GS1 Australia

Recall FD&CG Advisory Group

Wednesday 1 Sep 2021

Agenda

ID#	Details	Owner
1	Welcome message and Agenda	Melanie Wishart, GS1
2	GS1 Australia Trade Notice Act	Melanie Wishart, GS1
3	Introductions and welcome to new Co-chairs and attendees	Melanie /Co-Chair
3	Recall Advisory Group framework	Co-Chair
4	Review of past meeting actions	Co-Chair
5	Current Position of Recall Service - Adoption & Usage	Chris Drougas, GS1
6	Recall Development Roadmap	Chris Drougas, GS1
7	Open Discussion - Challenges & opportunities	Co-Chair / All
8	General Business – New partners, engagement	Andrew Brown, GS1
9	Guest Speaker – ""Speed and accuracy of Recalls"	Ram Akella, Woolworths
10	Confirmation of actions and next steps	Co-Chair
11	Meeting Close Next Meeting: Wednesday 1st December 2021 @ 2:30pm – 4:00pm	Co-Chair

GS1 Australia Trade Practices Compliance notice

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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

This means:

- Participation must be voluntary.

- There will no exchange of confidential information such as prices products.

- Meetings will have a pre-prepared agenda and recorded by minutes.

- All recommendations from any meeting are recommendations only. Individual companies remain free to make independent, competitive decisions.

- Any standards developed must be voluntary standards.

- 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.

GS1 Meeting
Compliance Statement

Introductions, Attendance, Welcome to new attendees

Current AG invited stakeholders

ACCC receive documentation arising from the meetings

AFGC	FSANZ	NSW Food Authority
Arnott's	Goodman Fielder	PMA A-NZ
BE Campbells	Greens Foods	Red Bull
Bidfood	GS1 Australia	Simplot
Clorox	Harris Farm	Sunny Queen
Coles	HPV	Suntory
Costa Group	Lion (now Bega)	Super Retail Group
Costco	Metcash	Unilever
Foodbank	Mondelez	WD-40
Pental	Nestle	Woolworths
Vilis's Bakery	Patties Foods	Peters
		Drakes

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New Recall Advisory Group Co-Chairs

Q2 2021 – Q2 2023 Term

From the Recall Advisory Group Charter, Chairpersons are responsible for:-

➢ Overseeing the orderly performance of business based on the agenda

➢ Determining when an issue should be escalated to another body for resolution

➢ Dissemination of the GS1 Recall Advisory Group decisions, via the secretariat.

New Recall Advisory Group Co-Chairs

- Basis for nomination of co-chairs is that they represent both the sponsor and recipient community as well as balance geography by being from separate states:

  - **Chair #1**
    Carolyn Dennis, Quality Assurance Manger - Peters
  - **Chair #2**
    Leah Williamson, Product Compliance Manager, Coles

- We would like this group to ratify the nomination of the 2021-23 co-chairs
- Are there any questions?

Motion to accept:

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

Review of past meeting actions

Actions arising from previous meeting

- FSANZ has requested feedback from community for proposed changes to the Recall protocol
  GS1 has submitted proposed changes, FSANZ to confirm over coming months

- Ask Woolworths to present on 2DBarcodes at September 1st meeting

  This will be included in the next meeting in December.

- GS1 will provide nominees for new Recall AG co-chairs to the group prior to Meeting 3 in order to motion via poll

  The secretariat decided to do in the meeting today – Resolved

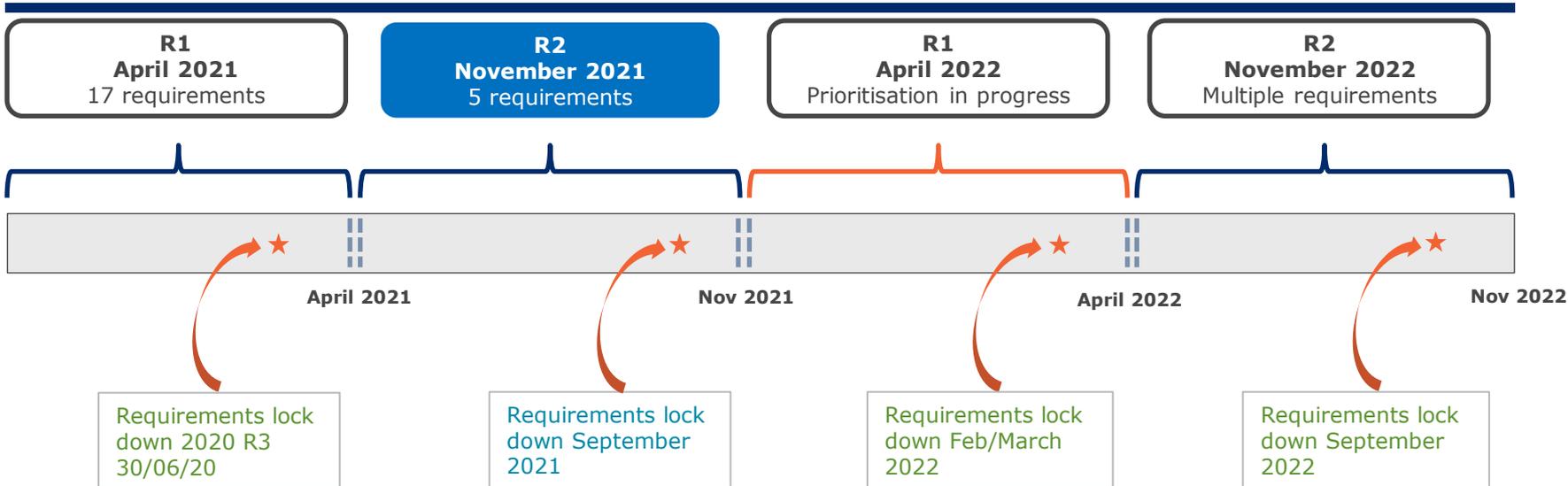# *Current Position of Recall Food, Liquor & Consumer Goods*

Report Summary

- Subscriber Onboarding 97% live (9 outstanding)
- Mock notifications excellent, shows companies are keeping on top of training and annual ready/live process
- 10 Recalls listed on FSANZ site FYTD, none from Recall subscribed suppliers

- Questions?

- Pre-reads available here: https://www.gs1au.org/our-services/recall/gs1-australia-recall-and-recall-health

Recall Development Roadmap

Recall Roadmap - overview

| R1 **April 2021** 17 requirements | **R2 November 2021 5 requirements** | R1 **April 2022** Prioritisation in progress | R2 **November 2022** Multiple requirements |

April 2021   **Nov 2021**   **April 2022**   **Nov 2022**

Requirements lock down 2020 R3 30/06/20

Requirements lock down September 2021

Requirements lock down Feb/March 2022

Requirements lock down September 2022

- Nov 20th Deployment for R2 2021
- R2 focus on changes to FSANZ Recall protocol and updates to post recall reporting (F&B)
- Requirements to be prioritised shortly

Requirement Prioritisation

1. Food and Beverage only

   Drag and drop in order of preference

   106: Updates to FSANZ Post Recall Reporting Templates

   060: Foodbank Specific Notification for Donations

   129: Better Alignment with FSANZ Recall Report

   127: Advise of Completed Mandatory Injury Reports via Yes/No radio button

   126: Automatic Targeting of Insurance Providers

New format

Now using Microsoft Forms to collect results - much more user friendly and less time consuming

- 25 on roadmap
- Opportunity to provide feedback
- Participation necessary
- Survey begins W/C 6th

R2 Nov 2021 – Currently in development

ID	Industry	Recall Enhancement Items	Dev Points
138	HC & FB	Update T&C's upon first login	3
129	HC	Updates to Notification Workflow (F&B)	28
106	HC & FB	FSANZ Post Recall reporting templates update (Part A+B)	26
139	HC & FB	Jurisdiction filters for Initiators	10
128	HC & FB	Adverse Event Reporting - TGA	3
		Total	70

- Changes to the Recall notification workflow when F&B product is selected
- Changes the Post Recall Reporting (Parts A + B)
- GS1 currently testing new functionality
- Details of each available in appendix

Open Discussion

Items for discussion

- Issues / Challenges / Opportunities

- Development Roadmap feedback

- Stakeholder uptake

- Regulatory Updates
  - ➤ FSANZ update

- Anything else?

General Business

Recall Partners

- AFGC

- FSANZ

- HACCP Australia

- NRA

- The Recall Institute

- Victual

- PMA (ANZ)

- Liberty International Underwriters

- AIFST

Can be viewed here

Recall Partners

- Align to GS1 Alliance partner program – progressing – interest from traceability solution providers

- Working to add more insurance partners

- Working with Victual on a package for the Independent Brewers Association

Expanding Recall reach - new engagement

- Food Service
  - Working with Industry Associations to target improving capability
- Healthcare
  - WA Health
  - SA Health

Expanding Recall reach - new engagement ⚠

Food Service

- Renewed endorsement from AFGC, FSAA, Drinks Association and working on adding AFAB

- Adding extra recipients for new and existing subscribers will help ensure consistency of action across more settings

- We are seeking the support of the Recall advisory group to engage this sector.

Industry Events - Planning

- Next AIFST Recall workshop for September 16
- Recall Bootcamp series ongoing
- Working on Australian Promotional Packaging Association information webinar

NGTAG meeting 7th September

Hon. Minister Littleproud to provide official address and traceability announcement

Terry Richardson – President of Australian Dairy Farmers to release new Australian Dairy Traceability guidelines

Panel of industry experts to discuss:-

– What role is traceability playing to increase transparency and trust?
– What are the impacts on producers, and how are processors responding?
– What does the future look like for the industry, and where to next?
– Recent traceability projects

Register to attend

Guest Speaker

Ram Akella

Head of Business Solutions - Own Brand, Convenience and Product Traceability, Woolworths Food Group
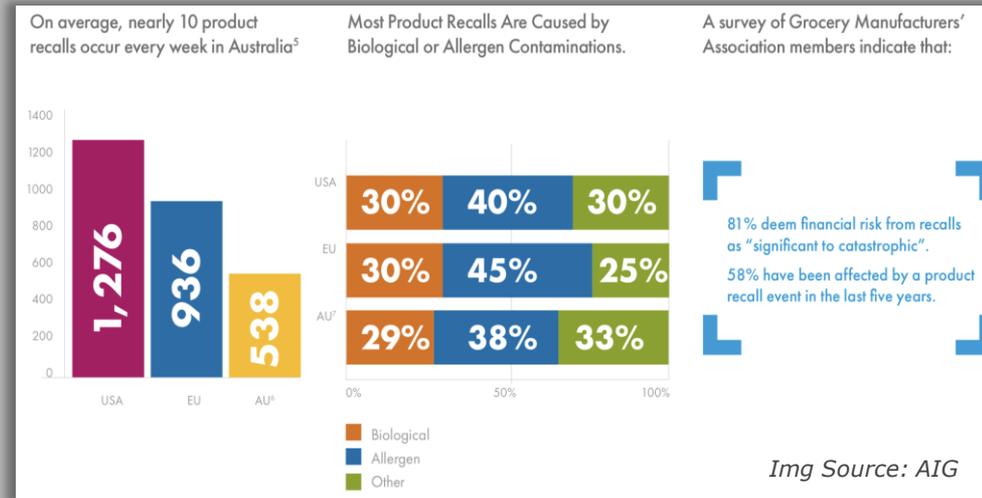
Current State of Recalls

What is the current state of play with the food recall management?

Significant investments are being made to **improve the food safety culture and quality processes**. In spite of all these, the number of recalls have only been increasing over the past decade (ref: FSANZ)

There is **no shortage of research & analysis** being done on product recalls and a number of different ways to address them

Frequency of recalls and the **reputation and financial impacts** on the businesses and its trading partners is also greatly understood

On average, nearly 10 product recalls occur every week in Australia[5]

Most Product Recalls Are Caused by Biological or Allergen Contaminations.

A survey of Grocery Manufacturers' Association members indicate that:

	USA	EU	AU[7]
	1,276	936	538

	Biological	Allergen	Other
USA	30%	40%	30%
EU	30%	45%	25%
AU[7]	29%	38%	33%

81% deem financial risk from recalls as "significant to catastrophic".

58% have been affected by a product recall event in the last five years.

- Biological
- Allergen
- Other

Img Source: AIG

Better Recall Management

How e2e product traceability might help with better recall management?

Frequency of recalls and its financial impact on the trading partners coupled with economic impact on the industry at macro level can be **better managed through transparency and interoperability** which are the **cornerstones of full e2e product traceability**

- ✓ can help **reduce the financial impact** on the organisations and at the industry level by isolating the incidents and allowing the trade to continue with non-impacted supplies

- ✓ can help **improve the processes** through visibility and control points to quickly narrow down the issues and act swiftly to resolve them

- ✓ provides **data to proactively manage** the food safety risks before becoming turning into significant food safety incidents
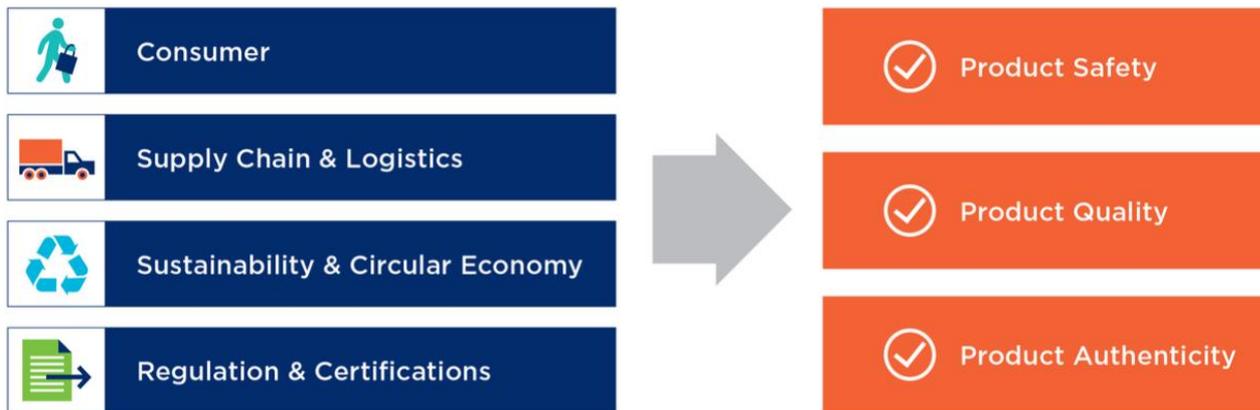

Img Source: foodware365

NGTAG Ecosystem

Focus Areas and Work Program

Three key focus areas for the Advisory Group

Progress Traceability through sharing global and local activities

Insights & Info Sharing

Spotlight on traceability initiatives for applicability and adoption

Collaboration & Registry

Agree industry needs to enable solutions and drive interoperability

Engagement & Action

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Are you part of this ecosystem?

Confirmation of actions and next steps

Questions?

Meeting close

Next Meeting: Wednesday December 1st 2021 2.30pm AEST

Other proposed dates for 2022: TBA

March, June, September, December

Appendix

GS1 resources on Traceability

NEW GS1 Global Traceability Case Study Library

https://www.gs1.org/standards/traceability/case-study-library

Australian meat industry saves over $200 million each year

Australia sends over 250,000 tonnes of meat to the United States each year.... see more

Irish fisheries come together for fish traceability

Market and consumer demands are pressuring the food industry to provide... see more

MIGROS: Traceability and its positive impact on fruits and vegetables

Swiss retailer MIGROS wanted to gain more transparency throughout the... see more

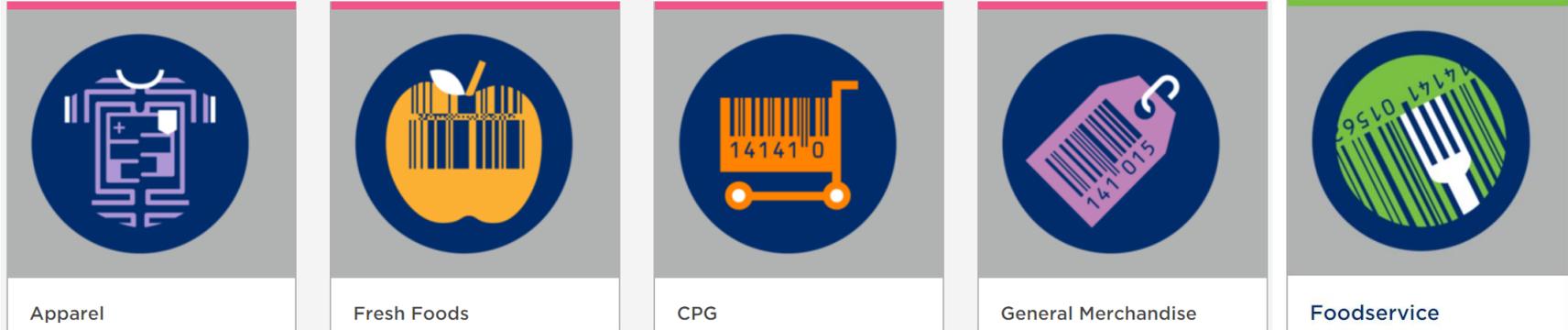# GS1 resources on Traceability

GS1 Global Implementation Guidelines for Retail

https://www.gs1.org/industries/retail/fresh-foods/implementation-guidelines

Retail sub-sectors

| Apparel | Fresh Foods | CPG | General Merchandise | Foodservice |

GS1 resources on Traceability

Our Standards in Action

https://www.gs1.org/industries/retail

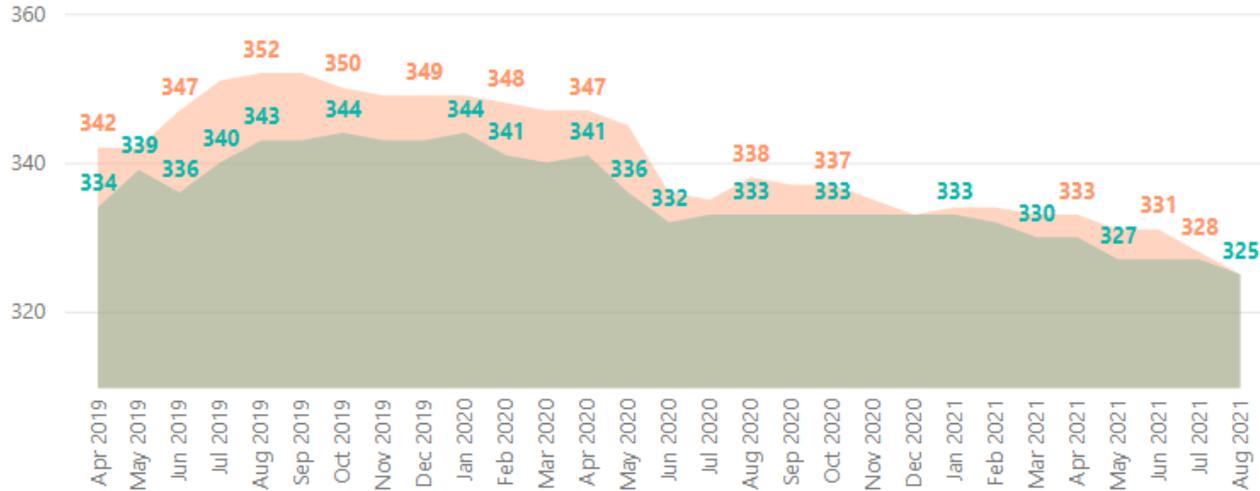*Interactive tool*

Our standards in action

Recall Subscriber Growth

Growth To Date ● Recall ● Recall Health

Recall Health: 328
Recall: 325

Supplier Onboarding
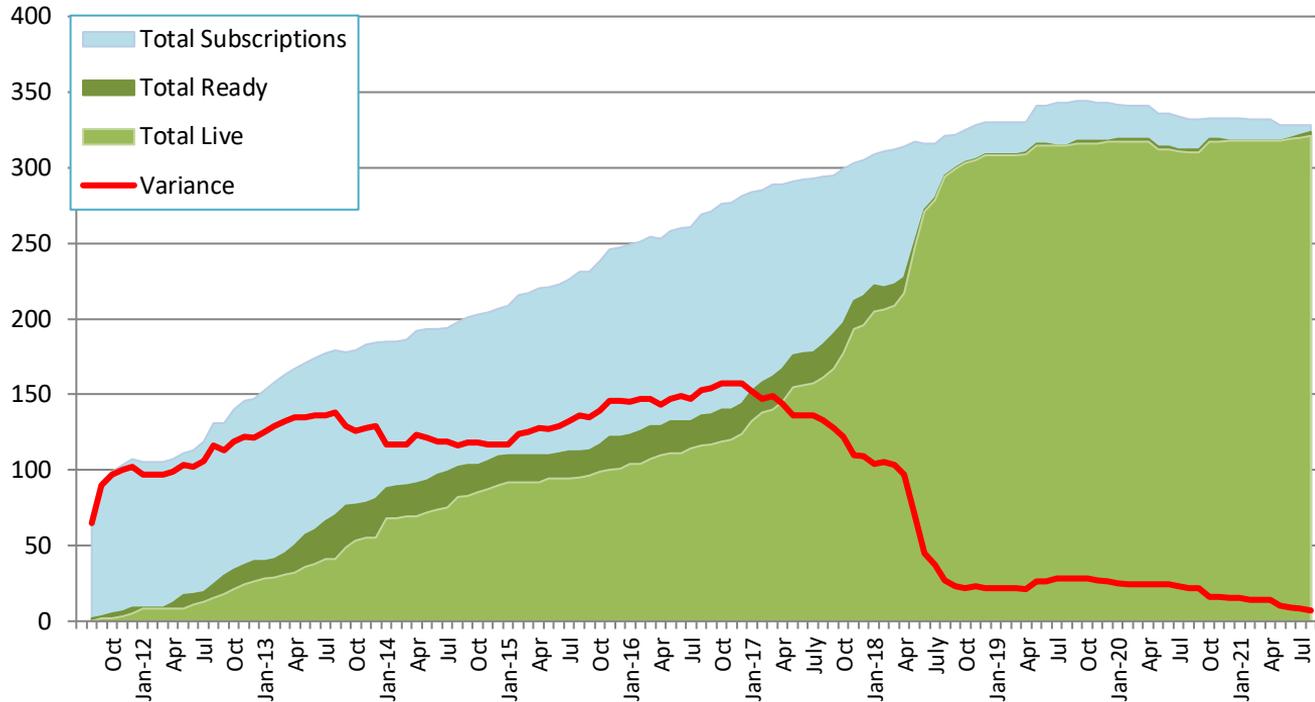
Status:
Subscribed: 325
Registered: 1 (0.5%)
Not Ready: 8 (1.5%)
Ready: 2 (1%)
Live: 314 (97%)
On-boarding Target :20
Outstanding : 9

'Live' Notifications issues by FY
Food, Drinks and Gen Merch

● Recall ● Withdrawal/Non-recall action

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Recall	5	18	10	19	10
Withdrawal/Non-recall action	29	42	54	46	32
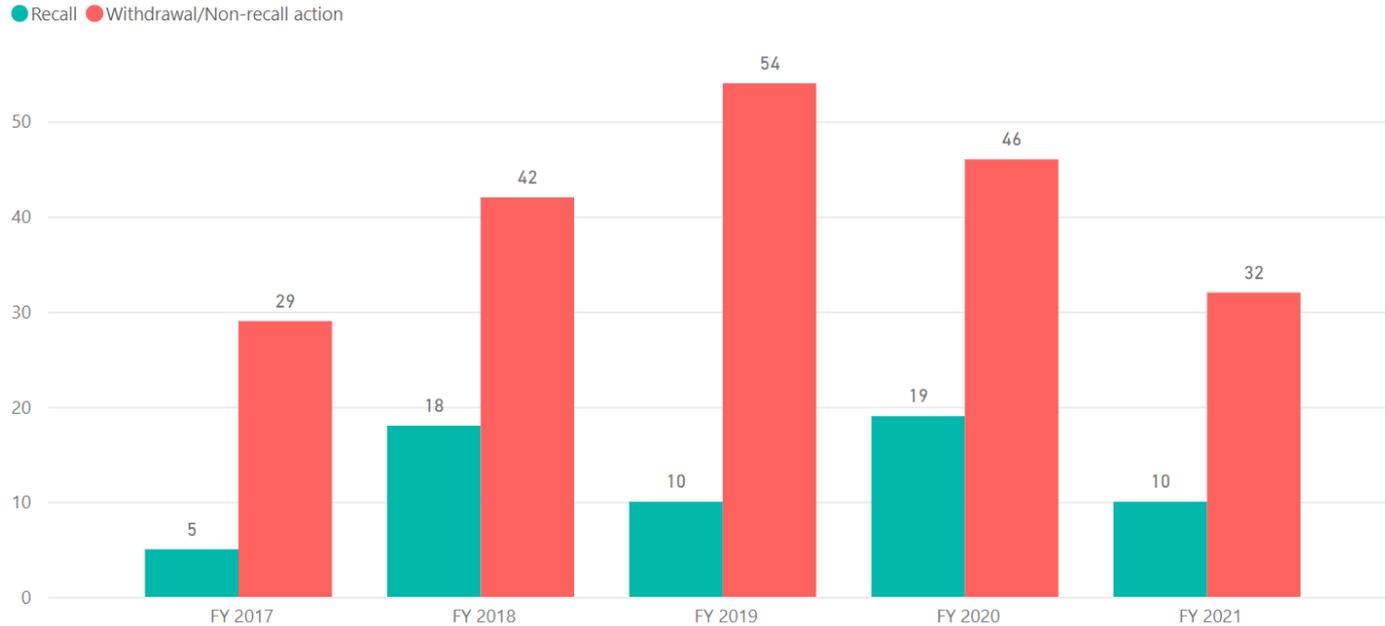
'Mock' Notifications issues by FY
Food, Drinks and Gen Merch
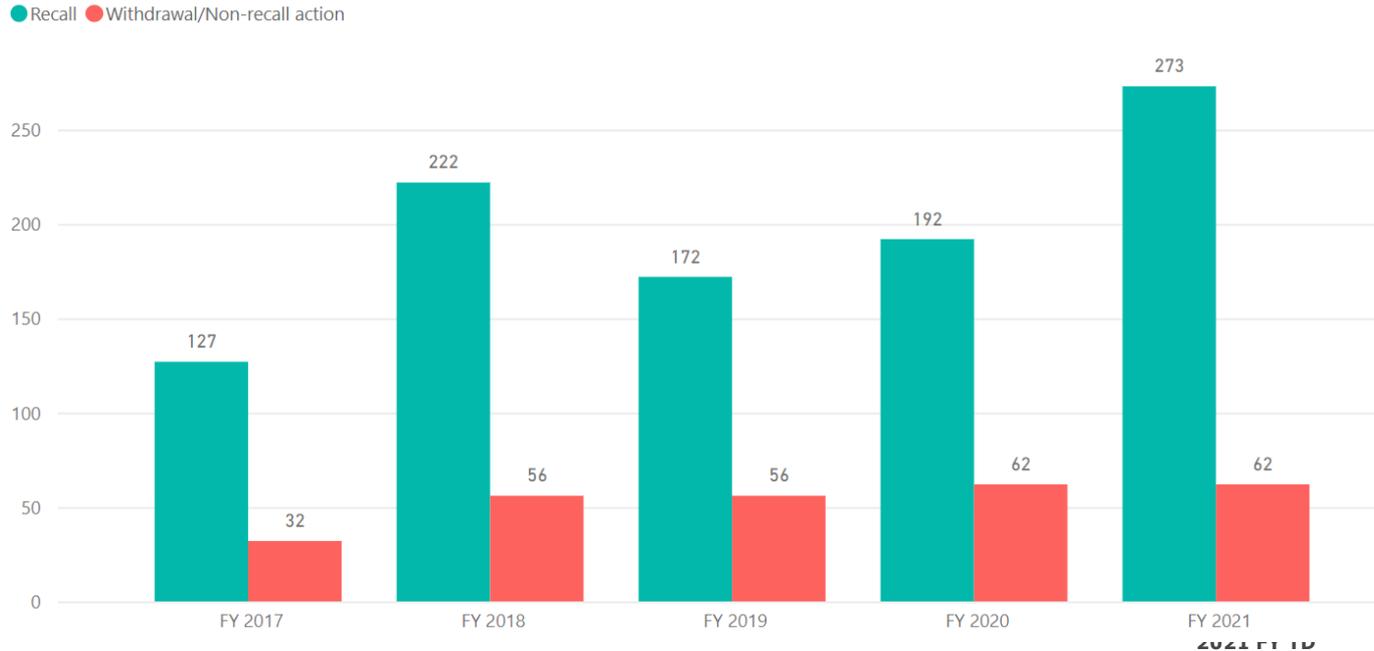
FSANZ Recalls vs Recall Portal subscribers
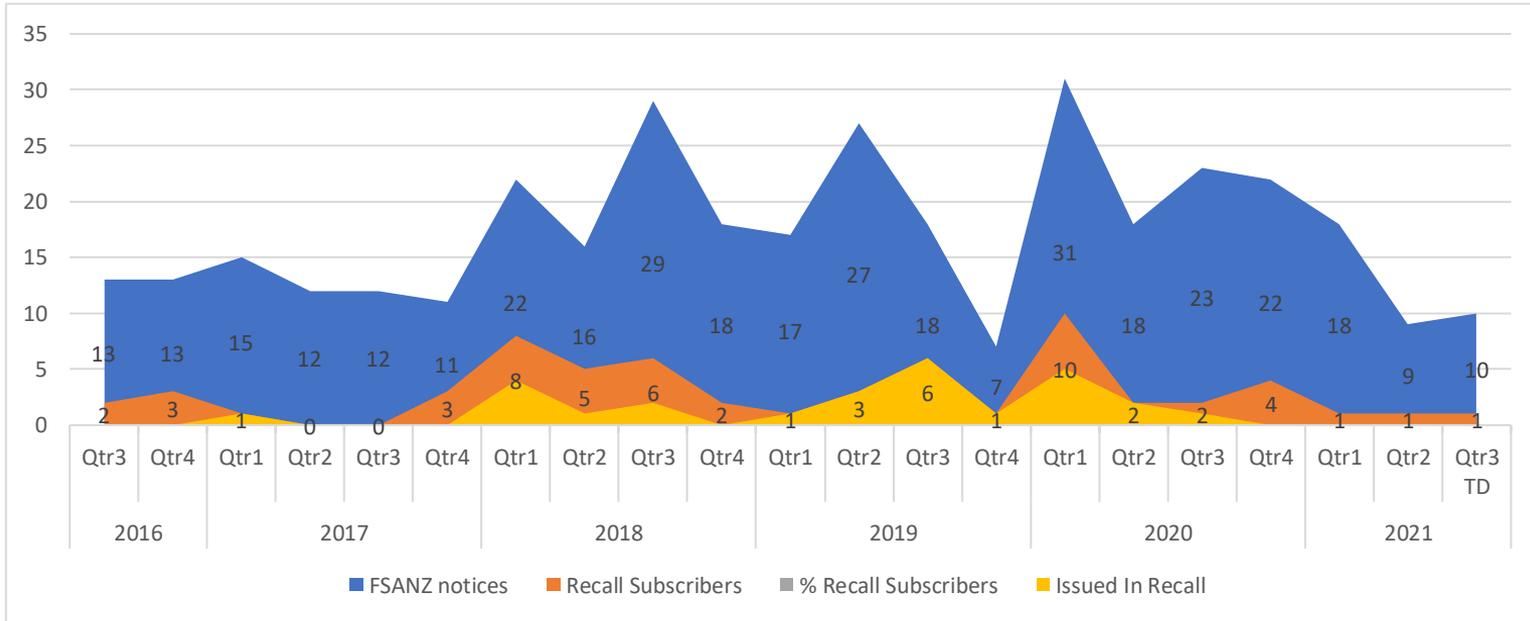
10 companies have issued notifications in QTR 3 TD, none of whom are recall subscribers.
* % of Recall platform notices vs FSANZ Recalls in any QTR

Release 2 – Nov 20th 2021

Release 2 – Nov 20th 2021

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
106	FB	Updates to FSANZ Post Recall Reporting Templates	FSANZ post recall reporting templates need to be updated to reflect the questions on the current post recall reports.	Part A and B need to be updated in the Recall platform to ensure FSANZ are receiving the required information after each notification.	Fulfil requirements for post recall reporting	26
128	HC	Advise of Completed Adverse Event Reporting	The platform does not ask whether the supplier has completed any adverse even reporting (if required)	In Regulatory Reports - Include a radio button asking Yes/No/NA - Whether Adverse Event Reports were completed, and if so, provide a non-mandatory uploader, or field for reference to the report	More thorough information to regulator	3
129	FB	Better Alignment with FSANZ Recall Report	After review of the current FSANZ Recall report, there is a need to update some of the fields in the Recall platform to ensure they align with the information required by the FSANZ and the state regulators	Before supplier progresses with Recall notification type, ask whether the state-based regulator has been notified first Include section for supplier to complete manufacturer details Include ability to advise distribution of product by state Updates to wording to further align with FSANZ protocol and recall report	More thorough information to regulator	28
138	HC & FB	Update T&C's upon first login	T&C's presented to user are outdated	Update the T&C's in the platform	Updated T&C's	3
139	HC & FB	Jurisdiction filters for Initiators	There is no 'simple' way of identifying those customers in a Hierarchy for initiators in the subscribed recipients area	Introduce a filter in the subscribed recipients area that allows initiators to search for recipients within a specified hierarchy. This could be drop down, checkbox etc. This would allow an initiators to select "WA health" for example, and then all the public recipient sites linked to a hierarchy will show.		10

* HC – Healthcare   FD&CG – Food, Drink & Consumer Goods

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
025	HC	Add a New field for Dosage and Dosage Form	The Dosage and Dosage form can only be captured in a free text field. This can create issues and confusion	Create non-mandatory fields in Item > Product Details section beneath Packaging Material and Type. Dosage Dosage Form	Better clarity and reporting capability	TBC
037	HC & FB	API Data Feed into Recall platform (Inbound API)	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	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 crat automatically and appear as Draft. All other workflows would be done in the UI (approval, go live etc.)	Integrate with other systems for better Recall management	26-39
049	GS1 Admin	Updates to the GS1 Admin console	Reporting is cumbersome and could be improved. Support team often required to extract and analyze data from notices.	Additional fields in the admin console to allow for better reporting, -TGA Reference ID - (HC) -Issue Date (BOTH)	Decreased Admin effort and better reporting to AG groups	5

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

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
055	GS1 Admin	Updated Email Notification viewer for GS1 Admin	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	Email viewer options: Add Company / date search / email type search fields to better assist Admin team to support users	Improved Support response times and better reporting capability	TBC
056	HC & FB	Enhancements to Fax	If both Fax and Email are entered into the non-subscriber details, fax takes precedence, which is odd. The email experience is substantially better than fax as it is an outdated technology	Add +61 to the fax number field as an auto populated data that can be overwritten - ensure email is the preferential method of contact (if both entered) - reduce overall text	QoL improvements	TBC
060	FB	Donation notice Foodbank	Option does not exist for an initiator to create a donation notice, outside the current Recall/Withdrawal notice types.	New notice type – 'Foodbank Donation' This would be a notification specific to Foodbank and would bypass any regulatory workflow	More simplified version of notice, would be for Foodbank only	TBC
065	HC & FB	Further Update to Note functionality	Notes cannot be extracted from the UI into a separate document	Allow user to extract all notes to pdf	QoL improvements	TBC

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
084	HC & FB	**Update to Mandatory Additional Information field**	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.	Fields should be flexible based on recipient requirements. In Healthcare remove the Supplier ID and Supplier Product ID fields as they are less relevant.	More detail provided to recipient, allowing for more thorough responses back to initiator	**TBC**
085	HC & FB	**Flexible Regulatory Reporting dates**	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	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	More flexibility in regulatory reporting area - simulates current real-world practice	**TBC**

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
089	HC & FB	**Internal Locations - assign Initiator Role**	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	Allow sub locations to be assigned initiator access so they may forward notices to whomever is affected		**TBC**
107	HC & FB	**End Consumer notification**	Currently limited functionality exists to target consumers directly	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**	Ability to send consumers clear and relevant information in even they have purchased affected product	**TBC**
108	HC & FB	**Social Media Integration**	Currently limited functionality exists to target consumers directly	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. **Requires workshop if this requirement is prioritised**	Ability to notify consumer base via plugin to media channels	**TBC**

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

Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
125	HC & FB	New File Sharing Module	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.	Create a section where files can be shared safely between initiator and receiver.	New capability to share files in the platform and increased level of data exchange	TBC
126	FB	Automatic Targeting of Insurance Providers	Insurance companies require visibility of notifications that their clients are issuing to recipients.	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	More visibility for stakeholders	TBC
130	HC & FB	Update Various Email Templates	Some email templates in Recall are outdated and don't provide enough information to the user. Training and user guide information is unclear. When user roles are assigned, the company name is omitted - meaning the user doe not know which company they have been assigned a role at.	Templates can be improved to provide better information to the user about where to locate user guides, or how to register for training. A review of all email templates is required to ensure they are clear, concise and direct	Clearer more concise information in all email communications	TBC

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
135	HC & FB	**Batch reports to non-subscribed recipients**	Suppliers can not add product quantities against non-subscribed recipients if Batch Reports are used.	Include Batch reporting for non-subscribers so item qty's can be added.	More thorough reporting for initiators	**TBC**
136	HC & FB	**Recall Ready Status for Receivers**	Currently, there is no way within Recall to track the 'Ready' status of Receiver type companies Recall Support need to maintain manual lists of which hospitals are trained and ready to receive notices.	Hospitals who are on boarded as part of a health jurisdiction roll out need to be monitored and maintain a Ready status much like initiators do. The current Recall Ready status is based on the Initiator issuing a notification. We need to decide a process for Receivers. Does this trigger when they receive and (complete) a notice? The status expiry needs to be considered as well, is this 12 months, 6 months, 18 months?	Ability to monitor the Recall Ready status of receiver sites, ensuring users are trained and ready to receive notices	**TBC**
141	HC & FB	**Represent multiple products more clearly in dashboard / emails and reporting**	When multiple products are added to a notification, there is significant slowdown when viewing the item list due to the way they are represented. The notification in the UI becomes very large for both recipient and initiator, also the recipient email, pdf, is too large. Reporting is cumbersome as the product list is not concise. Editing a large list of items is also difficult as there is no option to select a group or select all.	Add features like Select all, Delete all, Expand/minimise list of products, checkbox selector, refine the table columns Bulk uploader needs to be edited and include error checking for excel errors ad easier to use Needs to load faster when there are multiple products Recipient Email needs to better represent information - more succinct - table format perhaps Notification in UI needs to be refined to better represent multiple products PDF needs to reflect the new layout as per the UI	Easier for recipients to work with Recalls that have multiple products.	**TBC**

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Recall Development Roadmap

ID	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
142	HC & FB	**Contacts Page - Select from existing Contacts**	Whilst the user who is logged in at the time will see their details prefilled, any other contact needs to be added manually to a notification each time.	Add a drop down box so users withint that company can be selected easily	Single source of data	**TBC**
143	HC & FB	**Import Images from NPC (Add Item by GTIN)**	Acquiring the right product master data and images can be difficult. There is a need for users to be able to draw the correct product information and images quickly and easily from a single source of truth.	If a company has loaded product information and images to their NPC catalogue, users can simply enter the GTIN (barcode number) and draw on the most up to date packaging information, without need to input this manually.	NPC is single source of product data, user confidence	**TBC**
144	HC & FB	**New status not impacted**	Recipients do not feelcomfortable switching the status to 'completed' when they are not affected by the recall	Add a new status to the progress report, called 'Not Affected'. This status indicates a recipient is not affected by the recall and should stop all reminders to report.	New status update, provides better clarity in reporting	**TBC**
145	HC & FB	**Add mouseover to role types in new user creation**	When a new user is created, the user must select which roles to assign them. The role definitions are available in the Recall User guides	Add a mouseover to each role which provides a description of the role, so the user doesn't have to spend time locating this in the user guide	Quickly identify role types	**TBC**

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

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Recall Development Roadmap

	Industry Portal	Item	Need/Problem	Description	Benefits/ROI	Dev Points
146	HC & FB	Add Name/Title/Location to non-subscriber reporting	Currently the initiator can respond on behalf of the non-subscriber in the status report area. Only the initiators name is recorded, there is no record of WHO at the non-subscribed company provided the response to the supplier, also what their title is or their department.	Provide the facility for initiators to provide the name, job title and department of who is providing the response. This needs to be within the item qty area so that if different departments respond with different information so they can be separated.	better reporting in Status Report area	TBC