GS1 Australia

Recall FD&CG Advisory Group

Wednesday 01 March, 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.
<table>
<thead>
<tr>
<th></th>
<th>Agenda Item</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Welcome Message and Agenda</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>2</td>
<td>GS1 Australia Limited Competition Law Caution</td>
<td>Melanie Wishart, GS1</td>
</tr>
<tr>
<td>3</td>
<td>Recall Advisory Group Framework and Attendance</td>
<td>Chair</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>
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<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>Presentation – Covid Related Issues, Food Safety, Food Safety Culture, Supply Chain Resilience</td>
<td>Leah Williamson</td>
</tr>
</tbody>
</table>
| 10| General Business - Marketing and events, communications, new engagement | Tracey Kelly-Jenkins, GS1  
Melanie Wishart, GS1 |
| 11| Confirmation of actions and next steps. Meeting Close | Chair                                             |
GS1 Australia Limited
Competition Law Caution
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
## Current AG invited stakeholders

ACCC receive documentation arising from the meetings *(UPDATE PMA LOGO and check others)*

<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>
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<tr>
<td>Coles</td>
<td>HPV</td>
<td>Suntory</td>
</tr>
<tr>
<td>Costa Group</td>
<td>Bega</td>
<td>Super Retail Group</td>
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<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>
</tbody>
</table>
Recall Food, Liquor & Consumer Goods Adoption and Usage
Report Summary

• Subscriber Onboarding 97% live (10 outstanding)
• Mock notifications tracking well, Jun – Dec 22 (167) vs 21 (166)
• 4 Recalls listed on FSANZ site Q1 TD 2023. None from Recall subscribers

• Pre-reads available here: [GS1 Australia Recall - GS1 Australia](#)
Recall Development Roadmap
Recall Roadmap - overview

- **R1** release 1 April 2023
  9 requirements
- **R2** currently finalising requirements

Please submit requirements to recallsupport@gs1au.org or via the feedback button in Recall.
R1: April 1\textsuperscript{st} 2023

<table>
<thead>
<tr>
<th>ID</th>
<th>Industry</th>
<th>Recall Enhancement Items</th>
<th>Dev Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>183</td>
<td>HC &amp; FB</td>
<td>Information Security Labelling</td>
<td>1</td>
</tr>
<tr>
<td>189</td>
<td>HC &amp; FB</td>
<td>Update to all email templates</td>
<td>2</td>
</tr>
<tr>
<td>184</td>
<td>HC</td>
<td>Update Recall Letter uploader mouseover</td>
<td>1</td>
</tr>
<tr>
<td>185</td>
<td>HC &amp; FB</td>
<td>Pending Recall Ready status - annual email</td>
<td>3</td>
</tr>
<tr>
<td>186</td>
<td>HC &amp; FB</td>
<td>Non-subscriber Guest Portal + upgraded item reporting</td>
<td>12</td>
</tr>
<tr>
<td>187</td>
<td>HC &amp; FB</td>
<td>Progress Bar visual update</td>
<td>2</td>
</tr>
<tr>
<td>188</td>
<td>HC &amp; FB</td>
<td>Correction mode</td>
<td>15</td>
</tr>
<tr>
<td>200</td>
<td>HC &amp; FB</td>
<td>GTIN field on Notif. Summary</td>
<td>1</td>
</tr>
<tr>
<td>199</td>
<td>HC &amp; FB</td>
<td>Resources link</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total</strong></td>
<td><strong>40</strong></td>
</tr>
</tbody>
</table>

- Description for each available in appendix
Corrections mode

Correction
- Can issue a ‘Correction’ on a Live notice
- Adjust a small number of fields, without needing to issue a full update (Product Style, Return info, Packaging Materials, Contact info etc)
- If FSANZ info is changed, they will be notified, but recipients are not
Annual Email reminder
- Expired companies will now receive an email reminder annually, asking them to recertify

Non Subscriber Guest portal
- Non subscribers will now report directly to initiators via guest portal – link provided in non subscriber email

Updated Item reporting
- Updated table for item reporting for better user experience – items displayed more clearly and responses more easily logged
Open Discussion
Items for discussion

Issues, Challenges and Opportunities

• Development Roadmap feedback

• Stakeholder uptake
Guest Speaker

Leah Williamson - Own Brand Product Compliance Manager, Quality & Technical Standards
General Business
One barcode, infinite possibility

- John Phillips – SVP Customer Supply Chain & Go-To-Market Pepsi Co
- Andrea Schlossarek – VP Master Data Management Metro
- Alfredo Colas – Senior VP of IT P&G
- Garance Osternaud – Head of Merchandise and Sipplu Platforms, Global CTO Carrefour
- Marcel Sieira – Chief Customer Officer GS1 Australia
NGTAG Event

Recording soon to be released!

To join the NGTAG or find out more

NGTAG - GS1 Australia
Traceability for Purpose

Key Focus Areas for 2022-2024

- Traceability 4 Biosecurity
- Traceability 4 Quality, Safety & Certification
- Traceability 4 Cross Border Trade
- Traceability 4 Regulation & Policy Making
- Traceability 4 Sustainability & Circular Economy
- Traceability 4 Provenance & Authenticity
- Traceability 4 Consumer Engagement & Trust

Traceability for Biosecurity

Biosecurity with strong, standardised traceability

- Rapid and unambiguous identification of at-risk or impacted product, thereby avoiding regional or jurisdiction lockdowns.
- Ability to capture and share information to trace and isolate sources of transmission enabling more rapid control of the spread
- Reduced impact, cost and suffering minimising financial, economic, social and systemic costs, including trade/market access
- Support the adoption of electronic certification that identifies the biosecurity status of products to enable access to international and domestic markets
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 Toolkit

Webpage of resources for bootcamp attendees

Link
Confirmation of actions and next steps
Questions?
Meeting close

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

Status:
Subscribed: 316
Not Ready: 6 (2%)
Ready: 3 (0.5%)
Registered: 1: (0.5%)
Live: 306 (97%)
On-boarding Target: 20
Outstanding: 10
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>
<th>Item</th>
<th>Need/Problem</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>183</td>
<td>HC &amp; FB</td>
<td>Information Security Labelling</td>
<td>No disclaimer exists for how pdf extracts should be shared, distributed etc</td>
<td>At the bottom of each document that is extracted from Recall, add the following statement: Wording to be confirmed Notification Summary PDF Receiver PDF - (this is what Initiator PDF ALL PDF’s At the bottom of each pdf doc there is a statement already that says the user should log in to Recall for further info - this will be replaced with the new information security statement</td>
</tr>
</tbody>
</table>
| 189 | HC & FB         | Update to all email templates     | Support information has changed and we require an update to the signature component of all email templates that lists the contact information for GS1 | Please update all Templates from the recall platform to state:  
**Recall support**  
National Number: 1300 2RECALL (1300 273 225)  
Support hours: 8.30am-5.30pm Monday to Thursday, 8.30am – 7.30pm Friday  
For after hours support call +61 3 8581 5976  
(If not available, leave a detailed message and a GS1 representative will return your call) |
| 184 | HC              | Update Recall Letter uploader mouseover | Current mouseover for the Recall Letter uploader field is too wordy          |                                                                                                                                                                                                              |
### R1 - April 1st 2023

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<tbody>
<tr>
<td>185</td>
<td>HC &amp; FB</td>
<td>Pending Recall Ready status - annual email</td>
<td>Companies that have an expired Recall Ready status do not receive further communication from the platform.</td>
<td>We would like to introduce an annual email reminder process so that companies receive a further reminder, once a year, until they renew their status. Potentially introduce a column 'expired' into the recall ready tab for admin. The email will coincide with their expired date - 1 year after their expired date and will continue if they do not become recall ready in that time.</td>
</tr>
<tr>
<td>186</td>
<td>HC &amp; FB</td>
<td>Non-subscriber Guest Portal + Upgraded reporting</td>
<td>The current extract for non subscribers is not well laid out - just an extract of fields from the platform.</td>
<td>Non subscribers will now be taken to a guest portal where they can report their findings directly into the platform, for initiators to view (rather than have to report separately via email). The item reporting area will be upgraded so it is clearer for recipients</td>
</tr>
<tr>
<td>187</td>
<td>HC &amp; FB</td>
<td>Progress Bar visual update</td>
<td>Progress bar visual requires update to look a little more modern</td>
<td>Remove the Arrow and have a simple line between each step Try and adjust colours to blend in better with platform (green seems too bright)</td>
</tr>
</tbody>
</table>

* HC – Healthcare  FB – Food, Drink & Consumer Goods
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</tr>
</thead>
<tbody>
<tr>
<td>188</td>
<td>HC &amp; FB</td>
<td>Correction mode</td>
<td>Updates to notifications can cause frustration to recipients, especially when they are in the middle of actioning a recall notice. Updates to a recall notice do not typically occur as often as they do via recall. This is because if a user needs to adjust the information on a notice, they need to issue a complete new version.</td>
<td>Introduce an 'edit' mode or 'correction' mode, where a user can adjust certain parts of a notice, without having to issue a completely new notification. Regulators will be notified of changes (as initiators can edit this information) however, standard recipients will not be notified of any changes (but they can be viewed in the notice).</td>
</tr>
<tr>
<td>200</td>
<td>HC &amp; FB</td>
<td>GTIN field on Notif. Summary</td>
<td>Some recipients aren’t aware of what GTIN means</td>
<td>On the Notification Summary only (and PDF), can we add the words in brackets (Barcode Number) next to the field name GTIN. Ideally only to appear on the Summary PDF ONLY. Karen to check if possible to only include on Summary PDF. Chris needs to check if OK to put throughout the system.</td>
</tr>
<tr>
<td>199</td>
<td>HC &amp; FB</td>
<td>Resources link</td>
<td>Recall Users currently have to access user guides and information on Recall updates, via the GS1AU website to view user guides.</td>
<td>It would be beneficial to bring this all together into an easy to navigate button, allowing users to view user guides from within the platform (access a link) as well as download the release notes from the current release. We would want a button with additional drop down options, to be visible on the dashboard with the options: User guides (link to user guides) Faqs (link to faqs on website) Release notes (to be uploaded via the file uploader each release).</td>
</tr>
</tbody>
</table>