



The Global Language of Business

GS1 Recall and Recall Health

Unlocking supply chain visibility

Best practice guide for building your Recall community

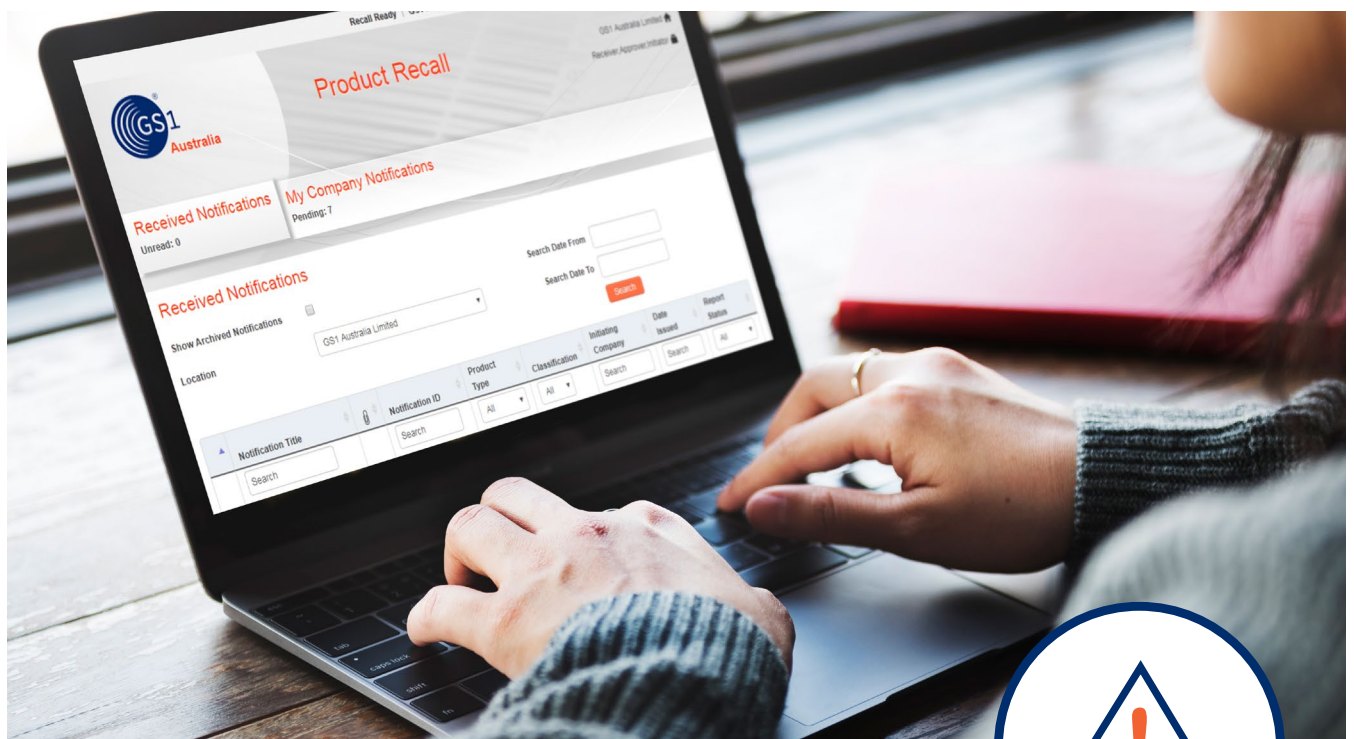


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Introduction

One of the areas that can be overlooked by companies in the case of a product recall, withdrawal or alert, is ensuring trading partners are equipped to act and respond with the most effective means the moment an incident occurs.

The GS1 Recall portal enables all stakeholders in your supply chain to keep their own access to the portal and record information exchanged. This helps all stakeholders in terms of any post event analysis. The question however, is how can we make sure everyone is as prepared as they can be to respond in the most effective way the moment a significant issue must be resolved?

Gaining visibility and having confidence on which trading partners have subscribed to the Recall portal, completed training and conducted Mock Recalls (achieved Recall Ready and Live status) and updated their procedures is fundamental to your extended recall process. Understanding which key personnel within your trading partners are familiar with the process of gathering the correct information and exchanging it in a format that you can access and respond to quickly and easily will speed up your process, reduce effort and contribute to better recall management.

At GS1 we help you enable your trading partners, as part of the Recall service, by providing key messaging, content and links, training of internal staff and assisting your trading partners to understand the importance of aligning their recall practices.

Ensure your Trading Partners are ready to act

1. Review your existing supplier list. Access the GS1 Recall portal and reconcile your existing supplier list against the subscription list. GS1 can provide you with a detailed record to assist.
2. Share this information with GS1. We will identify who is already compliant and the gap that needs to close.
3. Communicate to your suppliers. Convey to your suppliers the merits of the GS1 Recall service and the importance to you of clear communication. Encourage them to be prepared to communicate recall information as effectively as possible through subscribing to the GS1 Recall portal.
4. Send an email to your trading partners, a PR release targeted to relevant publications, a Recall webpage or create a brochure style document.
5. Create an endorsement letter to encourage your trading partners to align.
6. Include reference to the GS1 Recall portal in your supplier measurement or terms.

*Each organisation should assess these suggestions and select the communications most appropriate to your trading environment.

Supplier websites



Woolworths 
The fresh food people

Woolworths include GS1 Recall on their supplier website and in their product safety manual or compliance manual.



Metcash
Food & Grocery

Metcash include Recall on their supplier web page and in their product safety manual or compliance manual.



HPV include GS1 Recall Health on their website, promoting their support for collaboration and continuous improvement for patient safety.

Supplier engagement

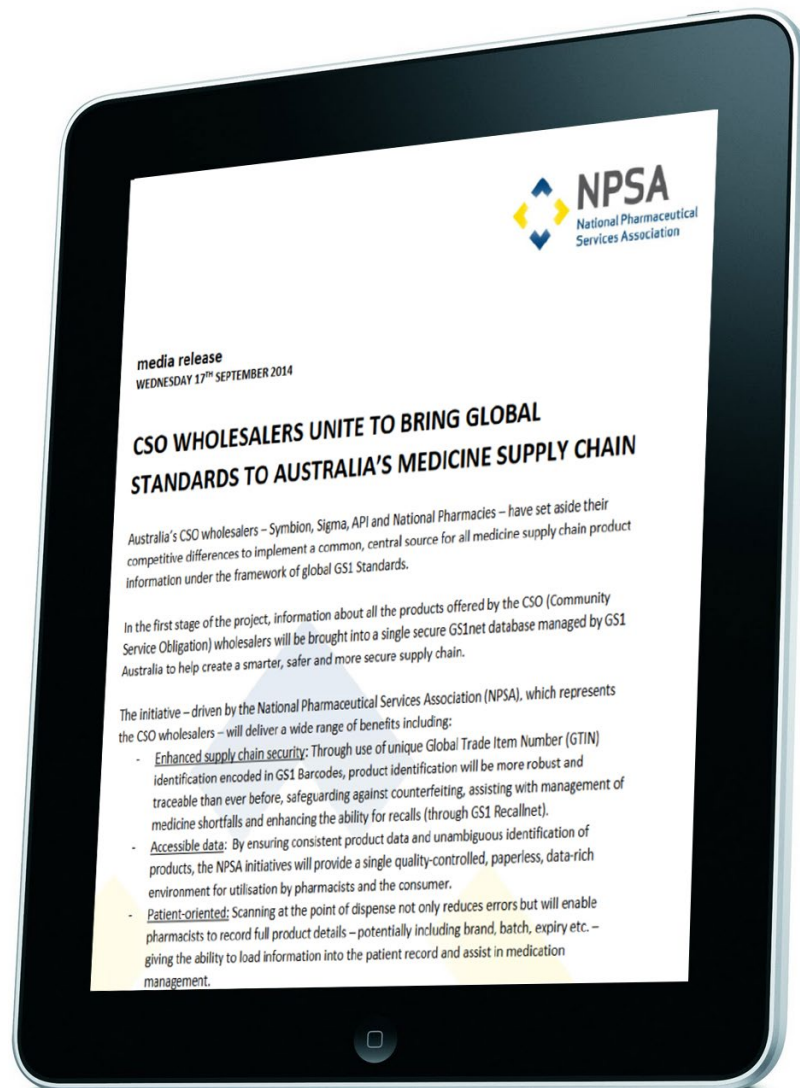


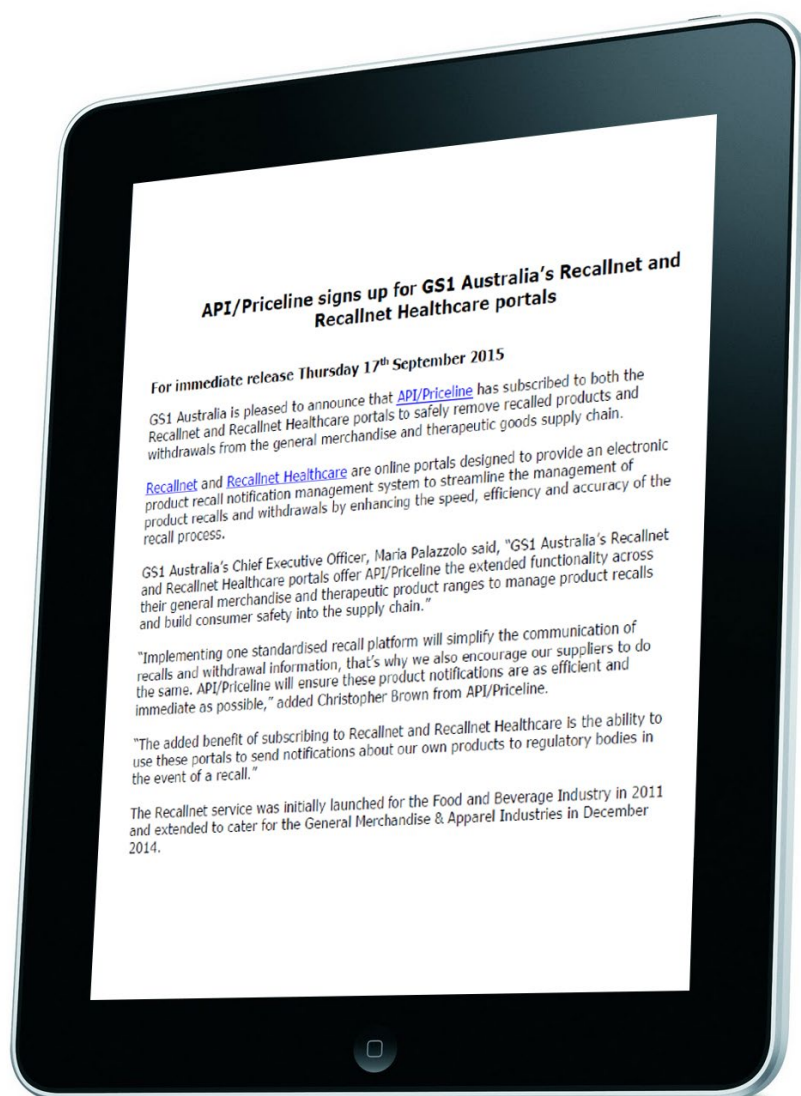
Building awareness through conventional media and or social media can be successful in helping trading partners understand the importance of this program.

inside FMCG™

Supplier press release

Groups of organisations or their representative bodies also add compelling reasons for trading partners to feel secure in participating in this important initiative.






A wider set of trading partners that can receive notices adds to the incentive for all your suppliers to align their practice.

Collateral

A brochure style communication allows more information that conveys why this program is important and why there is a benefit for all trading partners.



Australia's pharmaceutical wholesalers move to the global GS1 standards for their supply chain

Australia's Community Service Obligation (CSO) wholesalers – Symbion, Sigma, API and National Pharmacies – have set aside their competitive differences to implement global GS1 standards to help create a smarter, safer and more secure supply chain.

The CSO guarantees timely access to Pharmaceutical Benefits Scheme (PBS) medicines for all Australians, regardless of location. That means Australia's pharmacy wholesalers must deliver PBS medicines to the nearest pharmacy for patient collection – generally within 24 hours which is a significant task. This initiative – driven by the National Pharmaceutical Services Association (NPSA), which represents CSO wholesalers – will deliver a wide range of benefits for the medicines supply chain.


This is a multi-stage project, involving GS1 Identifiers, Barcodes, eCOM messages and the Global Data Synchronisation Network (GDSN).

The Challenge

The CSO wholesalers invest tens of millions of dollars in warehouse technology, systems and support to make Australia's supply chain as efficient and as secure as possible. However, while advances have been made, the approach to product identification, product data synchronisation, and electronic messaging has been fragmented as each organisation has been working independently.

There is a significant need to bring all efforts together and implement one approach throughout the supply chain via a uniform standard – GS1.

The move to global GS1 standards would bring Australia's pharmacy supply chain into line with international trends and advances in Australia's hospital supply chain system.



450 SUPPLIERS + 5,400 COMMUNITY PHARMACIES + 40,000 PHARMACY DELIVERIES PER WEEK + 290 MIL MEDICINES DELIVERED PER ANNUM + 6,000 PBS LINES + 888,000 PRESCRIPTIONS DAILY × GS1 = ENHANCED SUPPLY CHAIN SECURITY, ACCESSIBLE DATA, PATIENT ORIENTED

The Solution

In March 2014 at the Pharmacy Guild of Australia's Annual National Conference, API, the wholesalers through the NPSA launched the Smarter Safer Secure initiative to promote the adoption of future technologies – end to end along the supply chain. This was the first step in the move to global GS1 standards.

Since March, the NPSA and wholesalers have been working with GS1 Australia to determine an implementation plan.

TOPIC	NOW	FUTURE	TIMING
Product Identification	GTIN at 97% of medicines	GTIN at all levels of PBS medicine packaging	2014-15
Product data/product form	Multiple entry points – no consistency	One standardised set of data through 1 repository (GDSN)	2014-15
2D – GS1 barcodes and EPC / RFID	97% linear barcodes	Leverage international developments and assess use of new technologies	2015- >
EDI Electronic Data Interchange/messaging	Incremental approach to formats and messaging	Discussed industry solutions using GS1 standards	2015- >
Recalls	Manual communications	Via GS1 RecallNet as an electronic solution	2015- >

The Expected Outcomes

The benefits of this initiative are significant:

- Enhanced supply chain security:** Through use of unique Global Trade Item Number (GTIN) identification encoded in GS1 barcodes, product identification will be more robust than ever before, safeguarding against counterfeiting, assisting with management of medicine shortages and enhancing the ability for recalls (through GS1 RecallNet).
- Accessible data:** By ensuring consistent product data and unambiguous identification of products, the NPSA initiative will provide a single quality-controlled, paperless, data-rich environment for utilisation by suppliers, pharmacists and the consumers.
- Patient oriented:** Adoption of GS1 global standards end to end within the supply chain supports efficient scanning at the point of dispense. This will not only reduce errors but also enables pharmacists to record full medicine details – potentially including brand, batch expiry etc. – further unlocking the ability to load information into a patient record and assist in medication management.

The Future

The NPSA and CSO wholesalers have a vision for the future where technology lead innovation and enhanced consumer interaction are commonplace and expected. All stakeholders understand how a single standardised approach will lay the foundations for these future goals.

With technologies fast advancing and patients becoming savvier and more information hungry, the NPSA and CSO wholesalers are keen to ensure that necessary data is accessible via the scan of a barcode using a smart device. Adoption of 2D barcodes and RFID technologies in the future will help to further improve medicine security and timeliness of recalls and medicine supply in cases of shortage or emergency.

The potential for developments is limitless – it could also extend to the reach of the pharmacists and how they can aid patients to manage medicines in their homes, and provide patients with more up to date information about their medicine interactions.

BEFORE

- Individual investment and innovation
- Fragmented approach

NOW


- Global GS1 standards including a single NPSA Form on GS1net
- Smarter, safer and more secure medicine supply chain

FUTURE

- Technology led innovation
- Enhanced consumer interaction

For more information please contact:
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The National Pharmaceutical Services Association (NPSA) is the peak organisation representing pharmaceutical wholesalers in Australia. NPSA members guarantee timely access to PBS medicines for all Australians, regardless of where they live, under the Community Service Obligation (CSO) arrangements as part of the PBS Community Pharmacy Agreement. For more information, please visit www.npsa.org.au.





Endorsements

Some subscribers to the Recall portal are taking more concrete actions to help their trading partners understand how important it is to be well prepared with visible and aligned process in the communication of notices.

This kind of action in concert with a program of supplier contact has yielded excellent results with at least one subscriber registering over 90% of the targeted trading partners aligning their practice. The results when a notice is communicated also improves for each party. Time frames for receiving notices decline, as do the times to action and respond to notices.

Here are some examples of organisations requesting best practice from their suppliers for product recalls.



Important announcement on product recall – Icon Group

Icon Group has joined the GS1 Australia Recall Health portal, demonstrating a commitment to delivering the best care possible for patients and consumers through the delivery of safe, quality products. We encourage our entire supplier community to **direct all product notifications to Icon Group via the Recall Health portal**.


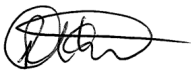
We are confident that using the Recall Health portal will help our partners improve safety. By actioning product notifications on the portal, Icon can manage your product recalls faster and more efficiently as well as track product recall quantities to assist with your reporting requirements.

How to action a product notification:
Be ready to target Icon Group in the GS1 Recall portal.

If you would like a refresher on how to do this you can attend a free [How to Use webinar](#).

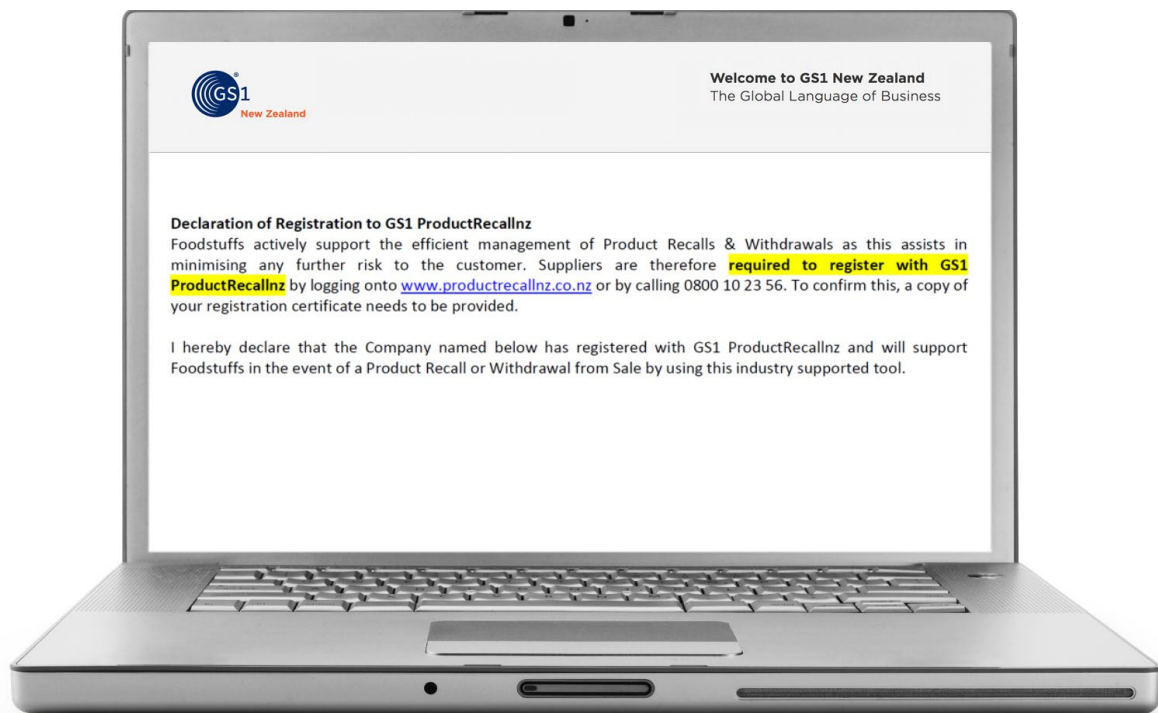
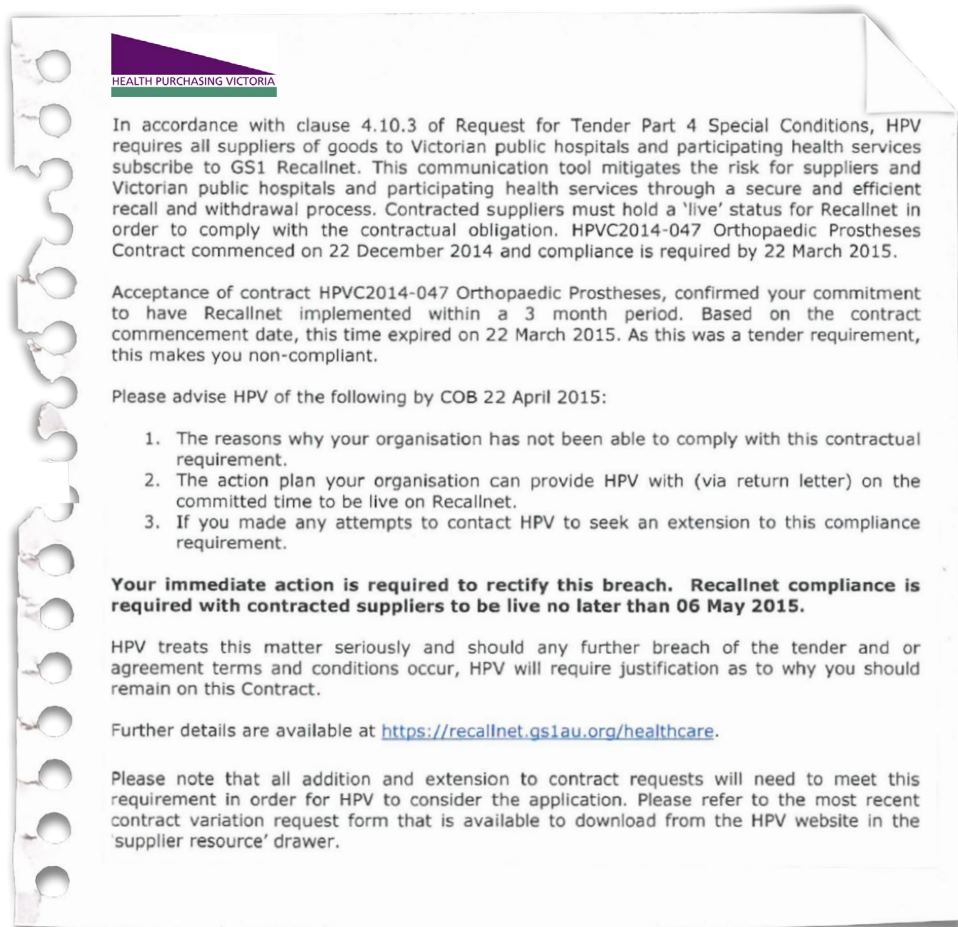
GS1 Recall will help you demonstrate your readiness by completing a mock recall/withdrawal notice using the GS1 Recall portal and achieving “Ready and Live” status.

Further information regarding the Recall Health portal and how to achieve a ‘Ready and Live’ status, can be obtained by contacting GS1 Australia on [\(02\) 9695 2214](tel:0296952214) or 1300 2RECALL [1300 227 263](tel:1300227263), or emailing recallsupport@gs1au.org.



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GS1 Australia



The GS1 NZ recall platform is called Productrecallnz. Here is their reference for Foodstuffs.

About GS1 Australia

GS1 is a neutral, not-for-profit organisation that develops and maintains the most widely used global standards for efficient business communication. We are best known for the barcode, named by the BBC as one of “the 50 things that made the world economy”.

GS1 standards and services improve the efficiency, safety and visibility of supply chains across physical and digital channels in 25 sectors. With local Member Organisations in 112 countries, 1.5 million user companies and 6 billion transactions every day, GS1 standards create a common language that supports systems and processes across the globe.

For more information visit the GS1 Australia website www.gs1au.org

Contact Us

GS1 Australia is here to help make any or all these options easier through assistance with suggested wording or drafting. In addition to helping train your internal staff and assisting trading partners to understand the importance of aligning their practice.

To find out more about unlocking trading partner visibility in your supply chain, email the GS1 Australia Recall team on recall@gs1au.org phone **1300 2RECALL (1300 273 255)**.

GS1 Australia

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