GS1 Recall and Recall Health

Unlocking supply chain visibility
Best practice guide for building your Recall community
Introduction

One of the areas that can be overlooked by companies in the case of a product recall, withdrawal or alert, is ensuring trading partners are equipped to act and respond with the most effective means the moment an incident occurs.

The GS1 Recall portal enables all stakeholders in your supply chain to keep their own access to the portal and record information exchanged. This helps all stakeholders in terms of any post event analysis. The question however, is how can we make sure everyone is as prepared as they can be to respond in the most effective way the moment a significant issue must be resolved?

Gaining visibility and having confidence on which trading partners have subscribed to the Recall portal, completed training and conducted Mock Recalls (achieved Recall Ready and Live status) and updated their procedures is fundamental to your extended recall process. Understanding which key personnel within your trading partners are familiar with the process of gathering the correct information and exchanging it in a format that you can access and respond to quickly and easily will speed up your process, reduce effort and contribute to better recall management.

At GS1 we help you enable your trading partners, as part of the Recall service, by providing key messaging, content and links, training of internal staff and assisting your trading partners to understand the importance of aligning their recall practices.

Ensure your Trading Partners are ready to act

1. Review your existing supplier list. Access the GS1 Recall portal and reconcile your existing supplier list against the subscription list. GS1 can provide you with a detailed record to assist.

2. Share this information with GS1. We will identify who is already compliant and the gap that needs to close.

3. Communicate to your suppliers. Convey to your suppliers the merits of the GS1 Recall service and the importance to you of clear communication. Encourage them to be prepared to communicate recall information as effectively as possible through subscribing to the GS1 Recall portal.

4. Send an email to your trading partners, a PR release targeted to relevant publications, a Recall webpage or create a brochure style document.

5. Create an endorsement letter to encourage your trading partners to align.

6. Include reference to the GS1 Recall portal in your supplier measurement or terms.

*Each organisation should assess these suggestions and select the communications most appropriate to your trading environment.*
Supplier websites

Woolworths include GS1 Recall on their supplier website and in their product safety manual or compliance manual.

Metcash include Recall on their supplier web page and in their product safety manual or compliance manual.
Building awareness through conventional media and or social media can be successful in helping trading partners understand the importance of this program.
Groups of organisations or their representative bodies also add compelling reasons for trading partners to feel secure in participating in this important initiative.
A wider set of trading partners that can receive notices adds to the incentive for all your suppliers to align their practice.
A brochure style communication allows more information that conveys why this program is important and why there is a benefit for all trading partners.
Some subscribers to the Recall portal are taking more concrete actions to help their trading partners understand how important it is to be well prepared with visible and aligned process in the communication of notices.

This kind of action in concert with a program of supplier contact has yielded excellent results with at least one subscriber registering over 90% of the targeted trading partners aligning their practice. The results when a notice is communicated also improves for each party. Time frames for receiving notices decline, as do the times to action and respond to notices.

Here are some examples of organisations requesting best practice from their suppliers for product recalls.

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**Endorsements**

**Important announcement on product recall – Icon Group**

Icon Group has joined the GS1 Australia Recall Health portal, demonstrating a commitment to delivering the best care possible for patients and consumers through the delivery of safe, quality products. We encourage our entire supplier community to direct all product notifications to Icon Group via the Recall Health portal.

We are confident that using the Recall Health portal will help our partners improve safety. By actioning product notifications on the portal, Icon can manage your product recalls faster and more efficiently as well as track product recall quantities to assist with your reporting requirements.

**How to action a product notification:**

Be ready to target Icon Group in the GS1 Recall portal.

If you would like a refresher on how to do this you can attend a free [How to Use webinar](#).

GS1 Recall will help you demonstrate your readiness by completing a mock recall/withdrawal notice using the GS1 Recall portal and achieving “Ready and Live” status.

Further information regarding the Recall Health portal and how to achieve a ‘Ready and Live’ status, can be obtained by contacting GS1 Australia on (03) 9695 2214 or 1300 2RECALL 1300 227 263, or emailing recallsupport@gs1au.org.

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Russell Hill  
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Icon Group Pharmacy Services

Peter Chambers  
_Head of Supply Chain Improvement Services_  
GS1 Australia
In accordance with clause 4.10.3 of Request for Tender Part 4 Special Conditions, HPV requires all suppliers of goods to Victorian public hospitals and participating health services subscribe to GS1 Recallnet. This communication tool mitigates the risk for suppliers and Victorian public hospitals and participating health services through a secure and efficient recall and withdrawal process. Contracted suppliers must hold a ‘live’ status for Recallnet in order to comply with the contractual obligation. HPV2014-047 Orthopaedic Prostheses Contract commenced on 22 December 2014 and compliance is required by 22 March 2015.

Acceptance of contract HPV2014-047 Orthopaedic Prostheses, confirmed your commitment to have Recallnet implemented within a 3 month period. Based on the contract commencement date, this time expired on 22 March 2015. As this was a tender requirement, this makes you non-compliant.

Please advise HPV of the following by COB 22 April 2015:

1. The reasons why your organisation has not been able to comply with this contractual requirement.
2. The action plan your organisation can provide HPV with (via return letter) on the committed time to be live in Recallnet.
3. If you made any attempts to contact HPV to seek an extension to this compliance requirement.

Your immediate action is required to rectify this breach. Recallnet compliance is required with contracted suppliers to be live no later than 06 May 2015.

HPV treat this matter seriously and should any further breach of the tender and or agreement terms and conditions occur, HPV will require justification as to why you should remain on this Contract.

Further details are available at https://recallnet.gs1au.org/healthcare.

Please note that all addition and extension to contract requests will need to meet this requirement in order for HPV to consider the application. Please refer to the most recent contract variation request form that is available to download from the HPV website in the supplier resource drawer.

Welcome to GS1 New Zealand
The Global Language of Business

Declaration of Registration to GS1 ProductRecalls
Foodstuffs actively support the efficient management of Product Recalls & Withdrawals as this assists in minimising any further risk to the customer. Suppliers are therefore required to register with GS1 ProductRecalls by logging onto www.productrecallz.co.nz or by calling 0800 10 23 56. To confirm this, a copy of your registration certificate needs to be provided.

I hereby declare that the Company named below has registered with GS1 ProductRecalls and will support Foodstuffs in the event of a Product Recall or Withdrawal from Sale by using this industry supported tool.

The GS1 NZ recall platform is called ProductRecallnz. Here is their reference for Foodstuffs.
About GS1 Australia

GS1 is a neutral, not-for-profit organisation that develops and maintains the most widely used global standards for efficient business communication. We are best known for the barcode, named by the BBC as one of “the 50 things that made the world economy”. GS1 standards and services improve the efficiency, safety and visibility of supply chains across physical and digital channels in 25 sectors. With local Member Organisations in 112 countries, 1.5 million user companies and 6 billion transactions every day, GS1 standards create a common language that supports systems and processes across the globe.

For more information visit the GS1 Australia website www.gs1au.org

Contact Us

GS1 Australia is here to help make any or all these options easier through assistance with suggested wording or drafting. In addition to helping train your internal staff and assisting trading partners to understand the importance of aligning their practice.

To find out more about unlocking trading partner visibility in your supply chain, email the GS1 Australia Recall team on recall@gs1au.org phone 1300 2RECALL (1300 273 255).