# IBA Beer Recall Plan

Version 1 dated 24 May 2019

# Beer Recall Plan for [BUSINESS NAME HERE]

## A. Purpose

If you manufacture, import or supply beer wholesale, you are required to have a written recall plan in place.[[1]](#footnote-1) State or territory authorities may require you to produce this document as part of an audit.

The purpose of this document is to help you plan for the effective recall of unsafe beer products from your supply chain. This document is intended to be read alongside the IBA Beer Recall Information Pack.

This document is a modified version of the FSANZ Food Recall Template as at 24 May 2019. For more in-depth information about food recall requirements, see the FSANZ Food Industry Recall Protocol on the FSANZ [website](http://www.foodstandards.gov.au).

## B. Recall Objectives

The purpose of a beer recall is to:

* Protect the health and safety of customers and consumers.
* Stop any further distribution and sale of the recalled 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 beer.
* Report to the relevant authorities on recall outcomes and corrective actions.

## C. In this Document

This document is split into five parts containing the following:

* 1. Key Contacts
* 2. Pre-Recall Preparedness
* 2A. Pre-Recall Preparedness Resources
* 3. The Food Recall Process
* 3A. Food Recall Process Resources

## D. Disclaimer

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This document represents the IBA’s interpretation of food recall codes and standards as at 24 May 2019. All due care and attention have been exercised in the preparation of this document. However, food recall regulations may change over time.

This document is not intended as legal advice and members rely upon it at their own risk. The IBA and their officers, employees or agents disclaim any liability of any kind for any inaccuracy, error, omission or other flaw in the information contained in this document, and for any loss and/or damage that may arise from reliance on the information presented.

# 1. Key Contacts

## 1.1. Quick Reference Contact Information

|  |  |
| --- | --- |
| **Your business information** | |
| **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** |  |
| **Government contacts** | |
| **Home State Food Enforcement Agency (FEA)** | [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) Note: This will be the state in which your **head office** is located |
| **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) |
| **Paying for a recall** | |
| **Insurer** |  |
| **Policy Number** |  |
| **Location of Insurance Policy** |  |

# 2. Pre-Recall Preparedness

## 2.1. Product Traceability

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/Item** | **Action Checklist** | **Person(s) responsible** |
| Ensure Traceability Create/maintain Supplier List in Section 2A of this document or in your chosen database. Include all relevant information (e.g. contact details, delivery receipts, etc.)  Create/maintain Customer List in Section 2A of this document or in your chosen database. Include after-hours contact information.  Create/maintain Product Range List in Section 2A of this document or in your chosen database. Include details of current products in the marketplace (e.g. photos of labels, packaging details, 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) | * Supplier list created and maintained. Supplier list is available in [specify location] * Customer list created and maintained. Customer list is available in [specify location] * Product list created and maintained. Product list is available in [specify location]. * Receipt and distribution documents are up to date and easily accessible. Documents are available in [specify location].  Date completed: |  |

## 2.2. Preparedness and Maintenance

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| **Task/Item** | **Task items** | **Person(s) responsible** |
| Staff training Ensure that 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) | * Training plan created. Last reviewed (date): * Staffed trained in the food recall system. Last training (date): * Training register kept and updated. Last updated (date):  Date completed: |  |
| Reviewing Recall Plan Ensure the recall plan is up to date and is an effective system for recalling beer that the business supplies.  Conduct a mock recall every 12 months to test your traceability system. Review the recall plan after each mock recall (or genuine recall) considering the following:   * Outcomes of mock 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   Ensure traceability system works with any follow-up actions carried out and signed off by the food recall coordinator/team. | * Recall plan last reviewed (date): * Mock recall last conducted (date): * Follow-up actions completed (date): * Follow-up actions signed off:  Signature:Date Signed: |  |

|  |  |  |
| --- | --- | --- |
| **Task/Item** | **Task items** | **Person/s responsible** |
| Paying for a recall Ensure that your insurance details in Section 1 of this document are up to date so that the information to make payment for a recall is readily available | * Ensure insurance details are up to date * Establish approval process to fast track payments as required * Ensure business is able to secure additional financing at short notice (if required)  Date completed: |  |

# 2A. Pre-Recall Preparedness Resources

## 2A.1. In this Section

* Supplier List
* Customer List
* Product Range List

## 2A.2. Other useful information

GS1’s [website](https://www.gs1au.org/) contains useful information about traceability systems including GS1 Recall.

## 2A.3. Suppliers List

List your suppliers here (organisations that supply you with raw materials, packaging and other products). Ensure that after hours contacts are obtained if possible, as in the event of a recall you will need to act quickly.

If your Supplier List is located in a separate database, you should print and attach your current Supplier List here or replace this section with instructions on how to access this.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Business Name** | **Address** | **State/**  **Territory** | **Material(s) Supplied** | **Key contact**  **(inc. hours contact)** | **Contact number** |
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### Last updated: [DATE]

### Updated by: [NOMINATED STAFF MEMBER]

## 2A.4. Customer List

List your customers here (entities that you supply beer to). Ensure that after hours contacts are obtained if possible, as in the event of a recall you will need to act quickly.

If your Customer List is located in a separate database, you should print and attach your current Customer List here or replace this section with instructions on how to access this.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Business Name** | **Address** | **State/**  **Territory** | **Key contact**  **(including after-hours contact)** | **Contact number** |
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### Last updated: [DATE]

### Updated by: [NOMINATED STAFF MEMBER]

## 2A.5. Product Range List

List your product range here. If your Product Range List is located in a separate database, you should print and attach your current Product Rance List here or replace this section with instructions on how to access this.

|  |  |  |  |
| --- | --- | --- | --- |
| **UPC/Product Code** | **Product Name (as appears on label)** | **Package size/type** | **Image** |
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### Last updated: [DATE]

### Updated by: [NOMINATED STAFF MEMBER]

# 3. The Food Recall Process

Assign roles and responsibilities to each step of the table below.

In the event of a recall, mock recall, withdrawal or other action, follow the recall steps and tick each box of the action checklist as needed.

## 3.1. Identifying Defects

| **Task / Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Identifying/notifying  1. First person/position within the business will be notified immediately of a potential beer safety issue. OR 2. If that person is uncontactable, notify the backup person/position within the business. | * First person notified of potential safety issue * Backup notified (if needed)  Date completed: | List the recall coordinator and team member:  1. < name of recall coordinator>  2. < name of backup person>  3. <add other staff as needed> |

## 3.2. Assessing Defects

| **Task / Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Categorise the defect Refer to the list of FSANZ hazard categories in Section 3.2 of the IBA Recall Information Pack and categorise the hazard associated with the beer. Note: If QLD is your home state, you must immediately report if there is a reasonable suspicion that tampering has occurred, without waiting for confirmation or analysis of evidence | * Hazard identified as MICROBIAL/ PHYSICAL/ CHEMICAL/ ALLERGEN RELATED/ OTHER (specify)  Date completed: |  |
| Seek expert advice (if needed) Contact your home state enforcement agency if advice is needed. | * Advice sought from home state (if needed)  Date completed: |  |
| Assess the risk  * Have there been reports of illness or injury related to the identified hazard? * What were the results of any testing and/or investigation conducted? | * Hazard determined AS/AS NOT posing a safety risk  Date completed: |  |
| Determine extent of defect Investigate whether the hazard affects other products considering the following:   * Whether the hazard/potential hazard is, or may be, caused by an issue with raw materials (e.g. mouldy malt) * Different package sizes of the same beer * Different batch numbers of the same beer * A different beer processed in the same batch or same brewery  Note: If the safety issue is present in other beers, batches, sizes or brands, all of these will need to be recalled. If the hazard is caused by raw materials, the supplier of those materials needs to be notified. | * The following products have been identified as having a potential safety/quality issue:  Date completed: |  |

## 3.3. Determining Action to be Taken

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Contact relevant stakeholders Refer to Section 3.3. of the IBA Beer Recall Information Pack to determine which stakeholders to contact.  Contact the following stakeholders:   * Home state * FSANZ (if needed) * ACCC (**for cases resulting in death or serious injury**) * Suppliers (if needed) * QLD Health Hotline (for **product tampering** cases in **QLD only**) | Stakeholders contacted:   * Home state * FSANZ (if needed) * ACCC (**for cases resulting in death or serious injury**) * Suppliers (if needed) * QLD Health Hotline (for **product tampering** cases in **QLD only)**  Date completed: |  |
| Determine action to be taken Decide on action to be taken with regard to the following:   * location of affected beer in the supply chain (e.g. under the business’s control, sold to distributors or with the suppliers and/or retailers) * quantity of affected beer involved and distributed * shelf life of the affected beer * population at risk e.g. pregnant women (in the case of low alcohol or alcohol-free beers), the elderly and the immunocompromised.   Assess and recommend whether to stop production or distribution of the beer. | * The action needed to manage the safety risk is (specify): * Recommendation is to STOP PRODUCTION/  PLACE PRODUCT ON HOLD/ OTHER (specify)  Date completed: |  |

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Decide on a recall or withdrawal Refer to the flowchart in Section 3.3. of the IBA Beer Recall Information Pack and determine action to be taken:     * **Withdrawal** As a precaution (pending further investigation of the potential safety risk) or because of a suitability issue   Note: If a decision is made to do a withdrawal, then the home state and/or FSANZ must be notified if there will be public notification of a withdrawal.   * **Recall**  Because the beer poses a public health and safety risk. * **No recall or withdrawal** Other appropriate action to be taken | Recommendation is to:   * WITHDRAW PRODUCT * RECALL PRODUCT * OTHER ACTION (specify):  Date completed: |  |
| Assess the scope of the recall Determine whether a trade or consumer recall is needed.   * **Trade level recall**   Product has not been available for direct purchase by consumers (e.g. beer sold to caterers)   * **Consumer level recall**   Product has been available for retail sale direct to consumers (e.g. packaged beer sold to off-premise venues). | * TRADE LEVEL RECALL IS NEEDED * CONSUMERLEVEL RECALL IS NEEDED  Date completed: |  |
| Obtain approval   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  Signature:Date completed: |  |

## 3.4. Identifying Distribution

|  |  |  |
| --- | --- | --- |
| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| Create distribution list Complete the Distribution List template located in Section 3A of this document with all businesses that may have received the affected beer with as much detail as possible.  This should include the following information:   * Each business’s name, address, contact person, phone numbers * The physical location of the affected beer * The quantity of affected product in each location, if known * The types of premises where the product has been sold (e.g. off-premise venues; on-premise venues).   A recall distribution list template 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. | * Distribution list created  Date completed: |  |

## 3.5. Notification

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Notify staff Commit to (or implement existing) communication plan to inform staff about the recall considering:   * The urgency of the safety issue * How widely the beer has been distributed (locally or nationally) * Customer base of the product   Ensure that staff are informed about key messages, roles and responsibilities and next steps. | * Communication plan decided on * Key messages prepared  Date completed: |  |
| Notify Home State Food Enforcement Agency (‘FEA’) The [insert Home State FEA] must be contacted by phone as soon as a recall is or may be needed.  The Home State FEA will determine whether it is necessary to implement a recall. | * [insert Home State FEA] notified of recall  Name of [Home State FEA] representative:Date completed: |  |

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Compile information for FSANZ notification If the Home State FEA recommends a food recall, fill out the following information in in the [*FSANZ Food Recall Report* *Template*](http://www.foodstandards.gov.au/industry/foodrecalls/recalltemplates/Pages/default.aspx) in anticipation of notifying FSANZ:   * Your contact details * The manufacturer’s contact details (if different) * Product details   + Product name (as it appears on packaging)   + Date marking   + Package size and description   + Any other identifying markings available (e.g. Lot/APN/EAN/Barcode)   + Photo showing product labels and sizes (for consumer level recalls) * Nature of the problem, the results of any testing * Quantity of the batch, date and amount released * Quantity of the recalled product that can be accounted for * Distribution in Australia and overseas (if applicable) * Import/export information (if applicable) including overseas distribution and/or importer details   Note: You should complete as much of this information as possible prior to notifying FSANZ. If you cannot quickly locate all this information, locate as much as possible and then notify FSANZ. | * Information compiled prior to FSANZ phone call  Date completed: |  |

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Notify FSANZ The FSANZ Recall Coordinator will be contacted by phone and advised of preliminary information about the beer being recalled:   * The reason for its recall * Where it was manufactured * 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). | * FSANZ notified of recall  Date completed: |  |
| Notifying distributors, wholesalers, retailers and exporters Refer to the Food Recall Notification to Businesses and the Notification Ledger in Section 3A of this document.  All customers (including distributors, wholesalers, food service, retailers and exporters, as applicable) will be notified by phone. This must be followed up in writing.  **It is critical that you record all communications to demonstrate that all businesses that have been supplied with the affected beer have been notified of the recall.**  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 via telephone * Notifications followed up in writing * Notification through Australian Food and Grocery Council’s product recall/withdrawal form (Coles, Woolworths and/or IGA companies only) * Notification Ledger completed  Date completed: |  |

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Notify consumers (consumer level recalls only) 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)   Refer to the list in Section 3.5 of the IBA Beer Recall Information Pack and decide on a method of notifying the public in consultation with the home state.  The FSANZ Recall Notice/Press advertisement template is available in Section 3A of this document. 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  Date Completed: |  |

## 3.6. Retrieval and Disposal

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Method of retrieval Customers (retailers, distributors, wholesalers, exporters/other as applicable) will be advised what to do with recalled beer, including to:   * separate recalled beer from other products and identify it as subject to recall AND count and return the product for disposal; OR * count and dispose of the product themselves.   Retrieved beer being held for disposal must be separated from other food and clearly identified as being subject to recall.  All recalled beer must be accounted for, by recording what stock is retrieved and what stock (if any) is disposed of by customers. Complete the Recall Returns Checklistin Section 3A of this document. Note: The recalled beer will be disposed of, unless the nature of the safety hazard allows for it to be reprocessed or relabelled. The business may choose to retrieve and dispose of the beer or ask customers to dispose of it on-site. | * Recalled beer is to be RETURNED/ DISPOSED OF BY CUSTOMERS * Customers advised of what to do with the recalled beer * Retrieved beer separated and identified * Recall Returns table completed * Recalled beer accounted for  Date completed: |  |

|  |  |  |
| --- | --- | --- |
| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| Method of disposal Choose how to dispose of the recalled beer 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 beer 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 beer is to be disposed of by DESTROYING / FURTHER PROCESSING / BEING USED FOR OTHER PURPOSES/ RETURNED TO SUPPLIER  Date completed: |  |
| 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)  Date completed: |  |

## 3.7. Monitoring Effectiveness (ongoing during recall)

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Monitor 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)  Date completed: |  |
| Monitor media channels/social media (consumer recalls only) Monitor social media and other media channels and manage the feed according to communications plan.  Ensure that staff are equipped to respond to customer enquiries quickly with key messages. | * Social media/media channels monitored and managed according to communications plan * Customer enquiries managed according to communications plan |  |

## 3.8. Closing the Recall

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Closing the recall The decision to close the recall will be made once it has been deemed successful, based on when:   * the risk to the public is judged to be minimal * the business has taken all reasonable steps to ensure the effective recall of beer 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 beer.   Staff and business customers should be informed of the recall’s closure. | * Decision made to close recall * Staff and business’s customers informed of recall closure  Date completed: |  |

## 3.9. Post-Recall Review and Reporting

| **Task/Item** | **Action Checklist** | **Person(s) Responsible** |
| --- | --- | --- |
| Reviewing effectiveness A meeting will be held once the recall is completed 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. | * Meeting to review the recall’s effectiveness and agree on corrective actions * Corrective actions documented, including accountable staff, timelines and next review date  Date completed: | <list meeting attendees> |
| Interim report (within two weeks of the recall being initiated) Refer to and complete Part A of the *FSANZ Post-recall template* available on the FSANZ website.  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  Date due:Date completed: |  |
| Final report (within one month of the recall being initiated) Refer to and complete the *FSANZ Post-recall template* available on the FSANZ website.  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  Date due:Date Completed: |  |

# 3A. Food Recall Process Resources

## 3A.1. In this Section

* Recall Distribution List
* Food Recall Notification to Distributors
* Press Advertisement Template
* Media Release Template
* Notification Ledger
* Recall Returns Checklist

## 3A.2. 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/HowToRecallFood.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>

## 

## 3A.3. Recall Distribution List

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

|  |  |
| --- | --- |
| **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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## 3A.4. Food Recall Notification to Distributors

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]***

## C:\Users\martit\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\7CRVWK5R\Red recall notice.png3A.5. FSANZ Recall Notice/Press Advertisement Template

**See www.foodstandards.gov.au/recalls**

**for Australian food recall information**

**Product name**

**(insert affected sizes, Use by or Best Before dates)**

{insert product picture}

The recalled product(s) has/have been available for sale in

[insert types of retail outlets] in [insert states, territories or nationally].

**Problem:** The recall is due to (insert the problem, e.g.the , the presence of metal fragments, the presence of an undeclared allergen - peanuts).

**Food Safety Hazard:**

(If reason is microbial contamination the following must be included “Food products contaminated with (pathogen) may cause illness if consumed.)

(If the problem is a packaging fault, the presence of foreign matter or chemical contamination the following must be included “Food products containing (matter/chemical) may cause illness/injury if consumed.)

(If the problem is undeclared allergen: the following must be included “Any consumers who have a (insert undeclared allergen) allergy or intolerance may have a reaction if the product is consumed”).

**What to do:** (If reason is any type of microbial contamination the following must be included “Any consumers concerned about their health should seek medical advice”).

(If the problem is a packaging fault or the presence of foreign matter the following must be included “Consumers should not eat this product”)

(If the problem is undeclared allergen: the following must be included

Consumers who have a (insert undeclared allergen) allergy or intolerance should not consume this product”)

Customers should return the product(s) to the place of purchase for a full cash refund (if applicable). We apologise for any inconvenience (optional).

**Contact details:** For further information contact (insert company contact details, including telephone number and web address if available).

**FOOD RECALL**

## 3A.6. Beer Recall Media Release Template

**[Insert Company logo/name]**

**[Insert date]**

**[Insert heading]**

*The heading should be no more than one line and should capture as much information as possible, but the word recalls/recalled should be used.*

Example: [Company name] recalls [product name] due to [product defect]

**Body of media release**

The body of the media release should include a short introduction of no more than a couple of lines and should include the main facts.

The media release should be no more than a page but needs to answer the questions:

* who is taking action [Company];
* what action is being taken (Recalling a product - include all product details, including product name, varieties (flavours etc), package size/weight and date marking/batch codes, as relevant);
* where (from what stores in which states/territories);
* how (through a recall process); and
* when (now).

You can quote a spokesperson or the relevant company representative.

It should also include:

* advice to consumers on what you want them to do (e.g. do not consume the product and return to the place of purchase for a full refund)
* an advisory to seek medical assistance for consumers concerned about their health, if the food being recalled has been associated with illness
* where customers can obtain more information such as a customer enquiry phone number and/or company website and links to more information, if necessary, such as the recall notice on the FSANZ website.

You may also wish to include an apology and advice on when the product will be available again*.*

## 3A.7. Radio Advertisement Template

Consumers are warned by **[company name]** not to consume **[name of beer including brand and size]** with a **[use by/best before/batch date/packed-on date]** date of **[day month year]** due to **[the reason for the recall e.g. undeclared peanuts, secondary fermentation causing cans to explode]**. No other **[name of company]** products are affected by this recall.

The product has been available for sale at **[names or types of supermarkets]** in **[city, state or region or nationally]**.

Anyone concerned about their health should seek medical advice.

Consumers should **[how the product should be disposed of e.g. dispose of products immediately, return the product to place of purchase for a full cash refund]**.

For further information please call **[contact number]** or go to our website at **[website]**.

## 3A.8. Notification Ledger

Use this document to record details of businesses that have been notified of the recall.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Business name** | **Business type (e.g. supplier, customer)** | **Person(s) contacted by phone** | **Person(s) contacted in writing** | **Date contacted** |
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## 3A.9. Recall Returns Checklist

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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1. Clause 12 of FSANZ Standard 3.2.2 – *Food Safety Practices and General Requirements*  [↑](#footnote-ref-1)