



Base Recall Program

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INTRODUCTION

Foodservice operations share a responsibility for food safety with the other members of the supply chain. When notified of a recall situation or when a food safety related issue occurs, the foodservice operation is to take prompt action to remove the product from sale to protect the consumer.

It is important for the foodservice operation to have a team responsible for traceability and recall plan (See Appendix A – Recall Team Form). A recall coordinator is to be appointed and members of a recall team identified from the various functional areas. Together the team will assist the coordinator in the event of the recall (See Appendix H – Crisis Management Recall Flow Diagram). The team is to receive appropriate training so that they understand their responsibilities.

Two situations may trigger an investigation and product recall or withdrawal. A foodservice operation may be notified by the distributor/supplier or by the consumer (customer complaint). The ability to quickly respond to the recall plan or assess a consumer complaint is essential.

Once a foodservice operation has been notified of the recall or customer complaint, it is necessary to start documentation and detailed product tracking. The record keeping of the incidents will keep things organized and demonstrate due diligence (in a court of law). This will result in a simpler and quicker recall or tracking procedure. It also reduces the short term and long term costs of the recall or complaint.

This document will help guide you and your operation through the immediate and long-term steps of The Recall Plan and Customer Complaint.



SITUATION 1

PRODUCT RECALL PLAN

Direct Notification by Distributor/Supplier

It is recommended foodservice operations have their distributor/supplier information current and documented (updated on an annual basis).

If a distributor/supplier notifies the foodservice operation of a recall problem, refer to and document the following steps.

Within First Hours of Notification

1. When notification of a product recall or withdrawal is received from the distributor/supplier, the manager on duty records information on the Recall Form (See Appendix E – Crisis Management Recall Form, Appendix H – Crisis Management Product Recall Flow Diagram)
2. The manager on duty notifies Recall Coordinator.
3. Recall Coordinator stops usage of affected product.
4. Recall Coordinator locates the Crisis Management Recall Form (Appendix E) to record activities related to the recall, including decisions and rationale.
5. Recall Coordinator locates the entire unused and used recalled product. This is documented on the Crisis Management Recall Form (Appendix E).
6. Communication with distributor/supplier is maintained until the end of the Recall.
7. Recall Coordinator segregates the recalled product in a designated area of the food service operation.
8. All recalled product is labelled as “*recalled/ do not use*” so that the recalled product does not end up in production or for consumption.
9. The Recall Coordinator arranges for returns or disposal of the recalled product according to distributor’s/supplier’s instructions.
10. All of the above steps should be completed within four hours of initial contact to the foodservice operation by the distributor/supplier. (See Appendix H – Crisis Management Recall Flow Chart)

Corrective Actions

- The Recall Coordinator and Recall Team make a decision on the corrective action to be taken, and on how to prevent a Product Recall of this nature in the future (i.e. investigate/audit supplier).
- Recall Team determines effectiveness and efficiency of recall and outline any corrective actions required and implemented for future recalls.
- Recall Coordinator writes a final report detailing all gathered information, volume of product recovered and volume unaccounted for. The report, in addition to any corrective actions taken for future recalls is kept on file (on site) for five years.



MOCK RECALL PROCEDURE

PURPOSE:

To evaluate the effectiveness of tracking and recall program.

RESPONSIBILITY:

Recall Coordinator or Alternate.

PROCEDURE:

1. Choose a product, code date and size. From the distribution records determine the quantity on site and in production. Record this information on the Crisis Management Mock Recall Form (See Appendix F – Crisis Management Mock Recall Form)
2. Note time that Mock Recall starts.
3. Record trace (tracking of recalled product) results. Calculate the percent completeness of trace. If the result is <100% the cause (not all recalled product accounted for) must be determined by the Recall Team. Indicate specific corrective actions as well as who is responsible and the timing.
4. When corrective actions are complete, the Recall Coordinator can sign off at the bottom of the form.
5. Indicate the start and finish time on the form.
6. The target time is four hours maximum from the time mock audit is initiated.

FREQUENCY:

Twice per year.

VERIFICATION:

Once corrective actions have been implemented another mock Recall will be conducted at a later date on the same product to ensure corrective actions are effective.

RECORDS:

- Crisis Management Mock Recall Form (See Appendix F)



SITUATION 2

CONSUMER MENU ITEM COMPLAINT RECALL PLAN

Menu Item Recall Investigation as a result of Customer Complaint:

Within First Hour

1. When a customer complains about a menu item, the employee immediately informs the Manager on duty of the issue (See Appendix D – Crisis Management Customer Complaint Flow Diagram).
2. Manager determines whether the complaint is **food** safety or **quality** related (See Appendix B – Complaint and Hazard Classification).
 - Quality complaints (i.e. dislike of menu items, colour of menu item) are not part of this program, only complaints where the safety or wholesomeness of the product may have been jeopardized leading to a customer health risk.
3. Manager records the food safety complaint details on the Crisis Management Customer Complaint Form (See Appendix C). A file number to the complaint is assigned.
4. Customer Complaint Form is forwarded to Recall Coordinator Designate. Manager ensures that the complaint was received with a ‘follow-up’ conversation.

Within Second Hour

5. Recall Coordinator Designate:
 - Verifies it is a food safety issue
 - Determines the classification of the Hazard (refer to Hazard Classification in Appendix)
6. Recall Coordinator Designate assembles the Recall Team Members (Employees) to inform them of the Hazard.
7. Team:
 - Completes an investigation
 - Gathers all information on the menu item in question
 - Segregates the menu item and evaluates test results (if necessary)
 - Arranges for existing menu item disposition
8. Recall Coordinator
 - Determines the possible causes of the complaint
 - Records findings on the Crisis Management Customer Complaint Form (See Appendix C).
9. Recall Coordinator
 - Determines if the distributor/supplier should be notified
 - Determines if the Government (i.e. Public Health Inspector) should be notified
 - Determines if other company restaurants/unit should be notified
 - Determines if legal council and or media should be notified

Corrective Action

- The Recall Coordinator and Recall Team make a decision on the corrective action to be taken, and on how to prevent a customer complaint recall of this nature in the future. (See Appendix H – Crisis Management Product Recall Flow Chart)
- Recall Team determines effectiveness and efficiency of handling the customer complaint and outline any corrective actions required and implemented for future menu item withdraws.
- Recall Coordinator writes a final report detailing all gathered information, menu item future consideration (i.e. discontinued, change of supplier etc.) and restaurant standards and procedures implemented (i.e. equipment calibration and maintenance, staff retraining, personal hygiene standards). The report, in addition to any corrective action taken for future recalls is kept on file (on site) for five years.



MENU ITEM/PRODUCT TRACKING

PURPOSE:

To evaluate the effectiveness of tracking plan of a food safety related customer complaint.

RESPONSIBILITY:

Recall Coordinator or Alternate.

PROCEDURE:

1. Recall coordinator indicates to foodservice operation server a menu item and identifies the customer complaint (must be food safety related).
2. Recall Coordinator observes procedure of server from start, noting time that product tracking starts.
3. Once the server refers food safety complaint to manager on duty, Recall Coordinator determines the quantity on site and in production.
4. This information is recorded on the Crisis Management Product Tracking Form (See Appendix G).
5. Record tracking of menu item results. Percent completeness of tracking is calculated (if the entire food safety concern menu item has been recovered). If the result is <100% the cause must be determined by the Recall Team. Specific corrective actions are indicated as well as who is responsible and the timing.
6. When corrective actions are complete the Recall Coordinator signs off at the bottom of the form.

7. Start and finish time are indicated on the form.
8. The target time is four hours maximum from the time product-tracing audit is initiated.

FREQUENCY:

Twice per year.

VERIFICATION:

Once corrective actions have been implemented another Mock Recall will be conducted at a later date on the same product to ensure corrective actions are effective.

RECORDS:

- Product Tracking Form (See Appendix G)



APPENDIX A

Recall Team

MAIN TEAM	Name & Title	Phone and Fax Numbers	Home and Alternative Telephone #s
Designated Recall Coordinator		Tel: Fax:	Home: Cell:
Manager			
Manager			
Government Contact			
Legal Counsel		Tel Fax:	Home: Cell:
		Tel Fax:	Home: Cell:
ALTERNATE			
		Tel: Fax:	Home: Cell:
		Tel: Fax:	Home: Cell:

Unavailable team members (on vacation etc.) are identified at this time and “back up” coverage is determined.

APPENDIX B

Complaint and Hazard Classification

Complaint Types

FOOD SAFETY: is a situation in which there is a reasonable probability that the use of, or exposure to, a product will cause serious adverse *or* temporary adverse health consequences. This includes foreign material complaints that have resulted or could result in serious harm to the Customer. (*Class I or II – refer to Hazard Classification*)

QUALITY: is a situation of “off” – colour, - texture, - flavour that will not cause a serious adverse or temporary adverse health consequence. This includes foreign material complaints that have not resulted in serious harm to the Customer. (*Class III – refer to Hazard Classification*)

Hazard Classification

CLASS I

Class I recalls are reserved for situations where there is reasonable probability that the use of or exposure to the product will cause serious adverse health consequences or death. Detection of a reportable disease (outbreak of *E.coli* 0157:H7) may necessitate a Class I recall. During a Class I recall, recall notification will likely include the wholesale level, appropriate Canadian Food Inspection Agency personnel, the local health authority, and also may require notification of the general public.

CLASS II

A Class II recall is warranted when the product may cause serious but temporary adverse health problems to customers. Class II recalls may be warranted if bacterial pathogens are detected in product not destined for heat treatment, chemical contamination or inclusion of foreign objects, which may cause tissue damage. Both Class II and Class III require notification at the wholesale level, the local health authority, and the appropriate Canadian Food Inspection Agency Officials.

CLASS III

A passive or Class III recall is also known as a Product Withdrawal. It is usually quality related. Class III product will not cause any adverse health consequences. However, for quality reasons, a foodservice operation may withdraw product. This type of recall is voluntary. Recalls of this type could be caused but are not limited to product contamination with filth, insects or is mislabeling.

APPENDIX C

Crisis Management Customer Complaint Form

Complaint # _____

Date:	Time Reported:	a.m./p.m.
Guest Name:		
Mailing Address:		
Prov.	Postal Code:	Phone #: () - -

Quality/Service

† Not a food safety concern _____

Food Safety

Client Symptoms: _____

Investigation:

- i) What was consumed?
(all foods and ingredients) _____

- ii) Where did guest eat?
(all locations) _____

- iii) When did guest eat? _____

Complaint involved a physician? † _____
Complaint involved local Health Unit? † _____
Complaint involved any other professional consultation? † _____
Complaint involved police? † _____
Complaint involved media? † _____

Corrective Action

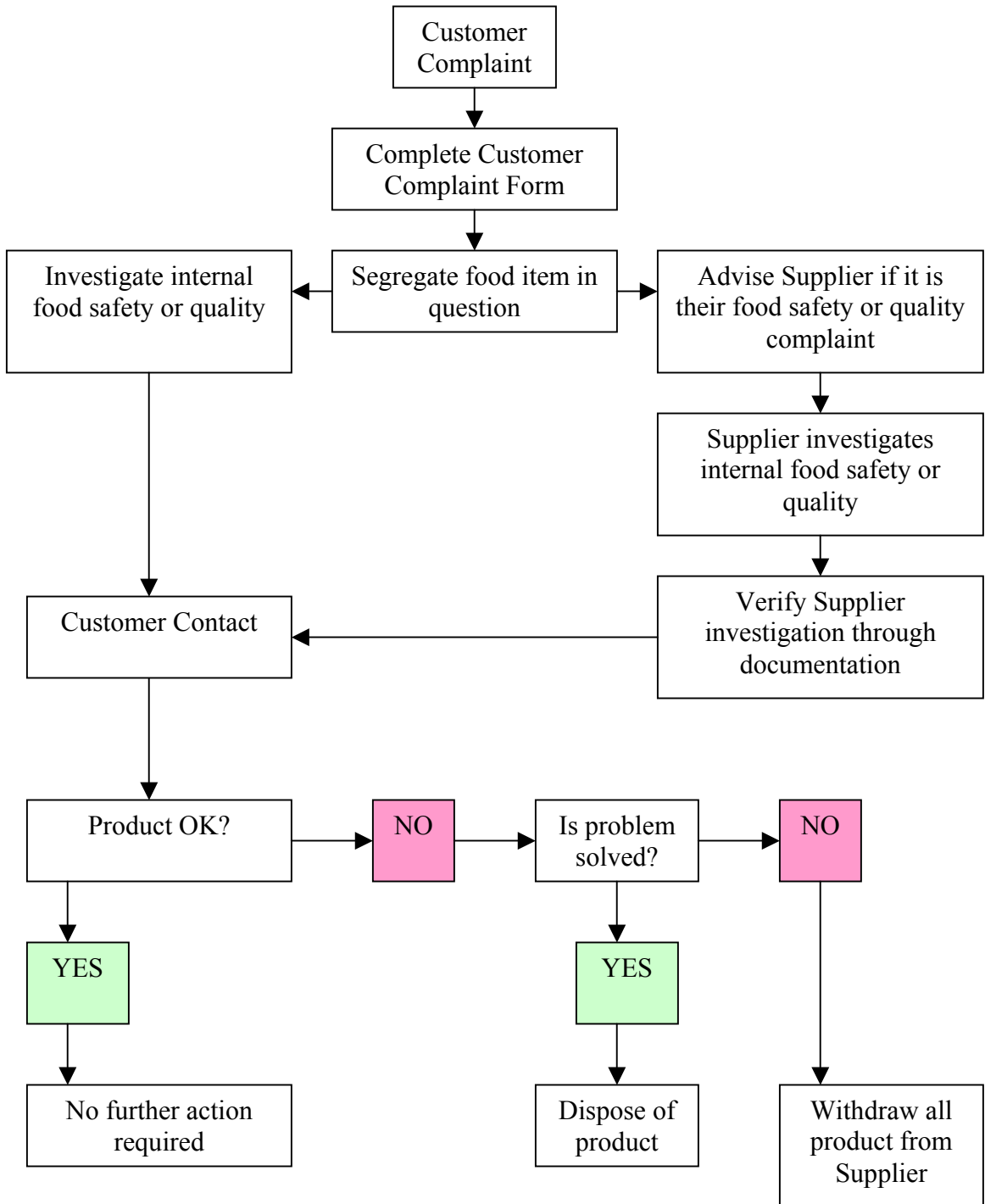
Feedback with Guest: _____
(i.e. gift certificate) _____

Procedural Changes: _____

Complete by: _____
Date and Time: _____ a.m./p.m.

APPENDIX D

Crisis Management Customer Complaint Flow Diagram



APPENDIX E

Crisis Management Recall Form

Date: _____	Recall Start Time: _____	a.m. / p.m.
Recall Coordinator/Alternative: _____		

Product Name: _____ Product Brand: _____
Production Date: _____ Code Date: _____
Code Number: _____

Reason for recall: _____

Recall Classification: _____

	Number	Units
Amount of product received:	_____	_____
Remaining product in stock:	_____	_____
Product Unaccounted (i.e. consumed):	_____	_____

Corrective Action: _____

Action Plan: _____

Authorized by:

Recall Coordinator

Date: _____ Recall Time Completed: _____ a.m./p.m.

APPENDIX F

Crisis Management Mock Recall Form

Date: _____	Mock Recall Start Time: _____ a.m. / p.m.
Recall Coordinator/Alternative: _____	

Product Name: _____	Product Brand: _____
Production Date: _____	Product Size: _____
Code Date: _____	Code Number: _____

Recall Classification: _____

	Units (i.e. cases/kg)
Production/Purchase Volume	
Remaining Stock Volume	
Distributed Volume	

Completion Time: _____ a.m./p.m.

***Note: Mock Recall must be completed within four hours of start time.

Corrective Action

A	Amount originally produced or supplied	_____
B	Amount in transit	_____
C	Amount held by distributors	_____
D	Amount held by restaurants/units	_____
E	Total unaccounted for or consumed	_____

% Mock Recall Effectiveness: $\frac{B+C+D+E}{A} \times 100 = \% \text{ Effectiveness}$

If Mock Recall is less than 100%, outline cause and indicate corrective action required:

Responsibility: _____

Timeline: _____

Authorized By: _____

Recall Coordinator/Alternative

APPENDIX G
Crisis Management Product Tracking Form

	Item 1	Item 2	Item 3	Item 4
Product Name:				
Brand:				
Code:				
Unit Type:				
Weight:				
Amount Received:				
Amount in Production:				
Amount in Inventory:				
Amount in Transit:				
Total				

	Item 5	Item 6	Item 7	Item 8
Product Name:				
Brand:				
Code:				
Unit Type:				
Weight:				
Amount Received:				
Amount in Production:				
Amount in Inventory:				
Amount in Transit:				
Total				

APPENDIX H

Crisis Management Product Recall Flow Diagram

