

## 10.3.9. Recall System Testing (Mock Recall)

### Standard

Is the recall system periodically reviewed/tested for its effectiveness?

*Periodically is taken as being a minimum annual review.*

### Purpose

Periodic review of the recall system ensures procedures and forms are valid and up to date. Testing the effectiveness of the recall system is ensuring the procedure can successfully recall a product from market, mill, or customers ,etc.

### Reason

The recall system should be capable of recalling a non-conforming product in the mill and a high-risk hazardous product from the market. To determine the effectiveness of the procedure to achieve this an annual 'Mock Recall' is conducted. 'Mock Recalls' can identify gaps in a recall system without having to come across them in a real recall scenario. Improvements can be made during this periodic test. A 'Mock Recall' will also test the traceability capability. Can an operator account for each ingredient in each production batch sold to different feed clients/market?

### What is Acceptable?

#### Recall Procedure Periodic Review

Periodic review of the system should be conducted at least annually. The review of a system shall include a minimum of:

1. Site Recall Committee – Are all members still in relevant roles? Has there been a change in organisational structure?
2. Are emergency contact numbers still valid?
3. Is your certifying body still current?
4. Have there been improvements suggested throughout the year that can strengthen the recall system?

#### Test of Recall Procedure

The operator can test the effectiveness of the procedure by conducting a 'Mock Recall'. A different ingredient or feed should be selected at least annually (unless a real recall within the last 12 months). The 'Mock Recall' shall be conducted as per the full Recall Procedure, including all documentation and system review, however no notifications to customers shall be sent.

Management shall set a goal for all staff to open and close a 'Mock Recall' within a certain timeframe. This is particularly important when dealing with hazardous products from the marketplace (See Fact Sheet 10.3.5).

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