GS1 Australia

Recall FD&CG Advisory Group

Wednesday August 31, 2022
Housekeeping

• With agreement of meeting attendees, the meeting will be recorded to support the capturing of minutes and to share with participants who were not able to attend the meeting

• Minutes will be record all decisions made and actions assigned to work groups members or GS1 Australia, along with the target due date for reporting back to the group

• Meeting minutes will be circulated to members within 10 working days after the meeting and are saved to the Advisory Group Hub

• Copies of minutes may be made to non-members on request

• Questions and input can be made at any time by raising hand or by posting in chat
## Agenda

<table>
<thead>
<tr>
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<th>Welcome Message and Agenda</th>
<th>Melanie Wishart, GS1</th>
</tr>
</thead>
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<td>GS1 Australia Limited Competition Law Caution</td>
<td>Melanie Wishart, GS1</td>
</tr>
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<td>3</td>
<td>Recall Advisory Group Framework and Attendance</td>
<td>Leah Williamson, Coles</td>
</tr>
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<td>Review of past meeting actions</td>
<td>Chris Drougas, GS1</td>
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<td>Current Position of Recall Service - Adoption &amp; Usage</td>
<td>Chris Drougas, GS1</td>
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<td>Recall Development Roadmap</td>
<td>Chris Drougas, GS1</td>
</tr>
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<td>7</td>
<td>Single Source and the use of Images in Recall</td>
<td>Mark Blitenthall, GS1</td>
</tr>
<tr>
<td>8</td>
<td>In Meeting Poll and Open Discussion - Challenges &amp; opportunities - Regulatory Update</td>
<td>All, Michael Smith, FSANZ</td>
</tr>
<tr>
<td>9</td>
<td>Guest Speaker - HACCP certification process of Recall</td>
<td>Rachel Meryment, HACCP</td>
</tr>
<tr>
<td>10</td>
<td>General Business – Marketing, events, communications, new engagement</td>
<td>Andrew Brown, GS1</td>
</tr>
<tr>
<td>11</td>
<td>Confirmation of actions and next steps. Meeting Close</td>
<td>Leah Williamson, Coles</td>
</tr>
</tbody>
</table>
GS1 Australia Limited
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.
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
Introductions, Attendance, Welcome to new attendees
## Current AG invited stakeholders

ACCC receive documentation arising from the meetings

<table>
<thead>
<tr>
<th>AFGC</th>
<th>FSANZ</th>
<th>NSW Food Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arnott’s</td>
<td>Goodman Fielder</td>
<td>PMA A-NZ</td>
</tr>
<tr>
<td>BE Campbells</td>
<td>Greens Foods</td>
<td>Red Bull</td>
</tr>
<tr>
<td>Bidfood</td>
<td>GS1 Australia</td>
<td>Simplot</td>
</tr>
<tr>
<td>Clorox</td>
<td>Harris Farm</td>
<td>Sunny Queen</td>
</tr>
<tr>
<td>Coles</td>
<td>HPV</td>
<td>Suntory</td>
</tr>
<tr>
<td>Costa Group</td>
<td>Bega</td>
<td>Super Retail Group</td>
</tr>
<tr>
<td>Costco</td>
<td>Metcash</td>
<td>Unilever</td>
</tr>
<tr>
<td>Foodbank</td>
<td>Mondelez</td>
<td>WD-40</td>
</tr>
<tr>
<td>Pental</td>
<td>Nestle</td>
<td>Woolworths</td>
</tr>
<tr>
<td>Vilis’s Bakery</td>
<td>Patties Foods</td>
<td>Peters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drakes</td>
</tr>
</tbody>
</table>
Review of past meeting actions
# Actions arising from previous meeting

<table>
<thead>
<tr>
<th>ACTION</th>
<th>DUE DATE</th>
<th>BY WHO</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS1 and Co-chairs to invite presenters for future meetings based on feedback and suggestions from the group</td>
<td>Ongoing</td>
<td>GS1/ Co-Chairs</td>
<td>Ongoing</td>
</tr>
<tr>
<td>GS1 to follow up with the dairy regulators and ensure they are aware of the Recall portal and the importance of the mock recall process.</td>
<td>31/8</td>
<td>GS1</td>
<td>WIP</td>
</tr>
<tr>
<td>Survey to be circulated to the group</td>
<td>1/8</td>
<td>GS1</td>
<td>Resolved</td>
</tr>
<tr>
<td>Provide an overview of the Global Recall portals used in other countries in regards to the functionalities, the processes and the number of users. GS1 to provide these to the group.</td>
<td>31/8</td>
<td>GS1</td>
<td></td>
</tr>
<tr>
<td>Request Michael at FSANZ to clarify use of newspaper or social media notifications at time of recall. Melanie will circulate to the group.</td>
<td>17/8</td>
<td>MW</td>
<td>Resolved</td>
</tr>
</tbody>
</table>
Recall Food, Liquor & Consumer Goods Adoption and Usage
Report Summary

• Subscriber Onboarding 96% live (13 outstanding)
• Mock notifications excellent, shows companies are keeping on top of training and annual ready/live process
• 8 Recalls listed on FSANZ site Qtr. 3 2022. None from Recall subscribers

• Pre-reads available here: GS1 Australia Recall - GS1 Australia
Recall Development Roadmap
Recall Roadmap - overview

- R3 Requirements locked in and in development
- Prioritisation survey to be sent in September
  - Please submit any ideas or bugs to recallsupport@gs1au.org
### R3: November 12th 2022

<table>
<thead>
<tr>
<th>ID</th>
<th>Industry</th>
<th>Recall Enhancement Items</th>
<th>Dev Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>HC</td>
<td></td>
<td>Add Classification to non-recall notices / rename field to 'Classification'</td>
<td>0.5</td>
</tr>
<tr>
<td>HC</td>
<td></td>
<td>Add new product type in HC / mouseover on ARTG ID field</td>
<td>0.5</td>
</tr>
<tr>
<td>HC</td>
<td></td>
<td>Update PDF extract of notifications + post recall health report</td>
<td>3</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Reporting on received notifications UI and summary extract</td>
<td>5</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Ability to switch company</td>
<td>2</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>New report extract for GS1AU (Basic &amp; Advanced)</td>
<td>10</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Image uploaded in Notification Details - move to top of summary</td>
<td>1</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Visual representation of hierarchies in platform for GS1AU(Basic)</td>
<td>6</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Add date issued column to Admin notification search</td>
<td>1</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Progress Bar on notification</td>
<td>2</td>
</tr>
<tr>
<td>HC &amp; FB</td>
<td></td>
<td>Status Report / KPI report visible to admin</td>
<td>3</td>
</tr>
</tbody>
</table>

| Total | 34 |

- 11 Requirements
- Details of each available in appendix
Recall Ready tab

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

- Widget at bottom of page allows users to submit feedback, bugs, development requests
Image files via API

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
GS1 Single Source

The use of images in the Recall portal
## NPC Interface

### Products

<table>
<thead>
<tr>
<th>Your Code</th>
<th>GTINs</th>
<th>Description</th>
<th>Retailer</th>
<th>Issue Item</th>
<th>$ Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>G87455</td>
<td>06075957051162 (Base) 10075957051169 (Inner) 28075957051166 (Case)</td>
<td>GSI Diet Coke No Added Sugar 300mL</td>
<td>Woolworths AU</td>
<td>Pending submission</td>
<td>Uploaded</td>
</tr>
<tr>
<td></td>
<td>36547207612006 (Base) 76027086165534 (Inner) 90348222081386 (Case)</td>
<td>GSI Signature Cookies Chocolate Chip Caramel 500g</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G10042</td>
<td>04790008742852 (Base) 24790008742859 (Inner) 24790008742866 (Case)</td>
<td>GSI Fresh Ice Lemonade No Added Sugar 300mL</td>
<td></td>
<td>Waiting for Response</td>
<td>Uploaded</td>
</tr>
<tr>
<td>CV001</td>
<td>08464220306432 (Base) 18464220306433 (Inner) 28464220306430 (Case)</td>
<td>GSI Biscuits Vanilla Creme 200g</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>09234000000009 (Base)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
NPC Interface

Item Editor

• Reduced data model like eCommerce
Workflow

Submit now in own section

Data

Images

Submit now in own section

Product Details | GS1 Test Item 300mL
Your Code: ML-1114451 | GTIN: 87388369054964
Images page

- **Holding Bay**
- **View options**
- **Groups of Image Wells**
  - Public
  - Retailer-Specific
Holding Bay

• Saved but not sent to any retailer
• Equivalent to SM Private images

Public images

• Sent to all retailers unless a retailer-specific image exists
• Visible in SM Public Catalogue
**Image UI**

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**Retailer-Specific**

- Override the Public images
- Equivalent to SM Restricted

**Drag & Drop**

- Drop an image onto any well or the Holding Bay
Image UI

Image Validation
- Each image is validated when it’s dropped onto a well
- Validation results appear as icons on the image wells
- Submission can be blocked if image(s) fail validation for a particular retailers

Automatic Naming
- Files are automatically named based on the well they are in
- The filename can be overridden by users and/or admins
- The URL sent in the CIN XML ends with the GS1 or Override filename
Image UI

Image Wells

- Icons show validation status, dates etc
- Hovering over an image shows additional actions
  - Move
  - Delete
  - Download
  - etc.
**Image UI**

**View options**
- See what the Retailer will see

**+ Button**
- Add Lifestyle/Variant image wells
Poll

Recall Advisory Group Meeting Effectiveness
Reminder: AG 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
Open Discussion
Items for discussion

Issues, Challenges and Opportunities

• Development Roadmap feedback

• Stakeholder uptake

• Regulatory Update – Michael Smith, FSANZ
HACCP Intl

Rachel Meryment – Certification Manager
An introduction to HACCP International Certification

FOR GS1

AUGUST 2022
Today

- Who are HACCP International
- What we do
- Re-certification process
- How certification helps GS1
- Questions
Who are HACCP International?

- Accredited Product Certification company
- Offices in:
  - Europe
  - Asia Pacific
  - North America
  - Australia
- Certifiers of the food safe properties of (non food) materials, equipment and services
- Food technology experts
What we do

- Certify non-food products and services
- Evaluation
- Assurance for food companies
- Best practice
- Marketing support
- Technical Support
Certified Products

- 90 categories
- Contribution to food safety
- Evaluated to HACCP International requirements
10 Key Parameters

1. Materials and specifications
2. Toxicity
3. Contamination risks
4. Ease of cleaning
5. Operating instructions
6. Consequences of error
7. Batch and process controls
8. Claims
9. Packaging and labelling
10. Contribution to food safety
The Evaluation

To be suitable for certification by HACCP Australia a recall product must be able to:

1. deliver promised outcomes to users (‘fit for purpose’)
2. generate outcomes that meet the requirements of the relevant parts of a food safety management system, including fail-safe features, data integrity and data security
3. help a food business to meet regulatory requirements related to recall, where this promised, or implied by the supplier as part of the ‘product offering’.
The Evaluation

Critical components for regulatory requirements (as identified by the HACCP Australia Technical Panel):

- Information about regulatory requirements that is provided to subscribers must be accurate and up to date.
- Automatic notification of regulatory authorities must occur correctly when the user designates a recall as ‘regulatory’ and if any information is provided to users about how to reach this decision it must be accurate and suitable.
- Contact details for relevant authorities provided within the system must be accurate and up to date.
- Communications-related requirements of Food Standards Australia New Zealand’s FOOD INDUSTRY RECALL PROTOCOL 7th Edition May 2014 must be met.
- Ability to manage communications for cross-border recalls (imports and exports) must be included.
- Training services and other support services must be sufficiently expert to provide accurate advice in a regulatory recalls scenario.
Certification

- First certified 2016
- 24 months
- Expiry 18 May 2024
- Re-evaluation/ Inspection
How does this help GS1

- Assurance the recall procedure meets food industry requirements
- Marketing benefits
  - Use of logo
  - Articles in newsletter
  - Linked In support
Recall

Designed for the food, beverage and general merchandise industries, GS1 Australia Recall minimises the impact and cost of product recalls and withdrawals throughout the supply chain.

Endorsed by major Australian retailers and associations. The use of Recall significantly streamlines and improves processes and communications in the event of a product recall or withdrawal, enabling fast and effective removal of products from across the supply chain.

Register for Recall  Log in
Takes 3-5 minutes

Recall Bootcamp series
Access entire Bootcamp series

Fees  Terms & conditions
GS1 is celebrating 50 years since the creation of the GTIN

Fifty years ago, leaders from the biggest names in commerce came together and transformed the global economy forever by developing the Global Trade Item Number (known as the ‘GTIN’).

Read More
HACCP International website

News page

Linked In

Deborah Rien • 1st
Marketing Manager at HACCP International

Well done, congratulations GS1 Australia 🌟

Like · 2 · Reply

HACCP International

20,145 followers

Congratulations Tracey and GS1 Australia - wonderful acknowledgement of your fantastic team!

Like · Reply
Recall Bootcamp #6 – 29th Sept

“We hope to make accessible the world of best practice product recall to a wider audience”
• 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.
Recall Partners

- AFGC
- FSANZ
- HACCP Australia
- NRA
- The Recall Institute
- Victual
- PMA (ANZ)
- Liberty International Underwriters
- AIFST

Can be viewed here
Useful Resources

Resources

Visit the GS1 Recall webpage
Watch the Discover Recall video
Book in for a ‘Discover Recall’ webinar
Register for GS1 Recall Platform
Visit the Recall LinkedIn page
Mock Recall Template - GMA

Recall Webpage

Recall Toolkit

Webpage of resources for bootcamp attendees
Link
New MS Teams Site for the AG Resources
Confirmation of actions and next steps
Questions?
Meeting close

Next Meeting: Wednesday 7\textsuperscript{th} December 2022
2:30 – 4:00pm AEST
Recall Subscriber Growth

Recall Health: 322
Recall: 318
Supplier Onboarding

Status:
- Subscribed: 318
- Not Ready: 11 (3%)
- Ready: 2 (1%)
- Live: 305 (96%)
- On-boarding Target: 20

Outstanding: 13
‘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

8 companies have issued notifications in Qtr3 TD. None of whom were Recall platform suppliers.

* % of Recall platform notices vs FSANZ Recalls in any QTR
# Recall Development Roadmap

<table>
<thead>
<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>
</tr>
</thead>
<tbody>
<tr>
<td>025</td>
<td>HC</td>
<td>Add a New field for Dosage and Dosage Form</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>API Data Feed into Recall platform (Inbound API)</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 create 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>Updates to the GS1 Admin console</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>
</tr>
</tbody>
</table>

* HC – Healthcare  
FB – Food, Drink & Consumer Goods
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<th>Dev Points</th>
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<tbody>
<tr>
<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>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>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>
</tbody>
</table>

* HC – Healthcare  FB – Food, Drink & Consumer Goods
## Recall Development Roadmap

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</thead>
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<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>
</tr>
<tr>
<td>089</td>
<td>HC &amp; FB</td>
<td>Internal Locations - assign Initiator Role</td>
<td>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</td>
<td>Allow sub locations to be assigned initiator access so they may forward notices to whomever is affected</td>
<td>TBC</td>
<td></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. Requires workshop if this requirement is prioritised</td>
<td>Ability to send consumers clear and relevant information in even they have purchased affected product</td>
<td>TBC</td>
</tr>
</tbody>
</table>

* HC – Healthcare  FB – Food, Drink & Consumer Goods
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<tbody>
<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>
</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>FB</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>
</tr>
</tbody>
</table>