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GS1 Australia

Recall FD&CG Advisory Group

Wednesday Dec 1 2021

Agenda

ID#	Details	Owner
1	Welcome message and Agenda	Melanie Wishart, GS1
2	GS1 Australia Trade Notice Act	Melanie Wishart, GS1
3	Introductions and welcome to new Co-chairs and attendees	Co-Chair - Leah Williamson, Coles
3	Recall Advisory Group framework and stakeholders	Co-Chair
4	Review of past meeting actions	Co-Chair
5	Current Position of Recall Service - Adoption & Usage	Chris Drougas, GS1
6	Recall Development Roadmap	Chris Drougas, GS1
7	Open Discussion - Challenges & opportunities	Co-Chair / All
8	General Business – New partners, engagement, events and communications	Andrew Brown and Tracey Kelly-Jenkins - GS1
9	Guest Speaker – Using the GS1 Recall Portal	Carolyn Dennis – Peters
10	Confirmation of actions and next steps	Co-Chair
11	Meeting Close Next Meeting: Wednesday 2nd March 2022 @ 2:30pm – 4:00pm	Co-Chair

GS1 Australia Trade Practices Compliance notice

GS1 Australia Limited
Trade Practices Compliance Notice

Participants on GS1 Boards, committees, task forces, work groups, or other similar bodies, must always remember the purpose of the Board, committee, task force, or work group is to enhance the ability of all industry members to compete more efficiently and effectively to provide better value to the consumer or end user. GS1 activity almost always involves the cooperation of competitors; therefore great care must be taken to assure compliance with trade practices laws in Australia and in other jurisdictions

This means:

- Participation must be voluntary.

- There will no exchange of confidential information such as prices products.

- Meetings will have a pre-prepared agenda and recorded by minutes.

- All recommendations from any meeting are recommendations only. Individual companies remain free to make independent, competitive decisions.

- Any standards developed must be voluntary standards.

- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of lawyer(s) with experience in trade practices law can be obtained.

GS1 Meeting
Compliance Statement

Introductions, Attendance, Welcome to new attendees

Current AG invited stakeholders

AFGC	FSANZ	NSW Food Authority
Arnott's	Goodman Fielder	PMA A-NZ
BE Campbells	Greens Foods	Red Bull
Bidfood	GS1 Australia	Simplot
Clorox	Harris Farm	Sunny Queen
Coles	HPV	Suntory
Costa Group	Lion (now Bega)	Super Retail Group
Costco	Metcash	Unilever
Foodbank	Mondelez	WD-40
Pental	Nestle	Woolworths
Vilis's Bakery	Patties Foods	Peters
		Drakes

Recall Advisory Group Framework

Advisory Group framework

- The Advisory Group is a forum to:
  - discuss issues and opportunities within Recall space and wider traceability efforts
  - assist with prioritisation of development efforts
  - provide a mechanism for engaging with organisational recall management networks to assist with deployment programmes
  - advocate alignment of recall with systems & processes of all stakeholders
  - identify and escalate issues of national importance related to recall management

- GS1 acts as secretariat and will operate as proxy co-chair as required

- Quorum Requirements for AG meetings:
  - Minimum attendees – 10
  - Optimal mix - 3 receivers, 5 suppliers, 2 associations

Review of past meeting actions

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Actions arising from previous meeting

- FSANZ has requested feedback from community for proposed changes to the Recall protocol
GS1 has submitted proposed changes, FSANZ to confirm over coming months

  - Woolworths to present on 2DBarcodes at September 1st meeting

  This will be included in the next meeting

There are no other on-going past actions

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Current Position of Recall Food, Liquor & Consumer Goods
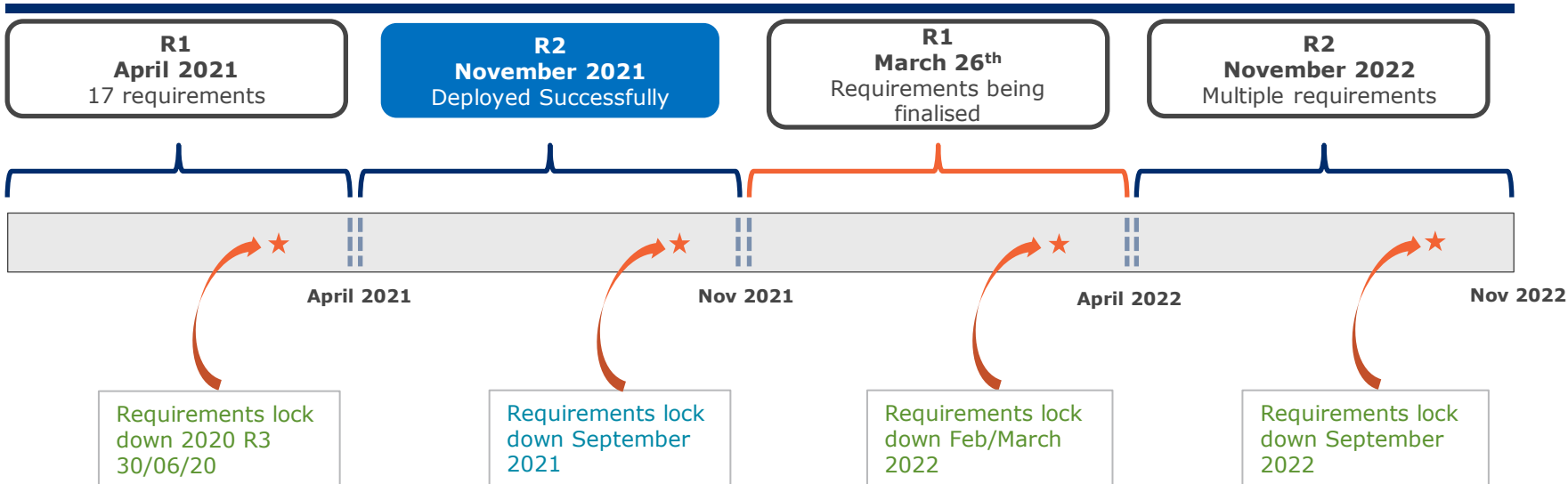
Report Summary

- Subscriber Onboarding 97% live (10 outstanding)
- 16 Recalls listed on FSANZ site QTD, 1 Recall subscriber has issued via Recall

- Questions?

- Pre-reads available here: https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health

Recall Development Roadmap

Recall Roadmap - overview

R1 **April 2021** 17 requirements	R2 **November 2021** Deployed Successfully	R1 **March 26th** Requirements being finalised	R2 **November 2022** Multiple requirements

April 2021   Nov 2021   April 2022   Nov 2022

Requirements lock down 2020 R3 30/06/20

Requirements lock down September 2021

Requirements lock down Feb/March 2022

Requirements lock down September 2022

- R2 Deployments was successful
- Requirements for next release are being finalised
- R1 2022 scheduled for 26 March

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R2 Nov 2021 – Deployed

ID	Industry	Recall Enhancement Items	Dev Points
138	HC & FB	Update T&C's upon first login	3
129	HC	Updates to Notification Workflow (F&B)	28
106	HC & FB	FSANZ Post Recall reporting templates update (Part A+B)	26
139	HC & FB	Jurisdiction filters for Initiators	10
128	HC & FB	Adverse Event Reporting - TGA	3
		Total	70

- Releasing April 24 2021
- Details of each available in appendix

R1 March 2022 – Currently in Development

ID	Industry	Recall Enhancement Items	Dev Points
138	HC & FB	Update T&C's upon first login	3
129	HC	Updates to Notification Workflow (F&B)	28
106	HC & FB	FSANZ Post Recall reporting templates update (Part A+B)	26
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128	HC & FB	Adverse Event Reporting - TGA	3
		Total	70

- Releasing April 24 2021
- Details of each available in appendix

Requirement Prioritisation

1. Food and Beverage only

   Drag and drop in order of preference

   106: Updates to FSANZ Post Recall Reporting Templates

   060: Foodbank Specific Notification for Donations

   129: Better Alignment with FSANZ Recall Report

   127: Advise of Completed Mandatory Injury Reports via Yes/No radio button

   126: Automatic Targeting of Insurance Providers

New format

Now using Microsoft Forms to collect results – much more user friendly and less time consuming

"This new online survey process for selecting the Roadmap items is fantastic!" **Happy customer**

The Recall platform is community driven so would like to see more participation in future

Feedback

- In reporting, would like to see the ability to add the stock returned to warehouse from customers
- Alignment between GS1 AU and NZ

Open Discussion

Items for discussion

Issues, Challenges and Opportunities

- Development Roadmap feedback

- Stakeholder uptake

- Regulatory Updates
  - ➤ FSANZ update

- Other ?

General Business

Marketing

Recall Practical	Bootcamp 2	Giveaway	Recall Toolkit
December	February	February	New

Collaborative event
80 registrations
Key take outs video
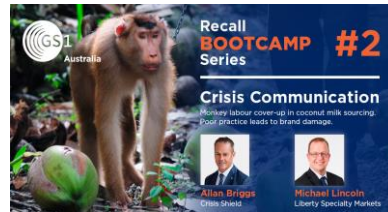
80 registrations
#3 Recall recovery &
root cause analysis
Video

Social media fun
595 impressions
Winner: Sarah Crisp,
Carman's Kitchen
Link to post

Hidden webpage of
resources for
bootcamp attendees
Link

Marketing

Editorial Apr-Jun	Next Bootcamp May	Advertising 2021	Recall Showcase page

Full page advertorial AIFST Food Journal

Root-cause analysis

Martin Stone, HACCP

Fiona Fleming, AIFST

April: AIFST eNewsletter
May: Retail World
June: Food & Drink Bus.
Oct: Food & Drink Bus.
Oct: Food & Bev News

GS1 Australia Recall platform

25 ▲ 733%
Unique visitors

6 ▲ 200%
New followers

1.4K ▲ 540%
Post impressions

Link

Recall Partners

- AFGC

- FSANZ

- HACCP Australia

- NRA

- The Recall Institute

- Victual

- PMA (ANZ)

- Liberty International Underwriters

- AIFST

Can be viewed here

Recall Partners

- Added benefits for partners
  - Ability to participate in events
  - Recall toolkit
- New partners in pipeline – Product Safety Solutions, Food Labelling and Safety
- Align to GS1 Alliance partner program – progressing
- Working to add more insurance partners

Expanding Recall reach-new engagement ⚠

- GM&A
  - Working with Industry Associations
    to target improving capability
- Healthcare
  - WA Health

Industry Events - Planning

- Working with ATA for events and partnership – progressing – Product Recall Practical

- Next AIFST Recall workshop for May

- Recall Bootcamp series ongoing

NGTAG Open Industry Briefing Session

Digital trade standards & simplified trade systems
Thursday 09 December 2021, 1.00pm AEDST

Join the conversation with keynote speakers and panellists including Gerard Hartsink from ICC DSI Industry Advisory Board and Randall Brugeaud, Australian Simplified Trade System Implementation Taskforce.

NGTAG briefing sessions are open to all participants and are offered at no cost.

Reserve your place

Past NGTAG meeting

Video Recording of all speakers available here

https://www.youtube.com/playlist?list=PL58XqjGUfzbVKeT4eQ4Ag3-pZ9hLc7Lk5

Presentation and overview available on request

National Traceability Accord

Call for support

Senior executives and representatives from Australian government, industry, associations and agencies have agreed to a set of six principles for a co-ordinated and harmonised approach toward sustainable end-to-end supply chain traceability and trade modernisation.

Titled as the National Traceability Accord (NTA), the agreement represents;

- Open non-competitive collaboration on cross-sector supply chain traceability
- The adoption of a whole-of-economy model and a national 'traceability culture'
- Heighten trust and interoperability between non-traditional allies
- Improved market access, product safety and strengthening of global competitiveness for Australian trade

Register your support

Find out more
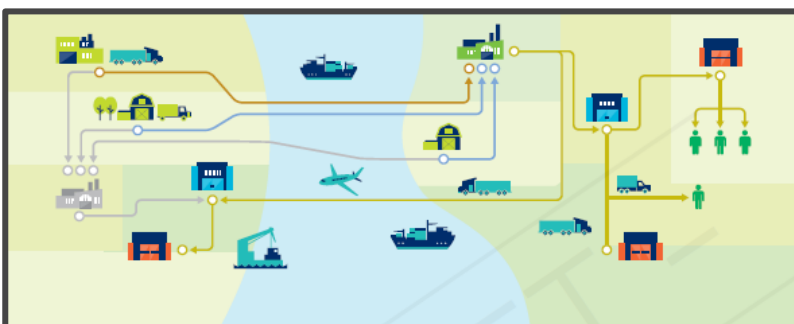
National Traceability Accord

End-to-end traceability requires harmonisation within and across government and industry. To achieve a harmonised approach and the benefits of traceability, an agreed set of principles are required, enabling a whole of economy adoption.

1 — For the greater good

Traceability systems can deliver competitive advantages to individual companies. It is its aggregate value across the economy that will deliver greater safety for all Australians and lift Australia's brand in key export markets.

2 — Interoperability and global data standards

Interoperability of traceability systems is critical to ensure transparent and cost-effective implementation of solutions. Interoperability is needed within and across sectors, domestically and internationally.

3 — Traceability insights, collaboration and sharing

The business value of full product traceability can be harnessed through collaboration and sharing of traceability insights along with necessary data on both critical incident as well as on a regular basis.

4 — Transparency with privacy

Transparency is a key principle for responsible sharing of traceability data to establish full end-to-end product traceability.

5 — Resolution of incident and data disposal

Resolution of product safety incidents, including food safety, in a timely manner is one of the key criteria for successful implementation of traceability solutions.

6 — Traceability with purpose

Traceability must deliver benefits that are tangible, measurable and meaningful to consumers, industry and governments. In this respect traceability is a means to an end, rather than an objective on its own.

Signatories of the National Traceability Accord agree to

1. Openly collaborate on end-to-end traceability in a non-competitive way, for the benefit of all.
2. Utilise global data standards, update or develop new standards when necessary and strive to support interoperability to the greatest extent practical.
3. Commit to share traceability insights to enhance product safety and recall, biosecurity and authenticity in both domestic and global markets.
4. Recognise the need to share traceability data with supply chain partners based on data sharing agreements, whilst protecting privacy and intellectual property.
5. Agree to share relevant product data amongst themselves along with external entities for timely resolution. Signatories will commit to the timely disposal of data shared along with the supporting artefacts.
6. Share a common goal to enhance traceability to achieve safer and more responsible production and consumption, to gain market access, more effectively meet regulations, to increase efficiencies and capitalise on circular economy opportunities.

Why do we need Traceability?

- To improve market access for Australian industry
- To meet export market requirements and regulations
- To improve product safety in Australia
- To remain globally competitive
- To improve supply chain efficiency

How will the National Traceability Accord be used?

- To foster a 'traceability culture' leading to trust, interoperability and end-to-end supply chain traceability.
- To influence government policy across portfolios based on industry vision for traceability.
- To inform new members of the National GS1 Traceability Advisory Group and other domestic and international bodies of the group's purpose and vision.

To become a signatory of the National Traceability Accord, please register your support at **www.gs1au.org/nta**

The National Traceability Accord is facilitated through the National GS1 Traceability Advisory Group.

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Guest Speaker

Carolyn Dennis – QA Manager, Peters

Recall Advisory Group Co-Chair

Confirmation of actions and next steps

Questions?

Meeting close

Next Meeting: Wednesday 2nd March 2022 2.30pm AEST

Proposed dates for 2022:   2.30pm – 4.00pm (AEST)
    Wednesday 1st June 2022
    Wednesday 31st August 2022
    Wednesday 30th November 2022

Appendix

GS1 resources on Traceability

NEW GS1 Global Traceability Case Study Library

https://www.gs1.org/standards/traceability/case-study-library

Australian meat industry saves over $200 million each year

Australia sends over 250,000 tonnes of meat to the United States each year.... see more

Irish fisheries come together for fish traceability

Market and consumer demands are pressuring the food industry to provide... see more

MIGROS: Traceability and its positive impact on fruits and vegetables

Swiss retailer MIGROS wanted to gain more transparency throughout the... see more

GS1 resources on Traceability

GS1 Global Implementation Guidelines for Retail

https://www.gs1.org/industries/retail/fresh-foods/implementation-guidelines

Retail sub-sectors

| Apparel | Fresh Foods | CPG | General Merchandise | Foodservice |

GS1 resources on Traceability

Our Standards in Action

https://www.gs1.org/industries/retail

Interactive tool
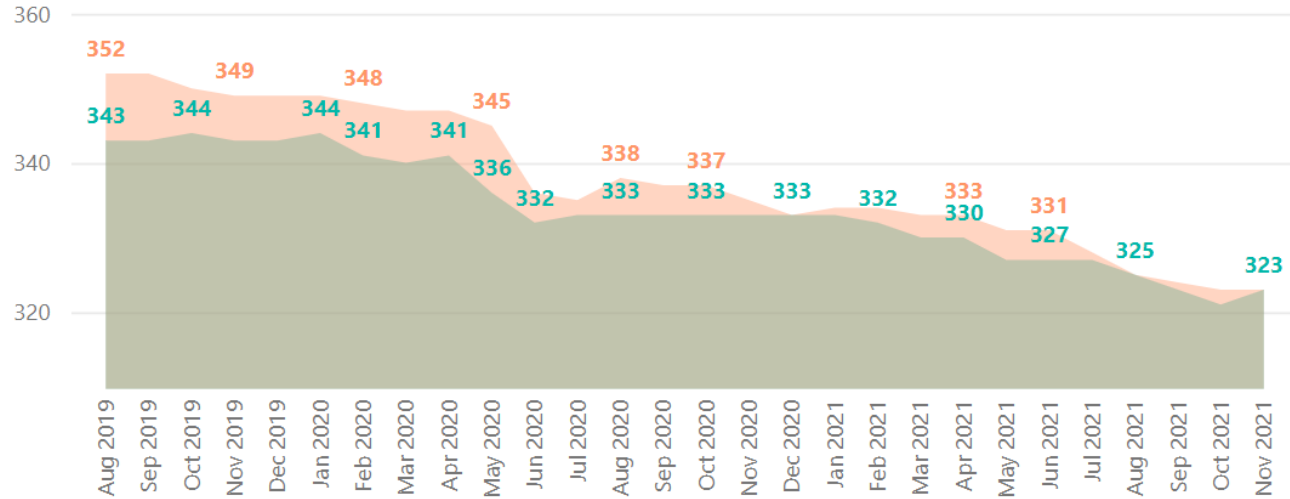

Our standards in action

Recall Subscriber Growth

Growth To Date ● Recall ● Recall Health

Recall Health: 323
Recall: 323

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Supplier Onboarding
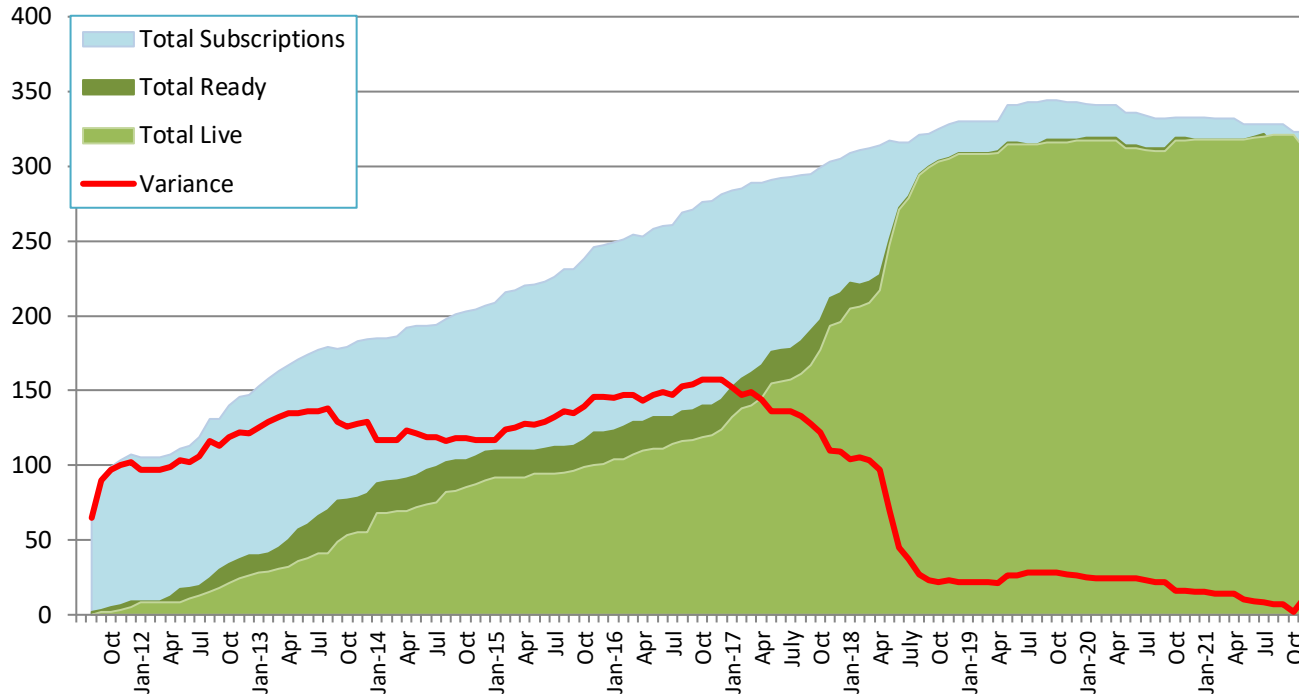
Status:
Subscribed: 323
Not Ready: 8 (2%)
Ready: 2 (1%)
Live: 313 (97%)
On-boarding Target :20
Outstanding : 10

Chart legend:
- Total Subscriptions
- Total Ready
- Total Live
- Variance

'Live' Notifications issues by FY
Food, Drinks and Gen Merch

Legend: ● Recall ● Withdrawal/Non-recall action

FY	Recall	Withdrawal/Non-recall action
FY 2012	3	1
FY 2013	3	21
FY 2014	8	18
FY 2015	9	24
FY 2016	7	15
FY 2017	5	29
FY 2018	18	42
FY 2019	10	54
FY 2020	19	46
FY 2021	10	32
FY 2022	9	12

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'Mock' Notifications issues by FY
Food, Drinks and Gen Merch

Legend: ● Recall ● Withdrawal/Non-recall action

FY	Recall	Withdrawal/Non-recall action
FY 2016	17	10
FY 2017	127	32
FY 2018	222	56
FY 2019	172	56
FY 2020	192	62
FY 2021	273	62
FY 2022	75	10

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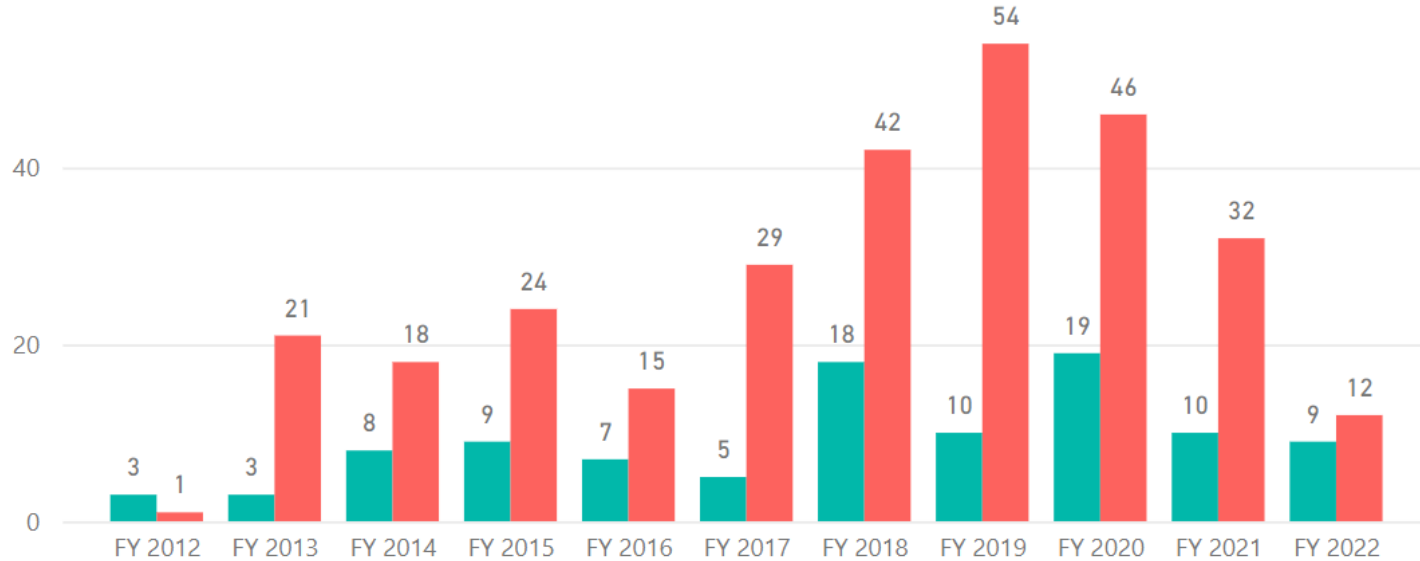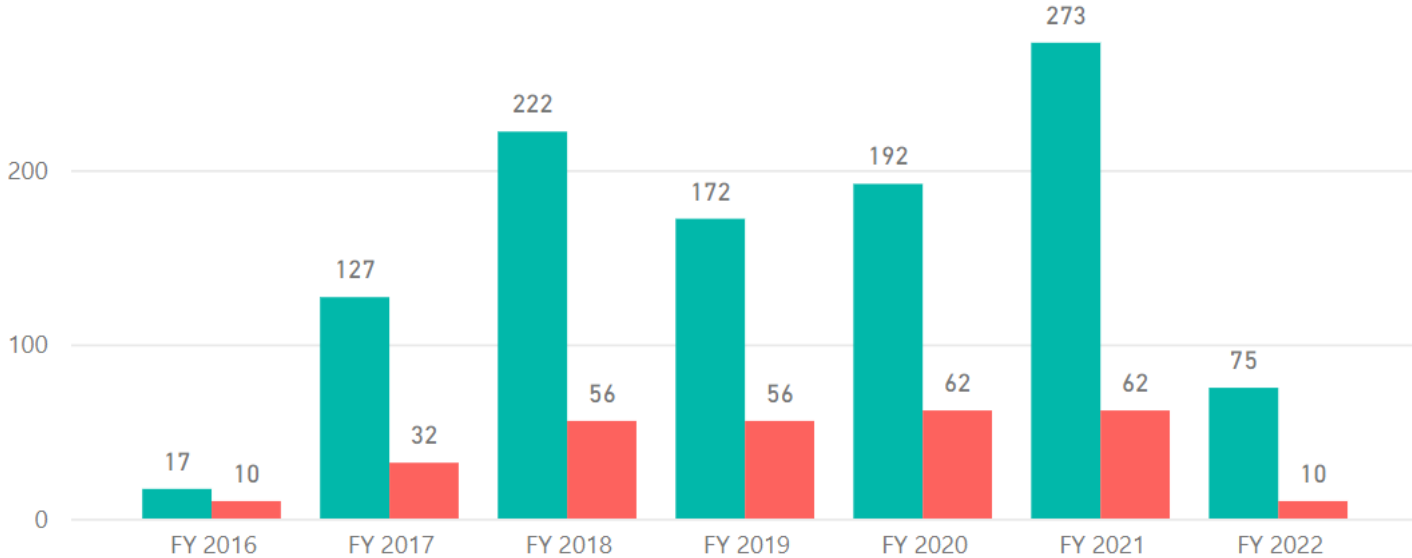
FSANZ Recalls vs Recall Portal subscribers
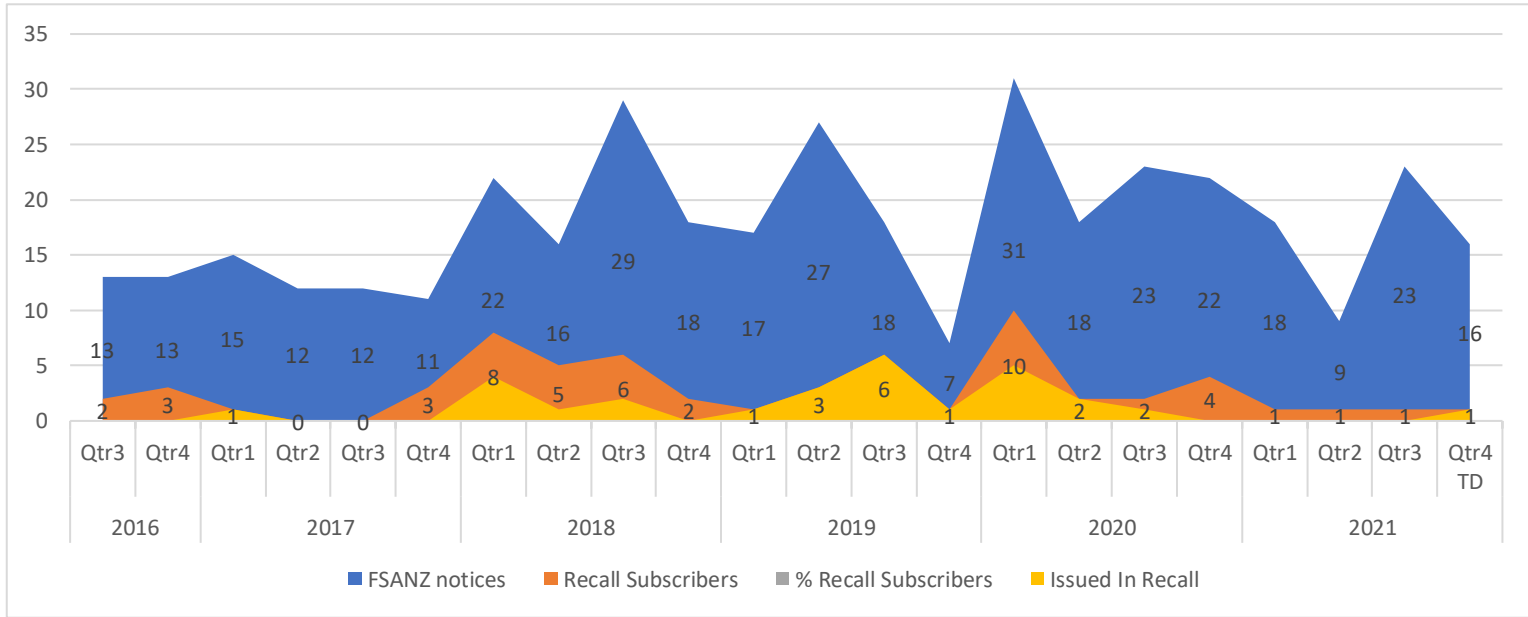
10 companies have issued notifications in QTR 3 TD, none of whom are recall subscribers.
* % of Recall platform notices vs FSANZ Recalls in any QTR

Release 2 – Nov 20th 2021

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
106	FB	Updates to FSANZ Post Recall Reporting Templates	FSANZ post recall reporting templates need to be updated to reflect the questions on the current post recall reports.	Part A and B need to be updated in the Recall platform to ensure FSANZ are receiving the required information after each notification.	Fulfil requirements for post recall reporting	26
128	HC	Advise of Completed Adverse Event Reporting	The platform does not ask whether the supplier has completed any adverse even reporting (if required)	In Regulatory Reports - Include a radio button asking Yes/No/NA - Whether Adverse Event Reports were completed, and if so, provide a non-mandatory uploader, or field for reference to the report	More thorough information to regulator	3
129	FB	Better Alignment with FSANZ Recall Report	After review of the current FSANZ Recall report, there is a need to update some of the fields in the Recall platform to ensure they align with the information required by the FSANZ and the state regulators	Before supplier progresses with Recall notification type, ask whether the state-based regulator has been notified first Include section for supplier to complete manufacturer details Include ability to advise distribution of product by state Updates to wording to further align with FSANZ protocol and recall report	More thorough information to regulator	28
138	HC & FB	Update T&C's upon first login	T&C's presented to user are outdated	Update the T&C's in the platform	Updated T&C's	3
139	HC & FB	Jurisdiction filters for Initiators	There is no 'simple' way of identifying those customers in a Hierarchy for initiators in the subscribed recipients area	Introduce a filter in the subscribed recipients area that allows initiators to search for recipients within a specified hierarchy. This could be drop down, checkbox etc. This would allow an initiators to select "WA health" for example, and then all the public recipient sites linked to a hierarchy will show.		10

* HC – Healthcare   FD&CG – Food, Drink & Consumer Goods

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
025	HC	**Add a New field for Dosage and Dosage Form**	The Dosage and Dosage form can only be captured in a free text field. This can create issues and confusion	Create non-mandatory fields in Item > Product Details section beneath Packaging Material and Type. Dosage Dosage Form	Better clarity and reporting capability	**TBC**
037	HC & FB	**API Data Feed into Recall platform (Inbound API)**	There is currently no inbound API to feed data into the Recall platform. This might be useful for those companies that house product information in an ERP and want to use this to create notifications quickly. Would still require each company to configure the API to work with their own systems	Create an API that allows data to feed into Recall. Allows the Initiating company to populate the fields in the recall via an API with minimal input. Notifications may crat automatically and appear as Draft. All other workflows would be done in the UI (approval, go live etc.)	Integrate with other systems for better Recall management	**26-39**
049	GS1 Admin	**Updates to the GS1 Admin console**	Reporting is cumbersome and could be improved. Support team often required to extract and analyze data from notices.	Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)	Decreased Admin effort and better reporting to AG groups	**5**

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
055	GS1 Admin	Updated Email Notification viewer for GS1 Admin	Currently all emails are displayed in a drop-down list making it difficult to search and assist Recall Platform users when they query email effectiveness/delivery records	Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users	Improved Support response times and better reporting capability	TBC
056	HC & FB	Enhancements to Fax	If both Fax and Email are entered into the non-subscriber details, fax takes precedence, which is odd. The email experience is substantially better than fax as it is an outdated technology	Add +61 to the fax number field as an auto populated data that can be overwritten - ensure email is the preferential method of contact (if both entered) - reduce overall text	QoL improvements	TBC
060	FB	Donation notice Foodbank	Option does not exist for an initiator to create a donation notice, outside the current Recall/Withdrawal notice types.	New notice type – 'Foodbank Donation' This would be a notification specific to Foodbank and would bypass any regulatory workflow	More simplified version of notice, would be for Foodbank only	TBC
065	HC & FB	Further Update to Note functionality	Notes cannot be extracted from the UI into a separate document	Allow user to extract all notes to pdf	QoL improvements	TBC

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
084	HC & FB	**Update to Mandatory Additional Information field**	Some recipients require mandatory additional information after being selected. In this form, Supplier code and Supplier product code are mandatory fields, where they may not even exist with some trading relationships making it difficult for initiators to proceed. Also Tracking codes not represented in this area making it difficult to assign them to the affected states.	Fields should be flexible based on recipient requirements. In Healthcare remove the Supplier ID and Supplier Product ID fields as they are less relevant.	More detail provided to recipient, allowing for more thorough responses back to initiator	**TBC**
085	HC & FB	**Flexible Regulatory Reporting dates**	The TGA suggested reporting dates for post recall reports be flexible, rather than system generated based on issue date. FSANZ post recall reporting can benefit from this also	Currently Dates for submitting reports are system generated 2/6 week 3 months from date of notice issue. Either the TGA, FSANZ or Sponsor can update dates manually (override system generated if required). Will need a communication to either party to advise of change to date and dates need to be reflected in Notification Snapshot	More flexibility in regulatory reporting area - simulates current real-world practice	**TBC**

* HC – Healthcare   FB – Food, Drink & Consumer Goods

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
089	HC & FB	**Internal Locations – assign Initiator Role**	Currently a user at a sub-location (internal locations) cannot be assigned the initiator role within that location and can not forward notices to other departments if required	Allow sub locations to be assigned initiator access so they may forward notices to whomever is affected		**TBC**
107	HC & FB	**End Consumer notification**	Currently limited functionality exists to target consumers directly	For some small business where they create small batches, they would like to notify consumers directly. This could be done via the 'non-subscribed recipients' area, although the email and notification are B2B centric. An alternative type of email notification/recall notice could be issued to B2C. **Requires workshop if this requirement is prioritised**	Ability to send consumers clear and relevant information in even they have purchased affected product	**TBC**
108	HC & FB	**Social Media Integration**	Currently limited functionality exists to target consumers directly	Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels If they choose to. Structured message would be pushed through from Recall platform to these other platforms, and post on companies behalf. **Requires workshop if this requirement is prioritised**	Ability to notify consumer base via plugin to media channels	**TBC**

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
125	HC & FB	New File Sharing Module	Some users are required to share files between each other, but there is no clear way to do this. The workaround is the 'notes' section or by using the' specific reports' functionality, however this can be cumbersome and needs to be easier and more functional.	Create a section where files can be shared safely between initiator and receiver.	New capability to share files in the platform and increased level of data exchange	TBC
126	FB	Automatic Targeting of Insurance Providers	Insurance companies require visibility of notifications that their clients are issuing to recipients.	Insurance Providers should be automatically targeted when a client company issues a notification to its recipients. Would be managed by GS1 admin upon company setup. Reminder email to company to confirm arrangement is current	More visibility for stakeholders	TBC
130	HC & FB	Update Various Email Templates	Some email templates in Recall are outdated and don't provide enough information to the user. Training and user guide information is unclear. When user roles are assigned, the company name is omitted - meaning the user doe not know which company they have been assigned a role at.	Templates can be improved to provide better information to the user about where to locate user guides, or how to register for training. A review of all email templates is required to ensure they are clear, concise and direct	Clearer more concise information in all email communications	TBC

* HC – Healthcare   FB – Food, Drink & Consumer Goods

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
135	HC & FB	**Batch reports to non-subscribed recipients**	Suppliers can not add product quantities against non-subscribed recipients if Batch Reports are used.	Include Batch reporting for non-subscribers so item qty's can be added.	More thorough reporting for initiators	**TBC**
136	HC & FB	**Recall Ready Status for Receivers**	Currently, there is no way within Recall to track the 'Ready' status of Receiver type companies Recall Support need to maintain manual lists of which hospitals are trained and ready to receive notices.	Hospitals who are on boarded as part of a health jurisdiction roll out need to be monitored and maintain a Ready status much like initiators do. The current Recall Ready status is based on the Initiator issuing a notification. We need to decide a process for Receivers. Does this trigger when they receive and (complete) a notice? The status expiry needs to be considered as well, is this 12 months, 6 months, 18 months?	Ability to monitor the Recall Ready status of receiver sites, ensuring users are trained and ready to receive notices	**TBC**
141	HC & FB	**Represent multiple products more clearly in dashboard / emails and reporting**	When multiple products are added to a notification, there is significant slowdown when viewing the item list due to the way they are represented. The notification in the UI becomes very large for both recipient and initiator, also the recipient email, pdf, is too large. Reporting is cumbersome as the product list is not concise. Editing a large list of items is also difficult as there is no option to select a group or select all.	Add features like Select all, Delete all, Expand/minimise list of products, checkbox selector, refine the table columns Bulk uploader needs to be edited and include error checking for excel errors ad easier to use Needs to load faster when there are multiple products Recipient Email needs to better represent information - more succinct - table format perhaps Notification in UI needs to be refined to better represent multiple products PDF needs to reflect the new layout as per the UI	Easier for recipients to work with Recalls that have multiple products.	**TBC**

* HC – Healthcare   FB – Food, Drink & Consumer Goods

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
142	HC & FB	Contacts Page - Select from existing Contacts	Whilst the user who is logged in at the time will see their details prefilled, any other contact needs to be added manually to a notification each time.	Add a drop down box so users withint that company can be selected easily	Single source of data	TBC
143	HC & FB	Import Images from NPC (Add Item by GTIN)	Acquiring the right product master data and images can be difficult. There is a need for users to be able to draw the correct product information and images quickly and easily from a single source of truth.	If a company has loaded product information and images to their NPC catalogue, users can simply enter the GTIN (barcode number) and draw on the most up to date packaging information, without need to input this manually.	NPC is single source of product data, user confidence	TBC
144	HC & FB	New status not impacted	Recipients do not feelcomfortable switching the status to 'completed' when they are not affected by the recall	Add a new status to the progress report, called 'Not Affected'. This status indicates a recipient is not affected by the recall and should stop all reminders to report.	New status update, provides better clarity in reporting	TBC
145	HC & FB	Add mouseover to role types in new user creation	When a new user is created, the user must select which roles to assign them. The role definitions are available in the Recall User guides	Add a mouseover to each role which provides a description of the role, so the user doesn't have to spend time locating this in the user guide	Quickly identify role types	TBC

* HC – Healthcare   FB – Food, Drink & Consumer Goods

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