

# Mock Recall Exercise Sheet

Print or Save this document to your computer.

Complete this exercise sheet in conjunction with the “Mock Recall Scenario” of the course.

Record your answers in the right-hand column below.

Company name:

Name:

Date:

| <b>Mock Recall Exercise</b>  | <b>Answer/Notes</b> |
|--|---------------------|
| <p><b>Select a popular product your business currently produces (preferably a packaged product)</b></p> <p><i>Write the name of this product in the right column -&gt;</i></p> |                     |
| <p><b>How much of this product might be affected by the recall? (what is your batch size?)</b></p> <p><i>Write this number down -&gt;</i></p>                                  |                     |
| <p><b>Is some of this batch still on-site, or has it all left your premises?</b></p> <p><i>Write these details down -&gt;</i></p>  |                     |

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| <p><b>Who has this batch been supplied to?</b></p> <p><i>Write down the names of your customers and how much was supplied to each -&gt;</i></p>  |  |
| <p><b>Where else has this batch gone and how much? (e.g. staff sales, promotional samples)</b></p> <p><i>Write these details down -&gt;</i></p>  |  |
| <p><b>Could any other products be affected?</b></p> <ul style="list-style-type: none"> <li>• <b>Has anything else been made on the same production line?</b></li> <li>• <b>Are the ingredients in this product also used in any other products?</b></li> <li>• <b>Has this tainted product been used as an ingredient in anything else?</b></li> </ul> <p><i>Write down what other products could be affected by this recall -&gt;</i></p> |  |

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|--|---|
| <p><b>What is the phone number of your state regulator?</b></p>  |   |
| <p><b>What is the phone number of FSANZ?</b></p>   |   |
| <p><b>Do you have a photo of the affected product to supply to FSANZ? (Yes or No)</b></p> <p><i>If not, take a photo now on your phone</i></p>   |   |
| <p><b>Select 3 customers this product has been supplied to and call them now</b></p> <ul style="list-style-type: none"> <li>• <b>Explain that you are updating your customer contact list</b></li> <li>• <b>Confirm if you are speaking to the right person who handles recalls in their business</b></li> <li>• <b>Confirm this person's out-of-office contact details</b></li> </ul> | <p>Customer 1:<br/>Person who handles recalls:<br/>Out of office contact details:</p> <p>Customer 2:<br/>Person who handles recalls:<br/>Out of office contact details:</p> <p>Customer 3:<br/>Person who handles recalls:<br/>Out of office contact details:</p> |

It's recommended that you complete a mock recall like this every 12 months to test your recall procedures and traceability system