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GS1 Australia

Recall FD&CG Advisory Group

Wednesday June 2 2021

Agenda

ID#	Details	Owner
1	Welcome message and Agenda	Melanie Wishart, GS1
2	GS1 Australia Trade Notice Act	Melanie Wishart, GS1
3	Introductions and welcome to new members. *Co-Chair, GS1 as proxy*	Co-Chair
3	Recall Advisory Group framework Motion / Vote for new Co-Chairs for Term 2021-2022	Melanie Wishart, GS1 ALL
4	Review of past meeting actions	Chris Drougas, GS1
5	Current Position of Recall Service - Adoption & Usage	Chris Drougas, GS1
6	Recall Development Roadmap	Chris Drougas, GS1
7	Open Discussion - Challenges & opportunities Update on the Food Recall Protocol	ALL Michael Smith - FSANZ
8	General Business – New partners, engagement, events and communications	Andrew Brown and Tracey Kelly-Jenkins, GS1
9	Confirmation of actions and next steps	Co-Chair
10	Meeting Close Next Meeting: Wednesday 1st Sepember 2021 @ 2:30pm – 4:00pm	Co-Chair

GS1 Australia

GS1 Australia Trade Practices Compliance notice

GS1 Australia Limited
Trade Practices Compliance Notice

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

This means:

- Participation must be voluntary.

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

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

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

- Any standards developed must be voluntary standards.

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

GS1 Meeting
Compliance Statement

# *Introductions, Attendance, Welcome to new attendees*

Current AG invited stakeholders

AFGC

Arnott's

BE Campbells

Bidfood

Clorox

Coles

Costa Group

Costco

Foodbank

Pental

Vilis's Bakery

FSANZ

Goodman Fielder

Greens Foods

GS1 Australia

Harris Farm

HPV

Lion (now Bega)

Metcash

Mondelez

Nestle

Patties Foods

NSW Food Authority

PMA A-NZ

Red Bull

Simplot

Sunny Queen

Suntory

Super Retail Group

Unilever

WD-40

Woolworths

Peters

Drakes

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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

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 Advisary Group Hub

Recall Development Roadmap

Recall Roadmap - overview

R1 **May 29th 2021** 16 requirements submitted	R2 **Nov 20th 2021** 5 Requirements Submitted	R1 **May 2022** Multiple Requirements	R2 **Nov 2022** Multiple requirements

Dec 2020   May 2021   Nov 2021   May 2022

Requirements lock down 2021 R1 1/4/2021

Requirements lock down 2022 R1 1/10/2021

Requirements lock down 2022 R2 01/04/22

Requirements lock down 2023 R1 01/12/22
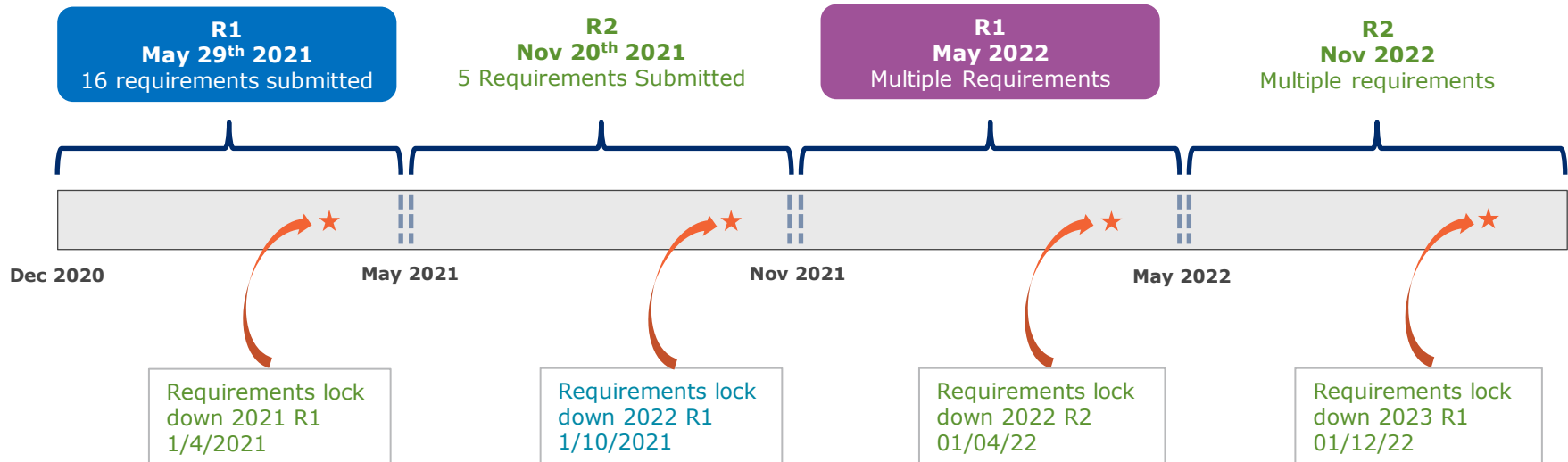
- Release 1 May 29th Focus on UI and workflow improvements, also tweaks to the WA Health structure
- R2 to focus on changes to workflow in the F&B portal and updates to post recall reporting for FSNZ
- Single Sign on slated for R1 2022

R1 May 29th 2021

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 for Receivers	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	HC & FB	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

- 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.

Before

After

Open Discussion

Items for discussion

- FSANZ Recall Protocol update
    Michael Smith

- Issues / Challenges / Opportunities

- Anything else?

General Business

Marketing

Bootcamp 3
May
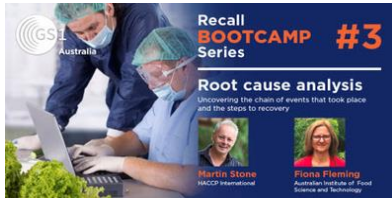
105 registrations
49 new prospects
108 total new prospects
39 recall webinar bookings

LinkedIn
Giveaway, May
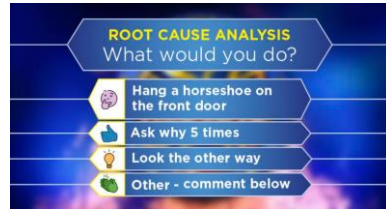
21 new followers
14% engagement rate

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

LinkedIn
Paid campaign

61 website visits
10,000 impressions
$290 spend

Recall
Showcase page
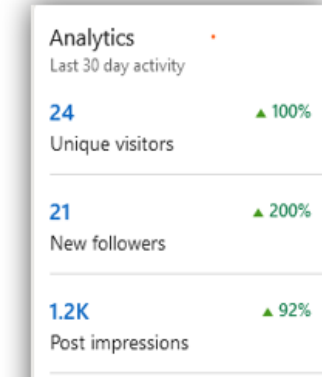
200% increase in followers, corresponds with Bootcamp 3 session

Marketing

New release comms

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](#)

National GS1 Traceability Advisory Group

Connecting Australian supply chains for enhanced e2e traceability

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?

GS1
Australia

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

Recall Subscriber Growth

Growth To Date ● Recall ● Recall Health
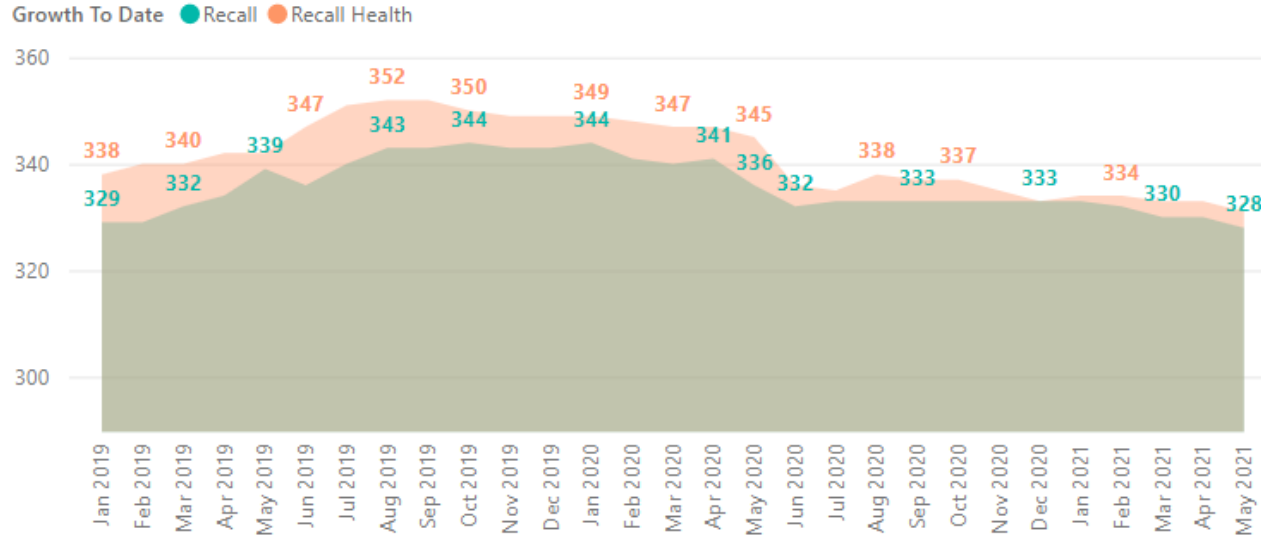
Recall Health:331
Recall:328

Supplier Onboarding
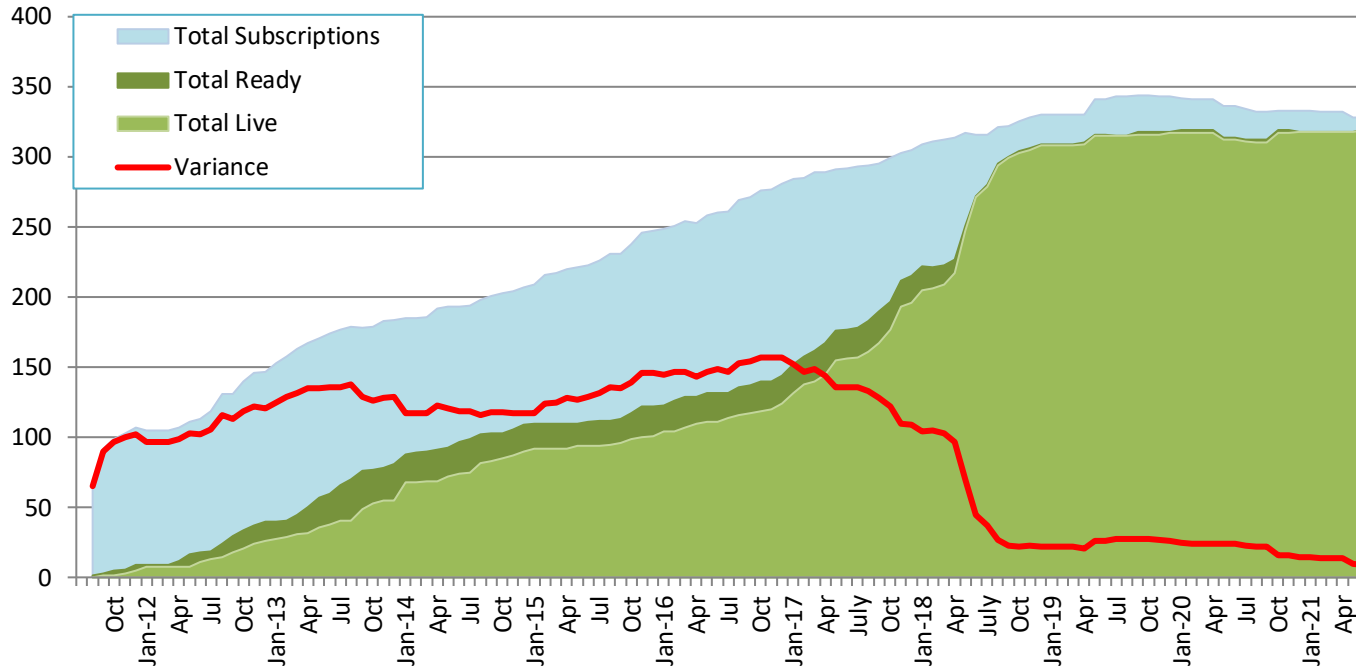
Status:
Subscribed: 328
Not Ready: 8 (2.5%)
Ready: 1 (0.3%)
Live: 319 (97.2%)
On-boarding Target :20
Outstanding : 9

Legend:
- Total Subscriptions
- Total Ready
- Total Live
- Variance

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

Bar chart comparing Recall and Withdrawal/Non-recall action by financial year.

FY	Recall	Withdrawal/Non-recall action
FY 2017	5	29
FY 2018	18	42
FY 2019	10	54
FY 2020	19	46
FY 2021	7	25

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

Bar chart legend: ● Recall ● Withdrawal/Non-recall action

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Recall	127	222	172	192	203
Withdrawal/Non-recall action	32	56	56	62	53
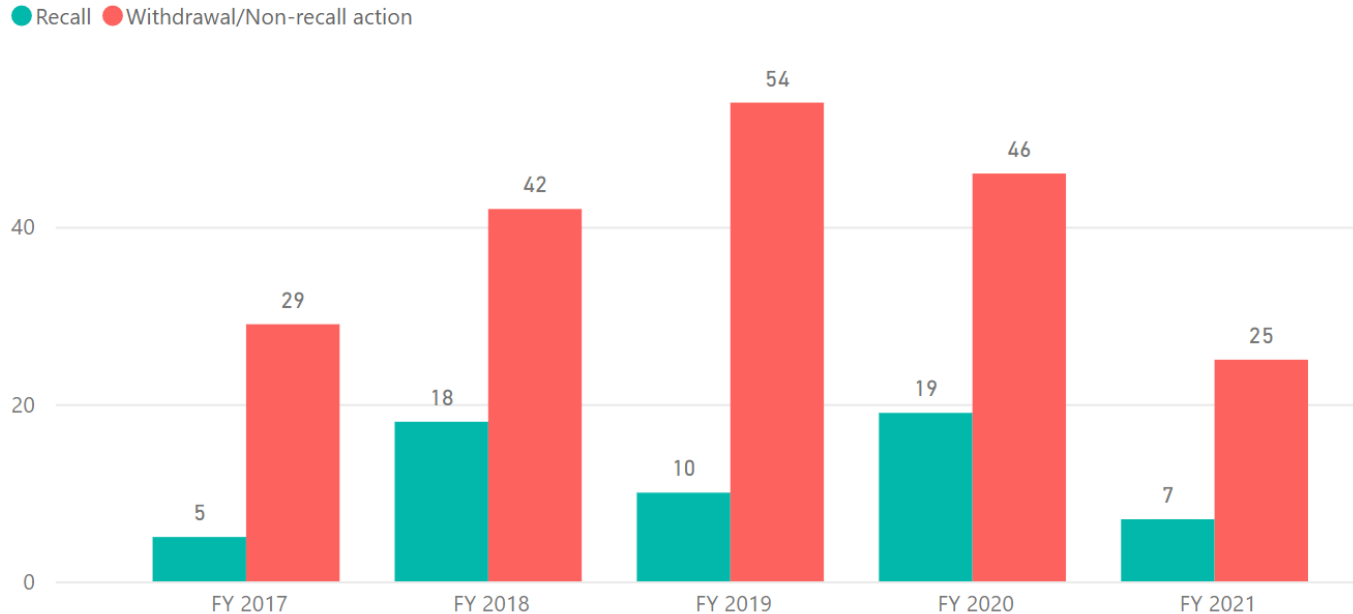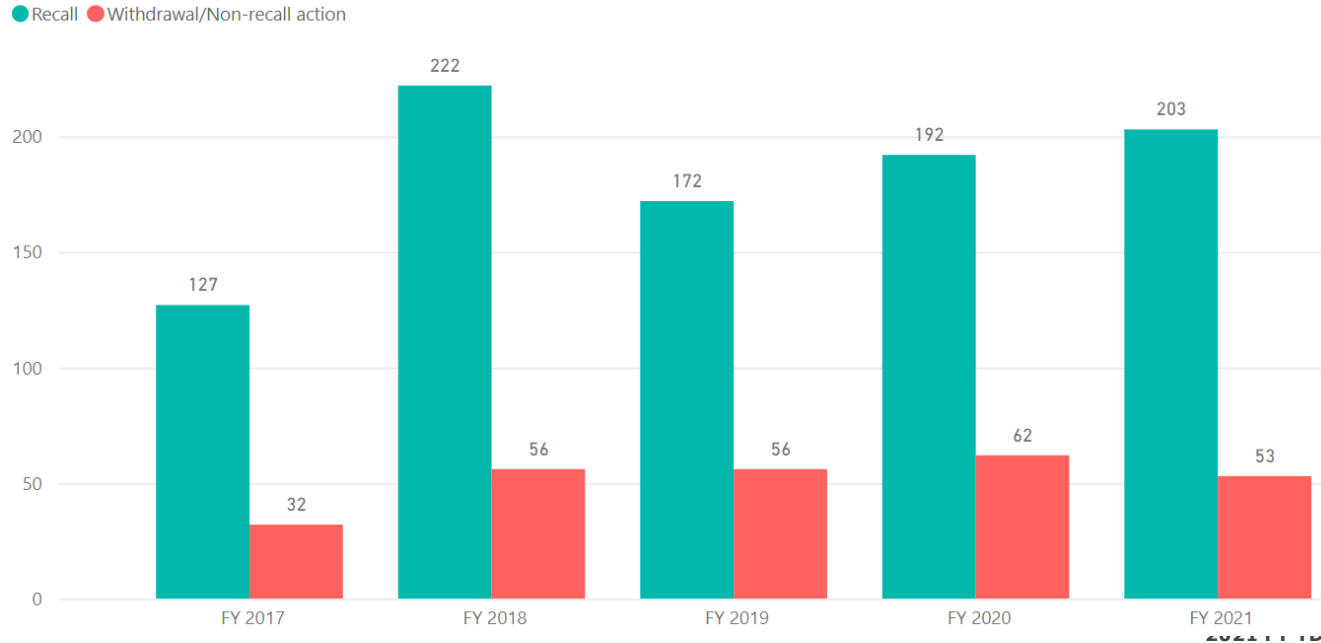
FSANZ Recalls vs Recall Portal subscribers
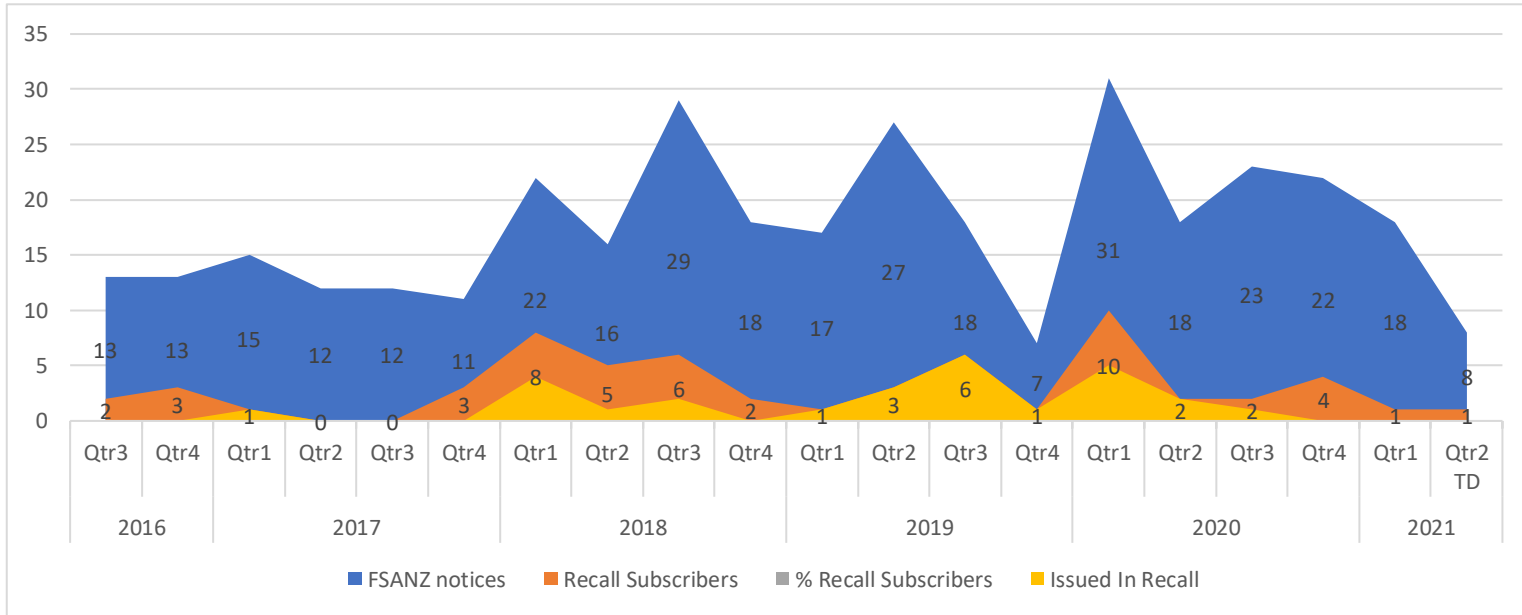
8 companies issued notifications in QTR 1 TD, 1 of whom are recall subscribers.
* % of Recall platform notices vs FSANZ Recalls in any QTR

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Release 1 – May 29th 2021

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
026	HC	Alternate Identifier additions	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	1
029	HC	Rename - Risk Analysis	Incorrect use of terminology	Rename Risk Assessment to Risk Analysis in Regulatory Forms	Further alignment with the TGA URPTG	3
090	HC & FB	New Subscriber Invitation email. Reword	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	1
092	RUM	Updated Heartbeat Report for GS1 Admin	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	5

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

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Release 1 – May 29th 2021

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
097	HC & FB	**Change to Email Subject Line Field**	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	6
100	HC & FB	**Hide updated notices on receiver console**	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	1.5
104	HC & FB	**Flexible Recall Ready certificate dates**	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	3
116	HC & FB	**Simplify Notification Summary in UI**	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	6

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Release 1 – May 29th 2021

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
118	HC & FB	**Add State Recall Coordinators to Recipients area**	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	**11**
120	HC & FB	**Adjustments to UPDATE email**	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	**3**
121	HC & FB	**Include confirmation message after clicking UPDATE**	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	**1**
122	HC & FB	**Non-subscriber email - Reword**	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	**3**

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

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Release 1 – May 29th 2021

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
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

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Recall Development Roadmap

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

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

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

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Recall Development Roadmap

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

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
106	FB	Updates to FSANZ Post Recall Reporting Templates	FSANZ post recall reporting templates need to be updated to reflect the questions on the current post recall reports.	Part A and B need to be updated in the Recall platform to ensure FSANZ are receiving the required information after each notification.	Fulfil requirements for post recall reporting	36
107	HC & FB	End Consumer notification	Currently limited functionality exists to target consumers directly	For some small business where they create small batches, they would like to notify consumers directly. This could be done via the 'non-subscribed recipients' area, although the email and notification are B2B centric. An alternative type of email notification/recall notice could be issued to B2C. **Requires workshop if this requirement is prioritised**	Ability to send consumers clear and relevant information in even they have purchased affected product	TBC
108	HC & FB	Social Media Integration	Currently limited functionality exists to target consumers directly	Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels If they choose to. Structured message would be pushed through from Recall platform to these other platforms, and post on companies behalf. **Requires workshop if this requirement is prioritised**	Ability to notify consumer base via plugin to media channels	TBC

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

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
124	HC & FB	**Default Setting for Closed Notifications**	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	**TBC**
125	HC & FB	**New File Sharing Module**	Some users are required to share files between each other, but there is no clear way to do this. The workaround is the 'notes' section or by using the' specific reports' functionality, however this can be cumbersome and needs to be easier and more functional.	Create a section where files can be shared safely between initiator and receiver.	New capability to share files in the platform and increased level of data exchange	**TBC**
126		**Automatic Targeting of Insurance Providers**	Insurance companies require visibility of notifications that their clients are issuing to recipients.	Insurance Providers should be automatically targeted when a client company issues a notification to its recipients. Would be managed by GS1 admin upon company setup. Reminder email to company to confirm arrangement is current	More visibility for stakeholders	**TBC**

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

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
127	FB	**Advise of Completed Mandatory Injury Reports**	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	**TBC**
128	HC	**Advise of Completed Adverse Event Reporting**	The platform does not ask whether the supplier has completed any adverse even reporting (if required)	In Regulatory Reports - Include a radio button asking Yes/No/NA - Whether Adverse Event Reports were completed, and if so, provide a non-mandatory uploader, or field for reference to the report	More thorough information to regulator	**TBC**
129	FB	**Better Alignment with FSANZ Recall Report**	After review of the current FSANZ Recall report, there is a need to update some of the fields in the Recall platform to ensure they align with the information required by the FSANZ and the state regulators	Before supplier progresses with Recall notification type, ask whether the state-based regulator has been notified first Include section for supplier to complete manufacturer details Include ability to advise distribution of product by state Updates to wording to further align with FSANZ protocol and recall report	More thorough information to regulator	**Approx. 30**