

10.3.5. Process of Recall Procedure dealing with Hazardous Products

Standard

Does the recall procedure call for prompt retrieval of hazardous products from the marketplace, notification of relevant government authorities and minimisation of disruption to end-users of products?

Emphasis is placed on having a process of handling non-conforming product and staff responsible for acting when non-conforming product is identified.

Purpose

A recall procedure should be capable of retrieval of unsafe or hazardous products from the marketplace with the relevant government authorities notified immediately. The recall procedure should also ensure limited disruption to end-users.

Reason

A recall procedure is activated by the Recall Site Committee, however the inputs that arrive prior to this determine how quickly an operator can respond to unsafe or hazardous products.

Operators shall have the appropriate checkpoints on site to identify hazardous products prior to leaving the mill. Your HACCP Risk Assessment will support this (Fact Sheet 5.2). However, hazardous products may still enter the marketplace by other means. Throughout section 10, the standard requires you to link the recall procedure with the customer complaint process which is particularly important when hazardous products find their way into the marketplace without having been detected internally first.

What is Acceptable?

There are several tasks the operator can consider when meeting this standard. Please view this fact sheet in conjunction with all of section 10, particularly 10.3.1 & 10.3.2.

Determine risk category

The risk matrix below can be found in the recall procedure. Referencing the flow chart below, when a potential hazard is identified, management and the recall coordinator will assign a risk category that will dictate the necessary actions for prompt retrieval from the marketplace.

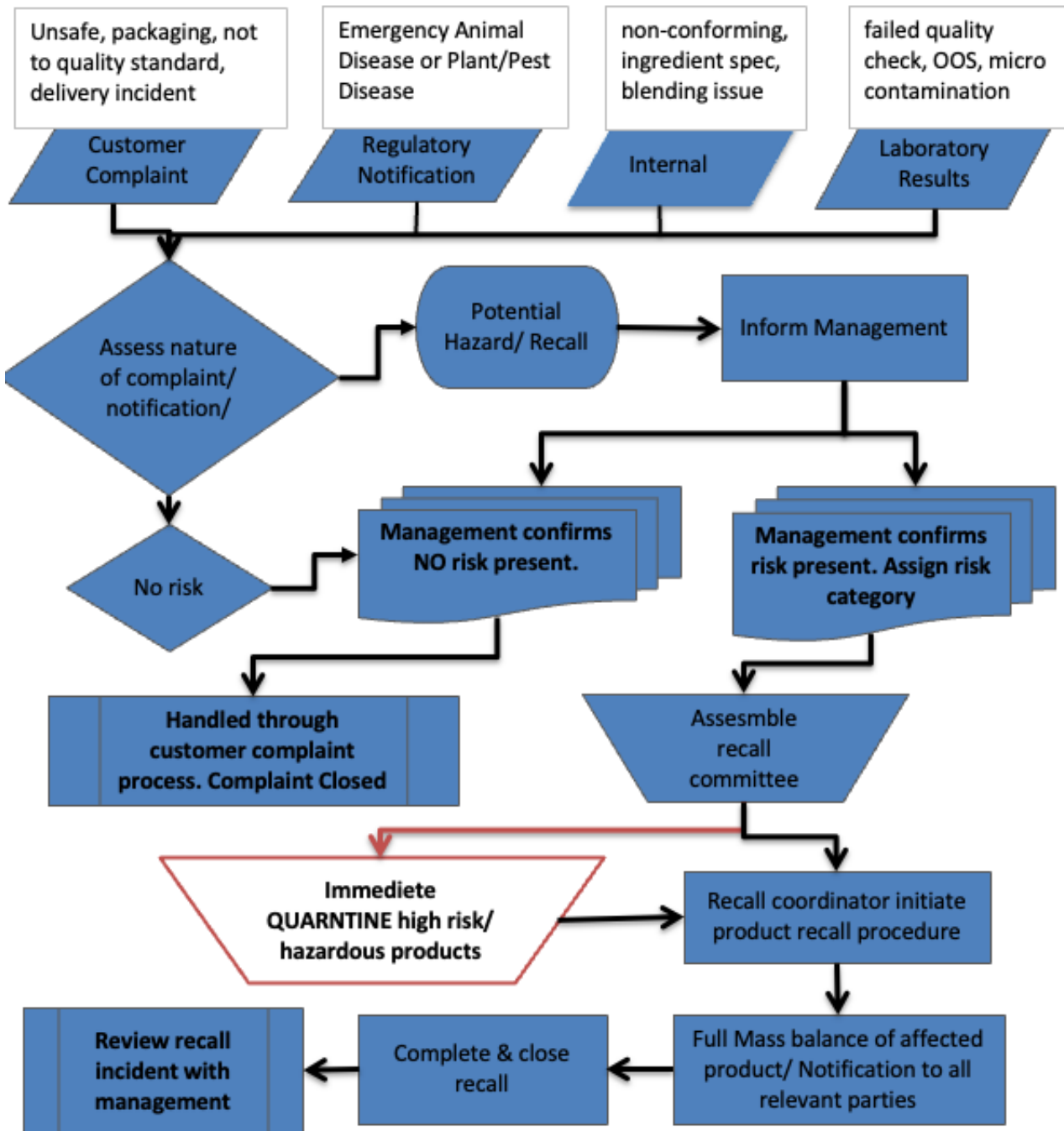
1. Risk = potential impact on livestock health, performance, welfare, product quality, and/or human health.
2. Severity = potential serious impact on company performance.

Risk ⇒	High	Low
Severity ↓		
High	Cat A	Cat B
Low	Cat C	Cat D

Where Cat A has been assigned an immediate quarantine and notification to relevant authorities is required.

Awareness and Training

The following flow chart aims to link the different triggers for a recall considering where a hazardous product can originate from. All assessments shall be treated the same, then based on this assessment the appropriate path is followed. Operators may use this flow chart to assist training their staff when handling a high-risk hazardous product.



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