

164 Schema for recall, withdrawing or blocking of products

This schema must be sent to the customer via e-mail, to an address mutually agreed upon.
A copy of the e-mail must be sent to your main customer contact.

SUPPLIER: _____ Date: _____ Time: _____ Sign.: _____

PRODUCT ACTION

Recall Health Risk – information to consumers/ No health risk, but quality not as declared. Potential Press Release	Withdrawal from distributor/retailer Only in the supply chain – not from consumer	Blocking/quarantine The product must be held in quarantine until further notice
Reason:		

HEALTH RISK

No health risk	Potential health risk	Involve health risk
Description of (potential) health risk:		

PRODUCT SSSC-code in separate attachment

Article name/brand/description:	
GTIN CU (Consumer Unit):	EPD-number:
GTIN SKU (Stock Keeping Unit):	COOP-number:
Traceability information (Traceability key) – additional information to GTIN and EPD-number to refine which batch/lot to trace. Batch/lot: Best before date: or other relevant information:	

TRACEABILITY OF INVOLVED PRODUCTS (Separate attachment)

FOR DELIVERIES DIRECTLY TO RETAILERS: Traceability key, name and GLN of the retailer, branch/department/retailer number, Time of Delivery, Quantity delivered
FOR DISTRIBUTOR DELIVERIES: Traceability key, name and GLN of the warehouse, branch/department/retailer number, Time of Delivery or Pickup, SSSC-number or Quantity delivered. Goods in transit must be included

FROM SUPPLIER Contact persons must be on call immediately after this schema is sent

Contact person Logistics and finance:	Phone:
Mobile:	Fax:
Contact person Quality:	Phone:
Mobile:	Fax:
Contact person for affected retailers/customers:	Phone:
Mobile:	Fax:

WHICH INSTANCES HAS BEEN INFORMED? If needed a Press Release or draft of a Press Release can be enclosed

Norwegian Food Safety Authority	Media/consumer	Additional information: (for example instances not informed)
Distributors/retailer	Other (Who?)	

WHICH ACTIONS SHOULD BE TAKEN REGARDING THE PRODUCTS?

Destroyed on site	The goods must be returned to supplier (specify below why, who is responsible for and will carry this out and how this will be done) (for example if the distributor trucks will be used, and if this have been approved by the Norwegian Food Safety Authority)
Destroyed on an approved facility (specify below which facility)	
The products must be set in quarantine/temporarily blocked (specify when new information will be available)	The supplier will pick up the goods from the distributor
Additional information:	

ACTIONS TO PERFORM

Consumer:
Retailer:
Distributor:

CLOSING (Must be agreed upon! The customer and supplier must inform each other when they are ready to receive or ship new products, or when the temporarily suspension/blocking is cancelled. Other relevant information?)

When will the incident be closed?
