

	<b>NAME OF ORGANIZATION</b>	<b>Doc No:</b> ABC/BRC/013
		<b>Issue No / Revision No:</b> 01/00
		<b>Effective Date:</b> 01.09.2022

## PRODUCT RECALL/ WITHDRAWAL PROCEDURE

**WITHDRAWAL:** The removal of an unsafe food from the market before it has reached the Consumer.

**RECALL:** The removal of an unsafe food from the market when it may have reached the consumer and the notification of the consumer.

### PURPOSE:

- To establish a procedure to recall/withdrawal the products from the market to protect public health and interests by facilitating the efficient, rapid identification and removal of unsafe products from the market and where necessary, consumers and; to inform the competent authorities, other interested parties and the consumer, as appropriate.
- Testing the effectiveness of the programme periodically by mock recall.

### SCOPE

- This applies to all the products supplied to the customers including, products despatched to clients, products on transit.

### RESPONSIBILITY

- Plant Manager and the Quality Officer are the authorized persons to implement and maintain the procedure.

### PROCEDURE

#### Type of situations

1. A situation in which there is a reasonable probability that the use of the product will cause serious adverse health consequences or death.
2. A situation in which the use of the product may cause temporary adverse health consequences or where the probability of serious adverse health consequences is remote. (Illness); e.g. food poisoning.

#### When to Recall

The need for a recall can be established in a number of ways.

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Some of the most common ways are:

- Report from customers.
- Internal information.

### **Recall Team Members**

The Recall team consists of the people from the following areas of the company

<b>Name</b>	<b>Designation</b>	<b>Dept.</b>	<b>Direct Phone</b>

These departments may be represented by one or more people depending on the need of the situation.

The responsibilities of the team are to:

- Develop the companies recall/withdrawal plan.
- Managing the testing and adjustment of the plan.
- Regularly updating the plan.
- Managing the company's product incidents.
- Recommend changes in the operating procedures used by the company that will reduce the possibility of having to remove food from the market.

### **Recall coordinator**

- A recall coordinator is appointed by senior management to lead the food incident team. Recall coordinator will be knowledgeable about every aspect of the organization's operations and is responsible for the activities of the incident team.
- Person will be delegated responsibility by senior managers to make decisions concerning the food recall/withdrawal procedure.

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### **Contacts list**

An updated contact list is maintained indicating the responsibilities in the food recall/withdrawal plan and are split into five sections as follows:

- Recall team and senior management (incl. key personnel if not part of the recall team).
- Suppliers of ALL raw materials and primary packaging.
- Distribution company and business customers.
- Sources of technical advice and support including laboratory facilities.
- Competent authorities.

Contact list is comprehensive and it includes out of hours contact details. This will be kept as an integral part of the recall/withdrawal plan to facilitate fast and efficient information recovery.

### **Notification procedures**

Obligations to notify interested parties can be summarized as follows:

- Unsafe product has reached consumers:
  - Competent authorities
  - Affected food businesses as applicable:
- Suppliers
- Distributors
- Agents
- Customers

### **Managing a product Recall**

Managing a product recall/withdrawal by the company should be led by a single individual, usually the Recall coordinator and the process should be managed by the recall team in accordance with the recall/withdrawal plan.

Managing a product recall/withdrawal follows a clear sequence of events:

- Identify the concerned
- Assemble the recall team
- Notify your applicable regulatory agencies
- Identify all products to be recalled

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- Segregate (put on hold) affected products that are in your control
- Prepare a distribution list
- Prepare a press release (if necessary)
- Notify customers (informing them what to do with the recall products)
- Control recalled products and decide what to do with them
- Dispose of recalled products
- Review the product recall

The recalled products will be kept separately and identified as non-conforming product in an area clearly identified as '**RECALLED PRODUCT AREA**'.

Enter detailed information in the Recalled product Register.

Mark recalled product "Do Not Use" and "Do Not Discard." Inform the entire staff not to use the product.

The recalled products are kept at the designated location and the products are used or destroyed after verification and all details are recorded in the non-conformance product register.

### **Mock Recall**

The purpose of a mock recall is to determine how quickly and thoroughly all records can be obtained and to evaluate the ability to accurately locate the product. In this recall /retrieval

Management it is essential to recover finished product.

Responsibility for conducting recall – Plant Manager

Frequency- yearly

### **Mock Recall Procedure**

Choose a Batch number. From the delivery records determine the quantity dispatched and the actual stock

Record this information on the Mock Recall Form

Note time that Mock Recall starts.

Record trace (tracking of recalled product) results. Calculate the percent completeness

of traceability. If the result is <100% the root cause must be determined by the Recall Team.

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When corrective actions are completed, the Recall Coordinator can sign off the form. Indicate the start and finish time on the form.

If an actual Withdrawal or Recall has occurred during the time that a mock recall/withdrawal is scheduled, the results of the actual Withdrawal or Recall can be used instead of performing a mock Withdrawal/Recall.

## **5.0 REFERENCE**

Procedure for control of records

## **6.0 RECORDS**

- Product Recall record
- Mock Recall record