General Product Recall & Incident Notification Form

As part of the contractual relationship with certificated sites, the site shall notify the certification body of:

- any impending prosecution or enforcement with respect to product safety or legality
- all product recalls
- adverse media or regulatory authority interest
- evidence of a significant public safety issue (e.g. food poisoning outbreak or customer injury)
- evidence of significant failings at the certificated site (e.g. fraud, corruption or significant malpractice)
- adverse public statements by a regulatory authority, NGO or major retailer
- significant public safety concerns bringing scheme owner or BVC into disrepute

This contractual requirement is also reflected in the Standards (e.g. **notification to the certification body within 3 days**).

The aim of this notification is to allow the certification body to assess whether the incident is indicative of a failure of the site's systems. The Certification Body must take the necessary steps to fully understand the implications of the situation and take appropriate actions. This may include requests for additional information, a further visit to the site, further full or partial re-audits, suspension or withdrawal of the certificate.

Initial notification to scheme owner must be made within 24 hours of the site notifying the certification body. A further update can be made, where necessary, to confirm the root cause and extend as well as the immediate corrections and subsequent corrective actions within a further 3 weeks.

PLEASE FILL IN AND SENT THIS FORM TO: recalls@bureauveritas.com

SECTION I. To be completed by affected certificated site			
Name, phone and e-mail of responsible person at site notifying BVCDK of recall / incident			
Date of notification			
Site Code (Not mandatory to be filled in by site)			
Company/Site Name As it appears on the certificate			
Country Where the site is based			
Certificate information	Certificate no.	Accreditation:	Validity:
Reason for notification Select one	Choose an item		
Category of Product Recall Select one	Choose an item		
Outline of Recall/Incident Briefly explain the reason for the incident or recall. Include if required by authority. Authority informed and when Did the recall or incident generate significant media coverage			
Has product reached consumer (Yes/No)			
Has there been any hospitalization or deaths ? (Explain)			

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Product(s) effected Detail product name, type of product, batch codes effected if known otherwise update within 3 weeks	
Date of Recall or Incident What date the incident or recall start	
Extend and Correction (action taken by Site) Evaluated extend and action(s) taken by the site to rectify the incident/product	
Site or Supplier Issue Select one	Choose an item
Product handling (returns, destruction) And % of product not accounted for	
Root Cause Analysis (conducted by Site) – If root cause cannot be confirmed immediately it must be reviewed and provided to Certification Body within 3 weeks of the date of recall.	
Corrective Action Plan (conducted by Site) If corrective action plan cannot be confirmed immediately it must be reviewed and provided to Certification Body within 3 weeks of the date of recall.	
SECTION II - TO BE FILLED IN BY BUREAU VERITAS CERTIFICATION - DENMARK When filled in, send to rosa.gomez@bureauveritas.com within 24 hours from company notification	
BV Local office contact managing communication with client	
Zig/Siebel number	
Any other information	
SECTION III – To be filled in by ICC UK (UKAS cases) / ICC Denmark (DANAK cases)	
Jotform created by (Name)	
Date of initial notification to scheme owner To be made to scheme owner within 24 hours of the site notifying BVCDK. BVC DK to be notified by the site within 3 working days	
Certification Status Select one or fill in other actions (eg. Follow up visit is needed)	Choose an item

Date of Certification Status Change (If applicable) Date of suspension or withdrawal	
Any other information	

Notes: