

Behaviour in the event of a Product Recalls / Withdrawals at BRCGS/ IFS / FSSC 22000/ ISO 22000 Certified Sites

Introduction

Many food standards require immediate notification of the certification body in the event of a product recall or withdrawal. Contractually, this is already defined in the DQS Audit and Certification Regulations - CFS annex for Food, Feed, Household & Consumer Products, in ISO/IEC 17065 and in food safety standards like IFS-, BRCGS- and FSSC 22000:

"The company shall inform its certification body about any change that may affect its ability to conform with the certification requirements (e.g. recall, alert on products etc.). This information shall be made within 3 working days." (IFS Food Standard), and "In the event that any circumstances change within the site that may affect the validity of continuing certification, the site must immediately notify the certification body. Circumstances may include: product recalls since the last BRC Global Standards audit, any significant public food safety incidents, or any significant regulatory food safety non-conformities." (BRC Global Standards).

Obligation in case of a product recall or withdrawal

Please contact DQS CFS GmbH immediately and be as specific as possible about the product recall or withdrawal. *All information will be treated confidentially.*

How to contact us:

The link [DQS - Recall form \(dqsglobal.com\)](https://dqsglobal.com) provides a notification form (see end of this document), which forwards your entries to our e-mail address pmfood@dqs.de. Alternatively, you can contact pmfood@dqs.de directly. In addition to the reporting obligations to DQS CFS GmbH, other reporting obligations to third parties are not affected by this notification.

What happens after the certification body receives your report?

DQS CFS GmbH will evaluate the recall or withdrawal and its cause to determine whether certification may continue or whether additional measures are required. You will be requested to send us evidence of your taken measures, in order to be able to evaluate the situation. If the requested evidence is not provided to us within required deadlines (depends on the standard), an additional audit on-site could be arranged on short notice to evaluate and clarify the status about certification. DQS CFS GmbH takes decides, whether certification can be maintained or if the certificate will be suspended or withdrawn.

DQS CFS GmbH is obliged to notify scheme owners (GFSI) about notified product recalls. The information includes details about root cause analysis and corrective actions. Moreover, responsible DQS customer service gets informed about product recalls. Depending on the severity and scope of the incident, this is taken into account in the next audit planning. Finally, the responsible auditor gets also informed about the incident, in order to be able to check corrections, corrective measures, etc. in the next on-site audit.

As specified in the DQS CFS GmbH price list, a fee for the processing of product recalls notifications as described above applies and will be invoiced to you.

Product Recall / Withdrawal Notification

Production Site Details

Organisation/Company:

Country:

E-mail contact person:

Telephone number:

Are you DQS-customer:

If customer, DQS customer number (Ref. No.)

Which standard is involved?

Standard-Specific identification of site (e.g. BRCGS Site Code, IFS COID, FSSC COID, QS-ID):

1. Please describe the situation. Which product(s) is (are) affected? Please state the facts.
2. What is the hazard?
3. When was the incident discovered?
4. Has the product already been recalled? If so, when?
5. What volumes are affected?
6. Which customers / customer groups are affected?
7. What measures/corrections have been taken?
8. What preventive/corrective measures are being taken to avoid such an incident in the future?
9. Has a root cause analysis been carried out? If yes, please explain in more detail.