### Food Recall Plan for <insert your business name here>

**The purpose of this document** is to help businesses plan for the effective recall of unsafe food products from the food supply chain.

It is best used together with the Food Standards Australia New Zealand (FSANZ) ‘**Food Industry Recall Protocol** - **Information on Recalling Food in Australia and Writing a Food Recall Plan**’, available from the FSANZ website: [www.foodstandards.gov.au](http://www.foodstandards.gov.au/)

**Food recalls** **and withdrawals**

The two types of food recall, and food withdrawal are described below. A flow chart for deciding whether a food recall or withdrawal is needed is in Attachment 1.

**Recall objectives:**

* Protect the health and safety of our customers and consumers.
* Stop any further distribution and sale of the recalled food product as soon as possible.
* Inform the relevant authorities (home state and FSANZ) of the problem.
* For consumer level recalls, inform the public of the problem.
* Retrieve and dispose of the recalled food product.
* Report to the relevant authorities on recall outcomes and corrective actions.

**What this recall plan covers:**

* Quick reference **contact information** — your business, suppliers and customers, and government.
* Business preparedness including **product** **traceability**, **staff training**, **review of the recall plan** and **paying for a food recall.**
* **Step-by-step guide** for the food recall process.
* Attachments to use as **templates and other useful information** on the [FSANZ website](http://www.foodstandards.gov.au/).

**Quick reference contact information**

The table below can be used as a quick reference in the event of a food recall or withdrawal. It is recommended that the table is reviewed for accuracy every 6 months.

|  |  |
| --- | --- |
| **1. Your business information** | **This section to be completed by the business** |
| **Business name** |  |
| **Address** |  |
| **Postal address** |  |
| **Main phone number** |  |
| **After hours phone number** |  |
| **Email address** |  |
| **Website address** |  |
| **Name of business’ food recall coordinator** |  |
| **Phone number of coordinator** |  |
| **Email address of coordinator** |  |
| **After hours number for coordinator** |  |
| **2. Government contacts** | |
| **Home state food enforcement agency** | [Insert contact details for your home state, see web link below for help]  [Food enforcement contacts](http://www.foodstandards.gov.au/about/foodenforcementcontacts/pages/default.aspx) |
| **Food Standards Australia New Zealand (FSANZ)**  **FSANZ Food Recall Coordinator** | [www.foodstandards.gov.au](http://www.foodstandards.gov.au/)  Phone: 02 6271 2610 (business hours)  Mobile: 0412 166 965 (after hours)  Email: [food.recalls@foodstandards.gov.au](mailto:food.recalls@foodstandards.gov.au) |

**3. Your suppliers and customers contact information**

To effectively recall food you must also have a complete list of all food businesses that:

* supply food, ingredients and packaging materials to you (your suppliers)
* you supply food to (your customers).

The contact information for these businesses should include:

* the business name
* address
* contact person
* contact phone (including for after hours\*) and email (if applicable).

If needed, the table in Attachment 2 can be adapted for this information. *Note: \*You may need to contact businesses* ***after hours****, so it is useful to obtain after hours contact details.*

**Business preparedness**

The key tasks listed below will help your business to be well prepared for a food recall. By completing these tasks and keeping the information both up-to-date and readily accessible, **your business will be able to respond quickly** if a food recall is needed.

| **Task** | **Purpose** | **Task items** | **Person/s responsible** |
| --- | --- | --- | --- |
| **Product traceability** | To enable the business to:   * **trace products and their ingredients** along the chain from suppliers through to customers (i.e. tracing both forward and backwards) * **identify the location of affected product** in the chain at any time * **quickly compile a list of all customers** or businesses that have received affected product(s), to provide to FSANZ | * Create/maintain **supplier lists** and other information (e.g. contact details, delivery receipts, etc.) * Create/maintain **customer lists including after hours contact information** * Create/maintain a **list of current products** in the marketplace (e.g. photos of labels, packaging details, available sizes) * Ensure **receipt and distribution documents** are up to date and easily accessible (for goods received and sent: e.g. shipping information, batch codes, quantities, ingredients, packaging) * **Test the traceability system** every 12 months or as required (e.g. by mock recalls) * **Ensure traceability system works** with any follow-up actions carried out and signed off by the food recall coordinator/team |  |
| **Staff training** | To ensure staff have the skills and knowledge to carry out a food recall | * **Create/review training** for relevance * **Train staff** in the food recall system * Keep an **up-to-date training register** (with dates, employee names and training provided) |  |
| **Reviewing the recall plan** | To ensure the recall plan is up to date and is an effective system for recalling food that the business supplies | **Review the recall plan** aftereach recall (or every 12 months) considering:   * **Outcomes of mock** (or practice) **recalls** * **Outcomes of actual recalls** and findings of post-recall reviews * **Changes to the food business** – including changes in products manufactured, staff or staff responsibilities, distribution networks, customers or suppliers * **Feedback from recall training** * **Feedback from customers** or changes in customer requirements |  |
| **Paying for a recall** | To ensure that the information to make payment for a recall is readily available | * Record **insurance policy** information: company, policy number, etc. * Establish approval process to **fast track payments** as required * Ensure business is **able to** **secure additional financing** at short notice (if required) |  |

**The food recall process**

The stages of the food recall process are:

1. Identifying, notifying and assessing a food safety issue
2. Deciding to recall or withdraw food
3. Identifying distribution of affected product(s)
4. Notifying government, business-stakeholders and consumers of a recall
5. Retrieving and disposing of food
6. Monitoring the recall's effectiveness
7. Closing the recall
8. Post-recall reporting

By assigning roles and responsibilities using the table below, this part of the plan will enable your business to follow through the recall stages .

| **Task / Item** | **Checklist for a recall (tick boxes and/or choose appropriate option)** | **Person responsible  (business to complete)** |
| --- | --- | --- |
| **Stage 1 - Identifying, notifying and assessing a food safety issue** |  |  |
| **Identifying/notifying**  1. **First person/position** within the business will be **notified immediately** of a potential food safety issue.  2. Or if that person is uncontactable:  **Backup person/position** within the business will be notified. | * **First person notified** of potential food safety issue * **Backup notified** (if needed) | **List the recall coordinator and team member:**  1. < name of recall coordinator>  2. < name of backup person>  (other staff may be added) |
| **Assessing an identified food safety issue**  The potential food safety issue will be assessed by taking the following steps:  (i) **Identifying the hazard** associated with the food as:   * microbiological (e.g. pathogenic bacteria such as Salmonella) * physical (e.g. glass, plastic) * chemical (e.g. cleaning products) * allergen related (e.g. nuts, dairy, egg). | * **Hazard identified** as MICROBIAL/ PHYSICAL/ CHEMICAL/ ALLERGEN RELATED/ OTHER (specify) |  |
| (ii) Determining if the hazard **poses a food safety risk**:   * Have there been reports of illness or injury related to the identified hazard? * What are the results of any testing and/or investigation conducted? | * Hazard determined AS/AS NOT posing a **food safety risk** |  |
| (iii) Determining **what action is needed to manage the food safety risk**, considering the:   * location of affected product in the supply chain (e.g. under the business’s control, sold to distributors or with the suppliers and/or retailers) * quantity of affected product involved and distributed * shelf life of the affected product * population at risk (children, pregnant women, the elderly and the immunocompromised). | * The **action needed** to manage the food safety risk is (specify) : |  |
| (iv) Seeking **expert advice from the home state enforcement agency**, if needed. | * **Advice sought** from home state (if needed) |  |
| (v) Assessing and recommending whether **to stop production and/or place product on hold**. | * **Recommendation** is to STOP PRODUCTION/  PLACE PRODUCT ON HOLD/ OTHER (specify) |  |
| **Stage 2 - Deciding to recall or withdraw food** |  |  |
| (i) One of the following actions will be recommended:   * **no recall or withdrawal** - other appropriate action to be taken * **food withdrawal** - as a precaution (pending further investigation of the potential food safety risk) or because of a food suitability issue * **food recall** – because the food poses a public health and safety risk.   **\*The decision** **flowchart in Attachment 1** may help with a recommendation. | * **Recommendation** is to WITHDRAW/ RECALL/ OTHER ACTION (add details if needed) |  |
| (ii) **Approval of recommendation to withdraw, recall or take other action** based on the recommendation.  *Note: No action is to be taken without this person’s approval.* | * Recommendation **approved** |  |
| (iii) If a **decision is made to do a food** **withdrawal** then the **home state and/or FSANZ must be notified** if there will be public notification of a withdrawal. | * **Home state** notified of withdrawal * **FSANZ** notified of withdrawal |  |
| (iv) If a **decision is made to do a food** **recall** then this will be either a:   * **trade level recall** where product has not been available for direct purchase by consumers (e.g. food sold to caterers) * **consumer level recall** where product has been available for retail sale direct to consumers (e.g. product sold in supermarkets). | * A **TRADE LEVEL/CONSUMER LEVEL** recall is needed |  |
| (v) The **scope of the recall that will be needed** will be considered, including whether the same issue could occur in:   * different package sizes of the same product line * different batch numbers or date markings of the same product * a different food product processed on the same line or in the same plant * same or similar food products packaged under a generic label.   *Note: If the food safety issue is present in other foods, batches, sizes or brands, all of these foods will need to be recalled.* | * The **recall will need to cover the following products** (insert details): |  |
| **ONCE A DECISION HAS BEEN MADE TO DO A FOOD RECALL, STAGES 3 – 8 WILL BE FOLLOWED THROUGH** | | |
| **Stage 3 - Identifying distribution of affected product(s)** |  |  |
| A **complete distribution list** of all businesses that have received the affected product will be compiled (with as much detail as possible), including :   * **each** **business’s name**, **address**, **contact person**, **phone numbers** * the **physical location of the affected product** * the **quantity** of affected product in each location, if known * the **types of premises** where the product has been sold (e.g. supermarkets or specialty grocers such as Asian grocers).   *\****A Recall distribution list** **template** **is provided in** **Attachment 2** and is also available from the FSANZ [website](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx).  *Note: This list will need to be* ***submitted to FSANZ*** *as part of the recall information requirements – see Stage 4 below.* | * **Distribution list** created |  |
| **Stage 4 - Notifying government, business and consumers of a recall** |  |  |
| The business will **notify** **government, business stakeholders and consumers** of the recall.  **Notifying government**  (i) **The home state** will be contacted by phone as soon as a recall is needed, or may be needed.  (ii) **The FSANZ Recall Coordinator** will be contacted by phone and advised of *preliminary information* about the product being recalled: the reason for its recall, where it was manufactured and where it has been sold.  *Note: FSANZ’s role is to coordinate the recall. If needed, FSANZ can help your business by producing a* ***recall notice****/press advertisement, and* ***notifying the state/territory food regulators*** *and the* ***Australian Competition and Consumer Commission*** *(ACCC).* | * **Home state** notified of recall * **FSANZ** notified of recall |  |
| **Information requirements**  **FSANZ will be given the following information** to action the recall:   * the company’s contact details * the product manufacturer’s details * product details including the: name (as it appears on the product packaging), date marking, package size and description, and any other identifying markings available (e.g. Lot/APN/EAN code) * nature of the problem, the results of any testing * quantity of the manufactured batch and the date and amount released * quantity of the recalled food product that can be accounted for * distribution in Australia and overseas (if applicable)— see Stage 3 above. * any import/export information (if applicable) including overseas distribution and/or importer details\* * for a consumer level recall, a **photo that clearly show the product labels and sizes***.*   **\*The FSANZ Food recall report template should be used** —it is available from the FSANZ Food recalls [website](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx). [http://www.foodstandards.gov.au/industry/foodrecalls/]  Alternatively, if the business is registered with **GS1 Recallnet**, the recall information can be sent via this platform instead of using FSANZ’s recall report template. | * **FSANZ recall report template** (or GS1recallnet form) completed and submitted to FSANZ * **Distribution list** submitted to FSANZ (see Stage 3) * **Product photo(s)** submitted to FSANZ |  |
| **Notifying distributors, wholesalers, retailers and exporters**  (i) A**ll customers** (including distributors, wholesalers, food service, retailers and exporters, as applicable) will be **notified** **by phone and fax or email**.  (ii) The business will **keep records** of notifications, to demonstrate that all businesses that have been supplied with the affected product have been notified of the recall.  **\*A Food recall notification template is provided in Attachment 3.**  *Note: If you supply to Coles, Woolworths and/or IGA, your contract may require you to notify them via the Australian Food and Grocery Council’s product recall/withdrawal form — available from AFGC’s* [*website*](http://www.afgc.org.au/publications/)[www.afgc.org.au](http://www.afgc.org.au) *(this is not a government form and not a FSANZ requirement).* | * **Customers notified** * **Notification records kept** |  |
| **Notifying consumers** (in a consumer level recall)  (i) The business will commit to a **communication plan to inform consumers** about the recall, in consultation with **FSANZ** and the **home state** agency, considering:   * the urgency of the food safety issue (e.g. associated with illness) * how widely the product has been distributed (locally or nationally) * the customer base of the product (e.g. specific cultural or age group)   (ii) **The public will be notified** via one or more of the following:   * point-of-sale notification (in-store recall notices) * a paid press advertisement * a media release (recommended if the product poses a **high safety risk**) * radio announcements * direct notification to consumers via email or SMS (e.g. via customer loyalty programs) * website notification * social media (e.g. Facebook, Twitter, blogs).   *\****A Recall notice/Press advertisement template** **is available** on the FSANZ [website](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx).  *Note: If the product has been sold to* ***particular groups such as specific nationalities or cultural groups****, public notification should target these groups.* | * **Communication plan** decided on      * **Public communication will be via**: P.O.S. NOTICE/ PRESS AD/ MEDIA RELEASE/ RADIO/ SMS/ WEB / SOCIAL MEDIA * **Recall notice/press ad submitted** to FSANZ for approval before publishing |  |
| **Stage 5 – Food retrieval and disposal** |  |  |
| The recalled product will be disposed of, unless the nature of the food safety hazard allows for it to be reprocessed or relabelled. The business may **choose to retrieve and dispose** of the product, **or ask** **customers to dispose of it** on-site.  **Method of retrieval**  (i) **Customers** (retailers, distributors, wholesalers, exporters/other as applicable) **will be advised** **what to do with recalled product**, including to:   * separate recalled product from other food and identify it as subject to recall AND * count and returnthe product for disposal OR * count and dispose of the product themselves.   (ii) **Retrieved product** being held for disposal **will be separated from other food and clearly identified** as being subject to recall.  (iii) **All recalled product will be accounted for**, by recording what stock is retrieved and what stock (if any) is disposed of by customers.  **\*A Recall returns checklist** **template** **is provided in** **Attachment 4**. | * **Recalled product is to be** RETURNED/ DISPOSED OF BY CUSTOMER * **Customers advised** of what to do with the recalled product * Retrieved product **separated and identified** * Recalled **product accounted for** |  |
| **Method of disposal**  The business will **choose how to dispose of the recalled product** in consultation with the home state (if required), from the following options:   * destroy or treat the product in another way (e.g. denature) so that it cannot be used for human consumption, and place it the rubbish * further process the product to ensure that it is safe and suitable for human consumption (e.g. by re-labelling or re-processing) * use for purposes other than human consumption (e.g. animal feed, if appropriate) * return to the supplier.   *Note: If the recalled product is unfit for human consumption, it* ***must not be provided for consumption*** *in any form to any person.* | * The recalled product is **to be disposed of by** DESTROYING / FURTHER PROCESSING / BEING USED FOR OTHER PURPOSES/ RETURNED TO SUPPLIER |  |
| **Consumer/customer reimbursement**  Under the Australian Consumer Law (within the *Competition and Consumer Act 2010*), consumers can seek a refund, replacement or repair for defective goods. Manufacturers are also liable to compensate for loss or damage suffered as a result of supplying defective goods. | * Legal **obligations met** under Australian Consumer Law * Customers are to be **compensated** via RETURNING PRODUCT FOR REFUND/ REPLACEMENT/ OTHER (specify, as appropriate) |  |
| **Stage 6 – Monitoring the recall’s effectiveness** |  |  |
| The **recall will be monitored at each stage of the process.**  If further actions are deemed necessary to protect public health and safety, **recommendations** **will be** **made to management** during the recall process.   * For example, in a **consumer level recall**, if there have been **few returns** and little public response to a recall that poses a high public health and safety risk, the recall **communication may need to be repeated** using different methods to ensure consumers are effectively reached. | * Each stage of recall **monitored** * **Recommendations made** to management that further action is NEEDED/ NOT NEEDED (include action to be taken, if needed) |  |
| **Stage 7 – Closing the recall** |  |  |
| **Recall termination**  The **decision to terminate the recall** will be made once it has been deemed successful, based on:   * **the risk to the public is judged to be minimal** * **the business has taken all reasonable steps** to ensure the effective recall of product including: * identifying all affected batches in the supply chain * notifying affected customers * disposing of all affected batches in supply chain by destroying, reprocessing/ relabelling, etc. (as applicable) * communicating the recall to the public (for a consumer level recall) * taking corrective action (as needed) * accounting for all recalled product.   Staff and business customers should be **informed** of the recall’s termination. | * Decision made to **terminate** food recall * **Staff and business’s customers informed** of recall termination |  |
| **Reviewing the recall’s effectiveness**  A meeting will be held once the recall is terminated to:   * **review the effectiveness of the recall** * **decide what corrective actions are needed** to prevent a similar issue happening again * **assign accountable staff and timelines** for the corrective actions (if needed) * agree on a future date to review the corrective actions. | * M**eeting to review the recall’s effectiveness** and agree on **corrective actions** * Corrective actions documented, including **accountable staff, timelines and next review** date | <include meeting attendees> |
| **Stage 8 – Post-recall reporting** |  |  |
| After a food recall, the business will submit **interim and final post-recall reports** to FSANZ within the timeframes requested by FSANZ  **Interim report**  The interim post-recall report will be submitted to FSANZ **within two weeks** of the recall being initiated, using **Part A of the FSANZ Post-recall report template** (available from the FSANZ Food recalls [website](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx)).  FSANZ will advise the business’s recall coordinator if, based on the interim report, the home state enforcement agency **is not satisfied with the recall action** and that the risk to public health and safety has not been mitigated.  *Note: If needed, the business and home state will work together to determine what further action may be required, and to ensure this action is completed.* | * **Interim post-recall report** submitted to FSANZ |  |
| **Final report**  The final post-recall report will be submitted to FSANZ **within one month** of the recall being initiated.  **The FSANZ Post-recall report template should be used**, available on the FSANZ [website](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx).  *Note: If the home state agency advises that the* ***final post- recall report is unsatisfactory and requires further action*** *then the recall coordinator/team is responsible for ensuring the outstanding actions are completed in consultation with the home state agency.* | * **Final post-recall report** submitted to FSANZ |  |

**Recall plan approved by:**

**Date of last review:**

**Attachments**

1. Deciding whether to recall or withdraw
2. Recall distribution list
3. Food recall notification to distributors, wholesalers and other customers
4. Recall returns checklist

**Other useful information**

FSANZ’s [**website**](http://www.foodstandards.gov.au/industry/foodrecalls/Pages/default.aspx)contains useful food recall pages for industry, including:

* [Conducting a food recall](http://www.foodstandards.gov.au/industry/foodrecalls/conduct/Pages/default.aspx)
* [State and territory contacts](http://www.foodstandards.gov.au/industry/foodrecalls/statecontacts/Pages/default.aspx)
* [Food Industry Recall Protocol](http://www.foodstandards.gov.au/industry/foodrecalls/firp/Pages/default.aspx)
* [Food recall templates](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx)

See <http://www.foodstandards.gov.au/industry/foodrecalls/Pages/default.aspx>

## Attachment 1 – Deciding whether to recall or withdraw



## 

## Attachment 2 – Recall distribution list

**Distribution list for recall of [insert product name] on [insert date]**

|  |  |
| --- | --- |
| **Product name:** |  |
| **Total quantity manufactured/imported (in units or kg)** |  |
| **Total quantity distributed (in units or kg)** |  |
| **Total quantity remaining in warehouse (in units or kg)** |  |

**Product has been distributed to:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Business name** | **Address** | **State / Territory** | **Country**  **(if applicable)** | **Contact person** | **Contact numbers** | **Units**  **(if known)** |
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## Attachment 3 - Food recall notification to distributors and wholesalers and other customers

The recall coordinator/team will notify all our distributors/customers by phone and email/fax, using the template below.

*Distributor’s name*

*Distributor’s address*

**FOOD RECALL**

Customers are advised that *[name of the business recalling the product]* is conducting a food recall due to *[the reason for the recall]*.

The food involved is *[name of the food product, package size, date marking, batch code and all other information that will identify the food].*

We are recalling all supplies of the food with the above identification.

*[For consumer level recalls, insert the following sentence]*

Consumers have been advised of the recall and asked to return the purchased food. They will receive a refund of the purchase price.

If you have distributed any of the recalled stock to other distributors or retailers please immediately inform those distributors or retailers of the recall.

If you have re-packaged or re-processed the recalled food under another brand name, you, or the business you supply the repackaged or re-processed food to, may need to conduct a separate trade or consumer food recall. If this is the case, please immediately contact FSANZ on 02 6271 2610 and your state or territory health department.

Please hold the recalled food in an isolated and secure area until we provide further advice.

We apologise for the inconvenience.

***[The name of the sponsor, address and contact numbers]***

***[Date]***

## Attachment 4 - Recall returns check list

The recall coordinator/team will use the following checklist to account for recalled stock.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Business name** | **Contact name** | **Contact numbers** | **Units supplied** | **Units returned or accounted for (for destruction or return)** |
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