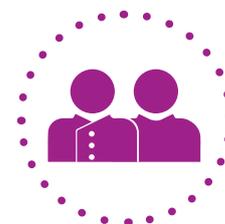


SAFE METHOD:

PRODUCT WITHDRAWAL AND RECALL



Responding quickly to any problems with food products you use or sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means it should not be sold. Then it might be 'withdrawn' (taken off the shelves) or 'recalled' (when customers are asked to return/destroy a product).

You may find out about a problem with a product from:

- the manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association

If you hear about a problem with a product, you should stop selling the product straight away. You might also need to tell your customers.

There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens you should stop selling it straight away. You may need to tell your local authority and the Food Standards Agency about the product.

If you are not sure whether to do this, talk to your local authority and the manufacturer of the product.

| WHAT TO DO | HOW? |
|---|--|
| Make sure you know the details of the problem. | If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected. |
| Take the product off the shelves as soon as you find out about a problem. | Make sure you remove all the affected products and label them clearly to show they should not be sold. |
| Make sure your staff know about the problem. | This is so your staff know what to do and do not put the products on sale again, by accident. |
| Decide if you need to inform your customers. | Some product recalls may require you to put up a notice in your shop to let customers know that the product has been recalled and why. This information will sometimes be supplied by the manufacturer or supplier. Sometimes you may need to put up your own notice to tell customers about a problem. If you are not sure what to do, ask your local authority. Sometimes a manufacturer or supplier may ask customers to return affected products to them, or customers may return them to your shop. In this case, you should give the customer a refund and get in touch with the manufacturer or supplier of the product. |

THINK TWICE!

Remember that it is important to write the details of your suppliers (names, addresses etc.) in the diary.

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts.

You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.

SAFE METHOD:

SUPPLIERS AND CONTRACTORS



How you handle suppliers and contractors is important to food safety.

You are required by food law to take reasonable precautions and do all that is needed to protect your customers. If you do not do this, your business and reputation could suffer.

| WHAT TO DO | WHY? | HOW DO YOU DO THIS? |
|---|--|---|
| Choose suppliers very carefully. | It is important that you have reputable suppliers that you can trust to supply and handle food safely, as well as deliver on time etc. | <ul style="list-style-type: none"> • Make sure you choose reputable suppliers you can trust. • Ask the following questions: <ul style="list-style-type: none"> – Is the supplier registered with the local authority? – Does the supplier store, transport and pack their goods in a hygienic way? – Does the supplier provide allergen information? – Do they have any certification or quality assurance? – Does the supplier/contractor supply fully referenced invoices? • Ask other businesses for trusted recommendations. |
| Make sure that your raw ingredients have been handled safely. | The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in. | <ul style="list-style-type: none"> • Check that the supplier has a food safety management system. • Carry out regular delivery time, temperature and quality spot checks. • If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer. |
| Keep a record of what food products you have bought, who you bought them from, the quantity and the date. | <p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are sure that the food they refer to has been consumed without any problems.</p> | <ul style="list-style-type: none"> • Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details. • Keep these records in a way that makes it easy for you or an enforcement officer to check them. |
| Choose contractors carefully. | Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively. | <ul style="list-style-type: none"> • Use the same checks you would use to choose suppliers (see top box). |

WHAT TO DO IF THINGS GO WRONG

If you are contacted by an unknown food supplier, check with your local authority to see if they are a registered and reputable business; they could be fraudulent.

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary.

If you have repeated problems, you can do the following things:

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.