# Purpose

1.1 To ensure that product can be recalled and managed effectively should an incident that requires product recall occur.

# Scope

2.1 This document encompasses different types of recall procedures and actions taken as well as documentation that must be completed.

# Responsibility

3.1 [Name of Personal Responsible] is responsible for the investigation into the cause of the recall as well as for the provision of information that will facilitate the recall.

# Definitions

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| **Recall** | The return of a product to its manufacturer for replacement, usually due to defects or safety concerns. |

# Instructions and Guidelines

## 5.1 Product Identification and Traceability Schedule

5.1.1 A product identification and traceability schedule will be compiled that defines the extent and method of forward and backward traceability.

## 5.2 A recall can be triggered by any of the following:

5.2.1 A Quality Defect

5.2.2 Food Safety Risk

5.2.3 Tampering in the Trade

5.2.4 Legal Non-Compliance

## 5.3 Types of Recall

5.3.1 Recall from the Trade/Customer

5.3.2 Recall from Depots

5.2.3 Dummy/Mock Recall – the system is validated on an annual basis.

## 5.4 Site Incident Management/Recall Activities

5.4.1 The decision to recall is made by **[Company Name]** following the results of a preliminary investigation. In the event of a recall, the following steps will be taken.

5.4.2 The following information must be obtained by the manager and recorded on the product recall form:

5.4.2.1 Date and Time of Information Received

5.4.2.2 Person from Whom Information Received

5.4.2.3 Full Product Description

5.4.2.4 Quantity and Pack Size

5.4.2.5 Date Codes

5.4.2.6 Where and When Purchased

5.4.2.7 Nature of Problem (Foreign Material, Food Poisoning)

5.4.2.8 Packaging

5.4.2.9 Location of Product

5.4.2.10 Category of Recall

5.4.3 The recall must also be recorded on the product recall register.

5.4.4 The results of the investigation are recorded on a Corrective Action Sheet and supporting documentation of affected product is attached.

5.4.5 Once the information above is known, the immediate actions are to arrange the following:

5.4.5.1 Stop further distribution of affected product from site warehouses.

5.4.5.2 The stores that were supplied with the specific product will be identified according to the order list applicable.

5.4.5.3 The stores identified will be phoned and visited and all products with the affected batch codes and/or sell by dates will be updated

5.4.5.4 Reconciliation of all affected products is done to ensure that all products are accounted for.

## 5.5 Disposition/Reprocess

5.5.1 Disposition is authorised by manager. The quantity, product, method of disposal and value of the product is recorded on the product incident recall form.

## 5.6 Recall Review

5.6.1 A recall review (study) will be conducted following the completion of the recall.

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| **Executive Manager: [Name]** | **Date** | **Signature** |
|  | DD-MM-YYYY |  |