

# Food Recall Report

FSANZ 2019/18

Date: 26/03/2019 03:22 PM

## Company Information

<b>Contact name</b>	s 22 General Manager <i>What is your name and job title?</i>
<b>Company Name</b>	CR and M Ash and Sons <i>What is the registered name of the food business undertaking the recall?</i>
<b>Address</b>	s 22 <i>What is the registered address of the food business?</i>
<b>Mail Address</b>	s 22 <i>Do you have a different mailing address? If so, please enter.</i>
<b>Business hours phone number</b>	s 22 <i>What is the contact phone number during business hours?</i>
<b>After hours phone number</b>	s 22 <i>What is the contact phone number after hours?</i>
<b>Email</b>	s 22 <i>What is the recall coordinator's email address?</i> <i>Please provide an email address, do not leave blank.</i> <i>This address will be used by FSANZ for communication regarding this recall.</i>
<b>Information dissemination</b>  <i>Read to sponsor yes</i>	<p>The information discussed in this report will be used by FSANZ to officially notify state and territory health departments of the recall, who in turn may forward the information on to relevant agencies, such as local council, in their jurisdictions for further follow up action. Other government agencies (such as the ACCC), international agencies and industry organisations will also receive official notification of the recall.</p> <p>Along with the official notification of the recall, FSANZ provides the product image, the final version of the press advertisement and the distribution list to local and federal government. Please inform FSANZ if any information provided during the recall is classified as "commercial-in-confidence" as FSANZ will only provide this information to government stakeholders.</p> <p>The information placed on the FSANZ website and made publicly available only includes information which is provided in the press advertisement.</p> <p>It is the company's responsibility to notify all direct customers of the recall and provide recalled product information.</p>
<b>Home State</b>	NSW <i>What is the Home State for the recall?</i> <i>The Home State is the state/territory where the head office of the food business is located</i>
<b>Contacted Home State</b>	Yes <i>Have you contacted your State or Territory Health Department?</i> <i>If not, you will need to contact the Home State regarding this recall.</i>

<b>Health Department Contact Person</b>	s 22 <i>Who did you speak with?</i>
<b>Company Recall Coordinator Contact</b>	
<b>Contact Name</b>	s 22 <i>What is the company recall coordinator's name?</i>
<b>Contact Phone Number</b>	s 22 <i>What is the best contact number for the company recall coordinator?</i>
<b>Consumer Enquiry Contact</b>	
<b>Contact</b>	CR and M Ash and Sons <i>Do you have a customer service line which consumers can ring for enquiries regarding this recall? i.e customer service or otherwise the name of the company.</i>
<b>Contact Phone Number</b>	s 22 <i>What number would you like consumers to contact for enquiries regarding the recall? i.e 1300 number or the business contact number This will be used in the recall press advertisement</i>
<b>Brand Owner Information</b>	
<b>Brand Owner</b>	Yes <i>Is your company the BRAND owner of the product?</i>
<b>Brand Owner Notification check</b>	Ash And Sons <i>Have you discussed the recall with the Brand owner? If not, you will need to contact the Brand owner regarding this recall.</i>
<b>Brand Owner Name</b>	Cr and m ash and sons <i>What is the Brand owner's company name?</i>
<b>Brand Owner Phone Number</b>	s 22 <i>What is the Brand owner's contact number?</i>
<b>Primary Responsibility</b>	Yes <i>Is your company taking primary responsibility of the recall in Australia?</i>

<b>Product Details</b>	
Product (s):2277	
<b>Product Information</b>	
<b>Name</b>	<i>What is the name of the product as it appears on the packaging? Must be correct spelling and full name</i>
<b>Food Type</b> <i>Refer to category list</i>	Eggs <i>What food type is the product?</i>
<b>Food Description</b>	Shell eggs of various sizes <i>Please describe the food more specifically ie cake, cream, soft drink, cake mix, tomato sauce.</i>
<b>Type of Date Marking</b>	Single sticker with best before date <i>What type of date marking appears on the product packaging?</i>
<b>Date on Packaging</b>	26/April/19 AND 3/May/19

	<p><i>What is the date exactly as it appears on the packaging?</i>  <i>If you chose an option, such as best before, insert the date as it appears i.e. 03 JUN 11</i>  <i>If there are multiple dates, input each date i.e. 03 JUN 11 and 26 JUN 11.</i>  <i>If multiple consecutive dates are affected please use wording "all (relevant date marking description) up to and including (relevant date)" i.e. All best before dates up to and including 03 JUN 11.</i></p>
<b>Batch / Code No</b>	<p>AF58  As there are many variation of this batch all eggs with the AF58 code should with the best before of 26/April/19 AND 3/May/19 should be recalled.  <i>If available, what is the batch code of the recalled product?</i>  If more than one enter each code.</p>
<b>APN / EAN No</b>	<p><i>If available, what is the barcode of the recalled product?</i>  If more than one enter each code.</p>
<b>Dimensions</b>	<p>305x305x305 and 523x295x204 also 1 dozen egg pack size.  <i>What are the dimensions of the product?</i>  i.e. 150x15x12mm or if package contains a number of items '6 fillets per package'</p>
<b>Weight</b>	<p>10 to 15 kg  <i>What is the weight of the product?</i>  i.e 60g or if the package contains varying weights 'various weights'</p>
<b>Description</b>	<p>Plain brown box  <i>What is the description of the product packaging?</i>  i.e cardboard box, plastic container</p>
<i>Read to sponsor</i> yes	<p><b><i>Please provide FSANZ a copy of the product image. Please note, the images provided to FSANZ may be disseminated via the internet or other electronic means.</i></b></p>
<b>Importation Information</b>	
<b>Imported</b>	<p>No  <i>Has the product been imported?</i></p>
<b>Manufactured State</b>	<p>NSW  <i>If the product was manufactured domestically - which State/Territory was the product manufactured in?</i></p>
<b>Manufacturer Information</b>	
<b>Manufacturer Name</b>	<p><i>If you are not the manufacturer, what is the name of the product's manufacturer?</i></p>
<b>Manufacturer Address</b>	<p><i>What is the manufacturer's address?</i></p>
<b>Importer Information</b>	
<b>Importer Name</b>	<p><i>If the product was imported by an entity other than the sponsor, please provide the business name of the importer.</i></p>
<b>Importer Address</b>	<p><i>What is the importer's business address?</i></p>
<b>Country of Origin</b>	<p><i>What country has the product been imported from?</i></p>
<b>Date of Import</b>	

	What date was the product imported? i.e the date the product arrived in Australia
<b>Customs Entry Number</b>	What is/are the entry number/s for the product obtained from Customs during import?
<b>Supplier Information</b>	
<b>Supplier Name</b>	If you did not purchase the imported product from the manufacturer, what is the business name of the company you purchased the product from?
<b>Supplier Address</b>	What is the company's address?

### Product Distribution

<b>Recall Level</b>	Consumer and trade Choose which level of recall is appropriate – this will be discussed with the Home State.		
<b>Distribution Method</b>	CAFES, RESTURANT, MARKET STALLS, GENERAL STORES, DISTRIBUTORS Who have you sold the recalled product to?		
<b>Read to sponsor yes</b>	Please provide FSANZ with a distribution list which contains contact details (business name, address (including State/Territory) and a contact number) for each of your customers to whom you have directly sold the recalled product. This will be circulated to stakeholders, including the State and Territory Action Officers who may investigate to ensure these businesses have been notified of the recall details.		
<b>Customer Notifications</b>	YES Have your customers been notified?  It is a requirement that you notify each of your customers whom you have directly sold the recalled product of this recall in a timely manner. You will need to provide evidence to demonstrate that this has occurred in order to satisfy the post recall reporting requirements.		
<b>Time in Marketplace</b>	2 WEEKS How long has the affected product been in the marketplace? i.e. one week, two weeks, one month or enter date the product entered the market.		
<b>In which states or territories has the affected product beendistributed and the quantity</b>  Please insert the outlets where the product has been available for sale eg. Coles, Woolworths, ALDI, corner stores, liquor stores	<b>States/Territories</b>	<b>Quantity</b>	<b>Retail outlets</b>
	NSW: Yes		
	ACT:		
	QLD:		
	VIC:		
	TAS:		
	SA:		
	NT:		
	WA:		
	National		
if NSW, check if this also covers ACT if SA, check if this also covers NT if VIC, check if this also covers TAS			
<b>Manufactured Stock</b>			



	<i>How much of the recalled product was manufactured/imported?</i>	
<b>Warehoused Affected Stock</b>	0 <i>How many units of the recalled product remain in the warehouse? i.e. were not distributed?</i>	
<b>Exportation</b>	<i>Have you exported the recalled product outside of Australia?</i>	
<b>Export Countries and Quantity</b>	Please enter the countries followed by the quantity.	
	<b>Country</b>	<b>Quantity</b>
<i>Read to sponsor</i> No	<b>The company has a legal obligation under the Australian Consumer Law (ACL) to notify overseas recipients of the recalled goods, in writing, that the goods are subject to recall. This notification needs to occur within a reasonable time. The Minister responsible for Consumer Affairs also needs to receive a copy of this notification within 10 days. This requirement can be fulfilled by providing FSANZ with a copy of the notification and we will then forward a copy to the Australian Competition and Consumer Commission on your behalf.</b>	

## Recall Reason

<b>Reason for the Recall</b>	microbial <i>What is the reason for the recall?</i>
<b>Recall Reason Details</b>	Potential Salmonella Enteritidis contamination <i>Please specify the reason?</i> <i>i.e. peanut, glass fragments, choking hazard.</i>
<b>Description of the Recall Reason</b>	Potential microbial (Salmonella Enteritidis) contamination <i>Please provide a description of the reason for the recall i.e. the presence of an undeclared allergen (peanut) or microbial contamination (salmonella) or a packaging fault resulting in a choking hazard.</i>
<b>Food Safety Hazard</b>	Food products contaminated with Salmonella Enteritidis may cause illness if consumed. <i>What is the hazard associated with the product?</i>  ie "Food products contaminated with salmonella may cause illness if consumed" or "Any consumers who have a peanut allergy or intolerance may have a reaction if the product is consumed"  This statement is required when developing a press advertisement. Please contact the FSANZ Recall Team for further information.
<b>Advice to Consumers</b>	Any consumers concerned about their health should seek medical advice <i>What should consumers who have the recalled product do?</i> This is required when developing a press advertisement.
<b>Problem Detection</b>	routine government testing <i>How was the problem first detected?</i>
<b>Detection Details</b>	routine government testing <i>Please describe how the problem was detected?</i>
<b>Tests</b>	Yes <i>Have any analytical tests been performed?</i>
<b>Tests Results</b>	<i>What are the results? e.g. levels of contamination.</i>
<i>Read to sponsor</i>	<b>Please provide a copy of the results, if available.</b>

yes	
<b>Pathogen Serotype</b>	Yes <i>Has the pathogen been serotyped?</i>
<b>Pathogen Details</b>	Salmonella Enteritidis <i>Please provide further information on the serotype.</i>
<b>Corrective Action</b>	<i>Have you taken corrective action to prevent this problem happening again?</i> <i>If not, please explain why?</i>
<b>Corrective Action Type</b>	<i>What action(s) have you or will you, put in place?</i> <i>Please specify.</i>
<b>Illness Reports</b>	0 <i>Have there been any reported cases of illness/injury associated with this recall?</i>  Under the Competition and Consumer Act 2010 mandatory reporting regime, suppliers are required to report consumer product related incidents where a death, serious injury or illness has occurred within two days of the company being aware of the incident. Suppliers are encouraged to report using the online form on the Product Safety Australia website ( <a href="http://www.productsafety.gov.au">www.productsafety.gov.au</a> )
<b>Illness Reports Details</b>	0 <i>Describe the incidence of illness/injury.</i>
<b>Recall Decision Responsible Party</b>	Company <i>Whose decision was it to recall the affected product?</i>
<b>Product Disposal</b>	<p>Consumers – Return product to place of purchase for a full refund</p> <p>Retailers – Isolate the affected product and destroy under managerial supervision OR for return to/collection by the manufacturer</p> <p>Distribution Centres – Isolate the affected product and destroy under managerial supervision OR for return to/collection by the manufacturer</p> <p>Manufacturer – Isolate the affected product and destroy on site <i>Please insert an acceptable method of product disposal or rectification of safety issue (re-labelling) for each stakeholder.</i></p> <p>Please note, the ACCC indicates that customers who have purchased a recall affected product are entitled to compensation for the purchase price of the product. Food which is subject to a recall must be separated from other food and clearly identified.</p> <p>Options for recalled food include:</p> <ul style="list-style-type: none"> <li>• Destruction or other use so that the food cannot be used for human consumption</li> </ul>

	<ul style="list-style-type: none"> <li>• Further processing to ensure the safety and suitability of the food product</li> </ul> <p>To meet post recall reporting requirements, you will need to provide evidence of the destruction or rectification of the unsafe product. If the product was not disposed of, please describe the manner in which the safety issue will be rectified and provide confirmation from the Home State for the manner in which rectification occurred.</p>
Read to sponsor Yes	<i>The Minister responsible for consumer affairs has to be advised in writing within 2 days of a safety related recall being initiated. FSANZ will advise the Minister (via the ACCC) on your behalf. The relevant State/Territory Minister for Fair Trading will also be advised.</i>

## Communication Plan

Read to sponsor Yes	<p><i>For consumer level recalls the public needs to be informed of the product which is subject to recall. The communication of recall information to the public needs to occur in each State/Territory the recalled product has been available for sale.</i></p> <p><i>One of the most common methods for communicating recall details is by placing a recall advertisement in the newspaper. Procedures for drafting and the placement of press ads are explained in the Food Industry Recall Protocol.</i></p> <p><i>You should also place the recall notice in a prominent position in the retail outlets where the product had been available for sale, either on the shelf or near the cash register.</i></p> <p><i>Consideration can be given to other forms of publicity used; this will need to be discussed with the Home State.</i></p>
Draft Press Advertisement	<p>Yes <i>Would you like FSANZ to draft a press advertisement?</i></p> <p>If FSANZ is not drafting the press advertisement please provide us with a copy before it goes to press so that we can ensure it meets the requirements.</p> <p>A template is available on the FSANZ website <a href="#">here</a></p> <p>Recall press advertisement requirements are:</p> <ul style="list-style-type: none"> <li>• Placed in the first half of newspapers which is called the early general news.</li> <li>• Minimum size is 2 columns wide and 10cm in height</li> <li>• Enclosed in a diagonally hatched border, preferably with the internationally recognised safety triangle in the top left-hand corner</li> <li>• Minimum 10 pt text in the body with heading in bold as per the template</li> </ul>
Communication Plan	<p>point of sale notification; <i>Please indicate your agreed communication plan.</i> <i>Please specify.</i></p>
Company Website	<a href="http://www.ashandsons.com.au">www.ashandsons.com.au</a>

	<p><i>What is your company's website address?</i></p> <p>Please display the recall notice on the website for either 2 weeks or the expiry of the date marking of the product, whichever is shorter.</p>
Read to sponsor Yes	<p><b><i>Please note that you may receive media inquiries</i></b></p>

## Other Information

Other Information	<p>In press release i would like it emphasised that we are doing a voluntary recall. And that is is precautionary only with no issue found in the eggs.</p> <p><i>Is there any other information you would like to provide?</i></p>
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