



GS1 Recallnet

Consumer safety through global standards



GS1 Recallnet™

GS1 Recallnet is GS1 Australia's product recall and withdrawal notification management service for the Australian Grocery, Liquor and Food Service sectors.

GS1 Recallnet was developed in collaboration with the Australian Food and Grocery Council, Food Standards Australia and New Zealand, Woolworths, Coles, Metcash and a group of leading food manufacturing businesses. It is now endorsed as a whole-of-industry solution for the efficient management of recalls and withdrawal notifications in this sector.

GS1 Recallnet leverages GS1 Standards and has been built on a global and interoperable GS1 Product Recall platform being rolled out throughout the world. Brand owners, retailers, government bodies and other organisations can use the service to decrease the time it takes to respond to a recall, lower execution costs, protect their brands and, most important, work together to make Australia's food chain one of the safest in the world.



Speed and Simplicity with GS1 Recallnet

With GS1 Recallnet, issuing a recall or withdrawal notification is simple, fast and inexpensive. Authorised, pre-registered users access the GS1 Recallnet web-portal following successful authentication. Once in the portal, the user can initiate a recall or withdrawal notification following a simple workflow and completing a standard notification form. The system validates the data as it is being entered to ensure the accuracy and completeness of the information. Finally, the form can be sent for internal approval before being issued simultaneously to targeted recipients.

Benefits

GS1 Recallnet will deliver a range of benefits to all users, including retailers, wholesalers, food manufacturers and ingredient suppliers:

- A single, automated, industry-based recall and withdrawal notification process supported by all major retailers and FSANZ
- Ability to target notifications to selected customers with tailored information
- Two way communication allows your customers to report progress
- A highly secure system that ensures only approved notifications are issued
- Clear handling, disposal and reimbursement instructions to speed the recall process
- Ability to extend recalls and withdrawals and navigate between related notifications
- Addition of multi-media files to the recall notification including images
- Lower risks, costs and increased brand protection in the execution of recalls and withdrawals

Recallnet Notification Service



“Food and grocery manufacturers take all necessary steps to ensure consumer health risks within their control are minimised and all relevant legislation, regulation and government guidelines are adhered to. The development of a product recall portal will further safeguard public health and consumer confidence; promote a consistent, nationally coordinated approach; and a framework for an efficient and effective response at times of emergency.” *Samantha Blake, Director of Supply Chain, AFGC and Manager ECRA*

“One of the time consuming activities in a recall or withdrawal is filling in company contact details. GS1 Recallnet allows you to manage your contacts pre-populating fields every time you use the system which makes the speed of getting the information out quicker.” *Karen Andrews, Manager of Consumer Services at Nestle Australia*

“We have many suppliers that can issue recall and withdrawal notifications which we need to communicate across our large distribution network. The use of manual forms is inefficient and error prone. We need a whole of industry, automated tool to receive these notifications from suppliers via a single channel, using agreed data and process standards.” *Steven Newton, General Manager - Risk, Metcash*

Contact GS1 Australia

To register your interest or for further information on GS1 Recallnet please contact GS1 Australia on **1300 366 033** or via e-mail on gs1recallnet@gs1au.org



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