1. SCOPE
2. This procedure applies to the Tijule Factory Food Safety, Quality and Production Control personnel.
3. This procedure applies to the following recall criteria: 1) The product contains an actual or potential threat and could cause consumers to become ill, cause serious adverse health and/or safety consequences or death.

or 2) The product may cause temporary adverse health consequences or where the probability of serious adverse health and/or safety consequences is remote.; or 3)The risk associated with use of the product is not likely to cause any adverse consequences.; or 4) The product is misbranded; or 5) Non conforming or suspect product.

1. PURPOSE
2. The purpose of this procedure is to describe the process for recalling product from a customer, which has been found internally or externally to be suspect or nonconforming product.
3. DEFINITIONS
   * 1. Consignee.

Anyone who receives, purchases or uses the product being recalled.

* + 1. Product.

Any domestic or imported article which is the subject of trade or commerce.

* + 1. Recall.

An effective method of a firm’s removal from further sale or use, or for correction of a marketed product that violates legislation administered by the Bureau of Standards, or which represents a hazard to the consumer or user.

* + 1. Recall Communication.

Notification from the firm initiating the recall to its affected accounts.

* + 1. Recall Notification.

Communication to the Bureau of Standards and any certification body from the firm initiating the recall.

* + 1. *Recall Classification:*

The numerical designation, i.e., I, II, or III, assigned by the Jamaica Bureau of Standards to a particular product recall to indicate the relative degree of health hazard presented by the product being recalled.

* + - 1. Class I, describes a situation in which there is a reasonable probability that the use of, or exposure to, a violative product will cause serious adverse health and/or safety consequences or death. These products should be recalled within 24 hrs.
      2. Class II*,* describes a situation in which the use of, or exposure to, a violative product may cause temporary adverse health consequences or where the probability of serious adverse health and/or safety consequences is remote. These products should be recalled within 48 hrs.
      3. Class III, describes a situation in which the use of, or exposure to, a violative product is not likely to cause any adverse consequences. The recall should be carried out within 72 hrs.
    1. **Level of Recall**

With the knowledge that for a recall, speed is essential to minimize the hazard, the firm shall keep a record of the events every two hours and the Jamaica Bureau of Standards shall be kept updated.

Depending on the degree of hazard or breach presented by the codes in question, the level in the distribution chain to which the recall is to be extended may be limited as follows:

1. **Consumer/user level:** where the public must be informed of the recall
2. **Retail level:** where the recall is limited to the retail level including any intermediate wholesale level
3. **Wholesale level:** where recall is restricted to the wholesale level
   * 1. Recall Manager;
        1. Managing Director
     2. Recall Committee: The members of the Tijule Recall Committee are as follows;
        1. Managing Director
        2. Sales and Marketing Rep,
        3. Quality Manager/Food Safety Team Leader
        4. Food Safety Coordinator
        5. Production Manager
        6. Factory Manager.
        7. Secretary
4. These letters should be stamped “Urgent” or “Urgent Food Recall.” As far as possible, the plant response.
5. If there is a need to inform the public, the information should also be sent to the press, radio and television with an indication that the affected codes of product should be returned to the point of purchase or to the company.
6. PROCEDURE
   1. **Responsibility**
      1. Sales and Marketing Rep/Sales Clerk/Secretary
         1. Customer complaints are reported to the Recall Manager.
      2. Recall Manager
         1. A meeting of the Recall Team is initiated.
         2. The Recall Manager would with his team discuss the potential problem relative to the food safety risk associated with the issue.
         3. If the team determines that no further action is required the Recall Manager would delegate a member of his team to communicate the findings to the customer.
         4. If the team determines based on the information received and background data the complaint warrants further action a formal investigation is initiated.
         5. Inform certification bodies of recall/withdrawal
7. Sales and Marketing Rep/Quality Manager/Food Safety Team Leader/Food Safety Coordinator/Factory Manager/Secretary
8. Conduct a formal investigation
9. The result of the investigation is documented and presented to the Recall Manager.
   * 1. Recall Manager
10. A meeting is convened with the Recall Team and the results of the investigation discussed.
11. A decision is made by the team if a recall is warranted.
12. Factory Manager/Quality Manager/Functional Manager
13. A potential problem related to an associated food safety risk is identified with a product already distributed.
14. The matter is reported to the Recall Manager.
15. Refer to 4.1.2
16. Regulatory Body
17. The Jamaica Bureau of Standard can require that a recall of a product be conducted.
    1. Non conforming Product Poses a Health Risk:
18. Factory Manager/Production Manager/Quality Manager
19. Production conducts the investigation concerning which customers have been shipped the suspect product.
20. Production continues the investigation, ID and traceability records are used to identify all suspected product on the production floor and in the warehouse.
21. An investigation of the manufacturing process should be conducted immediately by the led by the Factory Manager to determine the root cause to ensure that the condition(s) that led to the nonconforming product have been corrected.
22. Prepares an Investigation Report, including Root Cause, the Corrective Action Plan (CAP)
23. Quality Manager
24. Upon the receipt of the returned goods, the Quality Manager initiates the procedure for Control of the Returned Goods to ensure that the product is clearly identified and quarantined.
25. An evaluation of the effectiveness of the action items and how they will be monitored to ensure sustainability.
26. Fills out the consignment record
27. Sales and Marketing Rep
    * 1. Contact should be made with the consignees by telephone, fax, email, letter or by visits indicating that there is a recall, the reason for the recall and the number and codes of the product affected must also be communicated.
      2. The communication may take the form of the formatted letter attached, and should include the following:
28. A description of the product being recalled and the number of cases shipped to the particular consignee and the dates shipped
29. A description of the risk associated with the code(s) in question and the classification of the recall
30. The fact that the BSJ (and other regulatory authority) has been notified and is involved the action to be taken by the consignee
31. A report form to communicate the amount of product remaining in stock and the amount collected and an offer to assume all costs associated with the recall.
32. Works with the customer to provide replacement product.
33. Stops all in-transit suspect products
34. Arranges for the return of all suspect products in the field to the producing plant.
35. Recall Manager
    * 1. Informs the Jamaica Bureau of Standards orally upon determination of the recall and subsequently in writing.
      2. Accurate and complete suspect product, shipping, and customer ship to information is sent immediately to the distributors.
      3. Keeps the Recall Committee apprised of all Recall activities

1. Recall Committee
   * + 1. The Recall Committee reviews the recall process to assess strengths and weaknesses and implement improvements.
       2. **Assigned someone to do the Recall status reports**
       3. The plant’s Recall Manager should provide, updates to the regulatory authorities information on:
2. The number of consignees notified and whether they have responded
3. The number of cases of the product in the possession of each consignee at the time of the notification
4. The number of products returned and the total number of product accounted for
5. The expected time frame for the completion of the recall.
6. **Recall termination**
7. It is the plant’s responsibility to maintain continuous updated records on the status of the recall and to make this information available to the local authorities. When all reasonable efforts have been made to withdraw or destroy all defective products, or when 100% recall has been achieved, the regulatory authority will in conjunction with the plant determine when the recall may be terminated.
8. **Isolation of recalled product**
9. All codes which are suspected should be isolated and placed in non conforming area. Recalled product must never be left in the hands of the consumer or distributor for destruction.
10. **Reconditioning**
11. Where possible and in agreement with the local authority, the Jamaica Bureau of Standards, the recalled product may be examined to determine whether any may be sorted and re-distributed. Sorted product should be free from adulteration, free from any potential hazards, should be packed in cans free from rusting or denting and glass bottles free from cracks or other defects. Production records for these batches should again be reviewed prior to release of these products.
    1. **Disposal**
12. Products which cannot be re-conditioned and re-processed are destroyed in the presence of two senior persons from the plant by the method outlined in the HACCP Manual.
13. RECORDS

Effectiveness of Product Recall

[..\..\..\FORMS\PRP FORMSSS\Traceability & Recall\Effectiveness of Product Recall.docx](../../../FORMS/PRP%20FORMSSS/Traceability%20&%20Recall/Effectiveness%20of%20Product%20Recall.docx)

Recall Report Form

[..\..\..\FORMS\PRP FORMSSS\Traceability & Recall\Recall Report Form.docx](../../../FORMS/PRP%20FORMSSS/Traceability%20&%20Recall/Recall%20Report%20Form.docx)

1. REFERENCE

Customer Complaint

[..\Customer Complaint\CustomerComplaint.docx](../Customer%20Complaint/CustomerComplaint.docx) [Jamaican Standard Code of Practice for Product recall procedures.htm](Jamaican%20Standard%20Code%20of%20Practice%20for%20Product%20recall%20procedures.htm)

Traceability Procedure

[..\Traceability\traceability..docx](../Traceability/traceability..docx)

Emergency Contact List

[..\..\..\Emergency Contacts\Emergency Contacts.docx](../../../Emergency%20Contacts/Emergency%20Contacts.docx)

1. DOCUMENT CONTROL INFORMATION
2. APPROVAL AUTHORITY

|  |  |  |  |
| --- | --- | --- | --- |
| Authored by; | REVISED BY | APPROVAL BY | DATE |
| Owen Glave and Food Safety Team |  | Food Safety Team | May 28, 2015 |