

Developing the Recall Preparedness Prerequisite Program

Recall Preparedness Log	
ABC Retail Store - Meat Department	
Recall Preparedness Team	Yes No
Recall Preparedness Team Form information is complete and up to date.	<input type="checkbox"/> LI
Product Labeling	Yes No
Inspection of randomly selected products produced in-store shows they are correctly labeled with "packaged on" or "best-before date".	<input type="checkbox"/> LI
Inspection of randomly selected products purchased for resale shows they are correctly labeled with "packaged on" or "best before date".	<input type="checkbox"/> LI
Production Records	Yes No
In-store Production Records for meat production are completed daily and are accurate.	<input type="checkbox"/> <input type="checkbox"/>
Records of products purchased for resale are kept and are accurate.	<input type="checkbox"/> LI
Supplier List	Yes No
List and Ingredient Supplier List is complete and contact information is accurate.	<input type="checkbox"/> LI
Food Quality and Safety Concerns	Yes No
Food Quality and Safety Concern Records are completed correctly and signed by department manager.	<input type="checkbox"/> <input type="checkbox"/>
Where required action taken is appropriate and recorded on the Food Quality and Safety Concern Records.	<input type="checkbox"/> <input type="checkbox"/>
Describe Corrective Action Taken (for any "No" response recorded above)	
Completion of Corrective Action Verified by _____ Date _____	
Date: August 2012	Form Completed by: Joe Smith
Date: Sept 2012	Form Verified by: Mike Adams

See page 24.

Food Quality and Safety Concern Record	
ABC Retail Store - Meat Department	
Name of retailer or organization making complaint	ABC Retail Store
Phone number	762 555 1234
Fax number	N/A
Address	2222 Main Street, Calgary, Alberta T2M 1P1
Date and time complaint received	August 2012 10:30 AM
Product name and quantity reported to be affected	500 grams package of Pork Sausage
Reasons for concern (include a description of all recalls or other defects in labeling/labelling concerns)	Product appeared to be spoiled before the date before date was reached.
Supporting Evidence (include information on laboratory test results or complete a report of your inspection process, etc.)	Product held under observation in cool storage of the package.
Product Use Information (include any information available on when and where the product was purchased and consumed and how the food was prepared before eating or otherwise the complaint)	Product was not consumed by ABC Retail Store.
Corrective Action Taken (if applicable)	Supplier advised that date before date was being incorrectly applied. Photographs taken for display and strategy used to correct date found to be correct properly.
This record is to be completed by the designated person on the Recall Preparedness Team	
OR	
No food safety issue exists. <input type="checkbox"/>	
Completed by: Joe Smith	August 2012
Signature	Date

See page 20.



To develop the recall preparedness prerequisite program follow the steps outlined below.

1. Assemble a Team – To design an effective program you should bring together a team of knowledgeable individuals including:

- All individuals on the recall preparedness team
- A representative from each part of the meat department (packaging, cutting, receiving, etc.)
- Personnel from management

You may also wish to involve local regulatory authorities and, if available, corporate quality assurance specialists.

2. Develop the Recall Preparedness Written Program – The written program establishes the procedures and policies you will be following and outlines the requirements for training and records of recall preparedness activities.

3. Produce Supporting Records – A number of records are required which provide additional information related to recall preparedness. These are listed below:

- Food Quality and Safety Concern Record
- In-Store Production Record
- Food and Ingredient Supplier List
- Recall Preparedness Team Form

4. Create a Recall Preparedness Log – A recall preparedness log documents that the requirements set out in the written program have been satisfied.

5. Perform a Semi-Annual Review – Following the initial completion of the written program and associated forms it is important to periodically review all materials to ensure they are still up-to-date and functioning as intended. It is recommended that this review be done on a semi-annual basis or more often if required. It is valuable to maintain a written record of this review to assist you in the ongoing development of your food safety system (for sample see appendix).

The example written program and forms can be downloaded at www.goodretailpractices.net

Recall Preparedness Written Program

example

PROCEDURES AND POLICIES

Complaint Monitoring and Investigation

- Every complaint relating to the quality and/or safety of foods sold by the meat department will be recorded on the *Food Quality and Safety Concern Record*.
- Each complaint will be reviewed by the designated person on the recall team and where a potential food safety issue exists the recall preparedness team will investigate and further action will be taken if appropriate. When a food safety concern is present the incident will be reported to appropriate authorities and suppliers of the product by the person designated on the *Recall Preparedness Team Form*.
- *Food Quality and Safety Concern Records* will be kept for one year and will be signed/verified by the department manager or designate.

Supplier Recall Preparedness

- A *Food and Ingredient Supplier List* will be maintained with the name/ type of products supplied, contact person, and phone/fax numbers so that information can be shared in the event of a recall. This list will be updated upon changes to suppliers or their contact information, by the person designated on the *Recall Preparedness Team Form*.
- As appropriate the presence of a HACCP plan or other food safety program will be noted for each supplier. Completion of the *Canadian Council of Grocery Distributors (CCGD) Vendor Qualification Questionnaire* may be requested.

Production and Purchase Records

- The volume, type and date of production will be recorded on the *In-Store Production Record* by the person designated on the *Recall Preparedness Team Form*.
- Records of meat product purchased are kept by the purchasing department.

Recalled Product Segregation and Disposal

- Any suspect product will be placed in the back of the store in an area clearly separate from saleable goods. Additionally, suspect product will have colored tags placed on the pallet or case with the word “suspect.”

Recalled Product Segregation and Disposal *(continued)*

- If it is necessary to destroy product, records of disposal/destruction will be kept and the method of destruction discussed with the supplier and when applicable local regulatory authorities. Care will be taken to ensure that suspect product is destroyed/disposed in a manner which would make it unsuitable for human consumption.

Recall Team Members and Responsibilities

- A list of responsible persons, contact information and their duties will be recorded on the *Recall Preparedness Team Form* and approved by the department manager.

Product Labeling for Recall Tracking

- Products produced and/or sold by the meat department will be checked monthly to ensure appropriate dates/batch numbers, where applicable, are present on all packages. This task will be performed by the person designated on the *Recall Preparedness Team Form*.

Recall Preparedness Procedures

- Inventories for purchased products and *In-Store Production Records* will be checked once per month to ensure they are accurate and complete.
- Labels on products will be checked once per month to ensure “best before” or “packaged on” dates are present.
- *Food and Ingredient Supplier List* will be reviewed once per month to determine if all suppliers are listed and information is accurate.
- *Food Quality and Safety Concern Records* will be checked once per month to ensure they are properly completed and action taken is noted when required.

Training of Personnel

All individuals performing recall preparedness related activities will be trained by qualified personnel and will be required to read and submit a signed copy of the *Recall Preparedness Written Program* at the start of employment and following any changes to procedures and policies.

Records of Activities and Corrective Action

Activities related to the *Recall Preparedness Program* and any corrective action required will be recorded on the *Recall Preparedness Log* by the individual designated by the supervisor each month.

In-Store Production Record

The In-Store Production Record documents the type and volume of food products produced in the store. An entry should be made in this record each time a food item is manufactured for resale.

example

In-Store Production Record

<i>ABC Retail Store - Meat Department</i>			
Item	Date	Quantity	Signature
<i>Beef Steaks</i>	<i>Aug 27 /2003</i>	<i>40 kg</i>	<i>Joe Smith</i>
<i>Ground Beef (lean)</i>	<i>Aug 27 /2003</i>	<i>5 kg</i>	<i>Joe Smith</i>
<i>Ground Beef (regular)</i>	<i>Aug 27 /2003</i>	<i>7 kg</i>	<i>Joe Smith</i>
<i>Pork Chops</i>	<i>Aug 27 /2003</i>	<i>15 kg</i>	<i>Joe Smith</i>
<i>Pork/beef Sausage</i>	<i>Aug 27 /2003</i>	<i>13 kg</i>	<i>Joe Smith</i>

Date *August 27/2003*

Form Completed by *Joe Smith*

Date *Sept 1/2003*

Form Verified by *Mike Andrews*

Food and Ingredient Supplier List

The Food and Ingredient Supplier List will enable a quick notification of the supplier in the event of a food safety issue. This list should be kept current at all times.

example

Food and Ingredient Supplier List

<i>ABC Retail Store – Meat Department</i>				
Company Name	Contact Name	Phone/Fax	Products Supplied	Food Safety Program
<i>ABC Meats</i>	<i>Mike Lee</i>	<i>Ph. 402 3434 Fx. 402 2343</i>	<i>Beef Cuts Ground Beef</i>	<i>HACCP Certified</i>
<i>Acme Meat Processor</i>	<i>Jason Woods</i>	<i>Ph. 402 9987 Fx. 402 9986</i>	<i>Pork Cuts</i>	<i>HACCP Certified</i>
<i>London Spice LTD</i>	<i>Jake Reghr</i>	<i>Ph. 402 3434 Fx. 402 2343</i>	<i>Spices and Seasonings</i>	<i>HACCP Certified</i>
<i>The Poultry Company</i>	<i>Cindy Graham</i>	<i>Ph. 402 7721 Fx. 402 7700</i>	<i>Chicken Turkey</i>	<i>Completed CCGD vendor qualification</i>

Date *August 27/2003*

Form Completed by *Joe Smith*

Date *Sept 1/2003*

Form Verified by *Mike Andrews*

Recall Preparedness Team Form

The Recall Preparedness Team Form outlines the persons responsible for dealing with potential food safety issues and prepares an action plan in the event of a recall.

This form should be kept current at all times.

example

Recall Preparedness Team Form

<i>ABC Retail Store - Meat Department</i>		
Task to be accomplished	Designated Individual	Phone Number (home/work)
Designated person to review <u>Food Quality and Safety Concern Records</u> and determine if complaint should be investigated further by the Recall Preparedness Team.	<i>Frank Adams</i>	H: 111-1451 W: 111-2222 F: 111-3333
Designated person to communicate recall details and respond to related questions from consumers.	<i>Persons Name</i>	H: 111-1453 W: 111-2222 F: 111-3333
Designated person to communicate with regulatory personnel and, if applicable, the media.	<i>Persons Name</i>	H: 111-6851 W: 111-2222 F: 111-3333
Designated person to ensure segregation and destruction of suspect products and liaison with supplier(s).	<i>Persons Name</i>	H: 111-1932 W: 111-2222 F: 111-3333
Designated person to investigate causes of recall and to determine if other products in store may have been affected.	<i>Persons Name</i>	H: 111-3422 W: 111-2222 F: 111-3333
Designated person to maintain <u>Food and Ingredient Supplier List</u> .	<i>Persons Name</i>	H: 111-7845 W: 111-2222 F: 111-3333
Designated person to maintain records for <u>In-store Production Records</u>	<i>Persons Name</i>	H: 111-3451 W: 111-2222 F: 111-3333

Creation Date *Jan 4/2002*

Approved by Management *Dan Steel*

Last Update *August 27/2003*

By *Joe Smith*

Recall Preparedness Log

The Recall Preparedness Log is designed to make certain that key elements of recall preparedness are functioning as intended. This log should be completed monthly or more often if deficiencies are found.

example

Recall Preparedness Log

ABC Retail Store - Meat Department		
Recall Preparedness Team	Yes	No
<u>Recall Preparedness Team Form</u> information is complete and up-to-date.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Product Labeling	Yes	No
Inspection of randomly selected products produced <i>in-store</i> shows they are correctly labeled with “packaged on” or “best-before dates”.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inspection of randomly selected products <i>purchased for resale</i> shows they are correctly labeled with “packaged on” or “best-before dates”.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Production Records	Yes	No
<u>In-store Production Records</u> for meat production are completed daily and are accurate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Records of products purchased for resale are kept and are accurate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supplier List	Yes	No
<u>Food and Ingredient Supplier List</u> is complete and contact information is accurate.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Food Quality and Safety Complaints	Yes	No
<u>Food Quality and Safety Concern Records</u> are completed correctly and signed by department manager.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Where required action taken is appropriate and recorded on the <u>Food Quality and Safety Concern Records</u> .	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Describe Corrective Action Taken (for any “No” response recorded above)		
Completion of Corrective Action Verified by _____ Date _____ <i>signature</i>		

Date *August 30/2003*

Form Completed by *Joe Smith*

Date *Sept 1/2003*

Form Verified by *Mike Andrews*