



## Notification Form Recall/Withdrawal

This form is to be used when an incident has happened that may affect product safety, quality or legality resulting in a recall or withdrawal. Our customers are expected to inform us according to the ISACert Certification Protocol paragraph 10.2. All information will be treated strictly confidential but may be shown to standard-owners or accreditation bodies at their request. BRC requires CBs to give quarterly overviews of all recalls/withdrawals reported.

Information in white boxes to be completed by the customer.  
 Information in grey boxes to be completed by ISACert.

ISACert Office	
Handled by (name and recommendation date) <sup>1</sup> :	
Final decision by (name and date) <sup>2</sup> :	
Type of incident	Recall/withdrawal*
Nature of incident	Food Safety/Quality/Legality/Customer agreements violation*

<sup>1</sup> = delete or strike-through what is not appropriate

Company Details			
Company Name			
Address			
Country		Telephone	
Contact person for this incident		Email	
Certified by ISACert for following standards			

Date of reporting	YYYY-MM-DD
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### Short description of the Incident

Please describe in detail the Recall or Withdrawal. This section needs to contain as a minimum the following information:

- a) product at risk (name/description)
- b) amounts recalled and traced back (mass balance)
- c) production or Best Before dates
- d) in which countries
- e) Who was notified (e.g. retailer, authorities, supplier, public recall) . Any relevant communications shall be attached (e.g. recall advertisement, communication with authorities or customers)

#### Example

On 10-04-2014 it was decided to recall approximately 10,000 kg of egg salad because it may contain foreign materials—pieces of metal.

Following products are being recalled: Egg salad Y 250 g cups batch ABC123; Egg salad Y 10 kg buckets batch DEF 123; all with Best before date 31-12-2104.

100% of the production was traced back to the next step in the food chain. Impacted customers are informed.

The metal comes from a cutting machine used to cut the eggs. Upon regular maintenance inspections this machine was found to be damaged.

The customer and Food Safety Authorities were notified, and a Class I Recall was initiated on Monday, November 12<sup>th</sup> 2012. Advertisement is attached.

Counties where recall takes place: Switzerland and Monaco.

### Corrective action plan

Identified Root Cause:

Corrective actions taken by the company, please send evidence:

## ISACert investigation and recommendation by investigator

### Results of ISACert review of handling of incident and actions taken:

Describe here

- a) whether the corrective actions were judged to be sufficient and effective
- b) whether communication was done correctly and satisfactorily
- c) what evidence was provided.
- d) in case an extra visit has taken place, describe findings.

### Recommendation:

Choose one from the following:

- a) *No further action required, incident was handled sufficiently*
- b) *Suspension of certificate awaiting further information or revisit (status may last max 4 weeks)*
- c) *Withdrawal of certificate*

**Motivation in case of suspension or withdrawal (this information will be used for databases of standard owners where applicable):**

## Decision of Certification Manager