GS1 Australia

Recall FD&CG Advisory Group

Wednesday June 2 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>Introductions and welcome to new members. <em>Co-Chair, GS1 as proxy</em></td>
<td>Co-Chair</td>
</tr>
<tr>
<td>3</td>
<td>Recall Advisory Group framework Motion / Vote for new Co-Chairs for Term 2021-2022</td>
<td>Melanie Wishart, GS1, ALL</td>
</tr>
<tr>
<td>4</td>
<td>Review of past meeting actions</td>
<td>Chris Drougas, GS1</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 Update on the Food Recall Protocol</td>
<td>ALL, Michael Smith - FSANZ</td>
</tr>
<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>Confirmation of actions and next steps</td>
<td>Co-Chair</td>
</tr>
<tr>
<td>10</td>
<td>Meeting Close</td>
<td>Co-Chair</td>
</tr>
</tbody>
</table>

Next Meeting: Wednesday 1st September 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.

This means:

- Participation must be voluntary.
- There will be no exchange of confidential information such as prices or products.
- Meetings will have a pre-prepared agenda and recorded by minutes.
- All recommendations from any meeting are recommendations only. Individual companies remain free to make independent, competitive decisions.
- Any standards developed must be voluntary standards.
- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of lawyer(s) with experience in trade practices law can be obtained.

GS1 Meeting Compliance Statement
Introductions, Attendance, Welcome to new attendees
# Current AG invited stakeholders

ACCC receive documentation arising from the meetings

<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>
<th>FSANZ</th>
<th>Goodman Fielder</th>
<th>Greens Foods</th>
<th>GS1 Australia</th>
<th>Harris Farm</th>
<th>HPV</th>
<th>Lion (now Bega)</th>
<th>Metcash</th>
<th>Mondelez</th>
<th>Nestle</th>
<th>Patties Foods</th>
<th>NSW Food Authority</th>
<th>PMA A-NZ</th>
<th>Red Bull</th>
<th>Simplot</th>
<th>Sunny Queen</th>
<th>Suntory</th>
<th>Super Retail Group</th>
<th>Unilever</th>
<th>WD-40</th>
<th>Woolworths</th>
<th>Peters</th>
<th>Drakes</th>
</tr>
</thead>
</table>
Recall 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

Q1 2021 – Q1 2023 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
- GS1 will operate as proxy co-chair where required
Nominations for new co-chairs

Chair #1
Recipient

Chair #2
Initiator/sponsor

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.

We would like this group to ratify the nominations for 2021-23 co-chairs prior to the next meeting.
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

- Confirm with nominees for new co-chair Term 2021
  This has been completed and motion to accept is an agenda item for today

- GS1 and Co-chairs to invite presenters for future meetings based on poll results
  This is ongoing

There are no other on-going past actions
Current Position of Recall Food, Liquor & Consumer Goods
Report Summary

- Subscriber Onboarding 97% live (9 outstanding)
- Mock notifications tracking well, shows companies are keeping on top of training and annual ready/live process
- 8 Recalls listed on FSANZ site, none from Recall subscribed suppliers

- Questions?

- Pre-reads available here: GS1 Australia Recall Food & Consumer Goods Advisory Group Hub
Recall Development Roadmap
Recall Roadmap - overview

- Release 1 May 29th Focus on UI and workflow improvements, also tweaks to the WA Health structure
- R2 to focus on changes to workflow in the F&B portal and updates to post recall reporting for FSNZ
- Single Sign on slated for R1 2022
## R1 May 29th 2021

<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>
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<td>116</td>
<td>HC &amp; FB</td>
<td>Simplify Notification Summary in UI for Receivers</td>
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<td>1.5</td>
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<td>104</td>
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<td>Flexible Recall Ready certificate dates</td>
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<td>026</td>
<td>HC</td>
<td>Alternate Identifier additions</td>
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<td>Change to Email Alert Name/Email Alert title Field</td>
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<td>HC &amp; FB</td>
<td>New uploader - Risk Analysis</td>
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<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>
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</table>

**Total development points** 58.5

- 13 requirements + 3 related to the WA rollout
Some slight changes...

Adjusted Colours
New colour palette, contrast levels have been increased – allowing visually impaired users to better navigate the platform.
Open Discussion
Items for discussion

• FSANZ Recall Protocol update
  Michael Smith

• Issues / Challenges / Opportunities

• Anything else?
General Business
Marketing

**Bootcamp 3**
- **May**

**LinkedIn**
- **Giveaway, May**

**LinkedIn**
- **Paid campaign**

**Recall**
- **Showcase page**

- **Analytics**
  - Last 30 day activity: 24, ▲ 100%
  - Unique visitors: 21, ▲ 200%
  - New followers: 1.2K, ▲ 92%

105 registrations
49 new prospects
108 total new prospects
39 recall webinar bookings

21 new followers
14% engagement rate

61 website visits
10,000 impressions
$290 spend

2% engagement rate is considered good, **above 2% means you are doing great.**

200% increase in followers, corresponds with Bootcamp 3 session.
Marketing

New release comms

New Report: Recall and Recall Health
May 2021

On Saturday 29 May 2021, the GS1 Australia Recall and Recall Health platforms were updated to include new reports for Recipient users.

New capabilities for both platforms

New features: Activity Report

A new feature on the dashboard and monthly email report providing Recipient users with a comprehensive view of their platform activity. Recipients will receive a report on the first of each month, detailing the total number of recalls, the average size and affected parties, as well as a list of inactive notifications at their active sites. All reports are made available by the new feature of the dashboard called Activity Reports.

Other enhancements

Easily send alert emails to Recipients for an update, displaying the Recalls Dashboard report for Recipients and interested parties. This can be updated to include the most recent updates or include only the latest update.

New Recipient Email Notifications

Updated to allow Recipient company contact details to be updated directly.

Notification Summary

Updated to display Recipient users with a clearer set of information when viewing a notification.

Recall Health Status

Updated to be Robust based on each company’s requirements. Within GS1, the subscription administration can adjust the timing to either 1, 6 or 12 months.

Email Alert Title (Field)

Updated to email accurate times.

Email Invitations to New Subscription Contacts

Updated to notify Recipient the steps required to activate an account.

New Reports: Recall and Recall Health
May 2021

On Saturday 29 May 2021, the GS1 Australia Recall and Recall Health platforms were updated to include new reports for Recipient users.

Email report

A monthly email report and a new feature on the Recall and Recall Health dashboard will be introduced for Recipient users, providing greater visibility of their platform activity.

The email report will be generated on the first day of each month and contains information such as:

- Total Recalled notifications per site
- Average time to issue notifications
- Average time to complete notifications

Activity reports

A new “activity report” is available on the Recipient dashboard containing the following information:

- Average time to issue and complete notifications
- List of sites with issued notifications within a jurisdiction (for healthcare v/s and other food organizations)

User guides

Updated Recall and Recall Health user guides, including the Activity Report user guide, are available on the GS1 website.

Recall Health Guide

Recall Report User Guide

Recall Recall User Guide
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 – Attended

- 5 May AIFST Food Recall Interactive webinar
  - AIFST is pleased to be hosting a comprehensive workshop to help you develop the skills necessary to implement a program to evaluate and test the recall policies and procedures in place in your business.

Monthly – NRA Technical safety cttee
Industry Events - Planning

- AIFST Conference July
- Hort Connections June 7-9 Brisbane
- Working with ATA for events and partnership – progressing – Product Recall Practical
- Fresh Produce Safety Centre August 18
- Next AIFST Recall workshop for late 2021
- Recall Bootcamp series ongoing
- INPAA Conference Nov 21
NGTAG Update

Steering Committee Members

Member Spotlight - Samantha Blake - AFGC

NewsLink
May 2021

Message from the Chair
It's very encouraging to see the interest that's been growing with the NGTAG working group and it’s a testimony to people’s commitment around working together collaboratively, solving the ongoing challenges of traceability and giving consumers and ourselves better confidence in the foods and the goods that we purchase and consume.

Read more
Confirmation of actions and next steps
Questions?
Meeting close

Next Meeting: Wednesday June 2nd 2021 2.30pm AEST

Other proposed dates for 2021
Wednesday September 1st 2021 2.30pm AEST
Wednesday December 1st 2021 2.30pm AEST
Appendix
Supplier Onboarding

Status:
- Subscribed: 328
- Not Ready: 8 (2.5%)
- Ready: 1 (0.3%)
- Live: 319 (97.2%)

On-boarding Target: 20
Outstanding: 9

Total Subscriptions
Total Ready
Total Live
Variance
‘Live’ Notifications issues by FY Food, Drinks and Gen Merch

Chart showing the number of recall and withdrawal/non-recall actions from FY 2017 to FY 2021.

- **FY 2017**: 5 recalls, 29 withdrawals
- **FY 2018**: 18 recalls, 10 withdrawals
- **FY 2019**: 10 recalls, 54 withdrawals
- **FY 2020**: 19 recalls, 46 withdrawals
- **FY 2021**: 7 recalls, 25 withdrawals
‘Mock’ Notifications issues by FY
Food, Drinks and Gen Merch

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Recall</th>
<th>Withdrawal/Non-recall Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017</td>
<td>127</td>
<td>32</td>
</tr>
<tr>
<td>FY 2018</td>
<td>222</td>
<td>56</td>
</tr>
<tr>
<td>FY 2019</td>
<td>172</td>
<td>56</td>
</tr>
<tr>
<td>FY 2020</td>
<td>192</td>
<td>62</td>
</tr>
<tr>
<td>FY 2021</td>
<td>203</td>
<td>53</td>
</tr>
</tbody>
</table>
8 companies issued notifications in QTR 1 TD, 1 of whom are recall subscribers.

* % of Recall platform notices vs FSANZ Recalls in any QTR
## Release 1 – May 29th 2021

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<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>
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<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>
<tr>
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<tr>
<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>
</tbody>
</table>

* HC – Healthcare  
FD&CG – Food, Drink & Consumer Goods
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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>
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## Heartbeat Report for Recipients

<table>
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| 123 | HC & FB | Heartbeat Report for Recipients | 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 | 14 |
# Recall Development Roadmap

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<tr>
<td>025</td>
<td>HC</td>
<td><strong>Add a New field for Dosage and Dosage Form</strong></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><strong>API Data Feed into Recall platform (Inbound API)</strong></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><strong>Updates to the GS1 Admin console</strong></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>
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* HC – Healthcare  FB – Food, Drink & Consumer Goods
### Recall Development Roadmap

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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>
</tr>
</tbody>
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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>TBC</td>
<td></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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# Recall Development Roadmap

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<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>Viewer 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>
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