

<b>Title</b>	<b>Recall FD&amp;CG Advisory Group Meeting Minutes</b>
<b>Version</b>	<b>Meeting #4 2020</b>
<b>Date</b>	<b>11<sup>th</sup> November 2020</b>
<b>Doc Type</b>	<b>Meeting Minutes</b>
<b>Access</b>	<b>Unrestricted for Internal Use</b>



## 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 4	20-Nov-2020	Final	GS1 Recall team

### 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	Nov 2020

### Document location

GS1 Internal File system

### Document validity

All downloaded and printed documents are non-authorized and uncontrolled copies. Refer to the document location for the current authorized version.

### 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

<b>Attendees:</b>	
Co-Chair: Andrea Currie	Coles
Co-Chair: Lily Rattanaphasouk	Goodman Fielder
Leanne Ambrose	Villi's Cakes
Michael Smith	FSANZ
Julie Thompson	Lion Co
Tania Serovski	Harris Farm Markets
Carolyn Dennis	Peters
Selina McNulty	Patties Foods
Louise Collins	Woolworths
Robyn Gledhill	Pental
David Holt	Metcash
Christopher Drougas	GS1 Australia
Andrew Brown	GS1 Australia
Melanie Wishart	GS1 Australia
Sunita Kewada	GS1 Australia
Nim Phoa	GS1 Australia
Tracey Kelly-Jenkins	GS1 Australia
Andrew Steele	GS1 Australia
John Szabo	GS1 Australia
<b>Apologies:</b>	
Megan McGhie	BE Campbell
Farisha Hussein	Clorox
Naline TerWolbeek	Costa Group
Terry McWilliam	Costco
Gabrielle Weidner – Maternity Leave	FSANZ
Michael Davidson	Foodbank
Sonya Muhlsimmer	Green's
Ramadevi Pothedar	Nestle
Lisa Clark	Simplot
Jessica Peters	Woolworths
Marcel Sieira	GS1 Australia
Anuja Varghese	GS1 Australia
Justin Middleton	GS1 Australia

## 2.0 Minutes

### 2.1 Introductions (and Quorum)

### 2.2 Opening, Welcome

- Delivered by Andrea Currie, Coles
- There was a total of 19 attendees, and this did meet quorum.

**ACTION:** participants to rename themselves in Zoom so first and last name appear clearly

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

### 2.5 Review of Past Meeting Actions

- Delivered by Andrea Currie
- 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.
  - New wording submitted to FSANZ for recall protocol and website. Awaiting confirmation. There are no proposed timelines for this  
*Michael from FSANZ advised that he has this as an action*
- 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

- Subscriber onboarding 317 live (16 outstanding)
- Terminations in June affected subscription numbers
- Live notification tracking lower than previous year 1 recall and 7 withdrawals
- Mock notifications tracking well. Companies are keeping on top of training and annual ready/live process
- 7 recalls listed on FSANZ site, none were Recall subscribers
- 680 Subscribers across both services, 333 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

- Normally 2 releases per year, 2020 had 3, we will revert to 2 releases in 2021
- Next Release April 2021
  - 15 new requests have been put forth for estimate by the development
  - In 2020 there have been some major functionality developments therefore the next release will not have any major changes just enhancements
- Release 3 for 2020 is due December 5<sup>th</sup>.
  - Batch Reporting – now have the option to just report on the affected batch. This can be done by the batch/lot code, a best before date or use by date etc. The Batch recipient can therefore report back at this level of reporting
  - Can now allow recipients to re-open their closed status. If edits or notes need to be made, users can re-open the notification
- The Recall roadmap for the December release, the proposed 2021 Release 1 and completed enhancements can be reviewed in AG meeting presentation
- If there are any questions around these Chris advised that you could contact him directly

*Andrea advised that this will solve confusion at Coles by having batch reporting*

## 2.8 Issues / Challenges

Delivered by Chris Drougas, GS1 Australia

- Recipient view and notice download – does not provide clear direction

Chris asked the group if the recipient view and notice download provides clear direction?

There are various versions of the recipient view that may be causing confusion.

Andrew B suggested that we can make this a little more precise and is this something that the group agree with and would like to change

Tania S – supports a note to advise what stores need to do with tis – believes they don't look at the summary within the notification. Challenge is do the stores know what to do. She still provides the stores with a note as the

AB - This summary does not advise what to do with the recall/withdrawal. We are also integrating the recall notification via API etc so that this data can flow into existing ERPs etc. this would be for larger companies only.

**Action: Chris to contact Tania for ideas on how to better represent the notification summary in the UI**

### Stakeholder Usage

Government initiative to assist smaller organizations to do recall / withdrawal notifications. AB asked the group if any companies need assistance getting onboard with the Recall portal then we can assist them and that they should contact us

### Recall Partners

Revamp program – New Partner Document Finalised

Underwriters and insurance companies – Crisis Shield is a new service coming onboard with Recall portal.

This partner program in the Recall space will align to the existing GS1 Alliance partner program. For more information on this program please see the following link to our website <https://www.gs1au.org/resources/alliance-partner-program/>

## 2.9 General Business

U.S. FDA Briefing with Deputy Commissioner Frank Yiannas. This event is co-hosted with FSANZ and supported by the Department of Agriculture, AFGC, MLA and PMA A-NZ.

**ACTION: Melanie to send out invitation**

- Planning for future events including: -
  - Working with INPAA for events and partnership, this is progressing (Late Nov along with Partners such as Crisis Shield and Liberty etc )
  - ATA – Australian Toys Australia. More recalls than food products and very high risk products. Looking at a Product Recall practical in the new year



- Recall Bootcamp series ongoing monthly with next event in November

Andrea advised GS1 is great at providing recall information and education and awareness to the community – using a platform is only a small part in the whole recall process and the other events and comms really add value

- Expanding Recall Reach - New engagement
  - Health
    - WA Health first QTR 2021
    - SA Health
    - Has been slow due to Covid
  - General Merchandise and Apparel
    - Working with Industry Associations to target improving capability
- **Marketing Activity**

Drakes Supermarkets media release, collaborative campaign, training videos September 2020

Focuses Awareness Campaign Aug- Dec 2020 to expand awareness and knowledge of the recall platform using alternate marketing tactics such as giveaways (Done via social media)

### **Recall Bootcamps**

What went wrong – 19<sup>th</sup> Nov 2020

Crisis Management Jan 2021

Food Safety Culture – March 2021

Insurance – when to engage and what can they do for me May 2021

Andrea suggested the recovery piece and how to get back on track – root cause analysis and providing a quality tool box – imperative to recalls to understand what caused the recall and how to fix it to prevent further recalls. In previous recalls this was not done and similar issues have occurred again

Tania said – should be a requirement to have a verification of recall to analysis the root cause

Annual Report: Industry trends - this will be for end of 2021, industry trends, statistics of recalls etc

- John Szabo advised that we have new Traceability training in development and that we can provide an update to the Recall Advisory Group on what CTEs and KDE's are and how they are crucial in Traceability to understand and share information around events in the supply chain. This is proposed for the 2021 Calendar year – Melanie to add to the 2021 planning document and propose to the group as an value add

- Robyn Gledhill had an issue with GS1 NZ not recognising GS1 Au Recall platform  
**Action: Chris to contact Robyn to discuss**
- 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>

### 3.0 Closed actions – General Business

Discussions about the current Advisory Group Framework

- GS1 will review current members and invite new members - ongoing
- GS1 provided a comparison between Recalls in on FSANZ webpage, vs usage of portal and subscribed Recall portal users. GS1 will continue to maintain this comparison on an ongoing basis.
- GS1 advised that the revised traceability framework GTS2 has been ratified and released. In addition, GS1 has also ratified and published a generic industry sector traceability guidelines template document and a guideline for Fish Traceability (Europe) which can be used as a sample of a completed and ratified sector-based traceability guideline.
  - If you wish further information, please contact Peter Chambers at GS1.
  - Marcel Sieira from GS1 presented an update of relevant current industry initiatives
- Association involvement – ACCC has asked to be removed from the Advisory Group invitations.
  - GS1 will continue to send meeting minutes as a courtesy.
- It was noted that the release timeframes provided too short notice.
  - GS1 have negotiated longer timeframes for UAT with developer allowing users time to book UAT session in their calendars. GS1 has negotiated longer UAT period
- GS1 will provide data and stats as pre reading work to shorten the duration of reporting. GS1 will only report on highlights and anomalies if required.
- New feature demonstrations/presentations on industry topics maybe added to forums
- Stakeholders were in favour of reviewing a message of support or endorsement for the portal. GS1 Aust. will draft up the sample endorsement for review. This endorsement will be used as information for potential and new users, also existing users to reaffirm their engagement with the system.
- The Recall Endorsement letter has had 10 positive responses; 3 customers have advised they will not (main reason is these companies usually don't

endorse products or services outside of their company range) and 11 companies are yet to formally respond.

- GS1 will use the endorsement as it currently has 10 supporters
  - GS1 to include this endorsement as part of the onboarding of significant new subscribers (e.g. Caltex)
  - Endorsement letter is now "in production" however stakeholders can be added at any time
  - Foodbank update – In December 2018 / January 2019, GS1 and Foodbank will discuss impact of discussions held by Michael Davidson (Foodbank) and other AG Members such as Simplot. Effort is still required to further understand the operational process when a donation occurs. And to also explore the different process that occurs for undeclared allergen versus foreign matter contamination.
    - GS1 And Simplot to review above in January; findings to be tabled at AG in June
    - GS1 has added the Foodbank contact details within the portal to enable users to directly contact foodbank in addition to them receiving the notice.
  - GS1 will be providing facilities for the AIFST workshop on product recall in Melbourne on 28 February 2019 – Relevant guest speakers will be completing a briefing before the meeting and Recall will be a feature within the workshop.
    - AIFST event was successful with Fiona Fleming, (AIFST) Andrew Brown (GS1) and Peter McGee (Victual) presenting. GS1 have started discussions for opportunity to hold the event around Australia on a regular basis.
- GS1 were well received at the presentation for the NRA product safety technical committee in October. Discussions around contacting consumers via publications and newspapers occurred. The case study from WD-40 has been published and was distributed at NRA conference.
- WD-40 Case Study
  - GS1 will attend next NRA meeting in March
- Flexible Recall ready expiry dates (3 month/6month/12month, TS: HFM)
    - GS1 has added this to the roadmap

- Fax/SMS issue was raised – Portal error caused variety of issues.
  - Code for platform was tied to SMS service causing issue. Code has been separated so won't occur
- Pre-reads now available 1 week prior to meeting.
  - These can be accessed on the GS1 Recall Advisory Group Hub, please review for feedback

## 4.0 Guest Speaker

### John Szabo, Manager – Consulting – GS1 Australia

John S provided an overview of the GS1 Dairy Industry traceability consultant. A Dairy recall workshop was on recently and visibility of transport caused delays as did the lack of certification and reporting information being recorded is a big gap. Lack of information slows down the recall process. The dairy industry doesn't believe they have many recalls, however this flows down to Retail.

What info is required at each stage is sent downstream and what is sent back up. The aim is to improve these processes by including standards into Critical tracking events (CTEs). Once the foundations are laid, systems and technology may help here. As long as they are interoperability between all systems.

Presentation available in AG presentation

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

Potential Topics for future presentations:

- Food Defence (Andrea)
- Blockchain
- Traceability - what use cases
- Food Culture

## 5.0 Next Meeting

- Agreed next meeting dates are:
  - 3<sup>rd</sup> March 2021 @ 2:30pm
- All meetings will be held as Zoom web conferences with alternate GS1 Boardroom available for interstate attendance.
- Proposed Future Meetings:

Wednesday 2<sup>nd</sup> June 2021 2:30pm AEST

Wednesday 1<sup>st</sup> September 2021 2:30pm AEST

Wednesday 1<sup>st</sup> December 2021 2:30pm AEST

## Appendix A: Related documents

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

## GS1 Australia Limited

### 5.1 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).

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- 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.
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