

Bakeries

Product Recall & Hygiene Escalation SOP Manual

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1. Introduction

This SOP ensures that all Zorbas Bakery locations respond quickly, consistently, and in accordance with legal regulations to any product recall or hygiene-related incident, minimizing risk to customers and the company's reputation.

2. Definitions

- **Product Recall:** The process of removing a food product from sale or use due to potential contamination, mislabeling, or other safety concerns.
- **Hygiene Escalation:** The procedure for addressing significant breaches in hygiene standards that may affect food safety or compliance.
- **Incident:** Any event that can compromise product integrity or food safety (e.g., allergen mislabeling, contamination, pest intrusion).

3. Scope

These procedures apply to all bakery branches, production sites, managers, and staff, and cover both company-initiated and regulator-mandated recalls/hygiene escalations.

4. Roles & Responsibilities

- **Store Manager:** Initiates recall/hygiene actions, communicates with HQ, coordinates on-site response.
- **All Employees:** Must report incidents immediately and follow instructions.
- **QA Lead/HQ:** Liaises with regulators, provides instructions, communicates externally, and oversees investigation.
- **Maintenance/Cleaning Team:** Prepares and executes deep cleans where required.

5. Types of Incidents Covered

- Consumer complaint leading to investigation
- Supplier or HQ notification
- Regulatory authority notification
- Allergen mislabeling or cross-contamination
- Discovery of foreign objects or pests
- Microbiological test failure
- Accident (e.g., glass breakage near food)

6. Product Recall Overview

Recalls may be:

- **Internal (Voluntary):** Initiated by Zorbas based on internal findings or supplier notice.
- **External (Mandatory):** Ordered by food safety authorities.

All staff must treat recalls with urgency, confidentiality, and full compliance.

7. Product Recall – Immediate Actions

1. **Cease sale and distribution** of the affected product immediately upon notice.
2. Alert the Store Manager or most senior staff member present.
3. Use gloves and segregate affected stock in a clearly labeled “RECALL: DO NOT USE/SELL” area.
4. Quarantine any utensils, equipment, or surfaces in contact with the product.

8. Product Recall – Communication Chain

- Store Manager contacts HQ/QA Lead via phone and email.
- HQ/QA will liaise with regulators and prepare public/customer statements if needed.
- Store Manager informs all staff on duty and provides clear written instructions.
- Notify customers if necessary (e.g., via in-store notice or digital message).

9. Product Recall – Removal & Isolation

- Remove all affected stock from displays, counters, storage, and backrooms.
- Scan or log the product codes/batch numbers as per recall notice.
- Store isolated products in a designated, secure area, clearly marked as “Do Not Use/Sell.”
- Prevent access by customers or unauthorized staff.

10. Product Recall – Documentation

- Complete the Product Recall Form (Appendix A) with:
- Time/date of notice and removal
- Product details: SKU, batch, expiry dates
- Quantity retrieved
- Names of staff involved
- Customer communications (if any)
- Retain all documentation for inspection by HQ or authorities.

11. Product Recall – Restocking & Recovery

- Await HQ/QA clearance before disposing of or returning products to supplier.
- Only restock shelves when formally authorized by HQ/QA.
- Conduct equipment and area cleaning as per post-recall protocol before resuming operations.

12. Hygiene Incident – Overview

Significant hygiene incidents may include suspected contamination (biological, chemical, physical), evidence of pests, major spills, or lapses in routine cleaning that could impact food safety. All such incidents require immediate action and escalation.

13. Hygiene Incident – Identification & Initial Response

- Any staff member observing an issue must:
 - i. Stop work in the affected area.
 - ii. Alert the Store Manager or supervisor.
 - iii. Cordon off the area by placing warning signage.
 - iv. Prevent further contamination by removing exposed foods and contaminated items.

14. Hygiene Incident – Internal Escalation

- Store Manager logs the incident in the Hygiene Escalation Record (Appendix B).
- Notifies HQ/QA Lead by phone and submits incident details in writing.
- Follows any immediate instructions from the QA Lead or Food Safety Officer.

15. Hygiene Incident – External Escalation

- If the issue is severe or involves injury/hospitalization, HQ/QA notifies relevant food safety authorities promptly.
- Cooperate fully with inspectors, providing all required documentation and access to the site.

16. Hygiene Incident – Deep Cleaning & Remediation

- All affected areas, equipment, and utensils must undergo deep cleaning following the Cleaning Protocol (Appendix C).
- Pest control professionals or specialized cleaning services are contacted if needed.
- Store Manager verifies and logs the completion of cleaning before resuming normal operation.

17. Record Keeping & Reporting

- All recall and hygiene incident documents are retained for a minimum of five years.
- Reports must be available for HQ and any regulatory inspections.

18. Training & Drills

- All staff receive induction training in recall and hygiene escalation procedures.
- Annual drills are conducted to ensure readiness; participation is logged and reviewed by HQ.

19. Post-Incident Review

Following every recall or major hygiene incident:

- A full review is held by management with staff involved.
- Causes are analyzed and root-cause corrective actions identified.
- Lessons learned are documented and shared with all branches to prevent recurrence.

20. Continuous Improvement

SOPs and protocols are reviewed annually and after every significant incident. Feedback from staff and regulators is incorporated to improve food safety and incident response practices.