STAND
STANDARDISERINGSUTVALGET FOR
NORSK DAGLIGVAREBRANSJE

296 Tracking

- Background to the guidelines, what is the goal, and who is the target audience
- Laws and regulations underlying the guidelines and how they are legally rooted
- What requirements exist for traceability, traceability information and labelling, and the product areas for which the guidelines apply
- How can internal routines for recall / withdrawal be established
- What actions can be taken if an unwanted event or crisis should occur and how a product can be traced in the value chain

Content

126 Tracking

Traceability includes the following sub processes:

- Establish routines for traceability, recall and withdrawal
- Recall / withdrawal of a product

Areas affected by, and subject to guidelines for STAND are:

- Background to the guidelines, what is the goal, and who is the target audience
- Laws and regulations underlying the guidelines and how they are legally rooted
- What requirements exist for traceability, traceability information and labelling, and the product areas for which the guidelines apply
- How can internal routines for recall / withdrawal be established
- What actions can be taken if an unwanted event or crisis should occur and how a product can be traced in the value chain

The guidelines are to be understood as recommendations that actors must bilaterally agree on whether to be followed or not.

127 Establish routines for traceability, recall and withdrawal

Areas affected by, and subject to guidelines from STAND are:

- Guidelines for traceability, recall and withdrawal, and how these are legally rooted
- Requirements for traceability of products and the product areas covered by guidelines
- Requirements for traceability information and labelling
- How to develop internal contingency routines for unwanted incidents or crises

159 Guidelines for traceability, recall and withdrawal

Guidelines have been developed for traceability, recall and withdrawal in the grocery industry.
The guidelines are to be understood as recommendations that actors must bilaterally agree on whether to be followed or not.

The guidelines are based on Norwegian and international provisions on food safety and traceability:
- Norwegian Food Manufacturing Act and Food Safety (Matloven, January 1, 2004.)
- EU Food Law (Regulation EC 178/2002, January 2002), including traceability provisions, valid from 1 January 2005.

In addition, the Product Liability Act also contains general rules on safety and liability for products (food and non-food) that are supplied in the market, and that there are special provisions for medicines that also regulate traceability requirements.

Mattilsynet (The Norwegian Food Safety Authority) has had the guidelines for review and contributed comments on relevant areas.

The guidelines are the industry's interpretation of existing laws and regulations.
The guidelines have not been legally tested, and there is currently no legal practice in the area.
By introducing the simplest systems, the legal requirements for traceability according to the industry's perception will be satisfied.
Some types of food may be subject to additional requirements for traceability from the authorities.

More about the legal aspects can be found in attachment *161 Legal aspects of guidelines for traceability, recall and withdrawal*.

Goals for the guidelines
The guidelines aim to "help the actors to meet the consumer expectations for safe products».

Target group for the guidelines
- Quality assurance managers
- Supply chain / logistics managers
- Managers for factory and warehouse
- Customer and consumer services
- Legal departments
- Communications managers
- IT
- Persons responsible for implementing traceability solutions

The degree of implementation and the infrastructure a business has chosen determines what investments must be made.
The costs can be significant, but the cost of not having such a function or having inefficient systems can also be significant.

It is a common opinion in the grocery industry that the use of common guidelines and standards improves efficiency and reduces total cost in the value chain.

168 Requirements for traceability of products

The law requires that each company should have systems to document which products have been purchased from the individual supplier and which customer has purchased the company's finished products. This also includes raw materials and other input factors covered by the legislation, ref. attachment *166 Product areas covered by guidelines for traceability, recall and withdrawal*.

There is no requirement in the legislation for the types of systems to be used for this.
Traceability can be manually based in the simplest form, while others have an advanced IT system to follow up on this.

Central to the legislation is the duty of each company to undertake risk analysis over which health risks the products represent, and how the company will relate to this in terms of traceability.

Businesses can practice more comprehensive traceability systems than the minimum requirements of the law, but this is either based on self-imposed claims or agreements with, and orders from, the contracting parties.

Traceability

Traceability is based on following the physical commodity flow.
All parties should be able to track their products one step forward and one backwards.

Traceability one step forward:

Traceability one step forward means the address to which the products are delivered to.
An invoice system that contains information about item number / tradename, customer number / customer name and invoice date is sufficient to track a step forward in the value chain.

If your business has one batch concept, this should be included in the invoice, Despatch Advice or that the company's own expedition system is directly linked to the invoice.

Traceability one step backwards:

Traceability one step backwards means the address the products are delivered from.
The company must provide a log of received products describing which products are purchased from whom and in what quantity on date.

If the addresses for where products are delivered from or delivered to are not in accordance with the legal ownership of the products and the invoice fee, this should be agreed separately between the parties.

167 Requirements for traceability information and labelling

The main purpose of tracking information is to provide a basis for effective withdrawal/recall of food and other products as a part of consumer expectations for safe products.

Traceability information also includes raw materials and other input factors used in the production of finished products, ref. attachment *166 Product areas covered by guidelines for traceability, recall and withdrawal*.

Traceability information and labelling

EU Regulation 178/2002 requires the products to be labelled to enable traceability.
The labelling must be affixed to the product packaging and be readable.

The information that **shall** be marked on the product:

- Supplier Name
- Item number / tradename

In addition, the sender's system must have an overview of which recipient the products have been sent to.
The recipient must have an overview of which sender the products are received from.

Information that **can** be labelled on the products and which will simplify the work:

- Best before date
- Expiry date
- Batch / Lot number
- Identification of load carrier (eg pallet)

In addition, it is recommended:

Sender to register:

- Amount sent
- Shipping Date
- Receipt Date (if known)

Recipient to register:

- Amount received
- Shipping Date (if known)
- Receipt Date

165 How to develop internal contingency routines for unwanted events or crises

Unwanted events or crises usually comes unexpectedly. To ensure proper handling it is important to be well prepared. The company must in advance have thought carefully about the type of events that may occur. A contingency plan must be prepared that can handle the situation in a quick, correct and efficient manner.

As part of the emergency preparedness, many companies have created their own crisis teams where each member has clearly defined tasks and responsibilities, including for traceability and possibly withdrawal or recall of the company's products.

Contingency plan

The procedures to be used in case of a crisis must be documented through a contingency plan. The contingency plan may contain the following:

- Scope, goals and target group
- Company policy regarding product safety
- Definition of event and crisis
- Description of the crisis team with roles and responsibilities clearly defined for each member of the team
- Action sequence to be performed if an event / crisis occurs
- A list of important contacts - internal / external
- When a product withdrawal is to be put into effect
- When a recall is to be put into effect
- How to organize internal / external communication
- Documented experiences from past events and exercises
- Templates for internal and external communication
- Registration and evaluation of events

The contingency plan must be updated regularly and distributed to all involved individuals.

Crisis team

Based on the contingency plan, a crisis team must be appointed, which is directed from a central coordination point. The team must decide which measures are to be taken. It must be clearly stated who should be the decision maker. Nothing must be done without the formal approval by the crisis team.

The overall area of responsibility for the team is to organize, manage and lead:

- Handling each event / crisis
- Development, implementation and updating of internal instructions to be followed if an event / crisis occurs
- Continuous training of persons involved in product traceability in crisis management
- Regular exercises and evaluation of the measures in the plan
- Development of internal and external communication plans to be used as an aid in handling an event / crisis

The crisis management team is a permanent prepared group based on the company's management team, supplemented with necessary expertise (legal, information, sales / marketing)

The team must be known at all levels of the company. The members of the team must be able to be contacted at any time, and when necessary, appropriate alternatives must be available to cover all roles.

Contact lists

For the communication to go fast, a list of persons with contact details (phone number, mobile number, e-mail address and mailing address) must be prepared in advance. This applies to the crisis team, potential deputies, external advisors, public authorities, contacts in industry organizations, customers and the media.

Internal contact list:

This includes internal decision makers, as well as people who have expertise and can provide support. The list must be complete, updated and accessible to all affected persons in the company. The persons in the contact list must be able to be contacted by phone, mobile phone and e-mail at any time and be prepared to be assembled as a team to handle a crisis.

External Contact List:

Each company has an external interface that can consist of suppliers, customers, logistics services providers and IT solutions, consumers, public authorities, etc. These form an external network with persons to be contacted if an event / crisis occurs.

The crisis team is responsible for ensuring that the external contact list is complete, updated and accessible to all key people.

If possible, it is recommended to print the phone number (usually the consumer contact number) on the product Consumer Unit (CU), so that a consumer can call and ask questions or inform the company about a product failure or complaint.

Training

All persons who could be involved in product traceability and crisis management must be trained and kept up to date on changes in preparedness. The training includes:

- Enterprise procedures for traceability, IT solutions, how to access necessary data etc.
- Instructions for managing events / crises
- Crisis team, participants, responsibilities and tasks
- The role of the person being taught
- Who to contact
- Importance of coordinated actions and communication in the company
- What to do and what to avoid
- How to use the documentation
- How to use product tracking and registration systems

Exercises

The training should include exercises for handling events / crises. These must be run regularly to improve the readiness and awareness of the crisis management team, key staff and external contacts.

Exercises are applicable in the following areas:

- Product traceability
- Crisis management
- Withdrawal
- Recall
- Handling of products in quarantine

Such exercises should be:

- Regular and realistic
- Documented with a clear explanation of the context, the results, the deviation and the corrective actions
- Based on templates that reflect the internal technical and organizational instructions
- Performed with the closest parties in the value chain

Check list for emergency preparedness

The company should prepare a self-assessment check list to evaluate its own contingency routines in relation to what is considered best practice.

Check list for emergency preparedness	
Requirements / actions	**Score**
Event / crisis management team is designated with clear description of roles and responsibilities	
Internal guidelines for handling events / crises with clear withdrawal and recall procedures, event evaluation, etc. are fully documented	
Contact lists are documented and distributed	
Contact lists are made available to key trading partners	
Each individual involved in handling events / crises and withdrawal / recall procedures understands the roles and scope of action	
Training materials are developed	
Involved persons are kept regularly updated	
Regular exercises are held to test all contingency plans and how the crisis team works	
Regular exercises with important clients and / or adjoining parties in the value chain are held	

An appropriate score can be based on the following example:
0: No action taken
1: Plans have been established, but work has not started
2: Implementation has started to a limited extent
3: Full implementation has started
4: The plans are fully implemented

128 Recall / withdraw a product

Areas affected by, and subject to guidelines from STAND are:

- Implementation of actions when an event occurs, using the notification schema for recall, withdrawal or blocking of a product
- Alternative ways to track and trace an item in the value chain

163 Actions to be performed when an incident occurs

If an incident occurs, the supplier of the product must carry out a risk analysis as quickly as possible.

Risk Analysis

The EU directive on general product safety and food safety / traceability requires manufacturers to take precautions to avoid risk through

- withdrawal of products from the market, or
- effective notification or recall of consumer products.

This assumes that companies are familiar with the risks the products may have and have preparedness to ensure that they act quickly, correctly and efficiently in case of adverse incidents.

Risk assessment may also contain items other than food safety. It is especially the risk that products with quality errors will be released to the market, which can have major financial consequences and harm the reputation of the company.

The risk analysis always takes the starting point of an intentional or real incident, something unforeseen as occurring and which implies a potential risk.

The degree of risk must be determined (probability x consequence).

Procedures, contingency routines etc. must be prepared to ensure that the incident is handled in a fast, correct and efficient manner. This also includes communication measures internally within the company, towards the other part of the value chain, towards authorities and consumers.

The risk analysis consists of three elements that both government and industry should work in a similar way:

1. Risk assessment
2. Risk management (withdrawal / recall)
3. Risk communication

1. Risk assessment

The elements of a risk assessment are: Product, type of risk, probability and consequences.

For products that the company distributes and sells in the value chain, the following must be considered:

- Type of risk
    - consumer health and safety
    - corporate reputation
    - economic aspects.
- The likelihood of an incident occurring in most cases is a purely subjective assessment and can for example be graded
    1. = Low (rare occurrence)
    2. = Medium (occasional)
    3. = High (often occurring)

- The consequence, especially the health, is also a subjective assessment that can be graded in the same way as the probability
    1. = Low
    2. = Medium
    3. = High

Compilation and treatment of the above factors gives an assessment of the risk that the company must consider.

The supplier must do a worse-case risk assessment where the supplier considers risk of the product being used in a different way from the purpose.

2. Risk management (withdrawal / recall)

Based on the risk assessment, it must be decided what actions should be done for the product.

Examples of actions:

a) Withdrawal

Withdrawal means removing the products from the value chain distributors / store. The purpose is to prevent products reaching the consumer.

Withdrawal does not imply any kind of notification to the consumer. However, in some cases where the product may have been sold to the consumer, still only a withdrawal in the distribution chain / shop will be carried out. It is therefore assumed that the product does not cause any health hazard and that it is a small quantity.

b) Recall

Recall is the procedure that is implemented when the product may have reached the consumer.

There is a possible high risk that the products may be hazardous to health.

It is crucial for the company that the recall is made known to the public.

According to the Food Law, the actors have an obligation to send out a warning.

The company must consider possible alternatives with stakeholders, including authorities, based on regulations, procedures, contingency routines and the like. It must be clearly described how the products are to be handled and who is responsible for this.

Examples of handling:

- Distributor / Retailer disposes of the product on-site
- The product is destructed at an approved waste management facility
- The product is returned to the distributor and further to the supplier
- Consumers must dispose of, or return the product

The parties must clarify who is responsible, for example, the distributor must deliver products to the supplier or the supplier must retrieve products himself at the distributor / retailer.

The supplier must also consider whether it is necessary to inform the authorities of the incident. If the consumer is informed, it is important that the supplier has the capacity to handle any customer requests.

3. Risk Communication

Open and correct information must be communicated to customers (possibly suppliers), the press and authorities.

Distributors have constructed their own systems and routines for alerting crisis situations and blocking of the products against their distribution warehouses and retailers.

This ensures a consistent and effective handling of withdrawal, recall or blocking internally within the companies.

Alarm / Notification

In case of an emergency, notification of recall or withdrawal shall be given to a point of contact agreed by the parties in advance. At the distributors, the alert can be the distributor's quality department, asset protection department or distribution warehouse (to be agreed between supplier and customer). The point of contact should always be staffed.

Use of the RECALL portal / notification schema

In case of recall / withdrawal notification, Tradesolution's RECALL portal or attachment *164 Notification schema for recall, withdrawal or blocking of a product* shall be used. Notification schema will be phased out over time, at a time decided by STAND.

Here is an animation of how the ReCall portal can be used in case of a recall.

The RECALL-portal / notification schema can also be used in situations that do not present a health risk, but where you want to recall products with a quality issue.

All written notification to distributors / distribution warehouses must be confirmed by oral conversation.

Distributors have constructed their own systems and routines for alerting crisis situations and blocking of the products against their distribution warehouses and retailers. It is recommended that the suppliers take a thorough look at these.

Information to authorities and the media

It is recommended that interested parties (supplier and customer) mutually inform each other before proceeding with information.

It is important that authorities and media are informed at the right time. What information that is required depends on the severity and extent of the event / crisis.

Additional Information

Additional information about the case may include:

- Copy of press releases
- Further information on risks or hazards when consumed
- Information about when the product is expected to be available again (reported fit for consumption) in case all products are withdrawn
- Where to find additional information
- A precise description of the handling of the product, both at the distributor and retailer

Closure of the case

It is important that the incident / crisis is terminated when it is under control. The information that should be communicated is:

- The time when the product fit for consumption is available again
- Identification (characteristics) of a product fit for consumption
- Economic conditions (settlement, crediting)

In cases where the product is to be destroyed, this must be done at an approved disposal facility, and without danger of contamination.

162 Recommended traceability methods in the value chain

Traceability using pallet labelling and EDI Despatch Advice

The recommended traceability method involves labelling load carriers with GS1 labelling system combined with EDI Despatch Advice (Advance Shipping Notice(ASN)).

For products distributed through the retailer's distribution warehouses, the industry's unified guidelines for the identification and Distribution Units (DU) are based on GS1 standards.
To conduct traceability, each actor in the value chain must have a system that can store and process Distribution Units (DU) or logistic units with unique identifiers.

The importance of SSCC as the primary tracking key for deliveries

SSCC is the most important tracking key in the retail value chain. For each pallet identified and marked with SSCC, all products that are on the pallet are linked with full tracking information (GTIN, batch / lot and shelf life). This information is sent to the buyer in an EDI Despatch Advice.

A prerequisite for the tracking information to remain intact is that an SSCC is not reused.
Reusing a SSCC can result in a pallet being stopped at the Goods Reception by the recipient's IT system, anticipating that the pallet has been received earlier. The recipient must then issue a new SSCC for the pallet, mark it and link the contents of the pallet to the new SSCC.

Since the pallet now has a new SSCC, it can no longer be used as a mutual tracking key in the retail value chain. In case of an incident with a possible recall / withdrawal of products, this could be critical.

STAND has therefore decided the following:
"For trading in Norway, it is a requirement that SSCC shall not be reused until after a minimum of 6 years. This is rooted in the Norwegian Food Safety Law, requiering a minimum traceability of 5 years. This also includes products that are outside the scope of the Norwegian Food Safety Law".

Traceability at and from sender

Each packaging level (Consumer Units (CU), Stock Keeping Units (SKU), Distribution Units (DU)) has an assigned GTIN and must include a bar code on the label.
On Consumer Unit (CU), GTIN should preferably be labelled with the EAN-13 bar code symbol.
Stock Keeping Unit (SKU) on the Distribution Unit (DU) must be labelled with an approved bar code symbology and linked to the Distribution Unit's (DU) unique identification.
Each pallet must be labelled with one GS1-128 bar code pallet label. The label contains a unique identifier (SSCC) which enables a link between the Stock Keeping Unit (SKU) on the pallet and the batch / lot number stored in the sender's IT systems.

If the pallet is split or changed (for example, to one Mixed pallet or Promotional Unit, it shall be identified with a new GS1-128 label and SSCC. Mixed pallets are not labelled with product information.
The product information is attached to the pallet's SSCC by scanning each Stock Keeping Unit (SKU) when the Distribution Unit (DU) is being assembled.

Once the sender has created the connection between the Stock Keeping Unit (SKU and the Distribution Unit (DU) and secured this, the information can be used to make an EDI Despatch Advice.
The EDI Despatch Advice is then sent from the sender to the recipient of the products. The parties are identified with GLN. This provides a clear and secure identification of the parties and is central to traceability.
The Despatch Advice contains all relevant product information (GTIN, batch / lot and shelf life) about the shipment, and that it ties it to each Distribution Unit (DU) using SSCC.

For shipment, the supplier scans all outgoing Distribution Units (DU) and thus has a unified link between the individual product, its associated batches and which customer receives the product. This also enables effective control of the sending of correct products to customers.

Sender sends EDI Despatch Advice to recipient at agreed time.

Traceability at receiver

When the products arrive at the recipient, each pallet will be scanned.
All Stock Keeping Units (SKU) and Distribution Unit (DU) information is received in the EDI Despatch Advice. Using the EDI Despatch Advice, the tracking information is taken care of and significantly simplifies the products receipt.
The link to the product information occurs when the recipient scans the SSCC on each Distribution Unit (DU). Here, the recipient connects information about the products (GTIN, batch and shelf life information, against the sender (GLN).

For a Standard pallet all relevant information can be scanned from the Distribution Unit (DU) labels. This ensures that correct products are received at the same time as traceability information can be linked to the individual supplier. This simplifies and ensures the sharing of proper traceability information.

Mixed pallets must be split into the warehouse, and through IT support ensure that accurate and statutory traceability information is safeguarded and connected correctly.

ATTACHMENTS

161 Legal aspects of guidelines for traceability, recall and withdrawal

Rules on product safety and traceability are defined in several laws and regulations.
Key to these guidelines are:

- Law of product liability of 23.12.1988
- Act on food production and food safety, etc. of 19.12.2003 Matloven (Food Law)

Product liability law applies to liability incurred by a manufacturer for damage caused by a product manufactured or put into circulation as part of his occupation, business or similar business (§1). The manufacturer is obliged to replace any damage caused by his product, which is because it does not provide the security that a user or the public could reasonably expect (§2).

Food law The purpose is to ensure health safe food and promote health, quality and consumer awareness along the entire production chain, as well as safeguarding environmentally friendly production (§1, 1st paragraph).

The legal scope of the law is all matters relating to the production, processing and distribution of raw materials and food stuff, including drinking water. The law also covers all matters relating to the production of materials and articles that are intended to come into contact with, or may affect, raw materials or food stuff. Furthermore, the law applies all use of raw materials (§2, 1st paragraph).

The law has, in Section 11, a provision on traceability in which the King may make regulations. In Ot.prp. No. 100 (2002-2003) on the Food law, it's stated that (p.221) "The Ministry implemented the traceability requirement as provided by the EU Food Law, from the date the provision was valid in the EU (1.1.2005)». In addition, the provision provides the legal basis for the continuation of existing traceability provisions (meat).

The food law also includes packaging as well as the food stuff themselves, while the EU Food Law does not. EU has requirements for traceability regarding packaging in its Packaging Directive Regulation EC 94/62)

Regulations on traceability of food stuff and fodder.
The regulation is valid from 1 January 2005 and addresses the business owner of food stuff and fodder businesses in all stages of production, processing and distribution. The main principle of responsibility is the same as in the EU Food Law: Each part of the value chain should be able to trace its products one point forward and one back.

IK-mat food regulation (Regulations on internal control to comply with food law)
shall ensure systematic implementation of measures to comply with food law. The regulations require inter alia: that companies should establish and implement effective routines for controlling critical points in their business. Written procedures for crisis management, withdrawal and recall should be included in the company's internal control system.

EU **Food Law (Regulation EC 178/2002)** has provisions relating to traceability in Articles 13, 14, 17, 18 and 19.

The law describes traceability as: «The ability to trace and follow a food article, a fodder, an animal intended for food production or a substance that is or may be expected to be added to food or fodder throughout all stages of production, processing and distribution.»

The main principle of responsibility for traceability is that every part of the value chain should be able to trace its products one step forward and one point back.

Note: The legislative text is about the results businesses must achieve. However, they have no obligations regarding the way they achieve the results.

For updated information about laws and regulations, see:
www.mattilsynet.no
www.lovdata.no
www.regelhjelp.no

166 Product areas covered by guidelines for traceability, recall and withdrawal

The policies include traceability for:

- commodities, plants, animals or food stuff
- materials and objects that are intended to encounter, or may affect, commodities or food stuff.

The guidelines are recommended for foods and non-food products, except for pharmaceuticals.

Areas not described in the guidelines

- Internal tracking systems
- Fodder, allergic practices and agricultural practices, including the use of GMOs
- Prevention of pollution (e.g. disinfectants)
- Development and implementation of quality assurance in a company
- Implementation of product and / or pallet labelling systems, etc.

The above areas are not described in the guidelines, but do not mean that there are no provisions or regulations for this elsewhere.

164 Notification schema for recall, withdrawal or blocking of a product

This is the agreed schema to be used for recall, withdrawal or blocking of a product if Tradesolution's RECALL-portal is not being used.
The schema can be downloaded *here*

164 Schema for recall, withdrawing or blocking of products

This schema must be sent to the customer via e-mail, to an address mutually agreed upon.
A copy of the e-mail must be sent to your main customer contact.

SUPPLIER: Date: Time: Sign.:

PRODUCT ACTION

☐ Recall	☐ Withdrawal from distributor/retailer	☐ Blocking/quarantine
Health Risk – information to consumers/ No health risk, but quality not as declared. Potential Press Release	Only in the supply chain – not from consumer	The product must be held in quarantine until further notice
Reason:		

HEALTH RISK

☐ No health risk	☐ Potential health risk	☐ Involve health risk
Description of (potential) health risk:		

PRODUCT SSCC-code in separate attachment

Article name/brand/description:	
GTIN CU (Consumer Unit):	EPD-number:
GTIN SKU (Stock Keeping Unit):	COOP-number:
Traceability information (Traceability key) – additional information to GTIN and EPD-number to refine which batch/lot to trace. ☐ Batch/lot: ..... ☐ Best before date: ..... or other relevant information:	

TRACEABILITY OF INVOLVED PRODUCTS (Separate attachment)

FOR DELIVERIES DIRECTLY TO RETAILERS: Traceability key, name and GLN of the retailer, branch/department/retailernumber, Time of Delivery, Quantity delivered
FOR DISTRIBUTOR DELIVIERIES: Traceability key, name and GLN of the warehouse, branch/department/retailernumber, Time of Delivery or Pickup, SSCC-number or Quantity delivered. Goods in transit must be included

FROM SUPPLIER Contact persons must be on call immediately after this schmea is sent

Contact person Logistics and finance:		Phone:
Mobile:	Fax:	Email:
Contact person Quality:		Phone:
Mobile:	Fax:	Email:
Contact person for affected retailers/customers:		Phone:
Mobile:	Fax:	Email:

WHICH INSTANCES HAS BEEN INFORMED? If needed a Press Release or draft of a Press Release can be enclosed

☐ Norwegian Food Safety Authority	☐ Media/consumer	Additional information: *(for example instances not informed)*
☐ Distributors/retailer	☐ Other *(Who?)*	

WHICH ACTIONS SHOULD BE TAKEN REGARDING THE PRODUCTS?

☐ Destroyed on site	☐ The goods must be returned to supplier *(specify below why, who is responsible for and will carry this out and how this will be done) (for example if the distributor trucks will be used, and if this have been approved by the Norwegian Food Safety Authority)*
☐ Destroyed on an approved facility *(specify below which facility)*	
☐ The products must be set in quarantine/temporarily blocked *(specify when new information will be available)*	☐ The supplier will pick up the goods from the distributor
Additional information:	

ACTIONS TO PERFORM

Consumer:
Retailer:
Distributor:

CLOSING *(Must be agreed upon! The customer and supplier must inform each other when they are ready to receive or ship new products, or when the temporarily suspencion/blocking is cancelled. Other relevant information?)*

When will the incident be closed?

Fig 251