GS1 Australia

Recall FD&CG Advisory Group

Wednesday 3rd March 2021
## Agenda

<table>
<thead>
<tr>
<th>ID#</th>
<th>Details</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome message and Agenda</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>2</td>
<td>GS1 Australia Trade Notice Act</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>3</td>
<td>Co-Chair Introductions and welcome to new members. <em>Co-Chair, Lily Rattanaphasouk- Goodman Fielder</em></td>
<td>Co-Chair</td>
</tr>
<tr>
<td>3</td>
<td>Recall Advisory Group framework</td>
<td>Co-Chair</td>
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<tr>
<td>4</td>
<td>Review of past meeting actions</td>
<td>Co-Chair</td>
</tr>
<tr>
<td>5</td>
<td>Current Position of Recall Service - Adoption &amp; Usage</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>6</td>
<td>Recall Development Roadmap</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>7</td>
<td>Open Discussion - Challenges &amp; opportunities</td>
<td>Co-Chair / All</td>
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<tr>
<td>8</td>
<td>General Business – New partners, engagement, events and communications</td>
<td>Andrew Brown and Tracey Kelly-Jenkins, GS1</td>
</tr>
<tr>
<td>9</td>
<td>Guest Speaker – “Salmonella spp. and Fresh Produce”</td>
<td>Deon Mahoney, PMA A-NZ</td>
</tr>
<tr>
<td>10</td>
<td>Confirmation of actions and next steps</td>
<td>Co-Chair</td>
</tr>
<tr>
<td>11</td>
<td>Meeting Close</td>
<td>Co-Chair</td>
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</table>

Next Meeting: Wednesday 2\textsuperscript{nd} June 2021 @ 2:30pm – 4:00pm
GS1 Australia 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).
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
<table>
<thead>
<tr>
<th>AFGC</th>
<th>Arnott’s</th>
<th>BE Campbells</th>
<th>Bidfood</th>
<th>Clorox</th>
<th>Coles</th>
<th>Costa Group</th>
<th>Costco</th>
<th>Foodbank</th>
<th>Pental</th>
<th>Vilis’s Bakery</th>
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<tbody>
<tr>
<td>FSANZ</td>
<td>Goodman Fielder</td>
<td>Greens Foods</td>
<td>GS1 Australia</td>
<td>Harris Farm</td>
<td>HPV</td>
<td>Lion (now Bega)</td>
<td>Metcash</td>
<td>Mondelez</td>
<td>Nestle</td>
<td>Patties Foods</td>
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<tr>
<td>NSW Food Authority</td>
<td>PMA A-NZ</td>
<td>Red Bull</td>
<td>Simplot</td>
<td>Sunny Queen</td>
<td>Suntory</td>
<td>Super Retail Group</td>
<td>Unilever</td>
<td>WD-40</td>
<td>Woolworths</td>
<td>Drakes</td>
</tr>
</tbody>
</table>
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
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 – 24th 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 24th 2021 – Currently in development**

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

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

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

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

• Issues / Challenges / Opportunities

• Development Roadmap feedback

• Stakeholder uptake

• Regulatory Updates
  ➢ FSANZ Recall Protocol update

• Anything else?
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

Topics for Guest Speakers

- Trade modernisation
- Regulators
- Provenance
- Anti-counterfeit
- Food safety & food safety culture
- Traceability
- Supply chain
- Lessons from Covid

© GS1 Australia 2020
General Business
Marketing

Recall Practical  
December

Bootcamp 2  
February

Giveaway  
February

Recall Toolkit  
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
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
  - SA 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
Identify hazards and strategies on how to avoid incidents

Topics covered include:
- Sources of typical hazards
- Control/prevention strategies
- Monitoring
- Supplementary case-studies

Thursday 11th March – 11am AEDT

Register Here
www.pma-anz.com
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 participate.
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
Salmonella spp. and fresh produce

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
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
Priority to reduce foodborne illness – particularly Salmonellosis and Campylobacteriosis.
Burden of illness

Salmonellosis – Australia

NUMBER OF CASES

0 1000 2000 3000 4000

MONTH

Usual suspects
Recent recalls

Food Recall

Woolworths 12 Cage Free Eggs 700g barcode 9005633649682
Victorian Fresh Barn Laid Eggs 700g, Victorian Fresh Barn Laid 600g (VIC and 3 Best Before BB 20 MAR 11 APR 19, 8 APR 19, 16 APR 24 APR 19, 27 APR 19, 29

Problem: The recall is due to 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
07 3825 1847
See www.foodstandards.gov.au/recalls for Australian food recall information

Food Recall

Country Fresh Eggs, Just Egg Chefs Choice Free Range Chefs Choose Cape 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 as they have been available for sale at The Egg Fleming 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
07 3825 1847
See www.foodstandards.gov.au/recalls for Australian food recall information

Food Recall

Sunny Supreme Frozen Shredded Coconut 200g (Dòi bão sợi (糯米))
Best Before 29/08/2022

Sunny Seafood P/L is conducting a recall of the abp has 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
(02) 8480 6880
https://www.sunnyseaweed.com
See www.foodstandards.gov.au for Australian food recall information

Food Recall

Sunny Seafood P/L
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 103 515
See 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, Smokey Chicken, Old School, Smokey Mountain Meatballs

Best Before: From 05/03/2020 – 04/10/2020 inclusive

Bridgewater Poultry is conducting a recall of the above products as they have been available for sale in ACT, NSW, VIC, QLD.

Problem: The recall is due to 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:

Bridgewater Poultry
See www.foodstandards.gov.au/recalls for Australian food recall information

Food Recall

Sunny Seafood P/L
Special Salad Mix: 30g, 6 Asian Salad Mix:120g
All best before dates from 21/03/20 to

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

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

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

The Loose Leaf Lettuce Company
08 9575 2085
www.looseleaf.com.au
See www.foodstandards.gov.au/recalls for Australian food recall information

Food Recall

Woolworths Coleslaw 110g, 250g, 400g & 800g

Sunny Seafood P/L is conducting a recall of the abp has 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 (including affected stores in Vic) please contact:

Woolworths
1800 103 515
See www.foodstandards.gov.au/recalls for Australian food recall information
<table>
<thead>
<tr>
<th>Year</th>
<th>Month</th>
<th>Salmonella Strain</th>
<th>Associated Food Item</th>
<th>Illness Count</th>
<th>Notes</th>
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<tbody>
<tr>
<td>2016</td>
<td>February</td>
<td>Anatum</td>
<td>Salad products</td>
<td>&gt;270 cases</td>
<td>Recall, Category sales plummeting 35% nationally</td>
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<tr>
<td>2016</td>
<td>April</td>
<td>Saintpaul</td>
<td>Sprouts/bean sprouts</td>
<td>&gt;230 cases</td>
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<td>2016</td>
<td>June</td>
<td>Hvittingfoss</td>
<td>Rockmelons</td>
<td>118 cases</td>
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<td>2018</td>
<td>June</td>
<td>Havana</td>
<td>Various sprout products</td>
<td>21 cases</td>
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<td>2020</td>
<td>January/February</td>
<td>Typhimurium</td>
<td>No food vehicle identified</td>
<td>&gt;1,000 cases</td>
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<tr>
<td>2021</td>
<td>January/February</td>
<td>Saintpaul</td>
<td>No food vehicle identified</td>
<td>&gt;390 cases</td>
<td></td>
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</tbody>
</table>
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 – 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
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.
Confirmation of actions and next steps
Questions?
Meeting close

Next Meeting: Wednesday June 2\textsuperscript{nd} 2021 2.30pm AEST

Other proposed dates for 2021
- Wednesday September 1\textsuperscript{st} 2021 2.30pm AEST
- Wednesday December 1\textsuperscript{st} 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/implementatio
GS1 resources on Traceability

Our Standards in Action

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

*Interactive tool*
Recall Subscriber Growth

![Graph showing recall subscriber growth]

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

<table>
<thead>
<tr>
<th>FY</th>
<th>Recall</th>
<th>Withdrawal/Non-recall action</th>
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</thead>
<tbody>
<tr>
<td>2017</td>
<td>5</td>
<td>29</td>
</tr>
<tr>
<td>2018</td>
<td>18</td>
<td>42</td>
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<td>2019</td>
<td>10</td>
<td>54</td>
</tr>
<tr>
<td>2020</td>
<td>19</td>
<td>46</td>
</tr>
<tr>
<td>2021</td>
<td>5</td>
<td>22</td>
</tr>
</tbody>
</table>
‘Mock’ Notifications issues by FY Food, Drinks and Gen Merch

![Bar chart showing notifications issues by fiscal year (FY) from 2017 to 2021 FY TD. The chart compares recall and withdrawal/non-recall action.]

- FY 2017: 127 recall, 32 withdrawal/non-recall
- FY 2018: 222 recall
- FY 2019: 172 recall, 56 withdrawal/non-recall
- FY 2020: 192 recall, 62 withdrawal/non-recall
- 2021 FY TD: 85 recall, 16 withdrawal/non-recall
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 24th 2021

<table>
<thead>
<tr>
<th>ID</th>
<th>Industry Portal</th>
<th>Item</th>
<th>Need/Problem</th>
<th>Description</th>
<th>Benefits/ROI</th>
<th>Dev Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>026</td>
<td>HC</td>
<td>Alternate Identifier additions</td>
<td>Certain Item identifiers can only be captured via free text field. This can create issues for electronic data exchange and human error.</td>
<td>Items &gt; Identifier &gt; Alternate Identifier drop down list could include: Catalogue number, Part number, Version Number, Donation Number, Tissue Bank Number.</td>
<td>Better clarity and reporting capability</td>
<td>1</td>
</tr>
<tr>
<td>029</td>
<td>HC</td>
<td>Rename - Risk Analysis</td>
<td>Incorrect use of terminology</td>
<td>Rename Risk Assessment to Risk Analysis in Regulatory Forms.</td>
<td>Further alignment with the TGA URPTG</td>
<td>3</td>
</tr>
<tr>
<td>090</td>
<td>HC &amp; FB</td>
<td>New Subscriber Invitation email. Reword</td>
<td>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.</td>
<td>Reword email and provide clear steps for how to activate account.</td>
<td>Clearer communication</td>
<td>1</td>
</tr>
<tr>
<td>092</td>
<td>RUM</td>
<td>Updated Heartbeat Report for GS1 Admin</td>
<td>Can not run required activity reports as the functionality for GS1 Admin is limited.</td>
<td>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.</td>
<td>Better analysis on user activity and reporting to AG</td>
<td>5</td>
</tr>
</tbody>
</table>

* HC – Healthcare  
FD&CG – Food, Drink & Consumer Goods
<table>
<thead>
<tr>
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<td>097</td>
<td>HC &amp; FB</td>
<td>Change to Email Subject Line Field</td>
<td>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</td>
<td>Remove the ability to enter free text 25 characters and replace with the ‘Product Name’ field and limit to 25 characters</td>
<td>No ambiguity when entering information and clarity for recipients</td>
<td>6</td>
</tr>
<tr>
<td>100</td>
<td>HC &amp; FB</td>
<td>Hide updated notices on receiver console</td>
<td>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</td>
<td>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</td>
<td>Cleaner console for receivers and less confusion</td>
<td>1.5</td>
</tr>
<tr>
<td>104</td>
<td>HC &amp; FB</td>
<td>Flexible Recall Ready certificate dates</td>
<td>Recall Ready certificate expires in 12 monthly cycle across the board</td>
<td>Companies would like the ability to set when their certificate expires (3/6/12 months)</td>
<td>Better alignment with internal processes and auditing times through out year</td>
<td>3</td>
</tr>
<tr>
<td>116</td>
<td>HC &amp; FB</td>
<td>Simplify Notification Summary in UI</td>
<td>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</td>
<td>Add/Remove certain pieces of information from this screen and rearrange the information to provide clearer data to the recipient</td>
<td>More clearly laid out User Interface – notification becomes a ‘usable’ document</td>
<td>6</td>
</tr>
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<tr>
<td>118</td>
<td>HC &amp; FB</td>
<td>Add State Recall Coordinators to Recipients area</td>
<td>State recall coordinators are notified separately through the Recall process</td>
<td>Add the details of each state recall coordinator, by product type to the recipients area of the Recall Health platform</td>
<td>Ability to notify SRC’s if required</td>
<td>11</td>
</tr>
<tr>
<td>120</td>
<td>HC &amp; FB</td>
<td>Adjustments to UPDATE email</td>
<td>Receivers are confused by ‘updates’ that are issued out of Recall. They see them as spam and do not know they need to do</td>
<td>Reword these emails so the Receiver clearly understands an update has been issued by the initiating company and new actions are required</td>
<td>Less confusion with the requirements of an updated notification</td>
<td>3</td>
</tr>
<tr>
<td>121</td>
<td>HC &amp; FB</td>
<td>Include confirmation message after clicking UPDATE</td>
<td>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</td>
<td>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)</td>
<td>Less updates being issued due to confusion</td>
<td>1</td>
</tr>
<tr>
<td>122</td>
<td>HC &amp; FB</td>
<td>Non-subscriber email - Reword</td>
<td>Initiator contact details are no prominent and recipient of this email believe they need to contact GS1 rather than the sponsor/initiator</td>
<td>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</td>
<td>More prominently reflect the initiating companies details</td>
<td>3</td>
</tr>
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## Heartbeat Report for Recipients

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<tr>
<td>123</td>
<td>HC &amp; FB</td>
<td>Heartbeat Report for Recipients</td>
<td>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.</td>
<td>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</td>
<td>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</td>
<td>14</td>
</tr>
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## Recall Development Roadmap

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<tr>
<td>025</td>
<td>HC</td>
<td>Add a New field for Dosage and Dosage Form</td>
<td>The Dosage and Dosage form can only be captured in a free text field. This can create issues and confusion</td>
<td>Create non-mandatory fields in Item &gt; Product Details section beneath Packaging Material and Type. Dosage Dosage Form</td>
<td>Better clarity and reporting capability</td>
<td>TBC</td>
</tr>
<tr>
<td>037</td>
<td>HC &amp; FB</td>
<td>API Data Feed into Recall platform (Inbound API)</td>
<td>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</td>
<td>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.)</td>
<td>Integrate with other systems for better Recall management</td>
<td>26-39</td>
</tr>
<tr>
<td>049</td>
<td>GS1 Admin</td>
<td>Updates to the GS1 Admin console</td>
<td>Reporting is cumbersome and could be improved. Support team often required to extract and analyze data from notices.</td>
<td>Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)</td>
<td>Decreased Admin effort and better reporting to AG groups</td>
<td>5</td>
</tr>
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<td>055</td>
<td>GS1 Admin</td>
<td>Updated Email Notification viewer for GS1 Admin</td>
<td>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</td>
<td>Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users</td>
<td>Improved Support response times and better reporting capability</td>
<td>TBC</td>
</tr>
<tr>
<td>056</td>
<td>HC &amp; FB</td>
<td>Enhancements to Fax</td>
<td>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</td>
<td>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</td>
<td>QoL improvements</td>
<td>TBC</td>
</tr>
<tr>
<td>060</td>
<td>FB</td>
<td>Donation notice Foodbank</td>
<td>Option does not exist for an initiator to create a donation notice, outside the current Recall/Withdrawal notice types.</td>
<td>New notice type – 'Foodbank Donation’ This would be a notification specific to Foodbank and would bypass any regulatory workflow</td>
<td>More simplified version of notice, would be for Foodbank only</td>
<td>TBC</td>
</tr>
<tr>
<td>061</td>
<td>HC &amp; FB</td>
<td>Signal Sign On functionality</td>
<td>members of GS1 Australia must remember multiple sign on user name and passwords</td>
<td>Single sign on functionality for Recall users GS1 Members within the platform</td>
<td></td>
<td>TBC</td>
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<td>065</td>
<td>HC &amp; FB</td>
<td>Further Update to Note functionality</td>
<td>Notes cannot be extracted from the UI into a separate document</td>
<td>Allow user to extract all notes to pdf</td>
<td>QoL improvements</td>
<td>TBC</td>
</tr>
<tr>
<td>079</td>
<td>FB</td>
<td>Requirement to Notify ACCC</td>
<td>A notice is sent to ACCC on Class 1 and 2 recall classification, however the trigger should be recall level</td>
<td>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</td>
<td></td>
<td>TBC</td>
</tr>
<tr>
<td>084</td>
<td>HC &amp; FB</td>
<td>Update to Mandatory Additional Information field</td>
<td>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.</td>
<td>Fields should be flexible based on recipient requirements. In Healthcare remove the Supplier ID and Supplier Product ID fields as they are less relevant.</td>
<td>More detail provided to recipient, allowing for more thorough responses back to initiator</td>
<td>TBC</td>
</tr>
<tr>
<td>085</td>
<td>HC &amp; FB</td>
<td>Flexible Regulatory Reporting dates</td>
<td>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</td>
<td>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</td>
<td>More flexibility in regulatory reporting area - simulates current real-world practice</td>
<td>TBC</td>
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<tr>
<td>106</td>
<td>FB</td>
<td>Updates to FSANZ Post Recall Reporting Templates</td>
<td>FSANZ post recall reporting templates need to be updated to reflect the questions on the current post recall reports.</td>
<td>Part A and B need to be updated in the Recall platform to ensure FSANZ are receiving the required information after each notification.</td>
<td>Fulfil requirements for post recall reporting</td>
<td>36</td>
</tr>
<tr>
<td>107</td>
<td>HC &amp; FB</td>
<td>End Consumer notification</td>
<td>Currently limited functionality exists to target consumers directly</td>
<td>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. <strong>Requires workshop if this requirement is prioritised</strong></td>
<td>Ability to send consumers clear and relevant information in even they have purchased affected product</td>
<td>TBC</td>
</tr>
<tr>
<td>108</td>
<td>HC &amp; FB</td>
<td>Social Media Integration</td>
<td>Currently limited functionality exists to target consumers directly</td>
<td>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. <strong>Requires workshop if this requirement is prioritised</strong></td>
<td>Ability to notify consumer base via plugin to media channels</td>
<td>TBC</td>
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<td>124</td>
<td>HC &amp; FB</td>
<td>Default Setting for Closed Notifications</td>
<td>Viewers and Receiver users seem to have the Email Alert for Notification Closure defaulted to ON, causing unnecessary overcommunication</td>
<td>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</td>
<td>Email system less cluttered</td>
<td>TBC</td>
</tr>
<tr>
<td>125</td>
<td>HC &amp; FB</td>
<td>New File Sharing Module</td>
<td>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.</td>
<td>Create a section where files can be shared safely between initiator and receiver.</td>
<td>New capability to share files in the platform and increased level of data exchange</td>
<td>TBC</td>
</tr>
<tr>
<td>126</td>
<td></td>
<td>Automatic Targeting of Insurance Providers</td>
<td>Insurance companies require visibility of notifications that their clients are issuing to recipients.</td>
<td>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</td>
<td>More visibility for stakeholders</td>
<td>TBC</td>
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<td>127</td>
<td>FB</td>
<td>Advise of Completed Mandatory Injury Reports</td>
<td>The platform does not ask whether the supplier has completed any mandatory injury reporting to the ACCC.</td>
<td>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</td>
<td>More thorough information to regulator</td>
<td>TBC</td>
</tr>
<tr>
<td>128</td>
<td>HC</td>
<td>Advise of Completed Adverse Event Reporting</td>
<td>The platform does not ask whether the supplier has completed any adverse even reporting (if required)</td>
<td>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</td>
<td>More thorough information to regulator</td>
<td>TBC</td>
</tr>
<tr>
<td>129</td>
<td>FB</td>
<td>Better Alignment with FSANZ Recall Report</td>
<td>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</td>
<td>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</td>
<td>More thorough information to regulator</td>
<td>Approx. 30</td>
</tr>
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