

MANUAL FOR WITHDRAWAL OF PRODUCTS

TEMPLATE FOR INFORMATION FROM SUPPLIER TO RETAIL CHAIN / FOODSERVICE
WHOLESALE

In 2020, ECR Sweden updated the publication "Handling of product incidents" so that it will work for all retail chains. The publication is intended to serve as a guide for incident management, withdrawal and public recall. You can find it at <http://www.ecr.se/hantering-av-produktincidenter>.

Starting point for all information regarding an eventual product incident:

Rather send a little information at an early stage than more detailed information later on. It's desirable to have an early contact with your customer.

Contact person Supplier

Name	Phone nr	E-mail

Suppliers contact person for logistics management (if other than the above)

Name	Phone nr	E-mail

Product information

Only one GTIN (EAN) may be specified per product, there may / can be several information and e.g., article number and best before date. Send a separate list if it applies to several items.

	Product 1	Product 2	Product 3
Category (Chilled, frozen, dry)			
Supplier			
Subcontractor			
Brand			
Product name			
Weight / Volume consumer packaging			
Article number supplier			
Article number customer			
GTIN (EAN) Consumer packaging / Food service packaging			
GTIN (EAN) Distributor Packaging			

Best before			
Expiration date			
Date of manufacture / Production date			
Packaging date			
Batch nr /Lot-nr			
Item number (applies to pharmaceuticals)			
First delivery date of affected product to retail warehouse			
Delivered volume / storage location			
Are deliveries on the way to the customer? If Yes: Enter the time of estimated delivery			

If the product is on a half pallet or mix pallet, also fill in below:

	Product 1	Product 2	Product 3
Article number supplier			
Article number customer			
Number of consumer pack / pallet			

In which logistics flow has the product / products been sent?

	Product 1	Product 2	Product 3
Delivery to customer's logistics unit, enter all			
Direct delivery to store			
Store pack flow			
Other			

To which markets have the product / products been sent?

	Product 1	Product 2	Product 3
Swedish market			
Foreign market <i>(Specify which ones)</i>			

Risk assessment. In case of doubt, contact the supervisory authority.

- 1. Serious risk to the consumers
- 2. Moderate risk to the consumer
- 3. Low risk to the consumers

Reason for withdrawal. State as clearly and concisely as possible.

(Report on the cause with a background to the problem – must be followed up with an action plan at a later stage).

The supplier's proposal for management of stock - The retail chain makes the final decision

(Should the products be discarded, destroyed or returned? Should we wait for a confirmation from the Buyer / Product Manager? Also enter any return address)

Routine for above

The supplier's proposal for handling store / consumer - Retail chain makes the final decision

Should the products be discarded, destroyed or returned? Should we wait for confirmation from the Buyer / Product Manager? Also enter any return address

**BELOW INFORMATION IS TO BE ENTERED BY THE TRADING COMPANY /
QUALITY MANAGER
IN THE EVENT OF RECALL DURING EMERGENCY HIGH ALERT**

The person responsible for the product in Purchasing is the sender in the email template

Responsible for compiling costs and debiting the supplier

Decision on the type of recall to be made (sales stop / targeted / widespread / code 100)

Contact information to supplier

Category to which the product belongs, and which must be stated in the email template (Chilled, Frozen, Dry)

How to handle the product in store (discarded, destroyed or returned) and in stock (discarded, destroyed or returned to supplier)

Reason for the product to be recalled, text to be communicated to the store and internally

Is it a special case? Quarantine, flammable material

Which markets are affected?

What type of follow-up? How should it be prioritized? When can the recall be closed

Which storage units has the product gone to

Product image

INFORMATION FOR CONSUMER / CUSTOMER LETTER
(FORMULATE IN SHORT)

What is the risk with the product?

How can the consumer identify the product?

(e.g. best before date, appearance of packaging or label, any batch codes or other information)

How should customers who bought the product act?

(E.g., return to the nearest store belonging to the chain zz, or discard the product and contact customer service for compensation phone nr xxx – xxx xx xx)

**Have you as supplier taken samples of the references and sent them for analysis?
If yes, when are test results expected?**

Are there any measures that the customer can take to make the product safe?

(E.g., order an accessory for the tool xx on telephone numbers xxx – xxx xx xx or specify if the product only poses a risk to those who are hypersensitive to xx)

Other

Press release will be sent out from supplier / producer

Yes No

Press release is being prepared but is not ready

Yes No

Press release ready and sent out

Yes No

If yes, enter the date and time and attach the press release

Is the relevant supervisory authority contacted?

Yes

No

If yes, indicate which?

(E.g., Swedish Medical Products Agency, Environmental and Health Protection Administration in the municipality yy, Swedish Consumer Agency, etc.)

If not, do you consider that the recall is a health risk that should be notified to the appropriate authority?

Yes

No

If yes, indicate which authority and when contact will take place.

Pharmaceuticals

The recall applies to products classified as pharmaceuticals. Therefore, information is sent according to the recall letter from the Swedish Medical Products Agency and the pharmaceutical manufacturer in a formal document.

(The supplier is responsible for submitting the information)

Yes

No

(Should the products be discarded, destroyed or returned? Should we wait for a message from the Buyer / Product Manager? Also enter any return address