GS1 Australia

Recall FD&CG Advisory Group

Wednesday 7 June 2023
Acknowledgement of Country

We acknowledge the Traditional Custodians of the various lands on which we meet and work today and any First Nations’ people that may be participating in this meeting.

Specifically, we acknowledge the people of the Kulin and Eora nations, where GS1 offices are located, and pay our respects to elders past, present and emerging.

We recognise and celebrate the diversity of First Nations’ people, and their ongoing cultures and connections to the lands and waters across Australia.
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 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>
<th></th>
<th>Agenda Item</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome Message and Agenda</td>
<td>Andrew Brown, GS1</td>
</tr>
<tr>
<td>2</td>
<td>GS1 Australia Limited Competition Law Caution</td>
<td>Andrew Brown, GS1</td>
</tr>
<tr>
<td>3</td>
<td>Recall Advisory Group Framework and Attendance</td>
<td>Chair – Leah Williamson</td>
</tr>
<tr>
<td>4</td>
<td>Review of past meeting actions</td>
<td>GS1</td>
</tr>
<tr>
<td>5</td>
<td>Current Position of Recall Service - Adoption &amp; Usage</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>6</td>
<td>Recall Development Roadmap</td>
<td>Chris Drougas, GS1</td>
</tr>
<tr>
<td>8</td>
<td>Open Discussion - Challenges &amp; opportunities</td>
<td>All</td>
</tr>
<tr>
<td>9</td>
<td>General Business – Marketing and events, communications, new engagement</td>
<td>Andrew Brown, GS1</td>
</tr>
<tr>
<td>10</td>
<td>Confirmation of actions and next steps. Meeting Close</td>
<td>Chair – Leah Williamson</td>
</tr>
</tbody>
</table>
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.
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
<table>
<thead>
<tr>
<th>Current AG invited stakeholders</th>
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</thead>
<tbody>
<tr>
<td>AFGC</td>
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<tr>
<td>Arnott’s</td>
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<td>BE Campbells</td>
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<td>Bidfood</td>
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<td>Clorox</td>
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<td>Coles</td>
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<td>Costa Group</td>
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<td>Costco</td>
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<td>Foodbank</td>
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<td>Pental</td>
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<td>Vilis’s Bakery</td>
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</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>
</tbody>
</table>

*We are working with the dairy industry and will provide an awareness and overview campaign to all dairy regulators on GS1 Recall and mock recalls*
Recall Food, Liquor & Consumer Goods Adoption and Usage
Report Summary

- Subscriber Onboarding 95% live (15 outstanding)
- Mock notifications tracking well, 22FY – 265 notices vs 23FY - 215
- Live notifications – Recalls on par, withdrawals have exceeded LY
- Pre-reads available here: GS1 Australia Recall - GS1 Australia
Recall Development Roadmap
Recall Roadmap - overview

- 2 major releases in 2023 – April and October
- Upcoming release in October, was pushed back from July to accommodate visual refresh and other changes
- Visual refresh development cost absorbed by Canada

Please submit requirements to recallsupport@gs1au.org or via the feedback button in Recall
## R2: October 22nd 2023

<table>
<thead>
<tr>
<th>ID</th>
<th>Industry</th>
<th>Recall Enhancement Items</th>
<th>Dev Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>216</td>
<td>HC &amp; FB</td>
<td>Recall site visual changes</td>
<td>65</td>
</tr>
<tr>
<td>201</td>
<td>HC</td>
<td>HSV Subscribed recipients - adding DC's</td>
<td>5</td>
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<tr>
<td>217</td>
<td>HC</td>
<td>HSV specific section - contracted product</td>
<td>4</td>
</tr>
<tr>
<td>209</td>
<td>HC &amp; FB</td>
<td>Hierarchy Heartbeat report</td>
<td>5</td>
</tr>
<tr>
<td>210</td>
<td>HC &amp; FB</td>
<td>Initiator Summary Email after recall issued</td>
<td>7</td>
</tr>
<tr>
<td>206</td>
<td>HC &amp; FB</td>
<td>Identify individual non subscribers from same company</td>
<td>1</td>
</tr>
<tr>
<td>218</td>
<td>HC &amp; FB</td>
<td>Status Report extract to excel</td>
<td>0</td>
</tr>
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<td>203</td>
<td>HC &amp; FB</td>
<td>Restrict Symbols in certain fields</td>
<td>3</td>
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<td>HC &amp; FB</td>
<td>Corrections Email</td>
<td>8</td>
</tr>
<tr>
<td>212</td>
<td>HC &amp; FB</td>
<td>Corrections landing page</td>
<td>1</td>
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<tr>
<td>213</td>
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<td>Regulator Report dates (HC)</td>
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<td>219</td>
<td>HC</td>
<td>Guest Portal Updates</td>
<td>7</td>
</tr>
</tbody>
</table>

**Total Development Points (shared with Canada)**: 120
Platform visual update

Visual update will:
- Update look and feel of platform
- More closely align with other GS1 services
- More closely align with GS1 Global style guide for web sites and service
- Adhere to Canadian standard regarding accessibility for visually impaired (contrast, colours etc)
- Mobile site included
- Guest portal included
- All reporting
- Email templates will not change

Changes are a collaboration between GS1 AU and CA
- Work together to provide feedback to developers
- Access QA/Developer environment for continual testing (450 pages needs to be visually updated)
Platform visual update

Current Dashboard
- Inconsistent colouring (too many colours) and does not meet GS1 style guide
- Inconsistent with layout/look and feel of other GS1 services
- Only 65% (approx.) of screen space used
Platform visual update

New Dashboard*

- Colour pallet consistent with GS1 Global style guide, no more orange (purple white alternating rows removed from tables)
- Data fields right aligned
- Buttons are all consistent, dark blue for primary button, blue outline with white filling for secondary button
- Full screen used, whilst remaining scalable for mobile and small browser windows (responsive design)

*Screenshots are for example only and do not reflect the final version
Platform visual update

Current

Wider screen, updated ribbon and navigation pane, font
- Navigation pane clear messy text buttons from top of screen
- Font size increase by 1 point overall, gives more modern appeal and easier to read

Proposed*

*Screenshots are for example only and do not reflect the final version
Current Version: Creating notifications
- Dated look and feel
- Not consistent with GS1 global style guide
Proposed version:
Creating notifications*
- All fields and data are left aligned
- Colours consistent with GS1 Global
- Headings are bold dark blue and data fields are slightly indented to easily identify categories and blocks of data
- Button colouring updated

*Screenshots are for example only and do not reflect the final version
Current Version:
Viewing notifications

- Difficult to identify individual products
- Too many colours, row colouring and heading font makes it difficult to determine category vs new product
Platform visual update

Proposed version:

**Viewing notifications***

- Removed black and grey bars on headings
- Removed alternating coloured rows
- All fields and data are left aligned
- Headings are bold dark blue and data fields are slightly indented to easily identify categories and blocks of data

*Screenshots are for example only and do not reflect the final version*
Open Discussion
Items for discussion

Issues, Challenges and Opportunities

• Development Roadmap feedback

• Stakeholder uptake
General Business
Recall Bootcamp #7 – May 2023

Recall Bootcamp 7 featured a huge line up speakers from high profile industry associations, including the Australian Food and Grocery Council (AFGC) and the Allergen Bureau.

Experts in the fields gathered to share how their association can help your company be better prepared for a product recall.

Providing practical assistance and advice for product safety incidents and the evaluation stage, once a recall notice is complete.

Bootcamp participants receive a set of tools and strategies that will help them to be better placed in a recall situation.

Hidden webpage of resources for bootcamp attendees. Recording available here Link
Hort Connections Conference

GS1 Stand 287
2D Barcodes, Transforming tomorrow

HORT CONNECTIONS
5-7 June 2023
Adelaide Convention Centre

Knowledge for growth

Australia and New Zealand's largest horticulture conference and trade show.
National GS1 Traceability Advisory Group recent Event

Watch the Recording here
Download the presentation
To join the NGTAG or find out more

NGTAG - GS1 Australia
AIFST Recall Workshop 18th May

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
Recall Partners

- AFGC
- FSANZ
- HACCP Australia
- NRA
- The Recall Institute
- Victual
- IFPA A_NZ
- 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
Traceability Case Studies & Resources

Ag Vic Traceability Hub
Traceability Quick Start Guide, Decision Tree and case studies

Citrus Australia Traceability
Case study, report and resources

Agriculture Victoria - Investing in a digital traceability system
GS1 US Seafood Case Study

"From Bait to Plate"
Download Case Study here

- Food Safety
- Sustainability
- Societal Impact
- FSMA 204
- GDST
New GS1 US Guide for FSMA 204

Australian Food Businesses that export to the US need to comply with this new Rule by Jan 2026

A new comprehensive and user-friendly guideline has been released to assist in meeting the US FDA regulations for export of fresh produce, dairy and seafood.

Whilst the Australian food industry is preparing to meet the new US FDA requirements, this guideline defines the recommendations for product and location identification, structured product descriptions and recording common industry defined events to support the additional traceability records required in the Final Rule.

Download Guide Here
Confirmation of actions and next steps
Questions?
Meeting close

Next meetings: Wednesday 7th September 2023
Wednesday 6th December 2023
Appendix
Supplier Onboarding

Status:
- Subscribed: 320
- Not Ready: 10 (3%)
- Ready: 2 (0.5%)
- Registered: 3 (0.1%)
- Live: 306 (97%)
- On-boarding Target: 20
- Outstanding: 15
Live notification history

Live Recall (FB & GM) Notifications by FY

- Recall
- Withdrawal/Non-recall action

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</thead>
<tbody>
<tr>
<td>Count</td>
<td>3</td>
<td>1</td>
<td>8</td>
<td>18</td>
<td>9</td>
<td>15</td>
<td>29</td>
<td>42</td>
<td>54</td>
<td>46</td>
<td>32</td>
<td>19</td>
</tr>
</tbody>
</table>
Mock notification history

Mock Recall (FB & GM) Notifications by FY

- Recall
- Withdrawal/Non-recall action

Fiscal Year

Count


17 10 32 56 56 62 62 51 62

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FSANZ Recalls vs Recall Portal subscribers

4 companies have issued notifications in Q1 TD. None were Recall platform users.

* % of Recall platform notices vs FSANZ Recalls in any QTR
<table>
<thead>
<tr>
<th>ID</th>
<th>Industry Portal</th>
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<th>Need/Problem</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>216</td>
<td>HC &amp; FB</td>
<td>RUM visual changes</td>
<td>As described in presentation</td>
<td>As described in presentation</td>
</tr>
<tr>
<td>201</td>
<td>HC</td>
<td>HSV Subscribed recipients - adding DC's</td>
<td>Some initiators are forgetting to target the new HSV Derrimut DC when they are required to.</td>
<td>Healthshare Victoria specific requirement</td>
</tr>
<tr>
<td>217</td>
<td>HC</td>
<td>(HPV) HSV specific section - contracted product</td>
<td>HSV would like to know which products being recalls are on HSV contract or not</td>
<td>Healthshare Victoria specific requirement</td>
</tr>
<tr>
<td>209</td>
<td>HC &amp; FB</td>
<td>Hierarchy Heartbeat report</td>
<td>Currently the admin of the top node in a hierarchy does not have visibility of all users that exist at each node/location</td>
<td>Create a heartbeat report that shows Location with GLN, any sub locations, as well as user details that exist at each of these would look similar to the current heartbeat report that the admin can extract, however it will be filtered on the hierarchy that is extracting the data. Should be available for the SA only - but we should make this available to all parent nodes in a hierarchy i.e. a lv 2 should be able to run the report on their own lv2 location and any lv 3 that sits beneath them, but NOT another lv 2, or anything above them.</td>
</tr>
<tr>
<td>ID</td>
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<td>Need/Problem</td>
<td>Description</td>
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</tr>
<tr>
<td>210</td>
<td>HC &amp; FB</td>
<td>Initiator Summary Email</td>
<td>Initiators aren’t made aware when recipients have responded to an issued notification. It would be helpful to see this information in an email at regular intervals.</td>
<td>Create an email to initiator users, that give a summary of the status report for every notification issued after 48 hrs and 7 days. The status should display the following columns: Recipient Name, Status, Last Updated, Recent Reminder, Reminder Count. The email can be optional and available for all initiator users in the email settings. We should enable it for all current users if possible. We would also like to see whether any files have been uploaded via the file uploader in status report - perhaps just an icon to indicate next to each recipient, that a file was uploaded.</td>
</tr>
<tr>
<td>206</td>
<td>HC &amp; FB</td>
<td>Identify individual non subscribers from same company</td>
<td>Currently if multiple users from the same company are added as non subscribers, the status report displays each row by company name - there is no way to identify the individual that was added without having to go into each company record (See image)</td>
<td>Could we somehow display the email address or name of the recipient, if there are multiple users from the same company added? Perhaps we consolidate all recipients onto one line and once selected, the initiator can see the individual names? For discussion.</td>
</tr>
<tr>
<td>218</td>
<td>HC &amp; FB</td>
<td>Status Report extract to excel</td>
<td>The new version of Status Report extract to excel does not give the ability to tally the item qty’s Items Found column. This is affecting Drakes Supermarkets, one of the larger recipient users of the platform.</td>
<td>Find a way to represent the data in a way where auto sum can be used,</td>
</tr>
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</table>

* HC – Healthcare  FB – Food, Drink & Consumer Goods
## R2 – October 22nd 2023

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<tr>
<th>ID</th>
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<th>Item</th>
<th>Need/Problem</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>203</td>
<td>HC &amp; FB</td>
<td>Restrict Symbols</td>
<td>Issue: when symbols are placed into fields, it creates issues for the receiving company and their view in the Recall platform. For example:</td>
<td>To not allow symbols to be entered into fields in recalls to avoid issues for the recipient.</td>
</tr>
<tr>
<td></td>
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<td>SOMATOM® Definition® Edge® SOMATOM® Definition® AS</td>
<td></td>
</tr>
<tr>
<td>211</td>
<td>HC &amp; FB</td>
<td>Corrections Email</td>
<td>The current email template doesn’t give recipients and indication as to what changes were made in a correction</td>
<td>Update the Corrections email template to include the list of changes to a notification.</td>
</tr>
<tr>
<td>212</td>
<td>HC &amp; FB</td>
<td>Corrections landing page</td>
<td>It would be helpful for users to understand what a correction is before going ahead</td>
<td>create a page that gives users information on what a correction is, what they can update, and who is notified - similar to when users click ‘Update’.</td>
</tr>
<tr>
<td>213</td>
<td>HC &amp; FB</td>
<td>Corrections - UI updates</td>
<td>When a correction is published, Users are not aware of the changes when looking at the UI</td>
<td>Once a correction is published and a receiver views the notification, they should see an exclamation next to each field that advises them the filed was updated (like they do when viewing an 'updated' notification).</td>
</tr>
<tr>
<td>215</td>
<td>HC &amp; FB</td>
<td>Corrections - hide original</td>
<td>When a correction is being created and the user navigates back to the dashboard, both the correction and the original can be viewed on the dashboard which might cause confusion for the user</td>
<td>Only show the copy of the notification that is being worked on, i.e. the draft correction should be the only notice that is visible to the user. If they want to update, they should have the option to update from the draft correction. Or they should have the ability to delete the correction and revert to the original notice.</td>
</tr>
</tbody>
</table>

* HC – Healthcare  FB – Food, Drink & Consumer Goods
## R2 – October 22\(^{nd}\) 2023

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<tr>
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<tbody>
<tr>
<td>169</td>
<td>HC &amp; FB</td>
<td>Action Centre Emails</td>
<td>I would like to be notified by email when I have a list of outstanding actions in the action centre to complete</td>
<td>Introduce a weekly Email to SA users with a list of action required from the action centre. Could be generated every Friday morning.</td>
</tr>
<tr>
<td>207</td>
<td>HC</td>
<td>Regulator Report dates (HC)</td>
<td>In the regulatory reports area, display the date of when each report is due, beneath its title - based on the issue date of the notifications</td>
<td>Display the table immediately upon entering the Regulatory Reports area (without the need to user to create a draft) We could display the name of all 4 reports as clickable links so the user can access them, also create the Due Date Column, and have the dates prefilled so the user can see when the reports are due, upfront. Progressive report, Due Date would say Optional. We could even remove the buttons from the top as they wont be required. We would still rename the Date Report Submitted column to Date Submitted (as above option 1)</td>
</tr>
<tr>
<td>219</td>
<td>HC &amp; FB</td>
<td>Guest Portal Updates</td>
<td>Guest portal is not as user friendly as initially thought</td>
<td>Various updates to the Guest portal to ensure non subscribed users who don’t access the platform, are easily guided through the process of completing their notification, without the need to contact support.</td>
</tr>
</tbody>
</table>

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