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Recall reference: 2014/xxxx

[Contact name
Company details]

Dear [company contact name]

RE: FOOD RECALL – RECALLDATE
[Recall number]
[Recall product details]
Recalled due to: [recall reason]

Thank you for your advice on [date] of the recall on the above mentioned product/s. As you may be aware, Food Standards Australia New Zealand (FSANZ) coordinates and monitors food related recalls on behalf of the Australian Competition and Consumer Commission (ACCC). The ACCC is obliged to satisfy the Parliamentary Secretary to the Treasurer, who is responsible for Consumer Affairs, that a recall has been conducted satisfactorily and that consumers have been protected.

To enable FSANZ to report to the ACCC that you have conducted the recall satisfactorily and protected consumers, FSANZ requests that you provide information about the recall in the form of a post recall report. To assist you, a Post recall report template is enclosed. To fulfil FSANZ's reporting obligations to our Board, the information provided in this post recall report will be de-identified and used to prepare reports on recalls coordinated by FSANZ.

An interim post recall report, containing information on how you are progressing with the recall is due by [2 weeks from the recall date] and should be sent to FSANZ via email or fax. The interim report consists of completing questions in Part A of the Post Recall Report template, attached to this letter.

A final post recall report, containing final stock recovery numbers and all final information requested in the attached template, is due by [one month from recall date].

If you have any questions concerning the interim or final post recall reports, please contact me on (insert phone number) or by email (insert e-mail address).

Thank you for your cooperation with this matter.

Kind regards

[Name]
Food Recall Coordinator
Food Safety Section
[Date]



Post Recall Report Template

The Australian Competition and Consumer Commission (ACCC) oversees all safety related recalls in Australia to ensure recalled product has been removed from the marketplace and there is effective communication of the recall to consumers.

When you have taken all reasonable steps to effectively manage the risk posed by the unsafe product, the recall can be closed.

As outlined in the post recall reporting section in the FSANZ *Food Industry Recall Protocol*, this information will enable FSANZ to advise the Parliamentary Secretary to the Treasurer, that your company has taken all reasonable steps to ensure the effective recall of your product.

For the interim post recall report: Please provide responses to **Part A** questions.

For the final post recall report: Please provide final responses to **all** questions below and **final** stock recovery figures (in Attachment 1)

PART A

Recall information

For the following six questions, FSANZ has pre-filled the text with information provided during the recall. However, please check for accuracy and respond accordingly to Question 7.

- 1) The recall was notified to FSANZ on **[insert time and date]**
- 2) The products affected by the recall were **[insert products affected, including date markings and product descriptions for each]**
- 3) The affected batch/s **was/were** distributed to:

QLD	<input type="checkbox"/>
NSW	<input type="checkbox"/>
ACT	<input type="checkbox"/>
VIC	<input type="checkbox"/>
NT	<input type="checkbox"/>
SA	<input type="checkbox"/>
WA	<input type="checkbox"/>
TAS	<input type="checkbox"/>

- 4) The product/s **was/were** imported: **[Yes/No]**?

If the product was imported please provide the customs entry number: [Prefill if provided]
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- 5) The affected batch/s **was/were** exported: **[Yes/No]**?
- 6) The affected batch/s **was/were** exported to:

[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>
[Insert country]	<input type="checkbox"/>

Yes **No**

- 7) Is the recall information above correct?

If no, please indicate which information was incorrect and provide updated recall information:
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Recall Plan

Yes No

- 8) Was your recall plan up to date and easily followed during the recall?

If no, please explain why:

--

- 9) Is there anything about the recall plan which you are changing after the recall?

If yes, please give details:

--

Notifications

Yes No

- 10) Did you notify all the customers (ie distribution centres/retailers) you supplied the recalled food to?

If no, please explain why:

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- 11) How did you contact your customers?

(Tick all which apply)

Email	<input type="checkbox"/>
Phone	<input type="checkbox"/>
Fax	<input type="checkbox"/>
Online portal (eg GS1 Recallnet)	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other please specify:

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Yes No

- 12) Did this notice outline a stock recovery procedure?

- 13) What were your customers asked to do with the recovered stock?

(Tick all which apply)

Stock to be destroyed on site	<input type="checkbox"/>
Stock to be returned to you for destruction	<input type="checkbox"/>
Stock to be returned to you for further processing	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other please specify:

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Yes No

- 14) Have you attached a copy of the notification(s) sent to your customers to this report (including, where relevant, overseas recipients)?

You are required to provide evidence which shows that all businesses you supplied the recalled food to, were notified of the recall. If contacted by phone please provide a list of the companies called and the time and date of the phone call.

For consumer level recalls the public needs to be informed that the food is being recalled.

15) What communication methods did you use to inform the public of the recall?

(Tick all which apply)

Newspaper ad	<input type="checkbox"/>
Radio ad	<input type="checkbox"/>
Point of sale notification	<input type="checkbox"/>
Media Release	<input type="checkbox"/>
Website information	<input type="checkbox"/>
Customer loyalty database	<input type="checkbox"/>
Other	<input type="checkbox"/>

If other please specify:

Yes No

16) Have you attached a copy of the final recall notice, as it was published, to this report? (including what page the recall press ad was placed on)

17) If newspaper ad(s) were placed - in which newspapers did your recall press notices appear? Please provide the date of publication.

(Tick all which apply)

Newspaper		Publication date
The Canberra times (ACT)	<input type="checkbox"/>	
The Daily Telegraph (NSW)	<input type="checkbox"/>	
The Sun Herald (NSW)		
The Sydney Morning Herald (NSW)		
The Sunday Telegraph (NSW)	<input type="checkbox"/>	
The Age (VIC)	<input type="checkbox"/>	
Herald Sun (VIC)	<input type="checkbox"/>	
Sunday Herald Sun (VIC)	<input type="checkbox"/>	
The West Australian (WA)	<input type="checkbox"/>	
Sunday Times (WA)	<input type="checkbox"/>	
Courier Mail (QLD)	<input type="checkbox"/>	
Sunday Mail (QLD)	<input type="checkbox"/>	
The Advertiser (SA)	<input type="checkbox"/>	
Sunday Mail (SA)	<input type="checkbox"/>	
The Mercury (TAS)	<input type="checkbox"/>	
The Examiner (TAS)	<input type="checkbox"/>	
The Advocate (TAS)	<input type="checkbox"/>	
Northern Territory News (NT)	<input type="checkbox"/>	
Other	<input type="checkbox"/>	
If other please specify:		

Corrective action

Yes No

18) Have you taken corrective action to prevent this problem happening again?

If no, please explain why:

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19) If yes, what action(s) have you put in place?

(Tick all which apply)

Action		Description
Training of staff	<input type="checkbox"/>	
Improved communication procedures	<input type="checkbox"/>	
Altered product ingredients	<input type="checkbox"/>	
Altered product label	<input type="checkbox"/>	
Changed suppliers	<input type="checkbox"/>	
New/changed equipment	<input type="checkbox"/>	
Amended processing/handling procedures	<input type="checkbox"/>	
Other	<input type="checkbox"/>	
If other, please specify:		

PART B

Product accountability

Final Information relating to units of stock recalled needs to be set out in:
ATTACHMENT 1 – *Product accountability.*

20) Was the recovered recalled food:

Destroyed	<input type="checkbox"/>	
Further processed	<input type="checkbox"/>	Please describe:
Relabelled to comply with the requirements of the Code	<input type="checkbox"/>	Please describe and attach a copy of the new label:
Other	<input type="checkbox"/>	
If other, please specify:		

Yes **No**

21) Have you provided evidence of the destruction, or other action taken on the recalled food, with this report?

Testing

22) Did you undertake any further testing on the recovered recalled food?
i.e. for micro, chemical or physical contamination, allergens or other analyte

If so, please indicate the results from the testing:

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If you did not provide a copy of the analytical results from initial testing of the food, please provide this with the submission of the post recall report.

Customer complaints and injuries/illness

23) Have you received any complaints and/or enquiries regarding the food recall?

If yes, please provide the total number and general details:

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24) Have you received any reported cases of illness/injury (including deaths) associated with the food recall?

If yes, please provide the total number and details:

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Satisfaction with FSANZ's coordination role

To assist FSANZ evaluate recalls it would be appreciated if you could also provide the following information:

<i>How satisfied were you with the assistance FSANZ provided in coordinating the recall?</i>
Please rate Not Satisfied / Satisfied / Very Satisfied
Comments:
<i>How satisfied were you with the information provided by FSANZ in assisting you to complete the recall?</i>
Please rate Not Satisfied / Satisfied / Very Satisfied
Comments:
<i>Were you satisfied that FSANZ acted on the information provided in a timely manner?</i>
Please rate Not Satisfied / Satisfied / Very Satisfied
Comments:
<i>Is there anything you wish FSANZ to consider in assisting with future recalls?</i>
Yes / No
Comments:

Attachment 1 – Product accountability

Recall Number:	FSANZ2014/
Product:	Name
Company:	Name

Consumer Level Recall

Please fill in the units of product and the unit of measurement, for each description at A, B, C, D and E in the table below. This information determines the amount of food product which was both accounted for and unaccounted for following the completion of recall action. The information collected will be considered in conjunction with the answers provided in Part A and B above, in FSANZ's evaluation of the recall. This evaluation will assist in determining whether the recall was conducted satisfactorily and will be the basis of the recall report provided to the ACCC by FSANZ.

A = Amount of food product **manufactured/imported**

B = Amount of food accounted for that remains under the **manufacturer's/importer's control** (ie remaining in warehouse/ at DCs / destroyed / further processed / relabelled under control)

C = Amount of food accounted for that remains at retail level
(ie withdrawn off the shelves / destroyed)

D = Amount of food accounted for that was returned by consumers
(ie to retail/manufacturer/importer)

E = Amount of food sold but not accounted for under B, C and D above

<u>Description</u>	<u>Units</u>	<u>Units of measurement (eg Kilos)</u>
A) Amount of food manufactured/imported (A = B + C + D + E)		
B) Amount of food accounted for that remains under the manufacturer's/importer's control		
C) Amount of food accounted for that remains at retail level		
D) Amount of food accounted for that was returned by consumers		
E) Amount of food sold but NOT accounted for under B, C and D above E = A – (B + C + D)		

Comments: