

Title	Recall FD&CG Advisory Group Meeting Minutes
Version	Meeting #2 2021
Date	2nd June 2021
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Access	Unrestricted for Internal Use



Document Purpose

The purpose of this document is to provide a documented record (minutes) of the Recall Food, Drinks and Consumer Goods (FDCG) Advisory Group meetings.

The document is intended for use by participants of the Recall Food, Drinks and Consumer Goods Advisory Group only.

Document Control

Document version and change history

Version	Date	Nature of change / comments	Editors
Meeting 2	2-Jun-2021	Final	GS1 Recall team

Document authors / contributors

Name	Title / Organisation
Melanie Wishart	Senior Account Manager, Customer Engagement, GS1 Australia
Chris Drougas	Implementation and Support Lead - Recall, GS1 Australia

Document endorsement

Role	Name	Title	Endorsement
Secretariat(s)	Melanie Wishart	Senior Account Manager, Customer Engagement, GS1 Australia	June 2021

Document location

GS1 Internal MS Teams File system

Document validity

All downloaded and printed documents are non-authorized and uncontrolled copies. Refer to the document location for the current authorized version.

Document status

This document is effective from date of endorsement. The date of document review is to be no more than 0.5 years from date of endorsement.

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1.0 Attendees

Attendees:	
Geoffrey Annison	AFGC
Julie Thompson	Bega
Andrea Currie	Coles
Jacqui Payne	Foodbank
Michael Smith	FSANZ
Lily Rattanaphasouk	Goodman Fielder
Danica Siratkov	Goodman Fielder
Sonya Muhlsimmer	Green's
Christopher Drougas	GS1 Australia
Andrew Brown	GS1 Australia
Proxy Co-Chair: Melanie Wishart	GS1 Australia
Tracey Kelly-Jenkins	GS1 Australia
Andrew Steele	GS1 Australia
Nimh Phoa	GS1 Australia
David Holt	Metcash
Robyn Gledhill	Pental
Carolyn Dennis	Peters
Lisa Clark	Simplot
Leanne Ambrose	Villi's Cakes
Apologies:	
Megan McGhie	BE Campbell
Farisha Hussein	Clorox
Naline TerWolbeek	Costa Group
Terry McWilliam	Costco
Gabrielle Weidner – Maternity Leave	FSANZ
Bhaskar C	Goodman Fielder
Mark Blitenthall	GS1 Australia
Mishu Sareen	GS1 Australia
Anuja Varghese	GS1 Australia
Marcel Sieira	GS1 Australia
Sunita Kewada	GS1 Australia
Justin Middleton	GS1 Australia
Tania Serovski	Harris Farm Markets
Ramadevi Pothedar	Nestle
Selina McNulty	Patties Foods
Deon Mahoney	PMA A-NZ
Cody Shaw	Woolworths
Louise Collins	Woolworths

2.0 Minutes

2.1 GS1 Welcome Message and Agenda

Delivered by Melanie Wishart, GS1 Australia

2.2 AntiTrust Statement & Declaration of any Conflict of Interest

Delivered by Melanie Wishart, GS1 Australia.

Note this Recall FD&CG AG meeting (and all subsequent meetings) are conducted under the auspices of the GS1 compliance policy.

The compliance policy guidelines are included in the published presentation

2.3 Co Chair Introductions, Attendance and Welcome to New Members

Delivered by Melanie Wishart, GS1 Australia (Proxy Co-Chair). As the Secretariat is awaiting confirmation of a new co-chair to fill the Recipient role GS1 will act as proxy co-chair for this meeting

- There was a total of 20 attendees, and this did meet quorum.
- The meeting was recorded for purpose of minutes, the recording will not be circulated to the group

2.4 Recall Advisory Group Purpose

Delivered by Melanie Wishart, GS1 Australia.

- Co-Chairs: Andrea Currie (Coles), Lily Rattanaphasouk (Goodman Fielder) terms expired
- Next term commences 1st June 2021 – 1st June Mar 2023. Melanie advised that nominees for both co-chair roles are still pending confirmation and that they will be motioned forward to the group for ratification as soon as possible, via email poll prior to the next meeting in September.
- Basis for nomination of co-chairs is that they represent both the sponsor and recipient community as well as balance geography by being from separate states. As we are now holding the meetings virtually the geography is not a problem.

ACTION: GS1 will confirm nominees and send email poll motioning these two new co-chairs to the group prior to Meeting 3

2.5 Review of Past Meeting Actions

- Delivered by Chris Drougras
- Colour legend used below:
 - (Current Action) = Current action required to progress the discussion point

- (Finalised Action) = Advice or action being taken to close the

FSANZ has requested feedback from community for proposed changes to the Recall protocol

GS1 has submitted proposed changes, FSANZ to confirm over coming months

New co-chairs nominees to be confirmed and motioned in at Meeting 2.

This is still in progress and motion to accept will be done remotely via email poll before the next meeting.

- There are no on-going past actions that have not been covered elsewhere

2.6 Current Position of Recall FD&CG service

Delivered by Chris Drougas, GS1 Australia

- Subscriber onboarding 97% live (9 outstanding)
- (New) Mock notifications tracking well, shows companies are keeping on top of training and annual ready/live process
- 8 recalls listed on FSANZ site, none were Recall subscribers
- The report summary is uploaded to the Recall AG HUB a week prior to the AG meetings. Pre reads available here: <https://www.gs1au.org/our-services/get-compliant/recall/gs1-australia-recall?viewmode=0>
- Melanie advised that the Recall Hub has now been split into the respective Healthcare and Food & Consumer Goods Hubs and that the link above will provide access

2.7 Recall Development Roadmap

Roadmap update - delivered by Chris Drougas, GS1 Australia

- 2 releases per year
- Release 1 (R1) May 29th deployed
 - 16 requirements submitted and 3 directly related to the WA Health rollout. The focus is on UI improvements and workflow improvements, also improvements for the WA Health Structure.
 - New changes were made which created a new colour palette with increased contrast levels allowing for better navigation.
 - There is a new notification summary via the UI
- Release 2 (R2) for 2021 is due November 2021
 - R2 to focus on changes to the workflow in the Food & Consumer Goods portal and updates to post recall reporting for FSANZ

- The Recall roadmap for 2021 releases, and completed enhancements can be reviewed in the Advisory Group meeting presentation and included in detail in the presentation appendix
- If there are any questions around these Chris advised that you could contact him directly

2.8 Issues / Challenges / Opportunities

Delivered by Chris Drougas, GS1 Australia

There were no issues raised

Regulatory Updates

Michael Smith – FSANZ provided an update to the Recall Protocol

- There were discussions around the comments from the review and how recalls are notified for NZ if Australian exports. The GS1 portal can be used to advise NZ companies if you add them in as a non-subscriber. Foodstuffs in NZ makes it compulsory to add recall notification for them via the GS1 NZ recall portal. This cannot be done via the GS1 Australian Portal however, Andrew Brown advised that there are some discussions around Global Jurisdictions and online retailers for parallel imports.
- You can tick that a product has been exported to NZ in the portal. Michael advised that FSANZ would notify NZ if a recall has been raised in Australia. If the Recall is released in NZ for a product exported to Australia, FSANZ will notify the jurisdictions and it is their responsibility as to whether a recall or withdrawal is required
- Michael advised that recall communications via print media is not mandatory in the new Recall Protocol, however, social media and publications are recommended.

ACTION: GS1 and the co-chairs will invite presenters based on these topics for future meetings.

2.9 General Business

- **Marketing Activity**

Tracey Kelly-Jenkins provided an update to the Recall marketing, communications, editorials and advertising

The May Recall Bootcamp had 105 registrations and resulted in 39 Recall webinar bookings

Giveaway on social media - expand awareness and knowledge of the recall platform using alternate marketing tactics such as giveaways (Done via social media). This has resulted in 21 new followers and has a 14% engagement rate

The LinkedIn Paid campaign has resulted in 61 website visits and the showcase page for Recall has a 200% increase in followers, corresponding with the latest Bootcamp session.

- **Recall Bootcamps**

1. 'What Went Wrong' – 19th Nov 2020
2. 'Crisis Management' - Jan 2021
3. 'Recall Recovery & Root Cause Analysis' – May 2021 with Martin Stone, HACCP and Fiona Fleming, AIFST
4. 'Insurance – When to engage and what can they do for me' TBC

- **Recall Partners**

Andrew Brown provided an update to the Recall partners, the Recall Toolkit and new partners in the pipeline – Product Safety Solutions and Food Labelling and Safety. Andrew advised that the Recall Partners will be listed on the GS1 website and that if a company needs help in a recall practice we can assist to link them to these partners.

- **Expanding Recall Reach - New engagement**

- Health
 - WA Health
 - SA Health
 - Has been slow due to Covid
- General Merchandise and Apparel
 - Working with Industry Associations to target improving capability

- **Industry Events – Past**

- AIFST Food Recall Interactive webinar 5th May
- Monthly NRA Technical Safety Committee meetings

- **Industry Events – Planning**

- HortConnections June 7-9th Brisbane
- AIFST Conference July 26-27th July Homebush, Sydney
- Working with ATA for events and partnership – progressing – Product Recall Practical
- Fresh Produce Safety Centre August 18th Sydney Uni
- AIFST Recall workshop for late 2021
- INPAA Conference November 2021
- Recall Bootcamp series ongoing

- **Other Events and news**

- Melanie advised that the NGTAG Newslink was circulated and asked for the Advisory Group to share with their network. An update on the NGTAG work programs, Steering Committee Members and membership was provided. A video interview from Samantha Blake from NGTAG Steering Committee was provided to the group highlighting why the AFGC is involved, what traceability means to them and for industry.
- Andrew Steele advised that Woolworths has sent communications to some of their suppliers advising that they can now scan 2D Barcodes across all of their stores. Andrew suggested that we invite Woolworths to talk about what this means at our next meeting

ACTION:

- Melanie to share the NGTAG Newslink and video link
- Andrew Steele to provide the Woolworths 2D Barcodes letter to the group
- Woolworths to provide an update on 2DBarcodes at the next AG

3.0 Confirmation of actions and Next Steps

ACTION	DUE DATE	BY WHO	STATUS
Confirm with nominees for new co-chair Term 2021-2023	1/7	MW	WIP
Send email poll to AG to motion and ratify new co-chairs	2/7	ALL	
GS1 and Co-chairs to invite presenters for future meetings based on poll results	Ongoing	GS1/ Co-Chairs	Ongoing
Share NGTAG collateral	15/6	MW	Complete
Send Woolworths 2D Barcode supplier letter to group	15/6	MW	Complete
Ask Woolworths to present on 2DBarcodes at September 1 st meeting	1/7	MW	

4.0 Closed actions

2021

Discussion around how to better represent the notification summary in the UI of Recall platform

- Chris and Andrew met with Tania Serovski, Harris Farm Markets and Malcolm Balkwill, Drakes Supermarkets to design the solution which will be implemented next release

2020

Discussions about the current Advisory Group Framework

- GS1 will review current members and invite new members - ongoing

- GS1 provided a comparison between Recalls in on FSANZ webpage, vs usage of portal and subscribed Recall portal users. GS1 will continue to maintain this comparison on an ongoing basis.

GS1 advised that the revised traceability framework GTS2 has been ratified and released. In addition, GS1 has also ratified and published a generic industry sector traceability guidelines template document and a guideline for Fish Traceability (Europe) which can be used as a sample of a completed and ratified sector-based traceability guideline.

- If you wish further information, please contact Peter Chambers at GS1.

Marcel Sieira from GS1 presented an update of relevant current industry initiatives

Association involvement – ACCC has asked to be removed from the Advisory Group invitations.

- GS1 will continue to send meeting minutes as a courtesy.

It was noted that the release timeframes provided too short notice.

- GS1 have negotiated longer timeframes for UAT with developer allowing users time to book UAT session in their calendars. GS1 has negotiated longer UAT period

GS1 will provide data and stats as pre reading work to shorten the duration of reporting. GS1 will only report on highlights and anomalies if required.

New feature demonstrations/presentations on industry topics maybe added to forums

Stakeholders were in favour of reviewing a message of support or endorsement for the portal. GS1 Aust. will draft up the sample endorsement for review. This endorsement will be used as information for potential and new users, also existing users to reaffirm their engagement with the system.

- The Recall Endorsement letter has had 10 positive responses; 3 customers have advised they will not (main reason is these companies usually don't endorse products or services outside of their company range) and 11 companies are yet to formally respond.
- GS1 will use the endorsement as it currently has 10 supporters
- GS1 to include this endorsement as part of the onboarding of significant new subscribers (e.g. Caltex)
- Endorsement letter is now "in production" however stakeholders can be added at any time

Foodbank update – In December 2018 / January 2019, GS1 and Foodbank will discuss impact of discussions held by Michael Davidson (Foodbank) and other AG Members such as Simplot. Effort is still required to further understand the operational process when a donation occurs. And to also explore the different process that occurs for undeclared allergen versus foreign matter contamination.

- GS1 And Simplot to review above in January; findings to be tabled at AG in June

- GS1 has added the Foodbank contact details within the portal to enable users to directly contact foodbank in addition to them receiving the notice.

GS1 will be providing facilities for the AIFST workshop on product recall in Melbourne on 28 February 2019 – Relevant guest speakers will be completing a briefing before the meeting and Recall will be a feature within the workshop.

- AIFST event was successful with Fiona Fleming, (AIFST) Andrew Brown (GS1) and Peter McGee (Victual) presenting. GS1 have started discussions for opportunity to hold the event around Australia on a regular basis.

GS1 were well received at the presentation for the NRA product safety technical committee in October. Discussions around contacting consumers via publications and newspapers occurred. The case study from WD-40 has been published and was distributed at NRA conference.

- WD-40 Case Study
- GS1 will attend next NRA meeting in March

Flexible Recall ready expiry dates (3 month/6month/12month, TS: HFM)

- GS1 has added this to the roadmap

Fax/SMS issue was raised – Portal error caused variety of issues.

- Code for platform was tied to SMS service causing issue. Code has been separated so won't occur

Pre-reads now available 1 week prior to meeting.

- These can be accessed on the GS1 Recall Advisory Group Hub, please review for feedback

5.0 Next Meeting

Agreed next meeting dates are:

1st September 2021 @ 2:30pm via Zoom

- All meetings will be held as Zoom web conferences with alternate GS1 Boardroom available for interstate attendance when appropriate.
- Proposed Future Meetings:

Wednesday 1st December 2021 2:30pm AEST

Appendix A: Related documents

Document name	Location
Trade Practices Compliance Notice	Embedded in Minutes document
Meeting Presentation	Attached to Minutes email

GS1 Australia Limited

5.1 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. (Including the Australian Consumer Law, the Competition and Consumer Act and state based Fair Trading Legislation).

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- There shall be no discussion of prices, allocation of customers or products, boycotts, refusals to deal, or market share. (For the avoidance of doubt, this does not preclude discussion of GS1 Australia's prices, customers or products.)
- 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.
- Where appropriate, meetings shall be governed by an agenda prepared in advance, and recorded by minutes prepared promptly after the meeting.
- Where appropriate, tests or data collection shall be governed by protocols developed by GS1 Australia.
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