

Title	Recall FD&CG Advisory Group Meeting Minutes
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Date	13 August 2020
Doc Type	Meeting Minutes
Access	Unrestricted for Internal Use



Document Purpose

The purpose of this document is to provide a documented record (minutes) of the Recall Food, Drinks and Consumer Goods (FDCG) Advisory Group meetings.

The document is intended for use by participants of the Recall Food, Drinks and Consumer Goods Advisory Group only.

Document Control

Document version and change history

Version	Date	Nature of change / comments	Editors
Meeting 13	17-Aug-2020	Final	GS1 Australia

Document authors / contributors

Name	Title / Organisation
Melanie Wishart	Senior Account Manager, Customer Engagement, GS1 Australia
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Document endorsement

Role	Name	Title	Endorsement
Secretariat(s)	Melanie Wishart	Senior Account Manager, Customer Engagement, GS1 Australia	August 2020

Document location

GS1 Internal File system

Document validity

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Document status

This document is effective from date of endorsement. The date of document review is to be no more than 0.5 years from date of endorsement.

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1.0 Attendees

Attendees:	
Co-Chair: Lily Rattanaphasouk	Goodman Fielder
Co-Chair: Andrea Currie	Coles
Sonya Muhlsimmer	Green's
David Holt	Metcash
Ramadevi Pothedar	Nestle
Farisha Hussein	Clorox
Tania Serovski	Harris Farm Markets
Carolyn Dennis	Peters
Lisa Clark	Simplot
Ljubomir Pupovac	University of NSW
Andrew Steele	GS1 Australia
Melanie Wishart	GS1 Australia
Andrew Brown	GS1 Australia
Tracey Kelly Jenkins	GS1 Australia
Christopher Drougas	GS1 Australia
Peter Carter	GS1 Australia
Apologies:	
Gabrielle Weidner	FSANZ
Emily Macnaughton	FSANZ
Julie Thompson	Lion Co
Naline TerWolbeek	Costa Group
Marcel Sieira	GS1 Australia
Justin Middleton	GS1 Australia
Sunita Kewada	GS1 Australia
Anuja Varghese	GS1 Australia
Nim Phoa	GS1 Australia

2.0 Minutes

2.1 Introductions (and Quorum)

2.2 Opening, Welcome

- Delivered by Lily Rattanaphasouk, Goodman Fielder
- There was a total of 16 attendees, and this did meet quorum.
- The meeting was recorded, and this was communicated to the group

2.3 AntiTrust Statement & Declaration of any Conflict of Interest

- Delivered by Melanie Wishart, GS1 Australia.
- Note this Recall FD&CG AG meeting (and all subsequent meetings) are conducted under the auspices of the GS1 compliance policy.
- The compliance policy guidelines are included in the published presentation

2.4 Advisory Group Purpose

- Delivered by Lily Rattanaphasouk, Goodman Fielder
- Co-Chairs: Andrea Currie (Coles), Lily Rattanaphasouk (Goodman Fielder)
- Current term expires Q2 2021

2.5 Review of Past Meeting Actions

- Delivered by Lily Rattanaphasouk, Goodman Fielder
- Colour legend used below:
 - (Current Action) = Current action required to progress the discussion point
 - (Finalised Action) = Advice or action being taken to close the discussion point
- FSANZ appears to be requiring sponsors to work through the FSANZ checklist even though the portal has been setup to provide all FSANZ required information.
 - Currently reviewing wording in Recall Protocol and FSANZ website to clarify use of Recall vs FSANZ checklist. GW: FSANZ advised that changes may be made to streamline this and is looking into this.

- GS1 to contact Julie (LionCo) to discuss checklist and system functionality re: bulk upload of products and variants
 - Chris to contact Julie to discuss ideas around adding a virtual checklist and the functionality currently available for bulk upload of products of the Recall platform
- There are no on-going past actions that have not been covered elsewhere

2.6 Current Position of Recall FD&CG service

- Delivered by Chris Drougas, GS1 Australia
- Recall notifications almost tripled FY 20 vs FY 19 (16 over 6) withdrawals on par
- Subscriber onboarding 93% live
- 18 Notifications issued in Qtr 2 – 2 were Recall subscribed and issued via Recall
- 11 in Qtr 3 TD – 1 was Recall subscribed and issued via platform
- 667 Subscribers across both services, 332 subscribers have an account in the FD&CG portal
- The report summary is uploaded to the Recall AG HUB a week prior to the AG meetings. Pre reads available here: <https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

2.7 Recall Development Roadmap

- Roadmap update - delivered by Chris Drougas, GS1 Australia
- There are three releases for 2020: - April, July, and Dec, allowing for more functionality sooner. There will be no downtime that will affect users.
- Release 2 deployed July 25th 2020 with focus on Recipient Management – companies can now manage groups of subscribed recipients, and upload lists of non-subscribed recipients.
- Release 3 (Dec 2020) to focus on ability for Initiator Companies to provide product qty's by tracking code to each recipient.
- Entire Recall product roadmap can be reviewed in AG meeting presentation in the Appendix

2.8 Issues / Challenges

Delivered by Chris Drougas, GS1 Australia,

- Stakeholder usage:
 - Proactive re-enforcement of the Ready/Live status maintenance. The GS1 support team and system are actively contacting companies 1 month before their Recall Ready certificates expire (12 month expiry, contact is at 11

month point). This is for both mock recalls and recalls and the recall team will remind companies and advise training.

- There will be new Video training material developed as well as the current PDF training material for each section.
- Tania advised response time for internal reporting used to be within 1 hour, 2 hours, 4 hours and 24 hours when you look at the status summary report and that this was useful. Chris advised if you go into status report you can still find this and that he will review and get back to Tania.

ACTION: CD to make contact with Tania to look at column in Status Report that provides information on hourly response rates from recipients.

3.0 General Business

- Stakeholder recall use.
 - Simplot advised that mandatory and additional retailer requirements can cause confusion. Different Retailer requirements mean data requirements are different for all users and the Recall platform requires certain mandatory fields to be completed.
 - AB – GS1 recommends using a mock recall and using this data as a template for any future recalls or recall meetings. This includes mandatory and additional field.
 - CD – as per previous minutes, a digital checklist is being investigated for future development to assist preparedness.
- Discussion. *"How has Covid-19 affected the way your business manages recalls?"*
 - Greens mentioned busiest time in their history
 - Goodman Fielder advised quality management system is being tested
 - Peters advised that stock is being produced in larger than normal qty's so now is the time to be "hypervigilant" to avoid any near misses
 - Andrea shared that they have been aware of recalls happening OS due to undeclared allergens and raw material supply, having to switch to new suppliers can pose a threat. Cautioned everyone to be extra careful when importing raw materials due to low quality.

Relevant Industry Events with GS1 presence

- AIFST Food Recall Interactive webinar – (2nd Sep)
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.
 - [NRA Technical safety committee - Monthly from 10th June 2020](#)
- Planning for future events including: -

- Working with INPAA for events and partnership - progressing
- Discussions with ATA working toward a proposal – waiting for content
- Discussions with HACCP Australia around awareness sessions
- Working on Recall workshop for non food with partner organisations
- Expanding Recall Reach - New engagement (Hampered by current situation)
 - Grocery
 - Drakes have signed up to Recall to-receive notifications and send to their stores
 - Health
 - WA Health (Health) whole of state Implementation (Early 2021)
 - SA Health
 - General Merchandise and Apparel
 - Working with Industry Associations to target improving capability
 - Fresh Produce
 - Signed an agreement with PMA A-NZ to support the Australian fresh produce industry through the use of Recall.
- Marketing Activity
 - Drakes Supermarkets
 - Media release, collaborative campaign, training videos (Sep 2020)
 - Focused Awareness Campaign (August – Dec 2020)
 - Expand awareness and knowledge of the Recall platform using alternate marketing tactics
 - Giveaways
 - Online Quiz
 - Online Polls
 - Recall Bootcamps (popular option)
 - Annual report: Industry trends
 - Dashboard
 - Monthly report of marketing activity statistics across channels; website, eDMs, social media
- For access to the Recall Advisory Group Hub on the GS1 Australia
<https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health>

4.0 Guest Speakers

- **Peter Carter, GS1 Australia**

Topic: National Traceability Industry Advisory Group

To contact Peter about about traceability initiatives or for further information on the Traceability Advisory Group:

M: 0418 231 997

E: peter.carter@gs1au.org

- **Ljubomir Pupovac, University of NSW**

Research Proposal: How to communicate product recalls more effectively

If you would like to assist Ljubomir with his research, or to become a partner please contact him via the following details:

M: 0450 121 406

E: l.pupovac@unsw.edu.au

Calling for Speakers at next meeting. Please contact Chris Drougas with your expression of interest and topic for discussion: christopher.drougas@gs1au.org

Potential Topics for future presentations:

- Food Defence
- Blockchain
- Traceability

5.0 Closed actions

- No actions were closed at this meeting

All other older closed actions have been archived and available on request

6.0 Next Meeting

- Agreed next meeting dates are:
 - Wednesday November 11th 2020 @ 2:30pm AEST
- All meetings will be held as Zoom web conferences with alternate GS1 Boardroom available for interstate attendance. *(If applicable)*
- It was agreed that future meetings will 90 mins in length
- Future Meetings:
- Dates for 2021 to be advised later

Appendix A: Related documents

Document name	Location
Trade Practices Compliance Notice	Embedded in Minutes document
Meeting Presentation	Attached to Minutes email

GS1 Australia Limited

6.1 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.