



The Global Language of Business

# GS1 Australia

**Recall FD&CG Advisory Group**

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**Wednesday 3rd March 2021**



# Agenda



ID#	Details	Owner
1	Welcome message and Agenda	Melanie Wishart, GS1
2	GS1 Australia Trade Notice Act	Melanie Wishart, GS1
3	Co-Chair Introductions and welcome to new members. <i>Co-Chair, Lily Rattanaphasouk- Goodman Fielder</i>	Co-Chair
3	Recall Advisory Group framework	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 – “Salmonella spp. and Fresh Produce”	Deon Mahoney, PMA A-NZ
10	Confirmation of actions and next steps	Co-Chair
11	Meeting Close Next Meeting: Wednesday 2 <sup>nd</sup> June 2021 @ 2:30pm – 4:00pm	Co-Chair

# *GS1 Australia Trade Practices Compliance notice*



# GS1 Australia Limited

## Trade Practices Compliance Notice

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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).

[GS1 Meeting  
Compliance Statement](#)

# GS1 Australia Limited

## Trade Practices Compliance Notice

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### This Means:

- Participation must be voluntary, and failure to participate shall not be used to penalise any company.
- 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.
- GS1 reserves the right to seek opinion of lawyer(s) with trade practices experience on any matter or document arising out of any GS1 activity.
- The recommendation coming out of a GS1 Board, committee, task force, work group or task group are just that. Individual companies remain free to make independent, competitive decisions.
- Any Standards developed must be voluntary standards.

# *Introductions, Attendance, Welcome to new attendees*



# Current AG invited stakeholders

ACCC receive documentation arising from the meetings



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
- Co-chairs: **Andrea Currie (Coles), Lily Rattanaphasouk (Goodman Fielder)**
  - Current term expires Q2 2021
- 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

# Call for new Co-Chairs



## Q2 2021 – Q2 2022 Term

From the Recall Advisory Group Charter,  
Chairpersons are responsible for:-

- Overseeing the orderly performance of business based on the agenda
- Determining when an issue should be escalated to another body for resolution
- Dissemination of the GS1 Recall Advisory Group decisions, via the secretariat.



Contact: [melanie.Wishart@gs1au.org](mailto:melanie.Wishart@gs1au.org)

# *Review of past meeting actions*



# 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
- 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
- There are no other on-going past actions

# *Current Position of Recall Food, Liquor & Consumer Goods*



# Report Summary

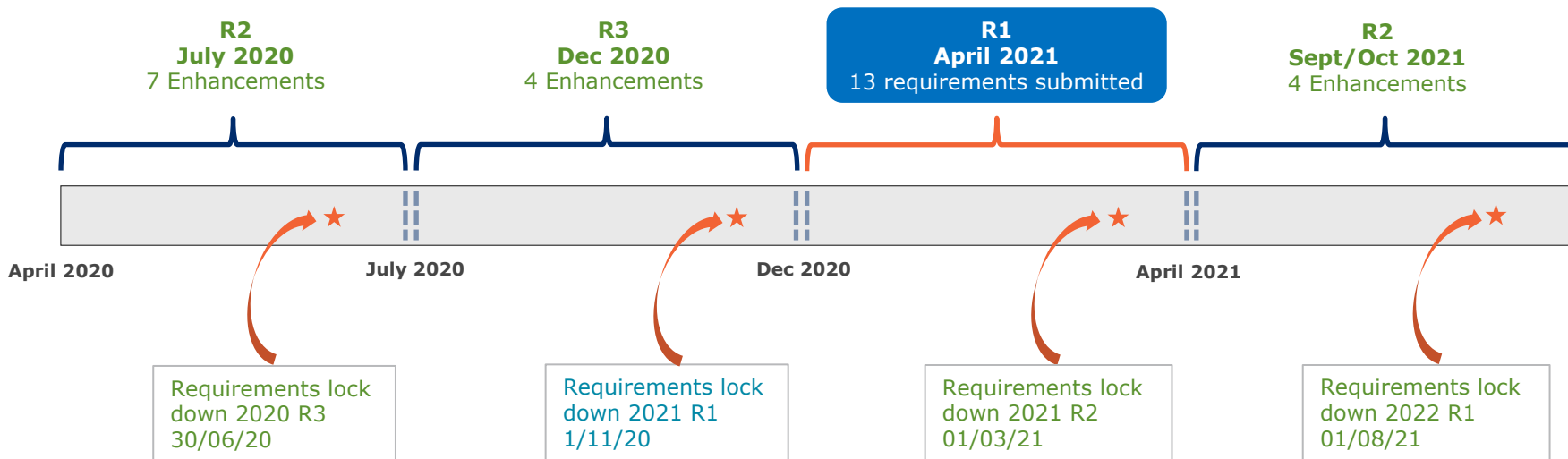


- Subscriber Onboarding 96% live (14 outstanding)
- (New) Mock notifications tracking well, shows companies are keeping on top of training and annual ready/live process
- 13 Recalls listed on FSANZ site, none from Recall subscribers
- Questions?
- Pre-reads available here: <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

# *Recall Development Roadmap*



# Recall Roadmap - overview



- 2 releases in 2021
- R1 – 24<sup>th</sup> April 2021 Focus on tweaks and UI improvements
- R2 to focus on changes to FSANZ Recall protocol and updates to post recall reporting (F&B)



# R1 April 24<sup>th</sup> 2021 – Currently in development



ID	Industry	Recall Enhancement Items	Dev Points
123	HC & FB	Recipient Monthly Report	14
118	HC	Add State Recall Coordinators to Recipients area	11
116	HC & FB	Simplify Notification Summary in UI	6
121	HC & FB	Include confirmation message after clicking UPDATE	1
120	HC & FB	Adjustments to UPDATE email	3
100	HC & FB	Hide updated notices on receiver console	1.5
104	HC & FB	Flexible Recall Ready certificate dates	3
026	HC	Alternate Identifier additions	1
122	HC & FB	Non-subscriber email – Rewording	3
97	HC & FB	Change to Email Alert Name/Email Alert title Field	6
029	029	New uploader - Risk Analysis	3
090	HC & FB	New Subscriber Invitation email	1
92	Admin	Updated Heartbeat Report for GS1 Admin	5
Total development points			58.5

- 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 / Opportunities
- Development Roadmap feedback
- Stakeholder uptake
- Regulatory Updates
  - FSANZ Recall Protocol update
- Anything else?



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# Poll Results



## November 2020 Meeting

- 100% feel we are meeting the objectives outlined in the Advisory Group framework
- 100% feel the meeting occurrence is appropriate
- 90% agree that agenda and content is suitable



# *General Business*



# Marketing



**Recall Practical**  
December



Collaborative event  
80 registrations  
[Key take outs video](#)

**Bootcamp 2**  
February



80 registrations  
#3 Recall recovery &  
root cause analysis  
[Video](#)

**Giveaway**  
February



Social media fun  
595 impressions  
Winner: Sarah Crisp,  
Carman's Kitchen  
[Link to post](#)

**Recall Toolkit**  
New



Hidden webpage of  
resources for  
bootcamp attendees  
[Link](#)

# Marketing



## Editorial

Apr-Jun



Full page advertorial  
AIFST Food Journal

## Next Bootcamp

May



Root-cause analysis  
Martin Stone, HACCP  
Fiona Fleming, AIFST

## Advertising

2021

Food & Drink  
BUSINESS

RetailWorld

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

## Recall Showcase page



GS1 Australia Recall platform

25 ▲ 733%

Unique visitors

6 ▲ 200%

New followers

1.4K ▲ 540%

Post impressions

[Link](#)



# Recall Partners



- AFGC



- Victual



- FSANZ



- PMA (ANZ)



- HACCP Australia



- Liberty International Underwriters



- NRA



- AIFST



- The Recall Institute



Can be viewed [here](#)

# Recall Partners

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- 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
  - SA Health



# Industry Events - Planning

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- Working with ATA for events and partnership – progressing – Product Recall Practical
- Next AIFST Recall workshop for May
- Recall Bootcamp series ongoing



## Identify hazards and strategies on how to avoid incidents



### Topics covered include:

- Sources of typical hazards
- Control/prevention strategies
- Monitoring
- Supplementary case-studies

Thursday 11<sup>th</sup> March – 11am AEDT

[Register Here](#)

[www.pma-anz.com](http://www.pma-anz.com)

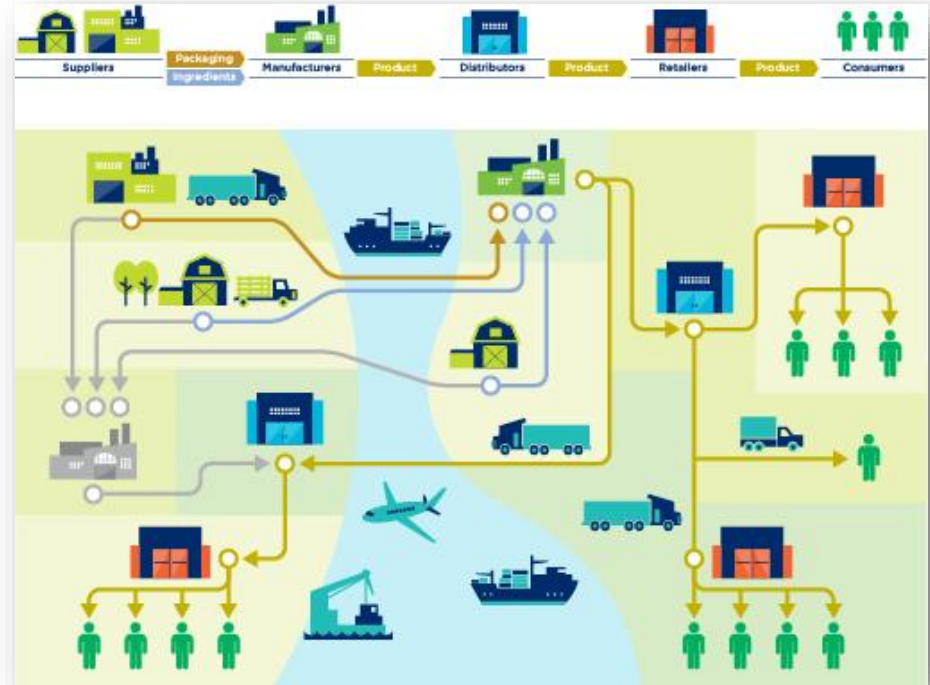
# The National GS1 Traceability Advisory Group (NGTAG)



The National GS1 Traceability Advisory Group (NGTAG) provides recommendations on the need for supply chain traceability standards and priorities. The primary objective of the Advisory Group is to inform GS1 Australia on the requirements of industry and government for traceability standards and communicate with industry and government on supply chain traceability priorities in Australia.

**Register your interest to participant.**

<https://www.gs1au.org/resources/forms/national-gs1-traceability-advisory-group>



# Product Traceability Ecosystem



## NGTAG Industry Engagement Model



Consumer



Supply Chain & Logistics



Sustainability & Circular Economy



Regulation & Certifications

Fridge

Pantry

Alcoholic

Non-  
Alcoholic

Pharma

Cosmetics

Toys

Apparel



Food



Drinks



Healthcare &  
Beauty



General  
Merchandise

# *Guest Speaker*





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# *Salmonella* spp. and fresh produce

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GS1 Recall Advisory Group | Deon Mahoney | 3 March 2021

## Salmonella – what's the buzz

- *Salmonella* spp.
- Burden of illness
- Usual suspects
- Case study – Jalapeño peppers
- Learnings and guidance



A scanning electron micrograph (SEM) showing several Salmonella bacteria. The bacteria are rod-shaped and appear in shades of red and purple. They are surrounded by a complex network of yellowish, fibrous structures that resemble biological tissue or a protective matrix. The background is a dark, textured green.

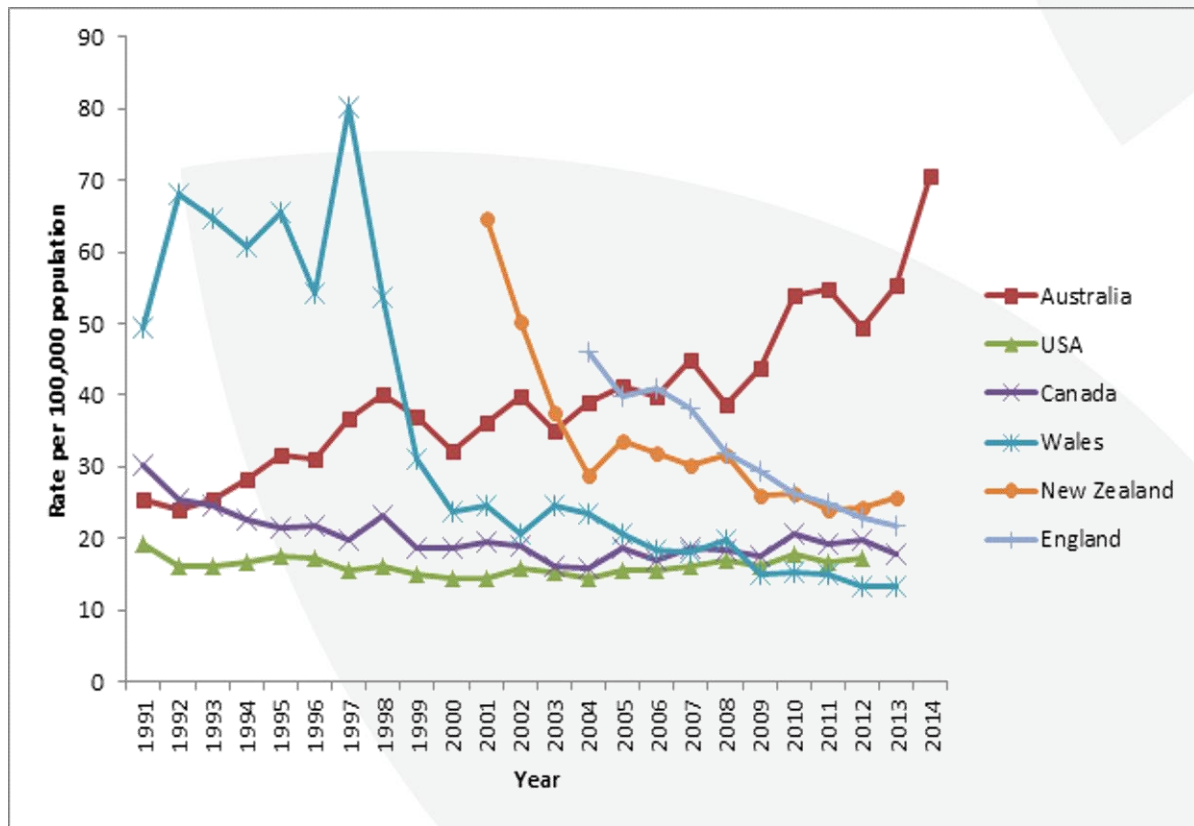
## *Salmonella* spp.

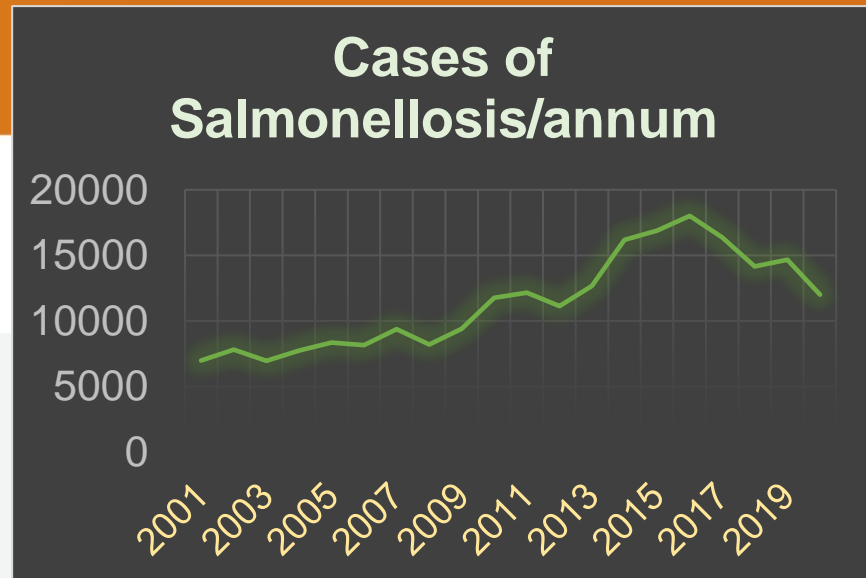
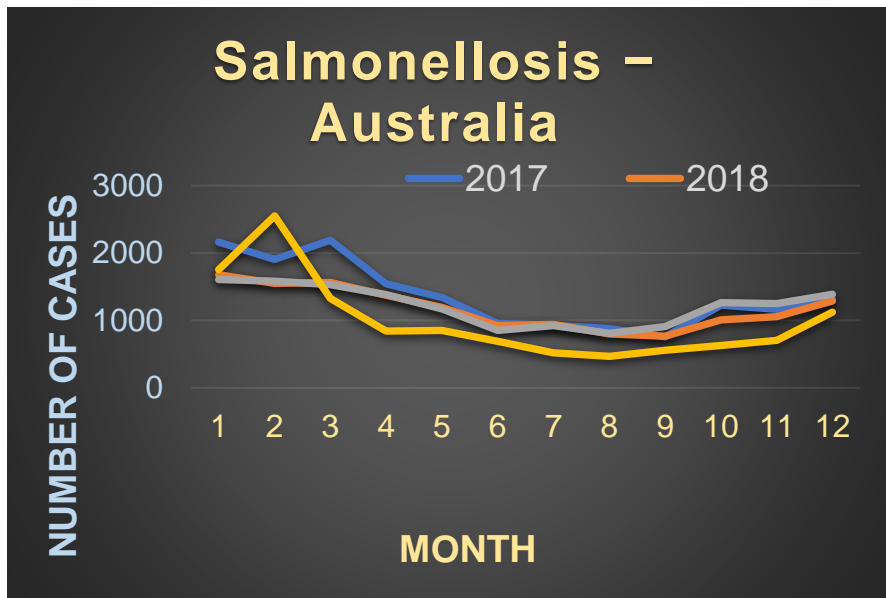
- Over 2,500 serotypes
- **Symptoms:** cramps, nausea, diarrhoea, mild fever, vomiting, dehydration, and headache
- **Severity:** mild to severe disease (fatal or long-term sequelae)
- **Source:** Ubiquitous in the environment and carried by domestic and wild animals, including birds
- **Food vehicles:** Poultry meat, eggs, meat, dairy, and fresh produce

**Australia's Foodborne Illness Reduction Strategy 2018–2021+**

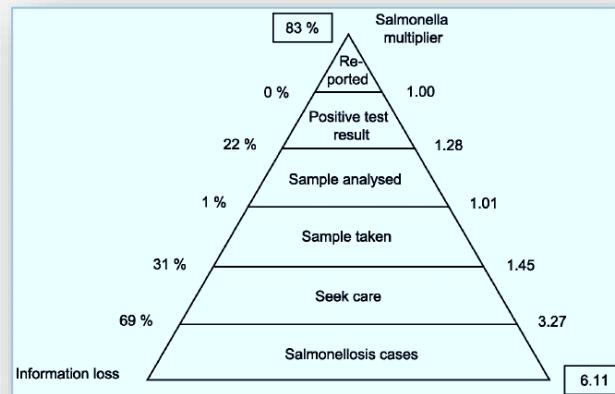
A strategy to reduce foodborne illness in Australia, particularly related to *Campylobacter* and *Salmonella*

Priority to reduce foodborne illness – particularly *Salmonellosis* and *Campylobacteriosis*





Sundstrom *et al.* (2014) Economic effects of introducing alternative Salmonella control strategies in Sweden. PLoS ONE 9 (5): e96446. doi:10.1371/journal.pone.0096446





# Usual suspects



## FOOD RECALL



**Woolworths 12 Cage Free Eggs 700g barcode 9300633636982, Victorian Fresh Barn Laid Eggs 700g, Victorian Fresh Barn Laid Eggs 600g (VIC and S Best Before BB 20 MAR 15 APR 19, 6 APR 19, 10 APR 24 APR 19, 27 APR 19, 29 APR 19)**

Bridgewater Poultry is conducting a recall of the above products have been available stores in ACT, NSW, VIC, T

**Problem:** The recall is due to *Enteritidis* contamination.

**Food safety hazard:** Food products contaminated with Salmonella may cause illness if consumed.

**What to do:** Any consumers concerned about their health should seek medical advice and should return the products to the place of purchase for a full refund. For further information please contact:



**Country Fresh Eggs, Just Eggs Chefs Choice Free Range Chefs Choice Cage Free**

Use By 14th June 2019, 20th June 2019, 24th June 2019, 5th July 2019, 9th July 2019

The Egg Basket is conducting a recall of the above products have been available for sale at The Egg Flemingington Markets in NSW.

**Problem:** The recall is due to potential microbial (Salmonella) contamination.

**Food safety hazard:** Food products contaminated with Salmonella may cause illness if consumed.

**What to do:** Any consumers concerned about their health should seek medical advice and should return the products to the place of purchase for a full refund. For further information please contact:

The Egg Basket  
02 9826 1847

See [www.foodstandards.gov.au/recalls](http://www.foodstandards.gov.au/recalls) for Australian food recall information

## FOOD RECALL

Core Powerfoods frozen meals, 310g or 350g Going Nuts, Deep South Chilli, Muay Thai Meatballs, Holy Meatballs, Naked Chicken, Seismic Chicken, Old School, Smokey Mountain Meatballs  
Best Before: From 05/03/2020 – 04/10/2020 inclusive



Core Ingredients is conducting a recall of the above products have been available for sale at 1 retailers in NSW, ACT, QLD, VIC Woolworths metro stores in VIC

**Problem:** The recall is due to potential microbial (Salmonella) contamination.

**Food safety hazard:** Food products contaminated with Salmonella may cause illness if consumed.

**What to do:** Any consumers concerned about their health should seek medical advice and should return the products to the place of purchase for a full refund.

For further information please contact:

See [www.foodstandards.gov.au/recalls](http://www.foodstandards.gov.au/recalls) for Australian food recall information

## FOOD RECALL

**Special Salad Mix: 30g, 60g Asian Salad Mix: 120g**

All best before dates from 21/03/20 to 21/03/20



The Loose Leaf Lettuce Company is conducting a recall of the above products have been available for sale at various independent stores in WA.

**Problem:** The recall is due to microbial (Salmonella) contamination.

**Food safety hazard:** Food products contaminated with Salmonella may cause illness if consumed.

**What to do:** Consumers should not eat this product and should return the products to the place of purchase for a full refund.

For further information please contact:

The Loose Leaf Lettuce Company  
08 9575 2086  
[www.looseleaf.com.au](http://www.looseleaf.com.au)

See [www.foodstandards.gov.au/recalls](http://www.foodstandards.gov.au/recalls) for Australian food recall information

## FOOD RECALL

**Sunny Supreme Frozen Shredded Coconut 200g**

(Dừa bào sợi / 椰丝)  
Best Before 20/08/2022



Sunny Seafood P/L is conducting a recall of the above products have been available for sale at Asian grocery stores

**Problem:** The recall is due to microbial (salmonella) contamination.

**Food safety hazard:** Food products contaminated with Salmonella may cause illness if consumed.

**What to do:** Any consumers concerned about their health should seek medical advice and should return the products to the place of purchase for a full refund.

For further information please contact:

Sunny Seafood P/L  
(03) 9480 6880  
<https://www.sunnyseafood.com.au>

See [www.foodstandards.gov.au/recalls](http://www.foodstandards.gov.au/recalls) for Australian food recall information

## FOOD RECALL

**Woolworths Coleslaw 110g, 250g, 400g & 800g All Use By dates from 12 Jan up to and including 21 Jan**



Woolworths is conducting a recall of the above products. The products have been available for sale at Woolworths Supermarkets and Metro stores in NSW & ACT and some Woolworths Supermarkets in regional Vic. All other states and territories are unaffected by this recall.

**Problem:** The recall is due to potential microbial (Salmonella) contamination.

**Food safety hazard:** Food products with potential microbial contamination may cause illness if consumed.

**What to do:** Any consumers concerned about their health should seek medical advice and should return the product to the place of purchase for a full refund.

For further information (including affected stores in Vic) please contact:

Woolworths  
1800 103 615

<https://www.woolworths.com.au/>

See [www.foodstandards.gov.au/recalls](http://www.foodstandards.gov.au/recalls) for Australian food recall information

2016		<i>Salmonella</i> Anatum contamination of salad products
	February	Illnesses: >270 cases   Recall   Category sales plummeting 35% nationally
2016		<i>Salmonella</i> Saintpaul linked to sprouts/bean sprouts
	April	Illnesses: >230 cases
2016		<i>Salmonella</i> Hvittingfos linked to rockmelons.
	June	Illness: 118 cases
2018		<i>Salmonella</i> Havana contamination of various sprout products
	June	Illness: 21 cases
2020		<i>Salmonella</i> Typhimurium outbreak with >1,000 cases
	January/February	No food vehicle identified
2021		<i>Salmonella</i> Saintpaul outbreak with >390 cases
	January/February	No food vehicle identified



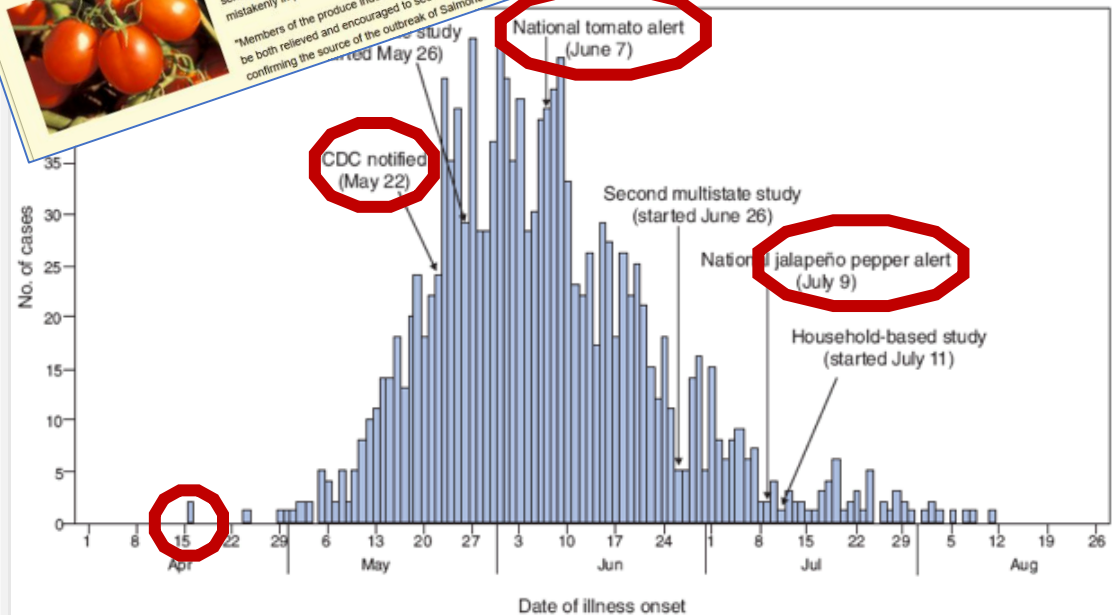
## Case study – Peppers

- *Salmonella* Saintpaul linked to jalapeño and serrano peppers in (United States, 2008)
- 1,500 cases
- 43 States, DC, and Canada
- 21% hospitalised and 2 deaths



# Epidemiological curve

- Laboratory confirmed cases (n=1,414)
- Tomatoes first got the blame
- Jalapeño peppers were the major vehicle for transmission
- Mechanism of contamination not determined
- Contamination might have occurred on farm or during processing or distribution –

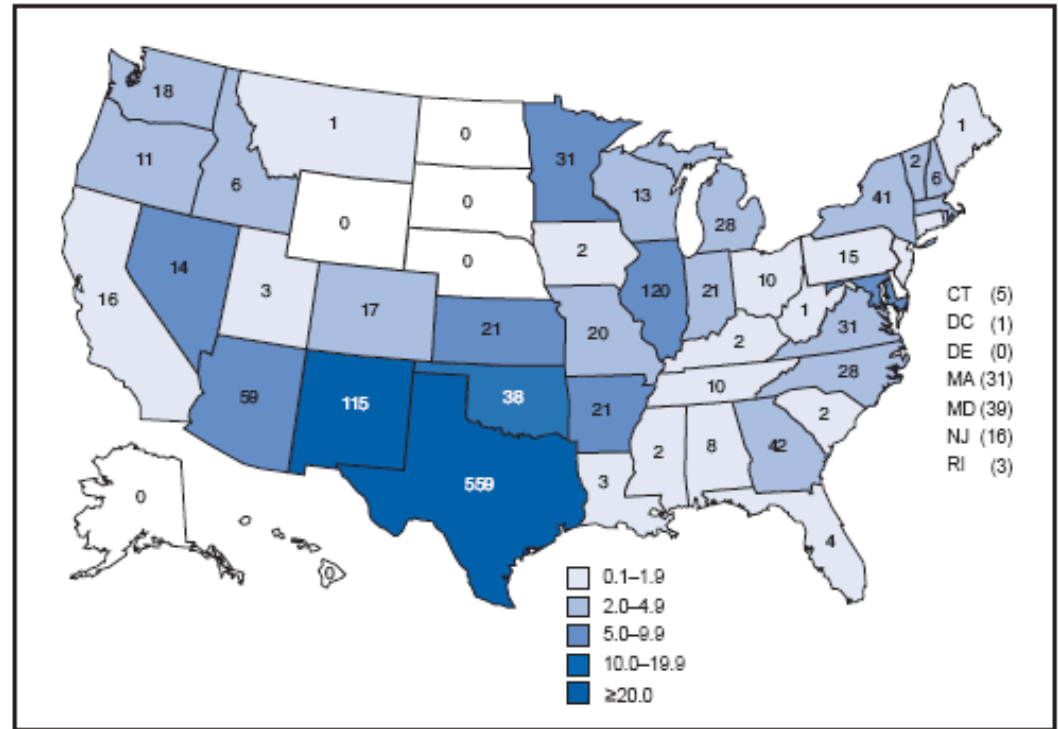


Includes cases with onset information received as of August 25, 2008. Some illness onset dates (n = 366) were estimated by subtracting 3 days from specimen date. Illness that began during July 29–August 25 might not yet be reported.

Reference: MMWR, 57 (34): 929-934 (29 August 2008)  
<https://www.cdc.gov/mmwr/preview/mmwrhtml/mm5734a1.htm>

## Investigation highlighted various challenges

- Essential to undertake epidemiologic identification of ingredients in foods that are commonly consumed
- Need to rapidly identify and investigate local clusters
- Need to continue exploring hypotheses during an outbreak
- Produce tracing along the supply chain



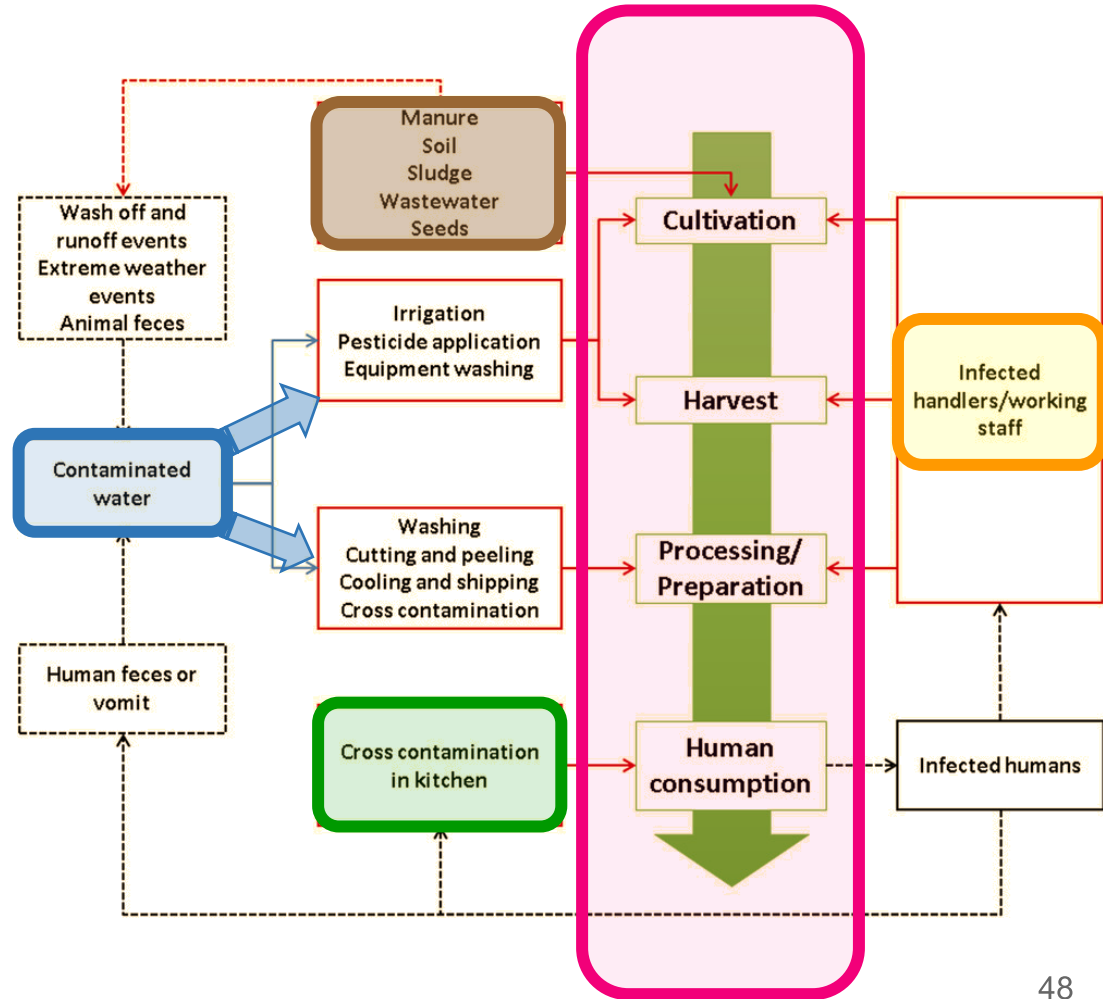
\* N = 1,442.

† Per 1 million population.

§ As of August 25, 2008.

# Microbial contamination of fresh produce:

## What, where, and how?



# Learnings and guidance

- Complexity of the distribution chain can hinder product-tracing
- Difficult to link incoming/outgoing shipments to the next level in the distribution chain
- Commingling and repacking create challenges
- Need to enhance documentation along the supply chain







## Summary

- Foodborne pathogens represent major challenges across the entire food industry
- Difficulties: identifying sources of contamination, tracing batches, and undertaking effective root cause analysis
- Raw produce outbreaks are difficult to identify and control – produce from a single farm may be distributed widely and consumed rapidly because of perishability
- Accurate information must flow in a timely manner, in order to inform partners along the food supply chain AND consumers



Deon Mahoney | [d.mahoney@pma-anz.com](mailto:d.mahoney@pma-anz.com)

# *Confirmation of actions and next steps*





# Questions?



# Meeting close

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**Next Meeting:** Wednesday June 2<sup>nd</sup> 2021 2.30pm AEST

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## Other proposed dates for 2021

Wednesday September 1<sup>st</sup> 2021 2.30pm AEST

Wednesday December 1<sup>st</sup> 2021 2.30pm AEST



# *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](#)

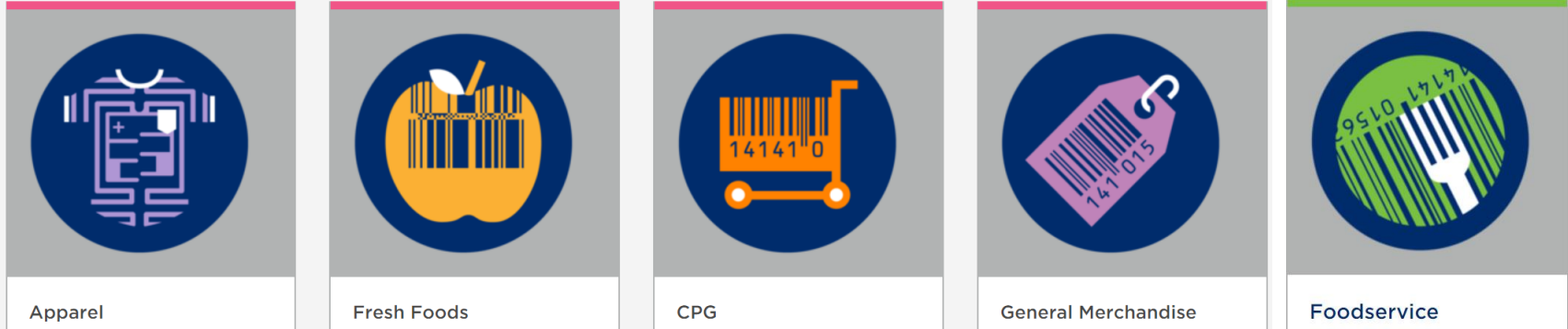
# GS1 resources on Traceability



## GS1 Global Implementation Guidelines for Retail

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

Retail sub-sectors



# GS1 resources on Traceability



## Our Standards in Action

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

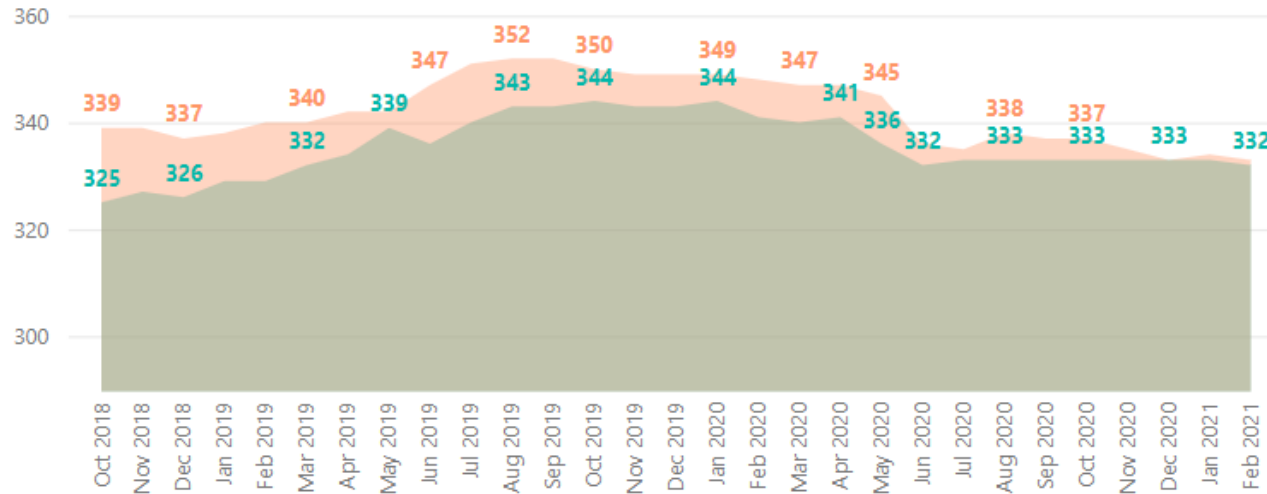
**\*Interactive tool\***



# Recall Subscriber Growth



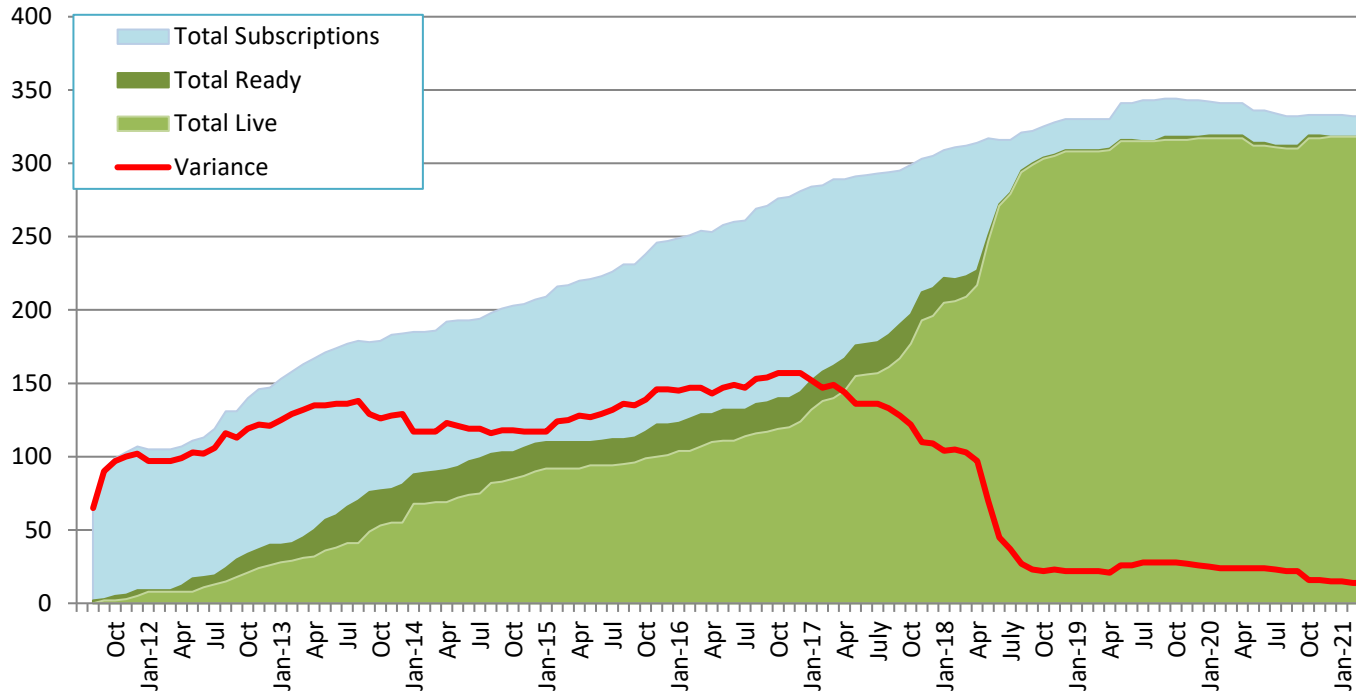
Growth To Date ● Recall ● Recall Health



Recall Health: 333

Recall: 332

# Supplier Onboarding

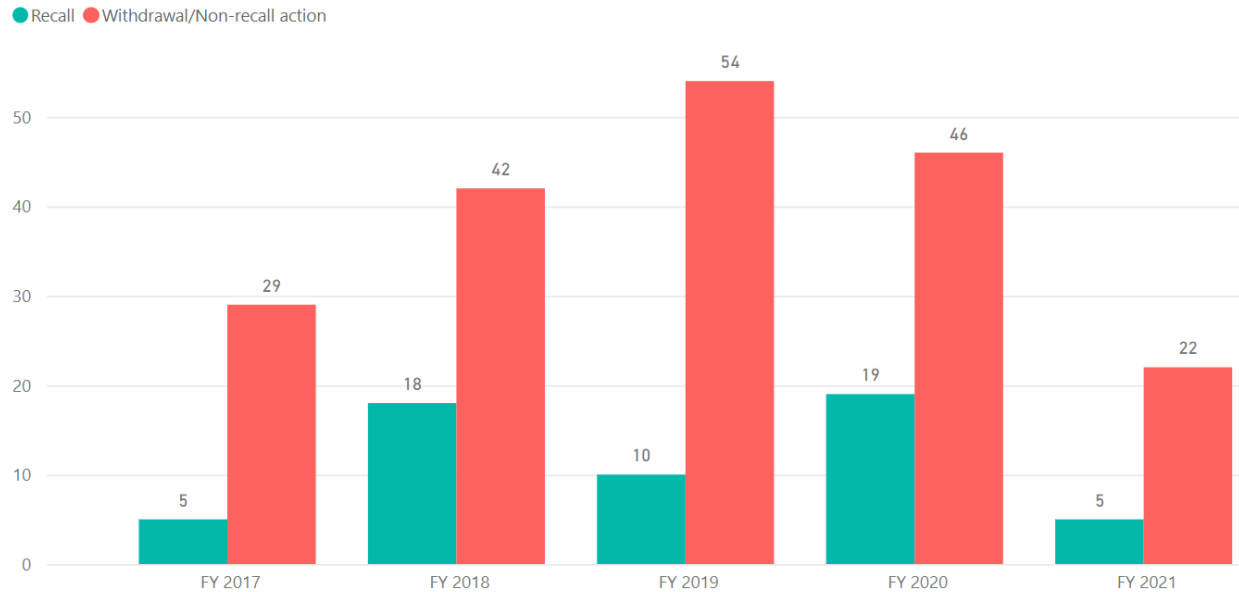


## Status:

Subscribed: 332  
Registered: 2 (0.6%)  
Not Ready: 9 (2.7%)  
Ready: 3 (0.9%)  
Live: 318 (95.8%)  
On-boarding Target :20  
Outstanding : 14

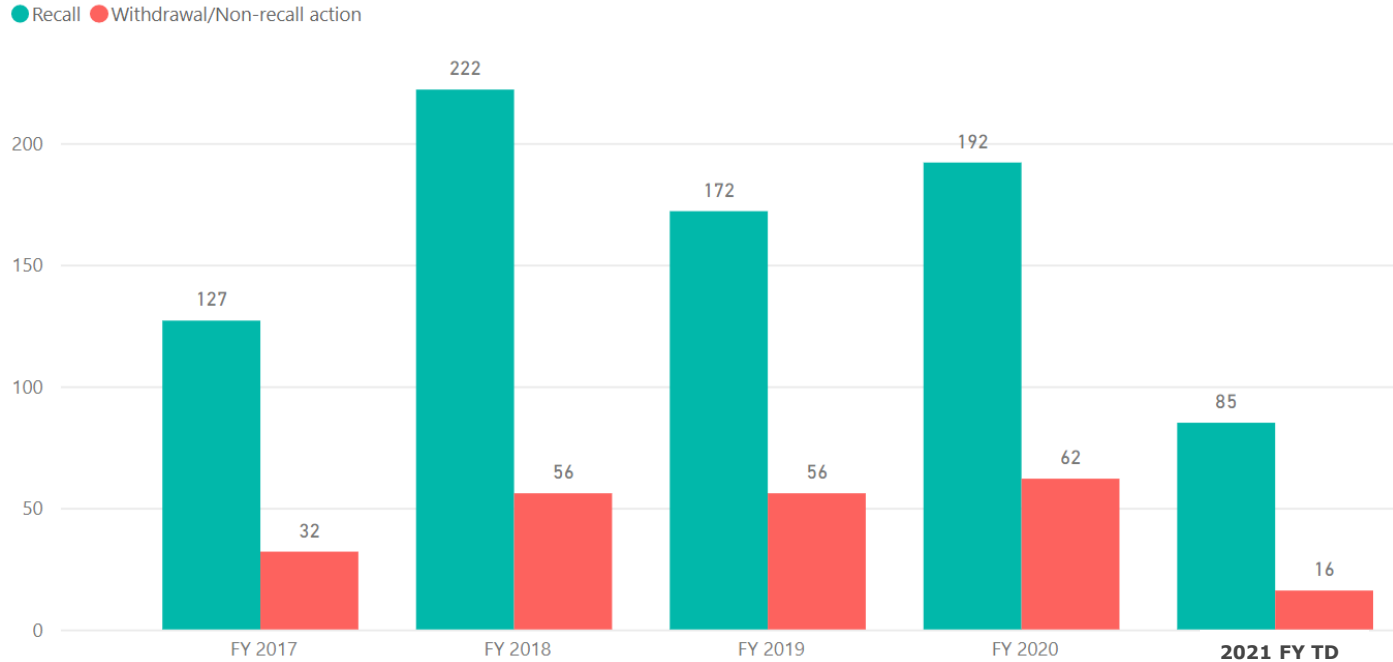


# 'Live' Notifications issues by FY Food, Drinks and Gen Merch

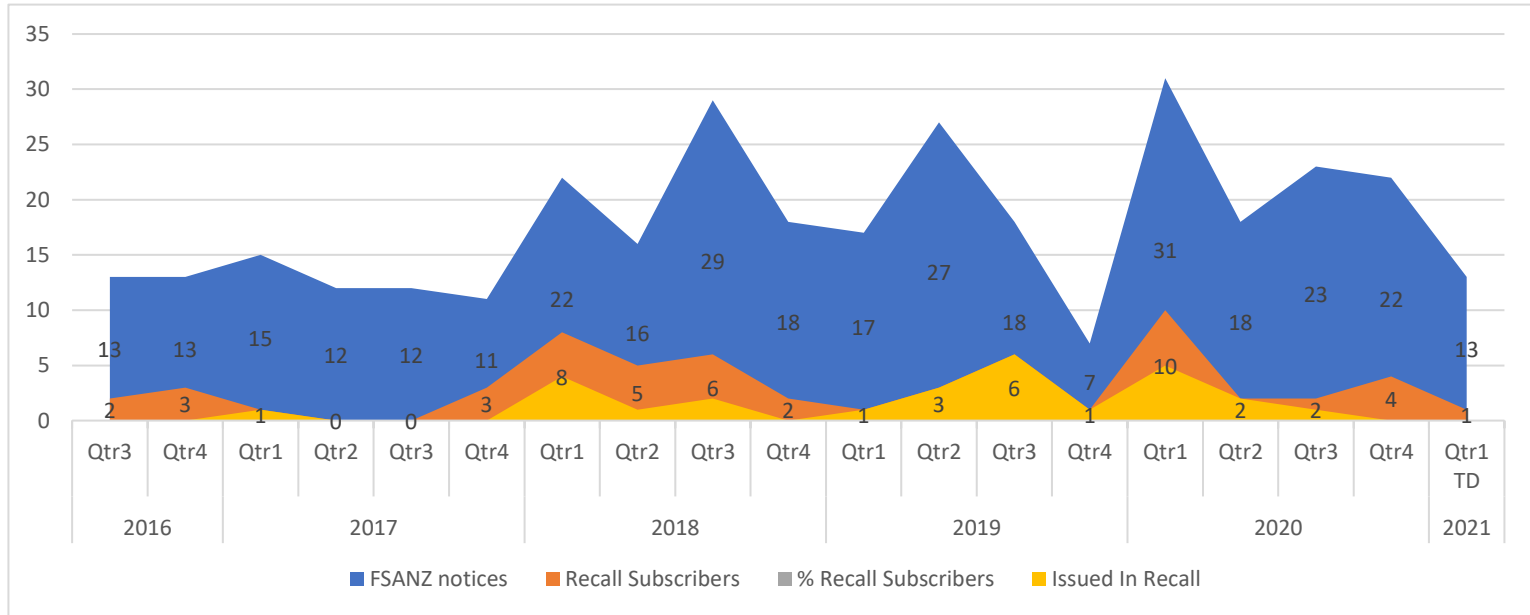


# 'Mock' Notifications issues by FY

## Food, Drinks and Gen Merch



# FSANZ Recalls vs Recall Portal subscribers



13 companies issued notifications in QTR 1 TD, none of whom are recall subscribers. Data to 26/02/2021  
 \* % of Recall platform notices vs FSANZ Recalls in any QTR

# Release 1 – April 24<sup>th</sup> 2021



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
026	HC	<b>Alternate Identifier additions</b>	Certain Item identifiers can only be captured via free text field. This can create issues for electronic data exchange and human error	Items > Identifier > Alternate Identifier drop down list could include: Catalogue number Part number Version Number Donation Number Tissue Bank Number	Better clarity and reporting capability	<b>1</b>
029	HC	<b>Rename - Risk Analysis</b>	Incorrect use of terminology	Rename Risk Assessment to Risk Analysis in Regulatory Forms	Further alignment with the TGA URPTG	<b>3</b>
090	HC & FB	<b>New Subscriber Invitation email. Reword</b>	When new company is set up, the Invitation email does not specify clear instructions on how to activate the account once a password is set.	Reword email and provide clear steps for how to activate account.	Clearer communication	<b>1</b>
092	RUM	<b>Updated Heartbeat Report for GS1 Admin</b>	Can not run required activity reports as the functionality for GS1 Admin is limited	The Heartbeat report available to the GS1 Admin, does not allow the user to extract based on Active or Inactive Members (Company/Account etc) or Active or Inactive users. The inactivity period against each user does not reflect their active status and is difficult to analyse. The process to filter this information is manual and highly prone to error.	Better analysis on user activity and reporting to AG	<b>5</b>

# Release 1 – April 24<sup>th</sup> 2021



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
097	HC & FB	<b>Change to Email Subject Line Field</b>	Users are entering their Email address into this field, rather than an email subject line, causing issues at receiver end. The requirements of this field are unclear to the user without the backstory, which is not necessary to explain every time	Remove the ability to enter free text 25 characters and replace with the 'Product Name' field and limit to 25 characters	No ambiguity when entering information and clarity for recipients	<b>6</b>
100	HC & FB	<b>Hide updated notices on receiver console</b>	Updates at the receiver end display multiple notices - displays the updates notices AND the original which can cause confusion as the original cannot be edited after an update is issued	Add 'Show latest' checkbox on receiver console, as per the initiator console so that only the most recent update of a notice appears in the recipient console	Cleaner console for receivers and less confusion	<b>1.5</b>
104	HC & FB	<b>Flexible Recall Ready certificate dates</b>	Recall Ready certificate expires in 12 monthly cycle across the board	Companies would like the ability to set when their certificate expires (3/6/12 months)	Better alignment with internal processes and auditing times through out year	<b>3</b>
116	HC & FB	<b>Simplify Notification Summary in UI</b>	When a recipient first clicks on the notification title, they are taken to the Notification Summary. Certain pieces of information are missing in the summary and what is presented can be seen as too much information	Add/Remove certain pieces of information from this screen and rearrange the information to provide clearer data to the recipient	More clearly laid out User Interface – notification becomes a 'usable' document	<b>6</b>

# Release 1 – April 24<sup>th</sup> 2021



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
118	HC & FB	<b>Add State Recall Coordinators to Recipients area</b>	State recall coordinators are notified separately through the Recall process	Add the details of each state recall coordinator, by product type to the recipients area of the Recall Health platform	Ability to notify SRC's if required	<b>11</b>
120	HC & FB	<b>Adjustments to UPDATE email</b>	Receivers are confused by 'updates' that are issued out of Recall. They see them as spam and do not know they need to do	Reword these emails so the Receiver clearly understands an update has been issued by the initiating company and new actions are required	Less confusion with the requirements of an updated notification	<b>3</b>
121	HC & FB	<b>Include confirmation message after clicking UPDATE</b>	When the update button is clicked, it creates an update without warning the user. Users may click this by accident and issue an update to users, causing confusion	Include a confirmation message and ability to cancel the creation of an update if not required. Can include information that direct the user toward adding recipients or notes (if that's what they originally intended)	Less updates being issued due to confusion	<b>1</b>
122	HC & FB	<b>Non-subscriber email - Reword</b>	Initiator contact details are no prominent and recipient of this email believe they need to contact GS1 rather than the sponsor/initiator	Reword this email so that it is clearer and initiator details are more prominent, also if reply function is used a no reply auto message is generated asking them to contact the sponsor	More prominently reflect the initiating companies details	<b>3</b>

# Release 1 – April 24<sup>th</sup> 2021



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
123	HC & FB	<b>Heartbeat Report for Recipients</b>	Health sites are sometimes concerned that Recall health is not functioning properly, because they haven't yet received a notification in the system. There is a need to also reinforce knowledge and reinforce the need for quick response times to those that do use the service regularly.	Design a heartbeat report/email that provides recipients with: # of notices received in month # of recalls awaiting completion - list notification titles - All time average response times at their account (Issued time vs received status) average close out times (issued time vs status update completed) Would also include the message to update contacts if required and a link to training resources. Can opt out if they wanted to in Email Alert Settings	Provides visibility to recipient locations, as well as those reporting higher up in the hierarchy We hope this will improve response rates across the board	<b>14</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
025	HC	<b>Add a New field for Dosage and Dosage Form</b>	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	<b>TBC</b>
037	HC & FB	<b>API Data Feed into Recall platform (Inbound API)</b>	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	<b>26-39</b>
049	GS1 Admin	<b>Updates to the GS1 Admin console</b>	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	<b>5</b>



# 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
061	HC & FB	Signal Sign On functionality	members of GS1 Australia must remember multiple sign on user name and passwords	Single sign on functionality for Recall users GS1 Members within the platform		TBC

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
065	HC & FB	<b>Further Update to Note functionality</b>	Notes cannot be extracted from the UI into a separate document	Allow user to extract all notes to pdf	QoL improvements	<b>TBC</b>
079	FB	<b>Requirement to Notify ACCC</b>	A notice is sent to ACCC on Class 1 and 2 recall classification, however the trigger should be recall level	The trigger for a notice to be sent to ACCC automatically is dependant on the Notification being of a Recall type notification type, then whether it is a class 1 or 2. The trigger should actually be dependant on the Recall Level field i.e. Consumer / Hospital		<b>TBC</b>
084	HC & FB	<b>Update to Mandatory Additional Information field</b>	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	<b>TBC</b>
085	HC & FB	<b>Flexible Regulatory Reporting dates</b>	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	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
106	FB	<b>Updates to FSANZ Post Recall Reporting Templates</b>	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	<b>36</b>
107	HC & FB	<b>End Consumer notification</b>	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. <b>Requires workshop if this requirement is prioritised</b>	Ability to send consumers clear and relevant information in even they have purchased affected product	<b>TBC</b>
108	HC & FB	<b>Social Media Integration</b>	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. <b>Requires workshop if this requirement is prioritised</b>	Ability to notify consumer base via plugin to media channels	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
124	HC & FB	<b>Default Setting for Closed Notifications</b>	Viewer and Receiver users seem to have the Email Alert for Notification Closure defaulted to ON, causing unnecessary overcommunication	Viewers are users who do not want to be notified of every action in the platform therefore would not need this to be defaulted to ON. Should be defaulted to off and optional	Email system less cluttered	<b>TBC</b>
125	HC & FB	<b>New File Sharing Module</b>	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	<b>TBC</b>
126		<b>Automatic Targeting of Insurance Providers</b>	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	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
127	FB	<b>Advise of Completed Mandatory Injury Reports</b>	The platform does not ask whether the supplier has completed any mandatory injury reporting to the ACCC.	In Regulatory Reports - Include a radio button asking Yes/No/NA - whether Mandatory Injury Reports were completed for this notification, and if so, provide a non-mandatory uploader, or field for reference to the report	More thorough information to regulator	<b>TBC</b>
128	HC	<b>Advise of Completed Adverse Event Reporting</b>	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	<b>TBC</b>
129	FB	<b>Better Alignment with FSANZ Recall Report</b>	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	<b>Approx. 30</b>