



Date: 01 February 2019	Name: Retail Recall Policy
Module: Traceability & Product Recall	Approved by Group Food Safety Manager: Tessa Morris
Policy Number: 07	Revision:

Purpose

- To ensure that an effective and systematic approach is followed in the event of a customer product recall from a product produced in store or purchased from a direct supplier, to minimize the risk of products which do not comply with food safety legality or product quality from reaching the consumer or being retrieved from customer/s.
- To ensure that all non-conforming product are identified and withdrawn from the SPAR retail store as soon as possible to protect the consumer in the event of any unsafe product.
- To have an effective system of incident reporting.

Process

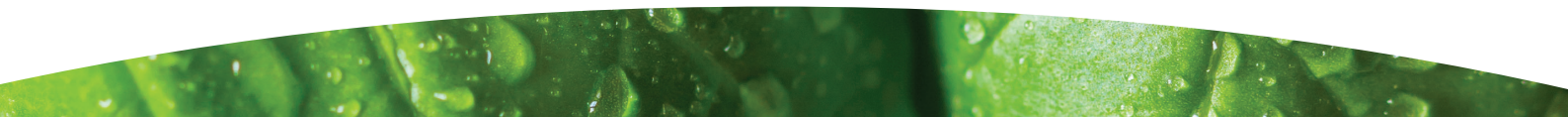
The following steps should be followed:

1. The product recall committee chairperson calls for the committee to meet.
2. The committee assesses the information available to determine if a product recall must be initiated.
3. The committee decides which parties to notify depending on the extent of the complaint. All relevant internal parties are then notified.
4. The immediate action of the product recall committee is to arrange the following:
 - Stop further distribution of the affected product
 - Locate and quarantine stock in the store/s (internal or external)
 - Notify the relevant authorities as directed by the store owner
 - Locate all stock not accounted for
 - Notify the Group Food Safety Manager
5. Preparation of Public Notice/Communication Strategy

Instruct staff (employees) in store of the product recall and that they should direct queries to the appointed customer care staff member/s instore.

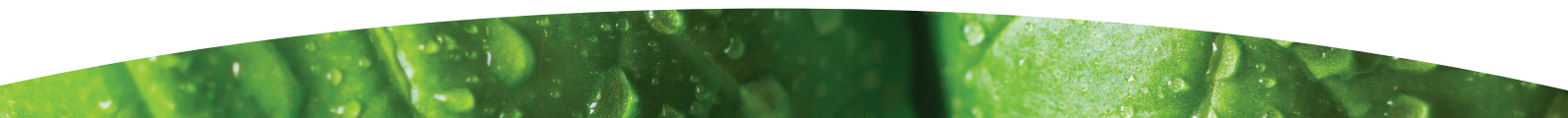
If the recall is a;

- Class I Recall - It is in the best interest of the retailer to notify the insurance company. They should be advised of the situation with accuracy, detail and facts. Once this has been done the information on the product recall should be released to the media.
 - Class II & III - No release to media is necessary.
6. The scope and physical retrieval of the recall - instruct customers as to what state the product must be returned in or how, and/or when the product will be picked up. Determine if replacement product is required, necessary quantity needed and when the replacement product will be available.
 - Customers need to be informed on the reimbursement process.
 - Determine if the product needs to be tested and contact the Group Food Safety Manager for laboratory recommendations.





- 7.** Provide necessary information regarding the name of the supplier, packaging size and type, production dates, batch and/or lot codes, use by and/or sell by dates and country of origin.
- 8.** Arrange for storage and quarantine for recalled products.
- 9.** Goods received notes to be completed and collected upon receipt of returned recalled product.
- 10.** Consolidate the recalled product as quickly as possible, but no later than 30 days after the recall notification.
- 11.** To ensure product recall is recovered efficiently, an accurate record of the quantity picked up from the customers and the quantity received must be clearly documented.
- 12.** When all the stock has been accounted for, the recall committee must determine the necessity for storing the quarantined product, isolation of stored product and for the eventual disposal of the product or return to the supplier.
- 13.** The recall committee is responsible for keeping a log of all actions taken and for producing a report of the recall. The relevant documentation must be saved as supporting evidence for the investigation. A thorough investigation must be conducted. This will assist in determining the cause of the defect and help prevent a recurrence of the problem in the future.
- 14.** A recall review is conducted after the product recall to ensure that the investigation was properly conducted, and the post re-call report has been submitted to the necessary authorities. This review also ensures that the defective product was disposed of correctly and that the appropriate corrective action was taken.
- 15.** An annual mock recall should be conducted to verify the effectiveness of the procedure. Records must be kept of the mock recall exercise. It must be clear to all personnel that the exercise is a mock recall only.





Communication strategy

Communication must be clear, timely, transparent and accurate.

SPAR retailer must set up a customer service for staff member/s to respond to queries or complaints. Communication to the consumer/customer needs to be by the most effective method, depending on the target market of the suspect product – this may include the use of one or more of the following:

1. Official media releases
2. Paid advertising – newspaper, on radio or television
3. The internet or social media – twitter, Facebook, company website, SMS, what's app.
4. In store communication – by means of a notice on the notice board in the store, placing notices up in the surrounding areas to the store i.e.: billboards, taxi ranks, public areas. Notifying customers over the loud speaker in the store. Flyers or handouts at the entrance to the store.

A recall committee

The instore recall committee should include personnel from across the store/s where possible. Typically, the committee would be a mix of knowledge across the following areas: store owner/manager, purchasing manager or buyer, customer service representative, food safety ambassador, legal advisor, marketing or social media manager, logistics team member and fresh food manager or representation from the fresh food department/s.

The recall committee is responsible for the management of all recall activities and to adhere to this procedure. Duties of the recall committee are to:

- Assess the overall problem
- Evaluate the hazard in the food and the extent of contamination
- Determine the strategy to be followed
- Notify the relevant regulatory authority where applicable
- Make decisions about the product still in manufacture or in storage
- Decide who makes the press statement
- Notify insurers
- Notify legal counsel
- Scope of the recall
- Physical retrieval of product
- Disposal of suspected product
 - Recall committee to ensure that suspect product if not suitable for reworking is disposed of
- Post re-call reporting/documentation

