



The Global Language of Business

# GS1 Australia

## Recall FD&CG Advisory Group

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**Wednesday June 1 2022**



# Agenda



ID#	Details	Owner
1	Welcome message and Agenda	Melanie Wishart, GS1
2	GS1 Australia Trade Notice Act	Melanie Wishart, GS1
3	Introductions and attendees	Co-Chair
4	Recall Advisory Group framework and stakeholders	Co-Chair
5	Review of past meeting actions	Co-Chair
6	Current Position of Recall Service - Adoption & Usage	Chris Drougas, GS1
7	Recall Development Roadmap	Chris Drougas, GS1
8	Open Discussion - Challenges & opportunities	All
9	General Business – Marketing, events, engagement, events and communications,	Chris Drougas, Melanie Wishart GS1
10	Traceability Case Study – Australian Table Grapes project	Melanie Wishart, GS1
11	Confirmation of actions and next steps	Co-Chair
12	Meeting Close Next Meeting: Wednesday 31 August 2022 @ 2:30pm – 4:00pm	Co-Chair

# *GS1 Australia Trade Practices Compliance notice*



# GS1 Competition Law Caution



GS1 operates under the GS1 Competition Law Caution. Strict compliance with competition laws is and always has been the policy of GS1. The best way to avoid problems is to remember that the purpose of the group is to enhance the ability of all industry members to compete more efficiently.

This means:

- There shall be no discussion of prices, allocation of customers, or products, boycotts, refusals to deal, or market share
- If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of counsel can be obtained.

# *Introductions, Attendance, Welcome to new attendees*



# Current AG invited stakeholders

ACCC receive documentation arising from the meetings



AFGC



FSANZ



NSW Food Authority



Arnott's



Goodman Fielder



PMA A-NZ



BE Campbells



Greens Foods



Red Bull



Bidfood



GS1 Australia



Simplot



Clorox



Harris Farm



Sunny Queen



Coles



HPV



Suntory



Costa Group



Bega



Super Retail Group



Costco



Metcash



Unilever



Foodbank



Mondelez



WD-40



Pental



Nestle



Woolworths



Vilis's Bakery



Patties Foods



Peters



Drakes



# *Recall Advisory Group Framework*



# Advisory Group framework



- The Advisory Group is a forum to:
  - discuss issues and opportunities within Recall space and wider traceability efforts
  - assist with prioritisation of development efforts
  - provide a mechanism for engaging with organisational recall management networks to assist with deployment programmes
  - advocate alignment of recall with systems & processes of all stakeholders
  - identify and escalate issues of national importance related to recall management
- 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



# *Review of past meeting actions*



# Actions arising from previous meeting



ACTION	DUE DATE	BY WHO	STATUS
<b>GS1 and Co-chairs to invite presenters for future meetings based on poll results</b>	Ongoing	GS1/ Co-Chairs	

There were no outstanding actions from the meeting on March 2 2022

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



# Report Summary

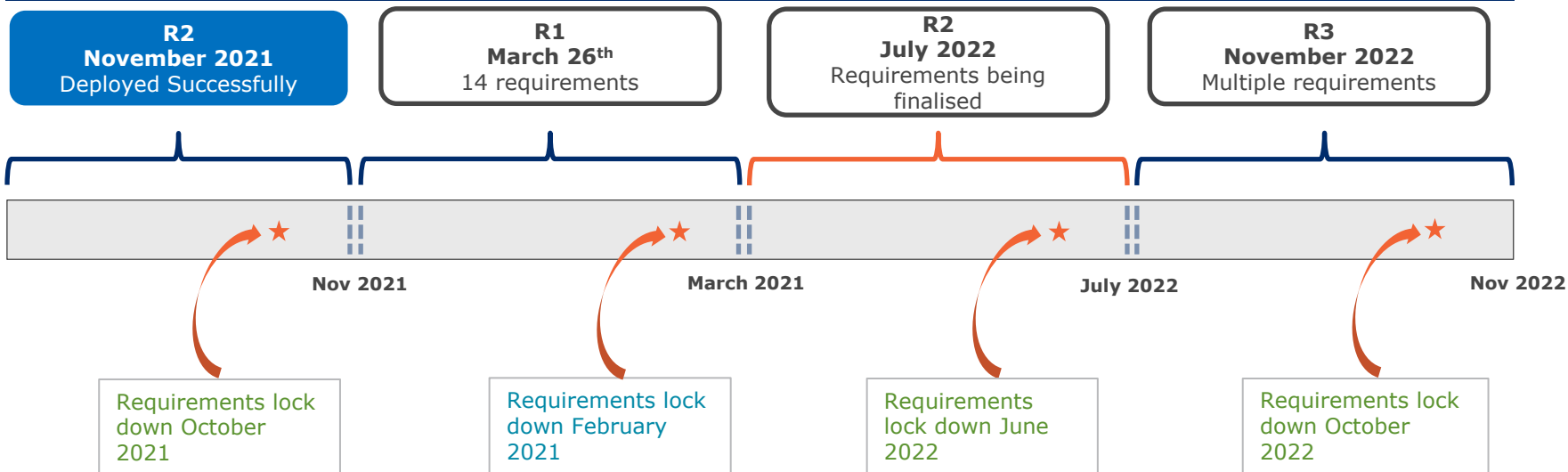


- Subscriber Onboarding 96% live (11 outstanding)
- Mock notifications excellent, shows companies are keeping on top of training and annual ready/live process
- 27 Recalls listed on FSANZ site First half of year TD. 2 Recalls were from Recall subscribers and both issued via platform.
- Pre-reads available here: <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

# *Recall Development Roadmap*



# Recall Roadmap - overview



- 3 releases in 2022
- Requirements for final release to be submitted
  - Please submit any ideas or bugs to [recallsupport@gs1au.org](mailto:recallsupport@gs1au.org)



ID	Industry	Recall Enhancement Items	Dev Points
166	HC & FB	Highlight Recall Ready Status on dashboard	1
155	HC & FB	Update Action centre to include additional notifications	5
165	HC & FB	User First and Last Name to appear on heartbeat extract for admin	1
158	HC & FB	Fix Date Search to include end date	3
160	HC & FB	Updates to Bulk uploader	4
142	HC & FB	Contacts Page - Select from existing Contacts	5
161	HC & FB	Support widget	2
154	HC & FB	Extract button on Receiver dashboard	1
168	HC	Additional Alternate Identifier	1
159	HC & FB	Text in Receiver columns does not wrap	1
164	HC & FB	Sorting in item area needs to be clearer	1
162	HC & FB	Remove 'Targeted' filter from Organisation Report	2
		<b>Total points</b>	<b>31</b>

- 12 Requirements
- Details of each available in appendix

# Coming soon – new actions



Product Recall

Jane Brown

GS1 F&B Company

Approver, Initiator, NodeParent, Receiver

Received Notifications My Company Notifications **My Action Centre**

Batch Report: 0 Outstanding Actions: 3

Action Centre

Show Pending Only

Search Date From

Search Date To

Search Clear

Show 25 entries

Notification Title	Reference ID	Location	Date Completed	Next Action
<input type="checkbox"/> Recall (Consumer Level) General Merchandise and Apparel test	<input type="text"/>	<input type="text"/>	<input type="text"/>	Submit
<input type="checkbox"/> Recall (Consumer Level) Food and Beverage test	<input type="text"/>	<input type="text"/>	<input type="text"/>	Interim Report
<input type="checkbox"/> Recall (Consumer Level) Food and Beverage test UPDATE 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	Submit

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## Action Centre

- New tab on dashboard
- Provides list of actions and next steps required to complete notifications
- Introduced prompt for SA users to review users not logged in for >60 days
- New prompt for SA users to review 'invited' users who have not accepted T&C's and activated.



# Coming soon – Recall Ready tab



**Product Recall**

Jane Brown  
GS1 F&B Company  
Approver, Initiator, NodeParent, Receiver

Received Notifications | My Company Notifications (Batch Report: 1) | My Action Centre (Outstanding Actions: 8) | **Recall Ready Status (Status: Expired)**

Received Notifications

Search Date From:   
Search Date To:   
Search:   
Search Clear

Show Latest Version   
Show Archived Notifications   
Location: GS1 F&B Company

Notification Title	Reference ID	Product Type	Classification	Initiating Company	Date Issued	Report Status
Recall (Trade Level) Food and Beverage Regulatory Test 2	004258-V00	Food and Beverage	Recall (Trade Level)	GS1 Demo Company - Main Office	11/11/2021	Received
Recall (Trade Level) Food and Beverage R2 2021 test1	004255-V00	Food and Beverage	Recall (Trade Level)	GS1 Demo Company - Main Office	08/11/2021	Received

## Recall Ready tab

- New tab on dashboard for Subscription Admin
- Easily Identify Current or Expired status

# Coming soon – Recall Ready tab



Received Notifications   My Company Notifications   My Action Centre   **Recall Ready Status**

Batch Report: 1   Outstanding Actions: 8   Status: **Expired**

Please issue a new Mock Recall to renew your Recall Ready status. [Create Mock Recall](#)

### Recall Ready Certificate

Original Certified Date 21st November 2017

Date Last Completed 26th May 2022

Expiry Date 29th May 2022

Status **Expired**

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## Recall Ready tab

- Click on tab to view detailed information
- If expired, message includes link to Mock portal
- Date last completed and expiry date shown
- If current, user able to download certificate

# Coming soon – Image files via API



**Add Item by GTIN** \* Required Fields

**Add Item by GTIN**


Enter a GTIN to query against the NPC database. You must be the owner of the GTIN.  
Any/all associated product data sets in the NPC database will be displayed.  
Please choose the data set which most meets your information requirements. By clicking on the appropriate 'Confirm' button this information will be automatically uploaded into the Items form.

\* GTIN

Expand All | Collapse All

**Set 1 GTIN: 09300710003102 Bosisto's**

GTIN	09300710003102
Product Name	Bosisto's Eucalyptus Spray 200g
ARTG ID	349597
Supplier Product Code (Alt Id Type)	310
Brand	Bosisto's
Functional Name	Eucalyptus Spray
Product Size	200
Unit of Measure	Grams
Is GST Applicable	Yes
Company Name	Felton Grimwade & Bosisto's Pty Ltd
Packaging Material and Type	Metal Aluminum
Country of Origin	Australia
Last Updated	2022/02/08 2:04:12 PM



**You are currently in Live Recall**

## API upgraded

- API between Recall and National Product Catalogue (NPC) has been upgraded
- Images uploaded via Smart Media service will now be included when user searches for their product using GTIN
- One hero image will be displayed per product (if available)
- Image will (in most cases) 2D front facing, High Resolution
- Can be edited/removed if another image required

# Coming soon – Support Widget



## Support Widget

- Widget at bottom of page allows users to submit feedback, bugs, development requests

**Received Notifications**

Show Latest Version

Show Archived Notifications

Location: Global Company HQ

Notification Title	Reference ID
Search	Search
+ Product Defect Correction Class I Biological update of contact testing R C-2016-RN-12345-6	008473-V00
+ Recall Class III Medicine - Over the Counter BONDI - GLOBAL RC-2016-RN-12345-6	007846-V00

**Submit Feedback** You are currently...

**Submit Feedback, Queries, Bugs and Development Requests**

\* Title  
Title is a summarised description

\* Feedback Type  
Report Bug

When reporting a bug please provide the following information:

1. Address URL
2. Time of occurrence
3. Service
4. Reference Id
5. Description of problem

\* Description  
Hello Support,  
I would like to information you of the following...  
Why do we use it?

**Submit** **Cancel**

# *Open Discussion*



# Items for discussion



## Issues, Challenges and Opportunities

- Development Roadmap feedback
- Stakeholder uptake
- Advisory Group Feedback



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# *General Business*



# Recall Partners



- AFGC



- Victual



- FSANZ



- PMA (ANZ)



- **HACCP Australia**



- Liberty International Underwriters



- NRA



- AIFST



- The Recall Institute



Can be viewed [here](#)



# Recall Partners



- Added benefits for partners
  - Ability to participate in events – like Bootcamps
  - Recall toolkit
- Looking to add more insurance partners – any referrals would be appreciated

## Recall Toolkit



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

# Recall Bootcamp



The video thumbnail features a woman in a white lab coat and hairnet, wearing blue gloves and holding a tablet, standing in a warehouse with stacks of cardboard boxes. The background is a dark blue gradient with white and orange text.

**GS1 Australia**

**Recall BOOTCAMP Series #5**

**When regulations change**  
It's not as scary as you think

**Alan Edwards**  
NSW Food Authority

**Peter McGee**  
Victual

Play (K)

## GS1 Australia Recall Bootcamp #5

### Session recording

GS1 Australia are pleased to share with you a recording of the recently held Recall Bootcamp #5 - When regulations change. Along with access to other resource materials; the 'Discover Recall' webinar and the 'Recall Toolkit'.

[Bootcamp Recording](#)

[Recall Webinar](#)

[Recall Toolkit](#)

***"We hope to make accessible the world of best practice product recall to a wider audience"***

# AIFST Recall Workshop 9th June

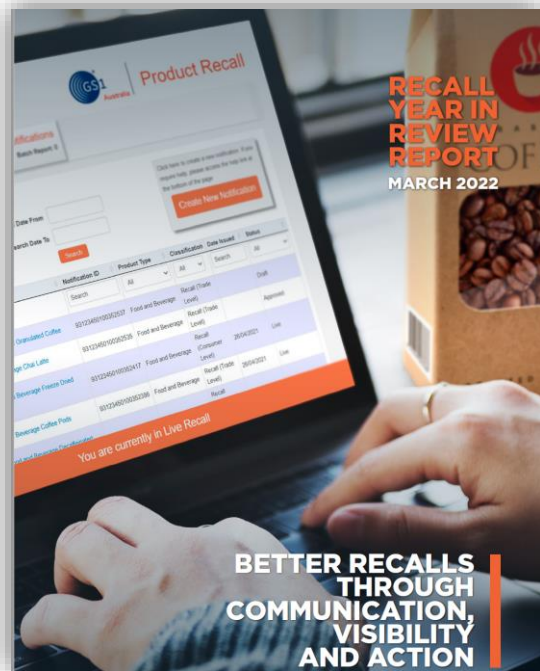


## FOOD RECALL WORKSHOP - ONLINE - INTERACTIVE WEBINAR

- How to maintain a recall plan that is relevant to your business
- That a mock recall is more than just a traceability exercise
- Whether you have the resources to manage a recall
- The common pitfalls of recall execution
- What to look for in a product recall insurance policy
- The workshop will also feature a recall simulation exercise designed to challenge and provide opportunities to learn.

[Australian Institute of Food Science and Technology \(AIFST\) - Food Recall Workshop - Online - Interactive Webinar](#)

# GS1 Recall Year in Review



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“

GS1 Australia Recall is the first online recall platform to be certified by HACCP Australia as effective and suitable for businesses that operate a HACCP based Food Safety Programme. Issuing a recall or withdrawal notification with GS1 Australia Recall is simple, fast and inexpensive.



Martin Stone  
Executive Director, HACCP International



“

Food safety underpins the success of the entire fresh produce industry. By using tools such as GS1 Australia's Recall, the industry can achieve greater speed and consistency in the management of their product recalls and withdrawals, delivering safer produce to Australian consumers.



Darren Keating  
Chief Executive Officer, Produce Marketing Association A-NZ

# GS1 2D Barcodes



## New Category for 2D Barcodes

- No 1 packaged salad kit product
- Rolled out in approximately 100 stores in NSW before going national.
- Expiry Data Management
- GS1 DataMatrix
- The barcode contains (01) GTIN plus (17) Use By Date

The winner of the  
**Packaging Design Innovation Award**

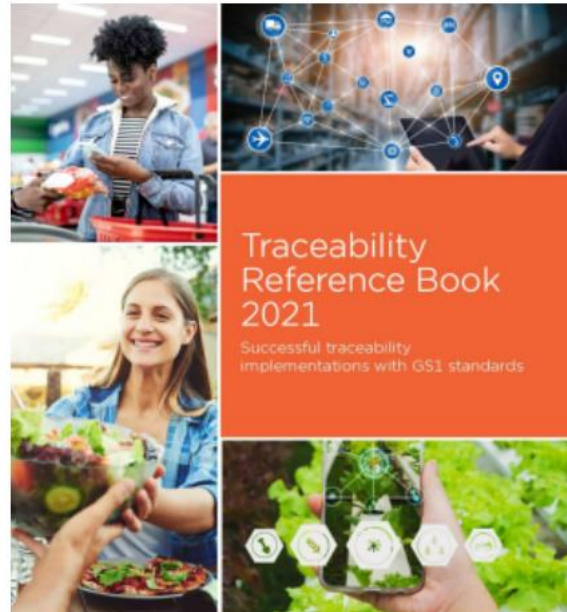
of the 2022 APPMA Awards of Excellence is..



Recognising innovation and success of a new idea or modification in packaging.



## Discover best-in-class implementations in the Traceability Reference Book



<https://www.gs1.org/standards/traceability/case-study-library/traceability-reference-book>

# Traceability Case Study



# TABLE GRAPES TRACEABILITY PILOT

**Terryn Milner**

Communications Manager, ATGA

**Jeff Scott**

CEO, ATGA

**Caroline Barrett**

Program Manager - Traceability, Agriculture Victoria



**ATGA**  
Australian  
Table Grape  
Association Inc.

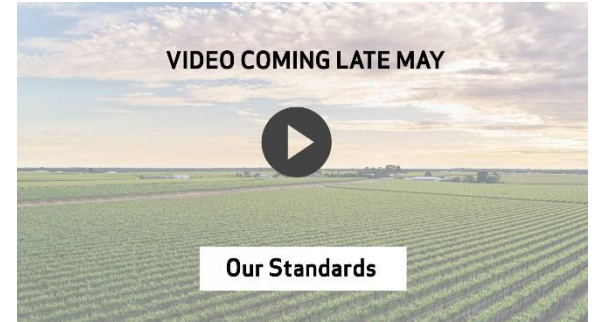
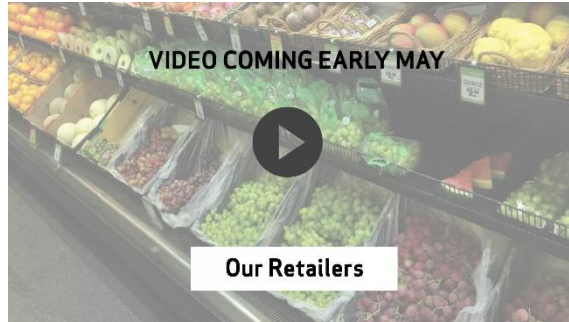
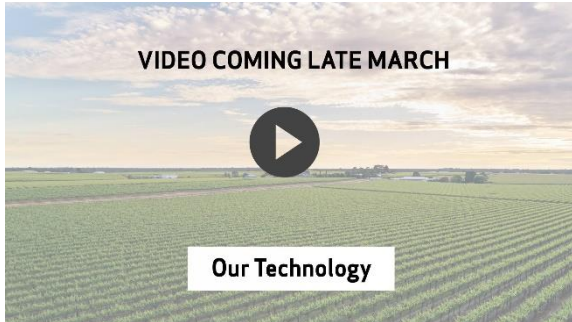
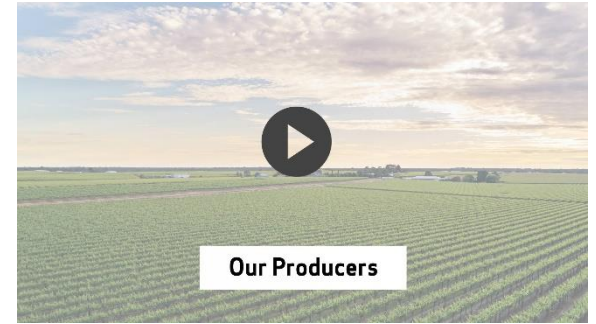


Scan the QR code to discover the power of product verification



# Discover more

- Pilot webpage <https://australiangrapes.com.au/traceability/>
- Follow on social media #Aussiegrapes #TablegrapesAU #Tablegrapestraceabilitypilot
- Watch the pilot videos
- Final report will be publicly available



# *Confirmation of actions and next steps*



# Questions?



# Meeting close

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**Next Meeting:** Wednesday 31<sup>st</sup> August 2022 2.30pm AEST

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**Dates for 2022: 2.30pm – 4.00pm (AEST)**

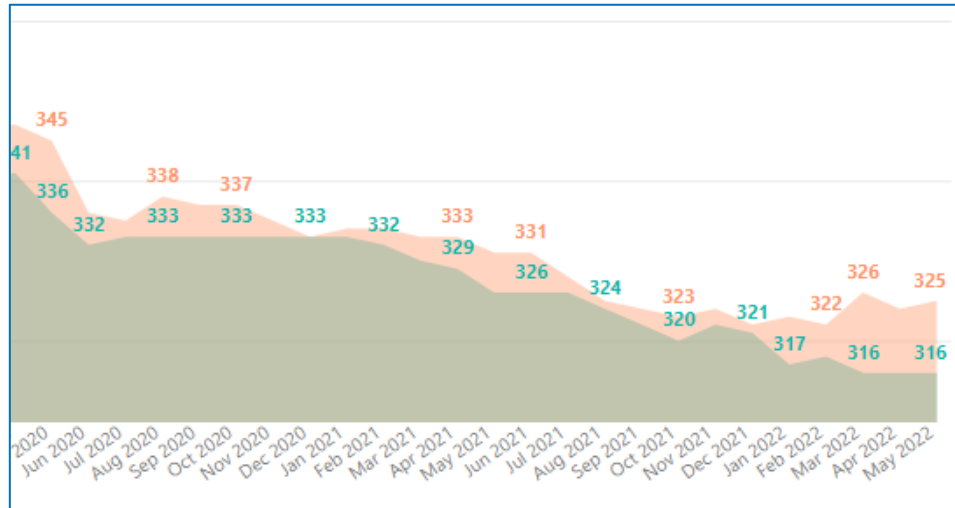
Wednesday 7<sup>th</sup> December 2022



# *Appendix*



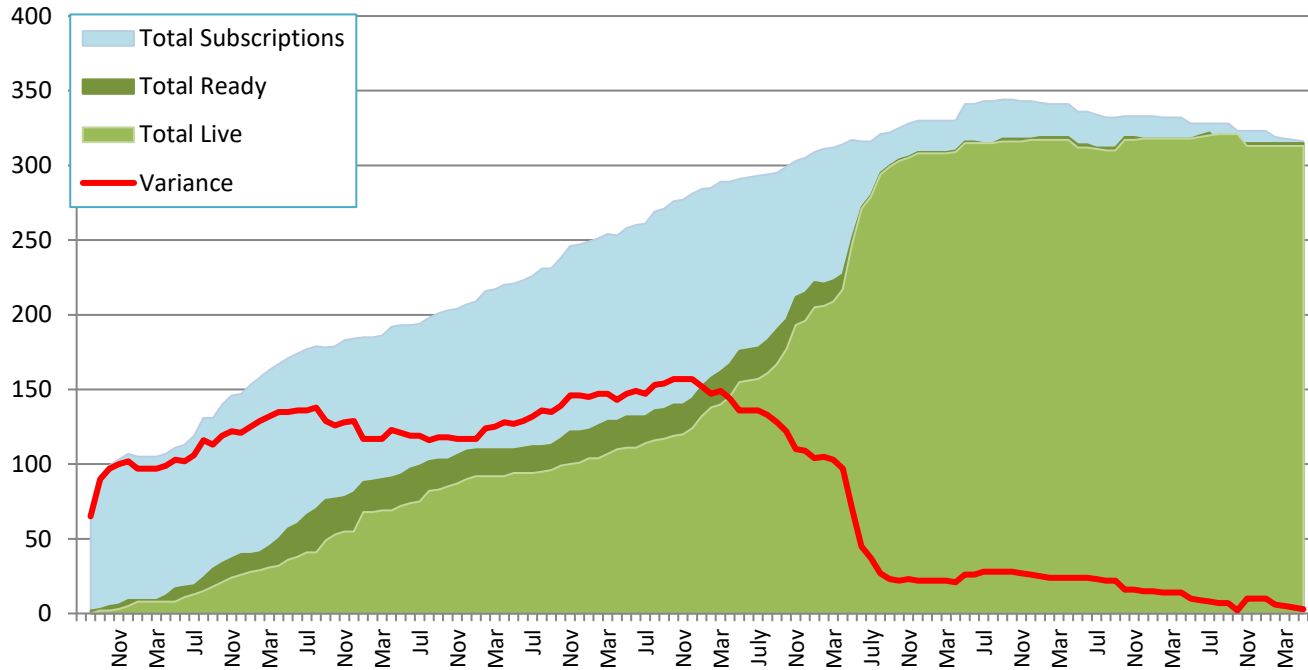
# Recall Subscriber Growth



Recall Health: 325

Recall: 316

# Supplier Onboarding

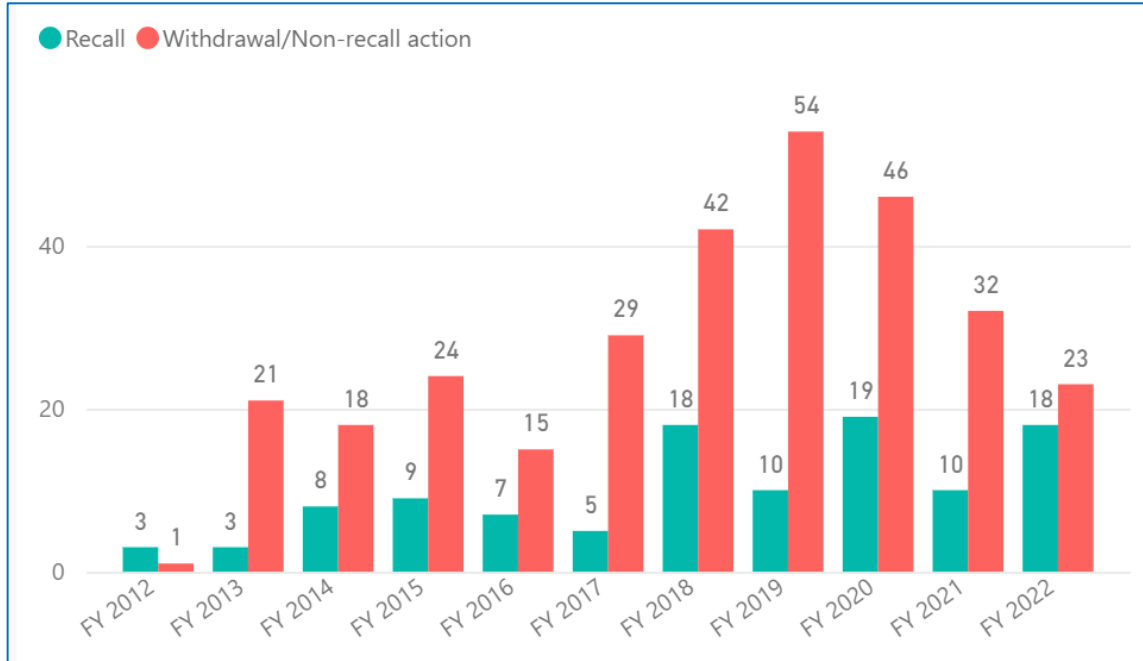


**Status:**  
Subscribed: 316  
Not Ready: 9 (3%)  
Ready: 2 (1%)  
Live: 305 (96%)  
On-boarding Target :20  
Outstanding : 11



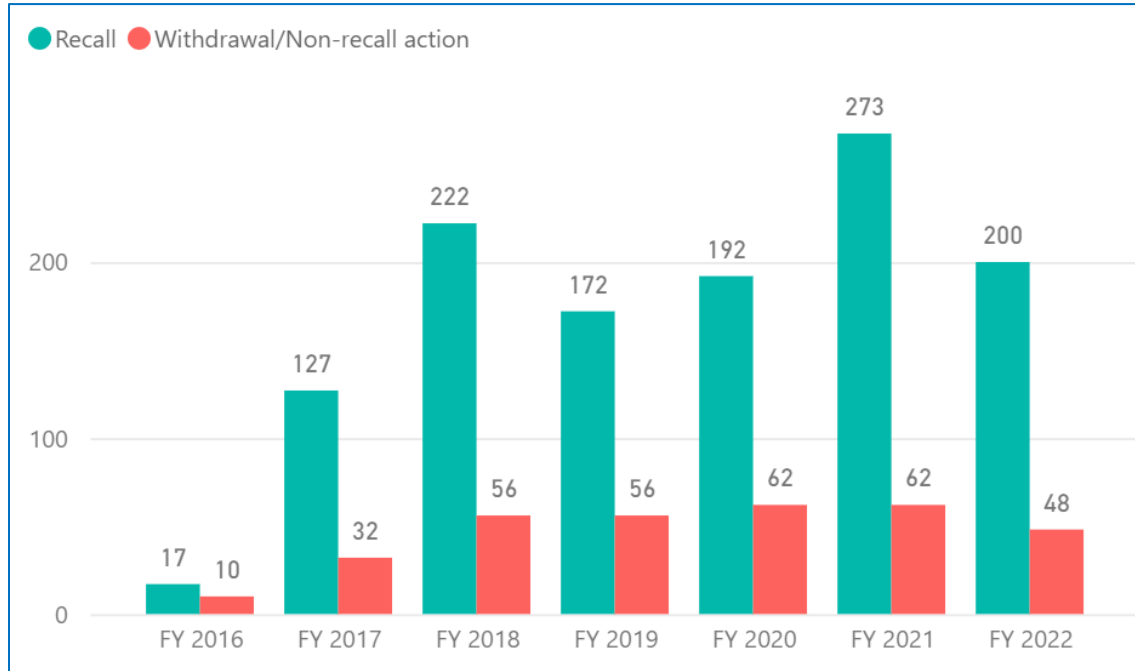
# 'Live' Notifications issues by FY

## Food, Drinks and Gen Merch

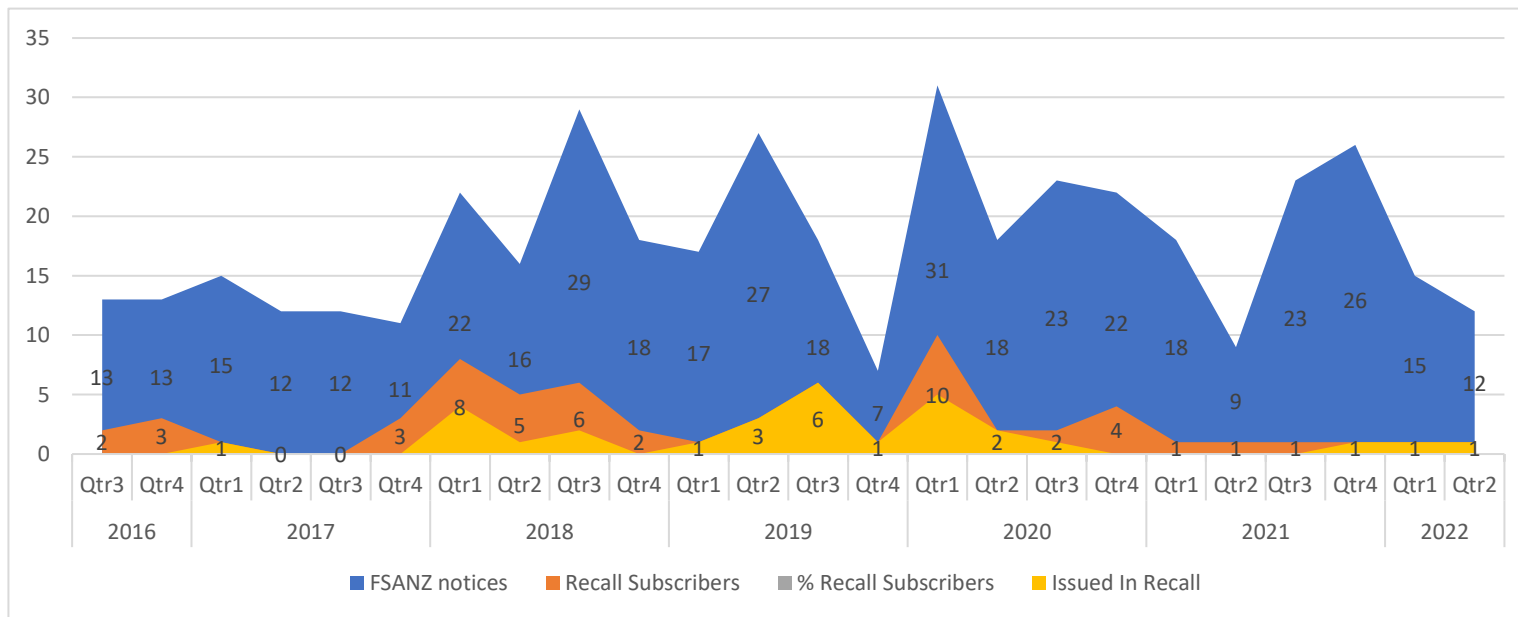


# 'Mock' Notifications issues by FY

## Food, Drinks and Gen Merch



# FSANZ Recalls vs Recall Portal subscribers



27 companies have issued notifications in First half of year TD. 2 of whom were Recall platform suppliers and both issued notices via the platform  
 \* % of Recall platform notices vs FSANZ Recalls in any QTR

# Recall Development Roadmap



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

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
055	GS1 Admin	Updated Email Notification viewer for GS1 Admin	Currently all emails are displayed in a drop-down list making it difficult to search and assist Recall Platform users when they query email effectiveness/delivery records	Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users	Improved Support response times and better reporting capability	TBC
056	HC & FB	Enhancements to Fax	If both Fax and Email are entered into the non-subscriber details, fax takes precedence, which is odd. The email experience is substantially better than fax as it is an outdated technology	Add +61 to the fax number field as an auto populated data that can be overwritten - ensure email is the preferential method of contact (if both entered) - reduce overall text	QoL improvements	TBC
060	FB	Donation notice Foodbank	Option does not exist for an initiator to create a donation notice, outside the current Recall/Withdrawal notice types.	New notice type – 'Foodbank Donation'  This would be a notification specific to Foodbank and would bypass any regulatory workflow	More simplified version of notice, would be for Foodbank only	TBC
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

# Recall Development Roadmap



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

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
089	HC & FB	<b>Internal Locations - assign Initiator Role</b>	Currently a user at a sub-location (internal locations) cannot be assigned the initiator role within that location and can not forward notices to other departments if required	Allow sub locations to be assigned initiator access so they may forward notices to whomever is affected		<b>TBC</b>
107	HC & FB	<b>End Consumer notification</b>	Currently limited functionality exists to target consumers directly	For some small business where they create small batches, they would like to notify consumers directly. This could be done via the 'non-subscribed recipients' area, although the email and notification are B2B centric. An alternative type of email notification/recall notice could be issued to B2C. <b>Requires workshop if this requirement is prioritised</b>	Ability to send consumers clear and relevant information in even they have purchased affected product	<b>TBC</b>
108	HC & FB	<b>Social Media Integration</b>	Currently limited functionality exists to target consumers directly	Plugin for Facebook, LinkedIn, Twitter could exist so that company can notify their consumers via these channels If they choose to.  Structured message would be pushed through from Recall platform to these other platforms, and post on companies behalf. <b>Requires workshop if this requirement is prioritised</b>	Ability to notify consumer base via plugin to media channels	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
125	HC & FB	<b>New File Sharing Module</b>	Some users are required to share files between each other, but there is no clear way to do this. The workaround is the 'notes' section or by using the 'specific reports' functionality, however this can be cumbersome and needs to be easier and more functional.	Create a section where files can be shared safely between initiator and receiver.	New capability to share files in the platform and increased level of data exchange	<b>TBC</b>
126	FB	<b>Automatic Targeting of Insurance Providers</b>	Insurance companies require visibility of notifications that their clients are issuing to recipients.	Insurance Providers should be automatically targeted when a client company issues a notification to its recipients. Would be managed by GS1 admin upon company setup. Reminder email to company to confirm arrangement is current	More visibility for stakeholders	<b>TBC</b>
130	HC & FB	<b>Update Various Email Templates</b>	Some email templates in Recall are outdated and don't provide enough information to the user. Training and user guide information is unclear. When user roles are assigned, the company name is omitted - meaning the user does not know which company they have been assigned a role at.	Templates can be improved to provide better information to the user about where to locate user guides, or how to register for training. A review of all email templates is required to ensure they are clear, concise and direct	Clearer more concise information in all email communications	<b>TBC</b>



# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
135	HC & FB	<b>Batch reports to non-subscribed recipients</b>	Suppliers can not add product quantities against non-subscribed recipients if Batch Reports are used.	Include Batch reporting for non-subscribers so item qty's can be added.	More thorough reporting for initiators	<b>TBC</b>
136	HC & FB	<b>Recall Ready Status for Receivers</b>	Currently, there is no way within Recall to track the 'Ready' status of Receiver type companies Recall Support need to maintain manual lists of which hospitals are trained and ready to receive notices.	Hospitals who are on boarded as part of a health jurisdiction roll out need to be monitored and maintain a Ready status much like initiators do. The current Recall Ready status is based on the Initiator issuing a notification. We need to decide a process for Receivers. Does this trigger when they receive and (complete) a notice? The status expiry needs to be considered as well, is this 12 months, 6 months, 18 months?	Ability to monitor the Recall Ready status of receiver sites, ensuring users are trained and ready to receive notices	<b>TBC</b>
141	HC & FB	<b>Represent multiple products more clearly in dashboard / emails and reporting</b>	When multiple products are added to a notification, there is significant slowdown when viewing the item list due to the way they are represented. The notification in the UI becomes very large for both recipient and initiator, also the recipient email, pdf, is too large. Reporting is cumbersome as the product list is not concise. Editing a large list of items is also difficult as there is no option to select a group or select all.	Add features like Select all, Delete all, Expand/minimise list of products, checkbox selector, refine the table columns Bulk uploader needs to be edited and include error checking for excel errors ad easier to use Needs to load faster when there are multiple products Recipient Email needs to better represent information - more succinct - table format perhaps Notification in UI needs to be refined to better represent multiple products PDF needs to reflect the new layout as per the UI	Easier for recipients to work with Recalls that have multiple products.	<b>TBC</b>

# Recall Development Roadmap



ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
142	HC & FB	<b>Contacts Page - Select from existing Contacts</b>	Whilst the user who is logged in at the time will see their details prefilled, any other contact needs to be added manually to a notification each time.	Add a drop down box so users without that company can be selected easily	Single source of data	<b>TBC</b>
143	HC & FB	<b>Import Images from NPC (Add Item by GTIN)</b>	Acquiring the right product master data and images can be difficult. There is a need for users to be able to draw the correct product information and images quickly and easily from a single source of truth.	If a company has loaded product information and images to their NPC catalogue, users can simply enter the GTIN (barcode number) and draw on the most up to date packaging information, without need to input this manually.	NPC is single source of product data, user confidence	<b>TBC</b>
144	HC & FB	<b>New status not impacted</b>	Recipients do not feel comfortable switching the status to 'completed' when they are not affected by the recall	Add a new status to the progress report, called 'Not Affected'. This status indicates a recipient is not affected by the recall and should stop all reminders to report.	New status update, provides better clarity in reporting	<b>TBC</b>
145	HC & FB	<b>Add mouseover to role types in new user creation</b>	When a new user is created, the user must select which roles to assign them. The role definitions are available in the Recall User guides	Add a mouseover to each role which provides a description of the role, so the user doesn't have to spend time locating this in the user guide	Quickly identify role types	<b>TBC</b>