

# Food Recall Plan for Basketdrop Ltd.

The purpose of this document is to help Basketdrop Ltd. plan for the effective recall of unsafe food products from our food supply chain.

## Food recalls and withdrawals

The two types of food recall, and food withdrawal are described below. A flow chart for deciding whether a food recall or withdrawal is needed is in [Attachment 1](#).



## Recall objectives:

- Protect the health and safety of our customers and consumers.
- Stop any further distribution and sale of the recalled food product as soon as possible.
- Inform the relevant authorities of the problem.
- For consumer level recalls, inform the public of the problem.
- Retrieve and dispose of the recalled food product.
- Report to the relevant authorities on recall outcomes and corrective actions.

## What this recall plan covers:

- Quick reference **contact information** — your business, suppliers and customers, and government.
- Business preparedness including **product traceability, staff training, review of the recall plan and paying for a food recall**.
- **Step-by-step guide** for the food recall process.

## Quick reference contact information

1. Your business information	Basketdrop Ltd.
<b>Business name</b>	Basketdrop Ltd.
<b>Address</b>	Leeds Beckett Business Centre, 148 Rose Bowl, Portland Crescent, Leeds, LS1 3HB
<b>Postal address</b>	Same as above
<b>Main phone number</b>	07564302734
<b>After hours phone number</b>	07564302734
<b>Email address</b>	<a href="mailto:basketdrop.co.uk@gmail.com">basketdrop.co.uk@gmail.com</a>
<b>Website address</b>	<a href="https://www.basketdrop.co.uk/">https://www.basketdrop.co.uk/</a>
<b>Name of business' food recall coordinator</b>	Micah Leitch & Slydon Lungu
<b>Phone number of coordinator</b>	07564302734
<b>Email address of coordinator</b>	<a href="mailto:c@slungubasketdrop.co.uk">c@slungubasketdrop.co.uk</a>   <a href="mailto:micah.leitch@yahoo.com">micah.leitch@yahoo.com</a>
<b>After hours number for coordinator</b>	07564302734   +44 7540 481181

## 2. Your suppliers and customers contact information

To effectively recall food you must also have a complete list of all food businesses that:

- supply food, ingredients and packaging materials to you (your suppliers)
- you supply food to (your customers).

The contact information for these businesses should include:

- the business name
- address
- contact person
- contact phone (including for after hours\*) and email (if applicable).

If needed, the table in Attachment 2 can be adapted for this information.

**Note:** \*You may need to contact businesses **after hours**, so it is useful to obtain after hours contact details.

## Business preparedness

Task	Purpose	Task items	Person/s responsible
Product traceability	To enable the business to: <ul style="list-style-type: none"> <li>• <b>trace products and their ingredients</b> along the chain from suppliers through to customers (i.e. tracing both forward and backwards)</li> <li>• <b>identify the location of affected product</b> in the chain at any time</li> <li>• <b>quickly compile a list of all customers</b> or businesses that have received affected product(s), to provide to Basketdrop.</li> </ul>	<input type="checkbox"/> Create/maintain <b>supplier lists</b> and other information (e.g. contact details, delivery receipts, etc.) <input type="checkbox"/> Create/maintain <b>customer lists including after hours contact information</b> <input type="checkbox"/> Create/maintain a <b>list of current products</b> in the marketplace (e.g. photos of labels, packaging details, available sizes) <input type="checkbox"/> Ensure <b>receipt and distribution documents</b> are up to date and easily accessible (for goods received and sent: e.g. shipping information, batch codes, quantities, ingredients, packaging) <input type="checkbox"/> <b>Test the traceability system</b> every 12 months or as required (e.g. by mock recalls) <input type="checkbox"/> <b>Ensure traceability system works</b> with any follow-up actions carried out and signed off by the food recall coordinator/team	<b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>
Staff training	To ensure staff have the skills and knowledge to carry out a food recall	<input type="checkbox"/> <b>Create/review training</b> for relevance <input type="checkbox"/> <b>Train staff</b> in the food recall system <input type="checkbox"/> Keep an <b>up-to-date training register</b> (with dates, employee names and training provided)	<b>Bongani Muchemwa</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>
Reviewing the recall plan	To ensure the recall plan is up to date and is an effective system for recalling food that the business supplies	<b>Review the recall plan</b> after each recall (or every 12 months) considering: <ul style="list-style-type: none"> <li>• <b>Outcomes of mock (or practice) recalls</b></li> <li>• <b>Outcomes of actual recalls</b> and findings of post-recall reviews</li> <li>• <b>Changes to the food business</b> – including changes in products manufactured, staff or staff responsibilities, distribution networks, customers or suppliers</li> <li>• <b>Feedback from recall training</b></li> <li>• <b>Feedback from customers</b> or changes in customer requirements</li> </ul>	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
Paying for a recall	To ensure that the information to make payment for a recall is readily available	<input type="checkbox"/> Record <b>insurance policy</b> information: company, policy number, etc. <input type="checkbox"/> Establish approval process to <b>fast track payments</b> as required <input type="checkbox"/> Ensure business is <b>able to secure additional financing</b> at short notice (if required)	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>

## The food recall process

The stages of the food recall process are:

1. Identifying, notifying and assessing a food safety issue
2. Deciding to recall or withdraw food
3. Identifying distribution of affected product(s)
4. Notifying government, business-stakeholders and consumers of a recall
5. Retrieving and disposing of food
6. Monitoring the recall's effectiveness
7. Closing the recall
8. Post-recall reporting

By assigning roles and responsibilities using the table below, this part of the plan will enable our business to follow through the recall stages .

Task / Item	Checklist for a recall	Person responsible
<b>Stage 1 - Identifying, notifying and assessing a food safety issue</b>		
<b><u>Identifying/notifying</u></b>  1. <b>First person/position</b> within the business will be <b>notified immediately</b> of a potential food safety issue.  2. <u>Or</u> if that person is uncontactable:  <b>Backup person/position</b> within the business will be notified.	<input type="checkbox"/> <b>First person notified</b> of potential food safety issue  <input type="checkbox"/> <b>Backup notified</b> (if needed)	<b>List the recall coordinator and team member:</b>  1. Slydon Lungu  2. Marion Mayer  3. Yuri Jiang
<b><u>Assessing an identified food safety issue</u></b>  The potential food safety issue will be assessed by taking the following steps:  (i) <b>Identifying the hazard</b> associated with the food as: <ul style="list-style-type: none"><li>• microbiological (e.g. pathogenic bacteria such as Salmonella)</li><li>• physical (e.g. glass, plastic)</li><li>• chemical (e.g. cleaning products)</li></ul>	<input type="checkbox"/> <b>Hazard identified</b> as MICROBIAL/ PHYSICAL/ CHEMICAL/ ALLERGEN RELATED/ OTHER (specify)	<b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>

Task / Item	Checklist for a recall	Person responsible
<ul style="list-style-type: none"> <li>• allergen related (e.g. nuts, dairy, egg).</li> </ul>		
<p>(ii) Determining if the hazard <b>poses a food safety risk</b>:</p> <ul style="list-style-type: none"> <li>• Have there been reports of illness or injury related to the identified hazard?</li> <li>• What are the results of any testing and/or investigation conducted?</li> </ul>	<input type="checkbox"/> Hazard determined AS/AS NOT posing a <b>food safety risk</b>	<b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>
<p>(iii) Determining <b>what action is needed to manage the food safety risk</b>, considering the:</p> <ul style="list-style-type: none"> <li>• location of affected product in the supply chain (e.g. under the business's control, sold to distributors or with the suppliers and/or retailers)</li> <li>• quantity of affected product involved and distributed</li> <li>• shelf life of the affected product</li> <li>• population at risk (children, pregnant women, the elderly and the immunocompromised).</li> </ul>	<input type="checkbox"/> The <b>action needed</b> to manage the food safety risk is (specify) :	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p>(iv) Seeking <b>expert advice from the home state enforcement agency</b>, if needed.</p>	<input type="checkbox"/> <b>Advice sought</b> from home state (if needed)	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p>(v) Assessing and recommending whether <b>to stop production and/or place product on hold</b>.</p>	<input type="checkbox"/> <b>Recommendation</b> is to STOP PRODUCTION/ PLACE PRODUCT ON HOLD/ OTHER (specify)	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
Stage 2 - Deciding to recall or withdraw food		
<p>(i) One of the following actions will be recommended:</p> <ul style="list-style-type: none"> <li>• <b>no recall or withdrawal</b> - other appropriate action to be taken</li> <li>• <b>food withdrawal</b> - as a precaution (pending further investigation of the potential food safety risk) or because of a food suitability issue</li> <li>• <b>food recall</b> – because the food poses a public health and safety risk.</li> </ul>	<input type="checkbox"/> <b>Recommendation</b> is to WITHDRAW/ RECALL/ OTHER ACTION (add details if needed)	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>

Task / Item	Checklist for a recall	Person responsible
<p><b>*The decision flowchart in <a href="#">Attachment 1</a> may help with a recommendation.</b></p>		
<p><b>(ii) Approval of recommendation to withdraw, recall or take other action</b> based on the recommendation.</p> <p><b><i>Note: No action is to be taken without this person's approval.</i></b></p>	<input type="checkbox"/> <b>Recommendation approved</b>	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b>(iii) If a decision is made to do a food withdrawal then the client and/or relevant agencies must be notified</b> if there will be public notification of a withdrawal.</p>	<input type="checkbox"/> <b>NHS Supply Chain</b> notified of withdrawal  <input type="checkbox"/> <b>Food Standards Agency</b> notified of withdrawal	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b>(iv) If a decision is made to do a food recall</b> then this will be either a:</p> <ul style="list-style-type: none"> <li>• <b>trade level recall</b> where product has <u>not</u> been available for direct purchase by consumers (e.g. food sold to caterers)</li> <li>• <b>consumer level recall</b> where product has been available for retail sale direct to consumers (e.g. product sold in supermarkets).</li> </ul>	<input type="checkbox"/> <b>A TRADE LEVEL/CONSUMER LEVEL recall is needed</b>	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b>(v) The scope of the recall that will be needed</b> will be considered, including whether the same issue could occur in:</p> <ul style="list-style-type: none"> <li>• different package sizes of the same product line</li> <li>• different batch numbers or date markings of the same product</li> <li>• a different food product processed on the same line or in the same plant</li> <li>• same or similar food products packaged under a generic label.</li> </ul> <p><b><i>Note: If the food safety issue is present in other foods, batches, sizes or brands, all of these foods will need to be recalled.</i></b></p>	<input type="checkbox"/> <b>The recall will need to cover the following products</b> (insert details):	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<b>ONCE A DECISION HAS BEEN MADE TO DO A FOOD RECALL, STAGES 3 – 8 WILL BE FOLLOWED THROUGH</b>		

Task / Item	Checklist for a recall	Person responsible
<b>Stage 3 - Identifying distribution of affected product(s)</b>		
<p>A <b>complete distribution list</b> of all businesses that have received the affected product will be compiled (with as much detail as possible), including :</p> <ul style="list-style-type: none"> <li>• <b>each business's name, address, contact person, phone numbers</b></li> <li>• <b>the physical location of the affected product</b></li> <li>• <b>the quantity</b> of affected product in each location, if known</li> <li>• <b>the types of premises</b> where the product has been sold (e.g. supermarkets or specialty grocers such as Asian grocers).</li> </ul>	<input type="checkbox"/> <b>Distribution list</b> created	<b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>
<b>Stage 4 - Notifying government, business and consumers of a recall</b>		
<p>The business will <b>notify government, business stakeholders and consumers</b> of the recall.</p> <p><b>Notifying government</b></p> <p>(i) <b>NHS Supply Chain</b> will be contacted by phone as soon as a recall is needed, or may be needed.</p> <p>(ii) <b>The Client Recall Coordinator</b> will be contacted by phone and advised of <i>preliminary information</i> about the product being recalled: the reason for its recall, where it was manufactured and where it has been sold.</p>	<input type="checkbox"/> <b>NHS Supply Chain</b> notified of recall <input type="checkbox"/> <b>Food Standards Agency</b> notified of recall	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<b>Information requirements</b>	<p><b>NHS Supply Chain</b> will be given the following information to action the recall:</p> <ul style="list-style-type: none"> <li>• the company's contact details</li> <li>• the product manufacturer's details</li> </ul>	<input type="checkbox"/> <b>NHS Supply Chain</b> recall report template <input type="checkbox"/> <b>Distribution list</b> submitted to NHS Supply Chain (see Stage 3)
		<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>

Task / Item	Checklist for a recall	Person responsible
<ul style="list-style-type: none"> <li>product details including the: name (as it appears on the product packaging), date marking, package size and description, and any other identifying markings available</li> <li>nature of the problem, the results of any testing</li> <li>quantity of the manufactured batch and the date and amount released</li> <li>quantity of the recalled food product that can be accounted for</li> <li>distribution in the United Kingdom and overseas (if applicable)— see Stage 3 above.</li> <li>any import/export information (if applicable) including overseas distribution and/or importer details*</li> <li>for a consumer level recall, a <b>photo that clearly show the product labels and sizes.</b></li> </ul>	<input type="checkbox"/> <b>Product photo(s)</b> submitted to <b>Food Standards Agency</b>	
<p><b><u>Notifying distributors, wholesalers, retailers and exporters</u></b></p> <p>(i) All <b>customers</b> (including distributors, wholesalers, food service, retailers and exporters, as applicable) will be <b>notified by phone and email</b>.</p> <p>(ii) The business will <b>keep records</b> of notifications, to demonstrate that all businesses that have been supplied with the affected product have been notified of the recall.</p>	<input type="checkbox"/> <b>Customers notified</b>  <input type="checkbox"/> <b>Notification records kept</b>	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b><u>Notifying consumers</u></b> (in a consumer level recall)</p> <p>(i) The business will commit to a <b>communication plan to inform consumers</b> about the recall, in consultation with <b>NHS Supply Chain</b> and the <b>Food Standards</b> agency, considering:</p> <ul style="list-style-type: none"> <li>the urgency of the food safety issue (e.g. associated with illness)</li> <li>how widely the product has been distributed (locally or nationally)</li> </ul>	<input type="checkbox"/> <b>Communication plan</b> decided on	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>

Task / Item	Checklist for a recall	Person responsible
<ul style="list-style-type: none"> <li>the customer base of the product (e.g. specific cultural or age group)</li> </ul> <p><b>(ii) The public will be notified</b> via one or more of the following:</p> <ul style="list-style-type: none"> <li>point-of-sale notification (in-store recall notices)</li> <li>a paid press advertisement</li> <li>a media release (recommended if the product poses a <b>high safety risk</b>)</li> <li>radio announcements</li> <li>direct notification to consumers via email or SMS (e.g. via customer loyalty programs)</li> <li>website notification</li> <li>social media (e.g. Facebook, Twitter, blogs).</li> </ul>	<input type="checkbox"/> <b>Public communication will be via:</b> P.O.S. NOTICE/ PRESS AD/ MEDIA RELEASE/ RADIO/ SMS/ WEB / SOCIAL MEDIA  <input type="checkbox"/> <b>Recall notice/press ad submitted to NHS Supply Chain for approval before publishing</b>	
<p><b>Stage 5 – Food retrieval and disposal</b></p> <p>The recalled product will be disposed of, unless the nature of the food safety hazard allows for it to be reprocessed or relabelled. The business may <b>choose to retrieve and dispose</b> of the product, <b>or ask customers to dispose of it on-site.</b></p> <p><b><u>Method of retrieval</u></b></p> <p><b>(i) Customers</b> (retailers, distributors, wholesalers, exporters/other as applicable) <b>will be advised what to do with recalled product</b>, including to:</p> <ul style="list-style-type: none"> <li>separate recalled product from other food and identify it as subject to recall <b>AND</b></li> <li>count and return the product for disposal <b>OR</b></li> <li>count and dispose of the product themselves.</li> </ul>	<input type="checkbox"/> <b>Recalled product is to be RETURNED/ DISPOSED OF BY CUSTOMER</b>  <input type="checkbox"/> <b>Customers advised</b> of what to do with the recalled product  <input type="checkbox"/> Retrieved product <b>separated and identified</b>	<b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>

Task / Item	Checklist for a recall	Person responsible
<p>(ii) Retrieved product being held for disposal <b>will be separated from other food and clearly identified</b> as being subject to recall.</p> <p>(iii) <b>All recalled product will be accounted for</b>, by recording what stock is retrieved and what stock (if any) is disposed of by customers.</p> <p><b>*A Recall returns checklist template is provided in <a href="#">Attachment 4</a>.</b></p>	<input type="checkbox"/> Recalled <b>product accounted for</b>	
<p><b><u>Method of disposal</u></b></p> <p>The business will <b>choose how to dispose of the recalled product</b> in consultation with the client (if required), from the following options:</p> <ul style="list-style-type: none"> <li>destroy or treat the product in another way (e.g. denature) so that it cannot be used for human consumption, and place it the rubbish</li> <li>further process the product to ensure that it is safe and suitable for human consumption (e.g. by re-labelling or re-processing)</li> <li>use for purposes other than human consumption (e.g. animal feed, if appropriate)</li> <li>return to the supplier.</li> </ul> <p><b><i>Note: If the recalled product is unfit for human consumption, it must not be provided for consumption in any form to any person.</i></b></p>	<ul style="list-style-type: none"> <li>The recalled product is <b>to be disposed of by</b> DESTROYING / FURTHER PROCESSING / BEING USED FOR OTHER PURPOSES/ RETURNED TO SUPPLIER</li> </ul>	<b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>
<p><b><u>Consumer/customer reimbursement</u></b></p> <p>Under the Consumer Rights Act 2015, consumers can seek a refund, replacement or repair for defective goods. Manufacturers are also liable to compensate for loss or damage suffered as a result of supplying defective goods.</p>	<ul style="list-style-type: none"> <li><b>Legal obligations met</b> under the Consumer Rights Act 2015</li> <li>Customers are to be <b>compensated</b> via RETURNING PRODUCT FOR REFUND/ REPLACEMENT/ OTHER (specify, as appropriate)</li> </ul>	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b>Stage 6 – Monitoring the recall's effectiveness</b></p> <p>The recall will be monitored at each stage of the process.</p>	<input type="checkbox"/> Each stage of recall <b>monitored</b>	<b>Marion Mayer</b> <b>Slydon Lungu</b>

Task / Item	Checklist for a recall	Person responsible
<p>If further actions are deemed necessary to protect public health and safety, <b>recommendations will be made to management</b> during the recall process.</p> <ul style="list-style-type: none"> <li>For example, in a <b>consumer level recall</b>, if there have been <b>few returns</b> and little public response to a recall that poses a high public health and safety risk, the recall <b>communication may need to be repeated</b> using different methods to ensure consumers are effectively reached.</li> </ul>	<input type="checkbox"/> <b>Recommendations made</b> to management that further action is NEEDED/ NOT NEEDED (include action to be taken, if needed)	<b>Yuri Jiang</b>
<b>Stage 7 – Closing the recall</b>		
<p><b>Recall termination</b></p> <p>The <b>decision to terminate the recall</b> will be made once it has been deemed successful, based on:</p> <ul style="list-style-type: none"> <li><b>the risk to the public is judged to be minimal</b></li> <li><b>the business has taken all reasonable steps</b> to ensure the effective recall of product including: <ul style="list-style-type: none"> <li>identifying all affected batches in the supply chain</li> <li>notifying affected customers</li> <li>disposing of all affected batches in supply chain by destroying, reprocessing/ relabelling, etc. (as applicable)</li> <li>communicating the recall to the public (for a consumer level recall)</li> <li>taking corrective action (as needed)</li> <li>accounting for all recalled product.</li> </ul> </li> </ul> <p>Staff and business customers should be <b>informed</b> of the recall's termination.</p>	<input type="checkbox"/> <b>Decision made to terminate</b> food recall  <input type="checkbox"/> <b>Staff and business's customers informed</b> of recall termination	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b>Reviewing the recall's effectiveness</b></p> <p>A meeting will be held once the recall is terminated to:</p> <ul style="list-style-type: none"> <li><b>review the effectiveness of the recall</b></li> </ul>	<input type="checkbox"/> <b>Meeting to review the recall's effectiveness</b> and agree on <b>corrective actions</b>	<b>NHS Supply Chain</b> <b>Client(s)</b>

Task / Item	Checklist for a recall	Person responsible
<ul style="list-style-type: none"> <li>decide what corrective actions are needed to prevent a similar issue happening again</li> <li>assign accountable staff and timelines for the corrective actions (if needed)</li> <li>agree on a future date to review the corrective actions.</li> </ul>	<input type="checkbox"/> Corrective actions documented, including accountable staff, timelines and next review date	<b>Supplier(s)</b> <b>Bongani Muchemwa</b> <b>Slydon Lungu</b> <b>Marion Mayer</b> <b>Micah Leitch</b> <b>Yuri Jiang</b>
<b>Stage 8 – Post-recall reporting</b>		
<p>After a food recall, the business will submit <b>interim and final post-recall reports</b> to NHS Supply Chain within the timeframes requested by the client</p> <p><b><u>Interim report</u></b></p> <p>The interim post-recall report will be submitted to NHS Supply Chain <b>within two weeks</b> of the recall being initiated.</p> <p>NHS Supply Chain will advise the business's recall coordinator if, based on the interim report, the Food Standards Agency <b>is not satisfied with the recall action</b> and that the risk to public health and safety has not been mitigated.</p> <p><i>Note: If needed, the business and standards agency will work together to determine what further action may be required, and to ensure this action is completed.</i></p>	<input type="checkbox"/> <b>Interim post-recall report</b> submitted to NHS Supply Chain	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>
<p><b><u>Final report</u></b></p> <p>The final post-recall report will be submitted to NHS Supply Chain <b>within one month</b> of the recall being initiated.</p> <p><i>Note: If the food standards agency advises that the final post- recall report is unsatisfactory and requires further action then the recall coordinator/team is</i></p>	<input type="checkbox"/> <b>Final post-recall report</b> submitted to NHS Supply Chain	<b>Marion Mayer</b> <b>Slydon Lungu</b> <b>Yuri Jiang</b>

Task / Item	Checklist for a recall	Person responsible
<i>responsible for ensuring the outstanding actions are completed in consultation with the food standards agency.</i>		

**Recall plan approved by:** Slydon Lungu

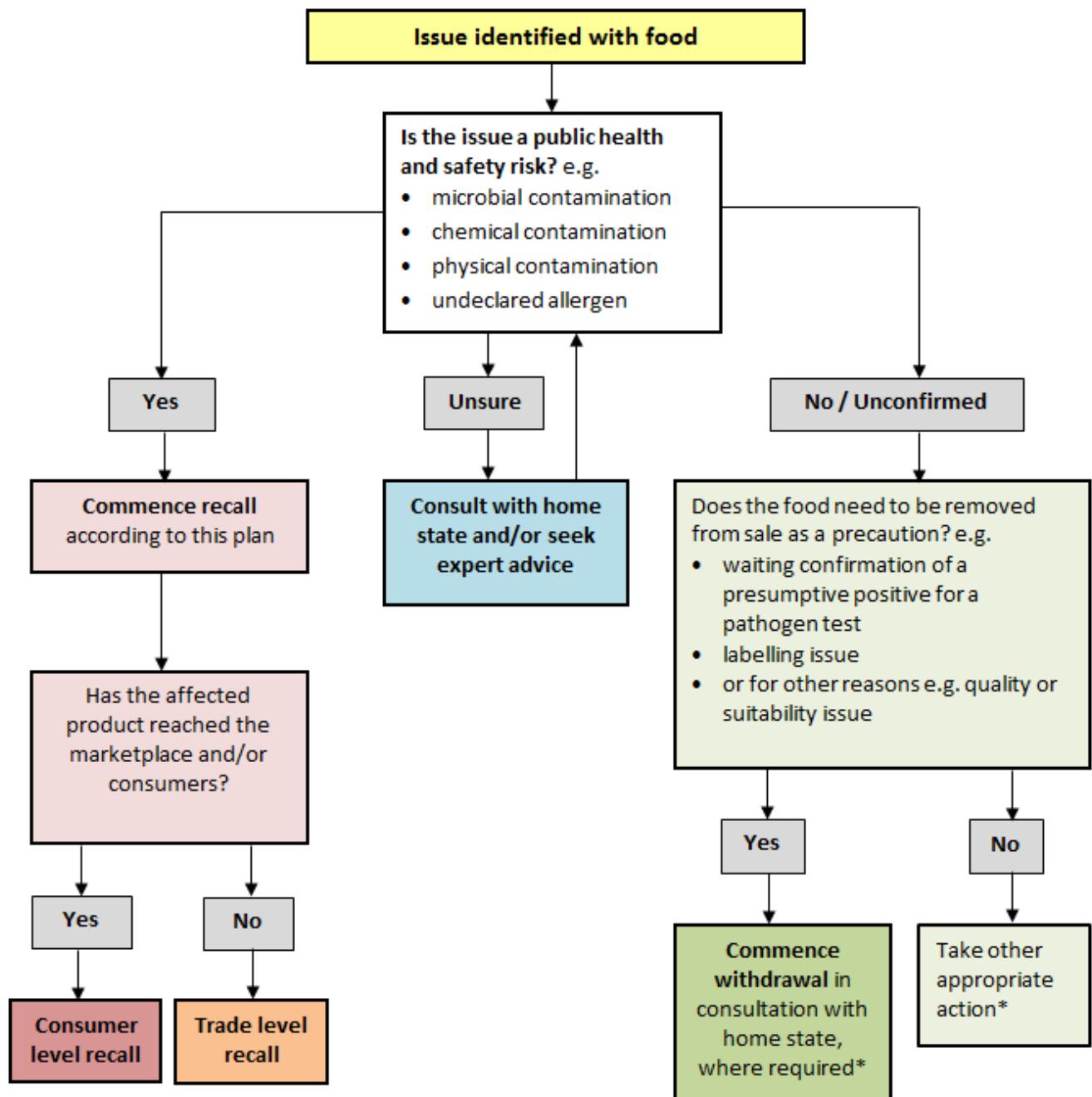
**Date of last review:**

03/09/2025

## **Attachments**

1. Deciding whether to recall or withdraw
2. Recall distribution list
3. Food recall notification to distributors, wholesalers and other customers
4. Recall returns checklist

## Attachment 1 – Deciding whether to recall or withdraw



\*If a product is withdrawn from sale and then the business receives confirmation of the presence of a pathogen in their product/s, this decision tree should be re-started from the beginning i.e. 'Is the issue a public health and safety risk?'> Yes > Commence recall according to this plan.

\*\*\* "home state" in our case refers to NHS Supply Chain or the Food Standards Agency\*\*\*

## Attachment 2 – Recall distribution list

Distribution list for recall of [insert product name] on [insert date]

<b>Product name:</b>	
<b>Total quantity manufactured/imported (in units or kg)</b>	
<b>Total quantity distributed (in units or kg)</b>	
<b>Total quantity remaining in warehouse (in units or kg)</b>	

Product has been distributed to:

Business name	Address	State / Territory	Country (if applicable)	Contact person	Contact numbers	Units (if known)

## Attachment 3 - Food recall notification to distributors and wholesalers and other customers

The recall coordinator/team will notify all our distributors/customers by phone and email, using the template below.

*Distributor's name  
Distributor's address*

### **FOOD RECALL**

Customers are advised that *[name of the business recalling the product]* is conducting a food recall due to *[the reason for the recall]*.

The food involved is *[name of the food product, package size, date marking, batch code and all other information that will identify the food]*.

We are recalling all supplies of the food with the above identification.

*[For consumer level recalls, insert the following sentence]*

Consumers have been advised of the recall and asked to return the purchased food. They will receive a refund of the purchase price.

If you have distributed any of the recalled stock to other distributors or retailers please immediately inform those distributors or retailers of the recall.

If you have re-packaged or re-processed the recalled food under another brand name, you, or the business you supply the repackaged or re-processed food to, may need to conduct a separate trade or consumer food recall. If this is the case, please immediately contact Basketdrop Ltd. on 07564302734 and your local council or the UK Food Standards Agency.

Please hold the recalled food in an isolated and secure area until we provide further advice.

We apologise for the inconvenience.

*[The name of the sponsor, address and contact numbers]*

*[Date]*

#### Attachment 4 - Recall returns check list

The recall coordinator/team will use the following checklist to account for recalled stock.

Business name	Contact name	Contact numbers	Units supplied	Units returned or accounted for (for destruction or return)