SMALL SCALE FOOD PROCESSOR ASSOCIATION SUPPORTS INDEPENDENT FOOD PROCESSORS & GROWERS	Document No.: HUB.R.SOP.91 Effective Date: 01-December 2022 Revision Date: January 24, 2023
Recall SOP	Revised By: MDaskis Approved By: NRoss Reason for Revision: Updated for CFIA Recall Contact

Recall Definition

A Recall will be initiated when a product contains a hazard that may cause serious adverse health consequences or death in a customer. Market withdrawal or stock recovery for shelf-life problems or off-flavour product, for example, does not constitute a recall.

Recall Initiation

Recalls initiated from complaints.

Company Name will record complaints received from customers on the *Customer Complaint Form*. If the Recall Team has doubts about how to respond to a complaint the BCCDC or CFIA will be contacted. A Recall will be contemplated if the following types of complaints are received:

- a call from the CFIA (Canadian Food Inspection Agency)
- call from the BCCDC (BC Centre for Disease Control)
- a customer complaining of food poisoning
- a customer complaining of an allergic reaction

Recalls initiated from processing problems.

Company Name will initiate a recall if there has been a processing problem that affects food safety. Examples include:

- contains sanitation chemicals
- contains an undeclared allergen
- contains machine parts or other foreign object

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Recall Team

Contact Order	Name	Alternate	Title*	Emergency Phone #	Home Phone # or email
First					
Second					
Third					
		Regional Health Authority			
	(tbc)	CFIA Regional Recall Coordinator			

If a product recall is required the following steps are to be taken, followed by immediate notification to the CFIA and Local Health Authority by means of contacting the inspector in charge.

Contact the Health Officials listed below with Recall Information.

Put name of EHO and contact info here
Regional Recall Coordinator: (tbc) 604-978-1120 (tbc)

Method for product traceability

The receiving and shipping logs and production batch records will be used to trace products through the production process. All products have a best before date or manufactured code that is used for traceability.

Recall Procedure:

1. Start *Crisis Management Diary*, noting time recall started and record timing for each step.

2. Assemble the recall management team.

3. Notify the CFIA and local health inspector.

4. Identify all products to be recalled, complete *Critical Recall Information Form*. Identify product(s) involved, lot code, reason for recall and risk assessment.

5. Identify the status of affected products, fill *Product Reconciliation* form and *Distribution Status* form. Detain and segregate all products or ingredients to be recalled which are in the establishment's control. Place "Hold" tag for product/ingredient detain.

6. Prepare press release if necessary.

7. Prepare affected customer list.

8. Complete *Product Recall Notice* form and distribute to customers. Complete customer communication log.

9. Complete *Retrieved Product* form for product control, disposition, and disposal.

10. Compare the amount of affected product in *Product Reconciliation* form and retrieved product in *Retrieved Product* form to determine recall effectiveness, calculate % recovery.

Establish area in cooler (freezer) to contain returned product. Put up the product hold sign on door. Alert shipper/receiver.

Review production records to identify the total number of cases manufactured with this production code date. Other finished products bearing the same production code date as the recall item(s) are to be identified for further evaluation.

If there have been additional finished products manufactured with the same production code date as the recall item, determine if these products are to be included in the recall.

Establish the location as to where the recall product(s) has been shipped to and is currently located.

Complete the Notification of Product Recall Form. Contact customers affected by the recall procedure, providing them with the following information:

- Finished Product Name;

- Item Code
- Production Code Date
- Total number of cases shipped to customer, and date shipment was received.
- Indicate the reason for the product recall.

Request all customers that have been affected by the recall to reply with current inventories for each product.

Determine with the appropriate authority the means of disposal for the identified affected products in the recall.

Review circumstances as to why the product recall was necessary.

Implement strategies to monitor future processing, which will prevent similar occurrences.

Mock Recalls

A Mock Recall Effectiveness Check is to be completed twice per year. The recall effectiveness check will evaluate a problem at the supplier level as well as a problem at the facility.

Records of the Mock Recalls are to be reviewed with employees verifying lot codes and shipping / receiving staff.
This process is to verify the efficiency of paper trail, from production records, lot codes, shipping and receiving personnel and invoicing.

For the List of Forms Used in Recall see HUB.R.REC.93

Note: Additional pages can be added for details and comments and be attached to the relevant Form number to ensure complete information is filed and reviewed.