

Developing a Recall Training Program

RESOURCES TO HELP

Food Recall Tasks & Timelines (by FSANZ)

Prioritizes what to do in the first 24 hours of a recall.

Tip: Print and display within your business for staff to see

Your Food Recall Plan

Details what procedures your business will follow in the event of a food recall.

Food Recall Plan Template (by FSANZ)

Helps your business plan for the effective recall of unsafe food from the supply chain.

Tip: Page 3 includes tasks to improve your business's preparedness and helps staff understand the relevance of certain day-to-day activities.



It's important that all of your staff are trained in the food recall process, even if they aren't directly part of your Food Recall Team.

This training doesn't have to be overly intensive, but everyone should at least know what's expected of them during a recall, and how the business will handle such a crisis.

A food recall training program helps employees, at every level of the business, understand their role in food safety and why certain activities are so important.

Recall training contributes to a stronger food safety culture, thereby reducing overall risk for your business.

- **SHARE KNOWLEDGE**
Ensure all staff are trained in the food recall system, so they know what to do, and what not to do, during a recall
- **COMMUNICATE YOUR COMMITMENT**
Convey that a food recall is a serious matter for the business, to be treated with urgency and attention to detail
- **EXPLAIN BUSINESS PREPAREDNESS**
Discuss your existing Food Recall Plan, who is on your Food Recall Team, and what their responsibilities are
- **DISCUSS BUSINESS PRIORITIES**
Share the Food Recall Tasks & Timelines chart by FSANZ with your staff. Review what the priorities would be in the first 24 hours of a recall
- **SET EXPECTATIONS**
Explain that there may be some business interruptions during a recall, and staff may be called upon to support the business in other capacities
- **KEEP RECORDS**
Keep an up-to-date training register, with dates, employee names, and the type of training provided. Make recall training part of your induction for new employees
- **REVIEW OFTEN**
Review your recall training program regularly, especially if there is a change in the food products manufactured, staff or staff responsibilities, distribution networks, or the legal obligations of the business