and wholesalers and overseas importers should include a factual statement of the reasons for the recall of the product, plus specific details that will allow the product to be easily identified.

The text of the recall letter should be agreed with the FSANZ coordinator before the letter is sent. The letter, which may be sent by mail, fax or telex should be sent as soon as possible after negotiation with the FSANZ coordinator; it must be sent within 48 hours of initiating the recall (example is set out on next page).

### **Heading**

The heading should be 'Food Recall'.

### **Composition of text**

The text of the letter should provide information about each of the following:

- the name of the product;
- the package size and a description of the packaging;
- the lot identification (batch or serial number);
- 'use-by date', 'packed on' date, or 'best before' date where relevant;
- other details necessary for fool-proof identification;
- the reason for the recall, nature of the hazard and the effects of consumption;
- the need to identify and quarantine the product;
- the method of recovery (or disposal, if appropriate) or product correction to be used;
- a request to retain the letter in a prominent position for one month in case stock

is in transit;

- distribution of the product; and
- firm contacts, including telephone and fax numbers.

If recalled stock has been distributed to a limited number of retailers or distributors and there is reason to believe that the product may have been further distributed to other distributors or retailers, the recall letter should include the following statement:

"If any of the recalled stock has been further distributed by you to other distributors or retailers please immediately let those distributors or retailers know of the recall. Please then telephone the nearest firm office shown below so that we can make contact with the distributors or retailers supplied by your firm".



**Notification to Distributors and Customers**

**PLEASE CONTACT BY PHONE AND FAX ALL YOUR DISTRIBUTORS AND CUSTOMERS AND GIVE THEM THE FOLLOWING INFORMATION**

Distributors' name and address

**FOOD RECALL**

Advancing Food Safety Pty Ltd is conducting the following food recall.

The food involved is [name of the food, size of the food, use-by date, batch code and all other information that will identify the food].

Consumers are being advised that the above food is being recalled because [the reason for the recall].

As a precaution we are recalling all supplies of the food with the above identification. Consumers have been asked to return the purchased food. They will receive a refund.

If any of the recalled stock has been distributed by you to other distributors or retailers please immediately inform those distributors or retailers of the recall. Then telephone our office (shown below) so that we can make contact with the distributors or retailers supplied by your firm.

Please hold the recalled food in an isolated and secure area pending further advice. We apologise for the inconvenience.

**[YOUR FIRM NAME, ADDRESS AND CONTACT NUMBERS]**  
**[DATE]**

## **Attachment 6 - Paid advertisements and Media releases**

### **Paid advertisements**

If the recall is to the consumer level, advertisements paid for by the sponsor are to be placed in the daily print media of each State and Territory in which the product may have been distributed.

### **Choice of print media**

The choice of print media should be made in consultation with the FSANZ coordinator and the coordinators in the appropriate State and Territory health authorities. The FSANZ coordinator has a list of the main newspapers in each State and Territory. In addition, consideration should be given to the need to inform ethnic, regional and community newspapers.

### **Size**

Double-column and 10 centimetres deep is the minimum size for advertisements, which should be enclosed in a diagonally hatched border, preferably with the internationally recognised safety triangle in the top left-hand corner. (Note- consideration should be given to the appropriate font size and style to be used in the advertisement so as to ensure the printed text is easily readable).

### **Position**

It is important that, wherever possible, recall advertisements appear in the front pages of daily print media. If this is not possible they should appear in the first half of the newspaper (early general news). The classifieds section is not suitable.

### **Text**

The text of the recall advertisement should be submitted to the FSANZ coordinator for confirmation before it is sent for publication.

### **Heading**

The heading should be 'Food Recall'.

### **Composition of text**

The text of the recall advertisement should provide information about each of the following:

- the name of the product;
- the package size and a description of the packaging;

- 'use-by date', 'packed on' date, or 'best before' date where relevant;
- any other details necessary for fool-proof identification;
- the reason for the recall;
- the need to identify and quarantine the product;
- the method of recovery (or disposal, if appropriate) or product correction to be used;
- where appropriate a description of possible symptoms and/or advice to consult a medical practitioner should be included (eg. symptoms of ciguatera poisoning include; tingling and numbness in finger, toe and mouth etc.).
- firm contacts including telephone and fax numbers.

### **Media release**

To ensure the widest possible dissemination, and to cover both electronic and print media, sponsors undertaking a voluntary recall should consider issuing a media release. The media release should contain the same information as the paid advertisement and should be developed jointly by the sponsor, the FSANZ coordinator and the relevant State or Territory coordinator. Again, consideration should be given to informing ethnic and regional media. Expert advice from a medical practitioner or other specialist may be required.

The sponsor should identify a company contact person to liaise with the media and to ensure that their contact details are included on the media release to allow access to further information.

Media releases are intended to bring the problem to consumers' attention as quickly as possible: there may be a delay of several days in the publication of a paid advertisement.

Figure 2 Example of a food recall advertisement

**FOOD RECALL (1)**

**PETE'S PASTA PRODUCTS (2)**  
**FRESH FILLED CANNELLONI PASTA 500g PACK.**  
**USE BY DATE 25/06/02**

Pete's Pasta Products Pty Ltd is conducting a voluntary recall of the above product as a precautionary health measure. Tests have detected abnormally high levels of E.coli bacteria. (3 & 4)

Pete's Pasta Products Pty Ltd is working with health authorities on the problem.

The recall applies only to the product with the nominated size and use by dates. Customers should not consume the product. Any consumers concerned about their health should contact their doctor. (5 & 6)

Customers are asked to return the product to the point of purchase for immediate full cash refund. (7)

We apologise for any inconvenience.

For further information please call 1800 808 966. (8)

Pete's Pasta Products Pty Ltd.  
13 Wattle Avenue Canberra ACT 2600

(1) Type of recall (2) Name, size and description of product (3) Reason for recall  
(4) Hazard (5) Identify (6) Quarantine (7) Disposal (8) Company contact details

## Major Australian Newspapers

### National

The Australian	tel 02 9288 3000	fax 02 9288 2396
The Australian Financial Review	tel 02 9282 3415	fax 02 9282 2484

### Canberra (ACT)

The Canberra Times	tel 02 6280 2173	fax 02 6280 4884
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### Sydney (NSW)

The Sydney Morning Herald	tel 02 9282 2833	fax 02 9282 3121
The Sun Herald	tel 02 9282 2833	fax 02 9282 3332
The Daily Telegraph	tel 02 9288 3606	fax 02 9288 3729
Sunday Telegraph	tel 02 9288 3000	fax 02 9288 3729

### Melbourne (VIC)

The Age	tel 03 9601 2014	fax 03 9670 1329
Herald Sun	tel 03 9292 2739	fax 03 9292 2141
Sunday Herald Sun	tel 03 9292 2000	fax 03 9292 2080

### Perth (WA)

The West Australian	tel 08 9482 3716	fax 08 9482 9091
Sunday Times	tel 08 9326 8383	fax 08 9325 3360

### Brisbane (QLD)

Courier Mail	tel 07 3666 8000	fax 07 3666 6687
Sunday Mail	tel 07 3666 8000	fax 07 3666 6689

### Adelaide (SA)

The Advertiser	tel 08 8206 2000	fax 08 8206 3622
Sunday Mail	tel 08 8206 2711	fax 08 8206 3611

### Hobart (TAS)

The Mercury	tel 03 6230 0665	fax 03 6230 0766
The Examiner	tel 03 6336 7111	fax 03 6334 7327

### Darwin (NT)

Northern Territory News	tel 08 8944 9801	fax 08 8981 8392
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You should also consider the need to inform ethnic, regional and community newspapers. The FSANZ coordinator has a list of these newspapers in each State and Territory.

To place advertisements simultaneously – in a telephone directory you will find, listed under ‘advertising agencies’ or ‘media information &/or services’, companies that can:

- help you with placing your advertisement.
- help you with acquiring a short-term, emergency 1800 number.

(as at 1 September 2002)

**Attachment 7 Clause 11 of Standard 3.2.2 (Food Safety Practices and General Requirements)**

**11 Food disposal**

- (1) A food business must ensure that food for disposal is held and kept separate until it is:
  - (a) destroyed or otherwise used or disposed of so that it cannot be used for human consumption;
  - (b) returned to its supplier;
  - (c) further processed in a way that ensures its safety and suitability; or
  - (d) ascertained to be safe and suitable.
  
- (2) In subclause (1), 'food for disposal' means food that:
  - (a) is subject to recall;
  - (b) has been returned;
  - (c) is not safe or suitable; or
  - (d) is reasonably suspected of not being safe or suitable.
  
- (3) A food business must clearly identify any food that is held and kept separate in accordance with subclause (1) as returned food, recalled food, or food that is or may not be safe or suitable, as the case may be.
  
- (4) A food business must not sell food that has been already served to a person to another person unless the food was completely wrapped when served and has remained completely wrapped.

## **Attachment 8 - Post-recall reporting**

One month and two months after the implementation of a recall the sponsor should provide the FSANZ coordinator with an interim and a final report respectively on the recall. The reports are to contain the following information:

- a copy of the recall letter (or fax) to customers;
- the circumstances leading to the recall;
- the action taken by the sponsor, including any publicity, with names of newspapers in which advertisements appeared;
- the extent of distribution of the relevant batch in Australia and overseas;
- the result of the recall (quantity of stock returned, corrected, outstanding, and so on);
- the method of disposal or otherwise of recalled stock, with certificates of destruction;
- action proposed for the future to prevent a recurrence of the problem;
- any difficulties experienced in conducting the recall; and
- details of written information provided by government agencies or industry organisations that assisted the recall.

This information can be used for modifying recall procedures and practices.

The interim and final reports give information about the effectiveness of the recall and form the basis of reports to State and Territory coordinators and to the Consumer Affairs Division of the Department of the Treasury. If the reports are unsatisfactory, further recall action may have to be considered.

Where the nature of the problem and appropriate remedial action are not apparent, Food Standards Australia New Zealand will investigate and, in some cases, might audit the recall process. The sponsor will receive advance notice of this so that it can assemble the relevant records.

The Food Standards Australia New Zealand will take action in response to the audit. This might involve for example, a review of the product.

## Attachment 9 - Responsibilities – Managing Director

### *RECALL PLAN*

#### **Managing Director**

1.	Liaise with Senior Management and responsible for coordinating the recall team with respect to other members activities.
2.	In consultation with the QA manager determine if a recall is necessary or whether further information and advice is needed in order to make a final decision. Assess risks with QA Manager Sales Manager and Production Supervisor
3.	Identify and define the potential problem as per the FSANZ Food Industry Recall Protocol where the classification of what constitutes a recall is defined in the introduction. After consultation with FSANZ Food Recall Co-ordinator, decide recall classification Trade or Consumer.
4.	Notify Public Affairs and Insurance /Legal.
5.	Collate information. (See Attachments 1, 5 & 6)
6.	Provide Sales Manager with wording of telex notification for customers (See Attachment 5).
7.	Approve with the assistance of the QA manager and FSANZ recall coordinator all draft correspondence sent to government ministers, authorities and the media. (See Attachments 2, 4, 5 & 6).
8.	Determine if and what staff resources may need to be deployed in order to help facilitate the recall or to cover staff that are on the recall committee. Ensure business continuity.
9.	Co-ordinate action to be taken.
10.	Check effectiveness of recall.
11.	Prepare final report and recommendations.
12.	Undertake post recall reporting and chair the meeting of the recall committee with respect to corrective action that will be undertaken to prevent a recurrence of the problem.



## Attachment 10 - Responsibilities – Quality Manager

### *RECALL PLAN*

#### Quality Manager

1.	Assess potential risks with General Manager, Sales Manager and Production Supervisor.
2.	Complete 'Product Assessment' form (see Attachment 15) and help determine whether a recall is necessary.
3.	Provide technical advice and support to the Recall Committee. Complete the FSANZ Urgent Food Recall Notification Form and fax to the FSANZ Food Recall Coordinator (See Attachment 1).
4.	Within 48 hours of initiating the recall draft a letter to the Commonwealth Minister responsible for consumer affairs and once approved by the General Manager notify the Minister by fax. (See Attachment 3). In addition to this, the Minister responsible for fair-trading in the States and Territories where the food has been distributed (except TAS & QLD) must also be contacted using the format of the letter described above. (See Attachment 3 for contact details).
5.	Assist the Sales manager in drafting the Customer Advice Notification letter. (See Attachment 5)
6.	If applicable, liaise with the contracted laboratory on microbiological issues and to arrange to sample implicated food items and carry out environmental swabbing. Reporting on test results of suspect samples.
7.	Prepare media statement for approval (See Attachment 6).
8.	In conjunction with the FSANZ recall coordinator determine method of disposal of recalled product (e.g. sterilise, land fill etc.), ensure record of destruction.

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**Attachment 11 - Responsibilities – Sales Manager**

***RECALL PLAN***

**Sales Manager**

1.	Notify internal departments	
2.	Assess potential risks with General Manager, QA Manager and Production Supervisor and determine the level of recall required.	
3.	Collate all information Re: distribution of affected product(s) and report to General Manager	
4.	Determine with the aid of the Production Supervisor the total amount of affected product produced and assist in the location of any stock that may be present in storage facilities in-house.	Formatted: Bullets and Numbering
5.	Obtain complete list of all customers that may have received affected stock and inform them of the problem by telephone and follow up the advice by fax.	Formatted: Bullets and Numbering
6.	Advise customers of method of disposal / retrieval and obtain information as to how much affected stock is held by all customers. Keep records of this advice. (See Attachment 5)	
7.	At completion of recall determine the quantity of stock retrieved / disposed of vs. quantity of stock that is unaccounted for. This advice will need to be included in the final report regarding the effectiveness of the recall.	Formatted: Bullets and Numbering
8.	Ensure replacement stock is available for affected customers to continue business continuity. Any alternative product must be approved by the QA manager prior to dispatch.	Formatted: Bullets and Numbering
9.	Arrange for Sales representatives to pick up any affected stock from customers in event that the product needs to be returned to the company for further investigation / destruction. (note – this must be done in accordance with Standard 3.2.2 Clause 11) or alternatively instruct the customer to dispose of the product in a manner that prevents it from being used for public consumption in accordance with the above clause.	Formatted: Bullets and Numbering

**Attachment 12 - Responsibilities – Production Supervisor**

***RECALL PLAN***

**Production Supervisor**

1.	Assist Senior Management with recall.
2.	Isolate affected stock still in the holding room. Confirm stock is held segregated and clearly marked as on HOLD where staff have no access.  NOTE - NO STOCK IS TO BE DISPOSED OF WITHOUT APPROVAL FROM THE QA MANAGER – IN CASE IT IS NEEDED FOR TESTING.
3.	Liaise with Sales manager re: potentially affected customers and assist with the notification procedure. Update General Manager as required.
4.	Liaise with Union regarding Food Production Staff undergoing testing if required
5.	Issue memo to Staff re direction of telephone calls to the administration assistant.
6.	Collect all information and give to Sales Manager for collation.
7.	Issue hard copy instructions to Food Production.
8.	If applicable, once the contracted laboratory has completed swabbing, arrange cleaning of food production.
9.	Ensure all food production areas, utensils, aprons, machinery, conveyor belts, cool rooms etc thoroughly cleaned and sanitised.

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**Attachment 13 - Responsibilities – Purchasing Manager / Administration**

***RECALL PLAN***

**Purchasing Manager / Administration**

1.	Assist Sales Manager and QA manager where necessary.
2.	Liaise with manufacturers / suppliers if problem relates to raw materials.
3.	If applicable organise suitable replacement raw materials (to be approved by QA manager).
4.	If applicable, arrange for Contract Cleaners to carry out full sanitising of food product areas and follow up swabbing once it has been confirmed that in-house cleaning has been completed.

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**Administration Assistant**

1.	Provide administrative support.
2.	Maintain an updated list of recall committee contact details as well as contact details of the relevant State and Territory government recall coordinators and FSANZ recall coordinator (see Attachments 2 & 4).

## *RECALL PLAN*

### Product Hazard / Risk Assessment Form

Collection of Information about the product and problem

<b>Product name and description, including pack size and type</b>	
<b>Batch or serial number</b> <b>Best before date or Use - by Date:</b>	
<b>Manufacturer/and contact telephone number:</b>	
<b>Quantity of the batch date produced:</b>	

**The Problem:**

<b>Name and telephone number of the person reporting the problem:</b>	
<b>Date of the Report:</b>	
<b>Nature of the problem:</b> <b>(eg food poisoning, foreign object or chemical contamination, packaging problem etc).</b>	
<b>Is the problem related to a fault with a raw material used in the product?</b> <b>(If so state the manufacturer of the raw material and contact details, telephone no. etc.)</b>	
<b>Number of similar reports received:</b>	
<b>Results of tests and other investigations on suspect or other samples:</b>	
<b>Any other relevant factors:</b> <b>(eg: Police informed etc)</b>	

**Other Relevant Information:**

<b>Are samples available for investigation and have they been taken (Note date and time etc):</b>	
<b>Type of problem and possible reasons for occurring:</b>	
<b>Action proposed by [inset company name]</b>	
<b>Proposed recall level:</b>	

## Recall Distribution Register

This register is to be completed by the Sales Manager and is a log of the complete distribution of affected product.

The information on this form is derived from despatch records and sales invoices, hence it is important for an effective recall that not only quantities are recorded but also records of product batch codes and dates of despatch etc. This system needs to be robust and information readily available to senior management if needed.

<b>RECALL DISTRIBUTION REGISTER</b>					
<b>PRODUCT NAME</b>			<b>USEBY DATE / CODE ETC</b>		
<b>DATE OF MANUFACTURE</b>			<b>TOTAL AMOUNT PRODUCED Kgs / Ctns</b>		
<b>Distribution Profile (From despatch records)</b>					
<b>Date</b>	<b>Customer Name</b>	<b>State</b>	<b>Amount of product sent to customer</b>	<b>Date Customer was contacted about recall</b>	<b>Amount of stock remaining</b>
<b>Total Stock accounted for =</b>					
<b>Total Stock unaccounted for (eg Stock in trade / consumed)</b>					