

## Product Recalls

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### Responsible Staff

Product Compliance Officer  
Buyer  
Sales Account Manager  
Customer Service  
Logistics Manager

### Purpose

To ensure that potentially defective product is removed from the market as quickly as possible.

To ensure compliance with the requirements for recalls contained in the Competition and Consumer Act 2010

### Overview

The Product Compliance Officer is responsible for determining the need for a product recall and for its overall management.

The recall is conducted in accordance with the recall guidelines published by the ACCC

Link - [Conducting a consumer product safety recall | Product Safety Australia](#)

### Steps

#### 1 Product Compliance officer

1.1 Determine the need for a product recall or other action in consultation with the following parties:

Buyer  
Sales Account Manager  
Customer Service  
Senior Management

Factors to consider include:

- The nature of the fault
- The risk to the user
- The quantity sold and the period in which it was sold

Decisions to be taken include:

- Whether the product will be repaired, replaced or refunded
- The mechanism for the activity
- The communication strategy, e.g. newspaper, phone, web, etc.

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- The need for any additional staff and / or infrastructure to manage the recall, e.g. a toll-free line

## 1.2 Prepare a Recall Plan and Checklist

## 1.3 Advise other affected staff of actions to be taken in accordance with the plan and follow-up to completion.

Prepare a recall notice using the template provided on the Product Safety Recalls Australia website [here](#)

## 1.4 Liaise with relevant Federal and State government agencies on the recall action.

## 1.5 Notify the Minister for Competition Policy and Consumer Affairs within 2 days of initiating the recall action using the online form [here](#).

## 1.6 Notify any customers outside of Australia that have received the product.

## 1.7 Prepare a press release and arrange for Public Relations support if considered necessary.

## 1.8 Answer any media queries on the recall.

## 1.9 Report to the ACCC on the progress of the recall using the online form [here](#)

## 2 Buyer

### 2.1 Ensure that any outstanding orders for the affected product are held and any remaining inventory is set aside for destruction or rework as necessary.

## 3 Sales Account Manager

### 3.1 Arrange for the quickest possible communication to stores of the issue and follow up with written advice. Include an A4 sized copy of the recall notice for display in store.

### 3.2 Arrange for the withdrawal of affected goods from stores.

## 4 Logistics Manager

### 4.1 Arrange for appropriate repair / replacement / refund / destruction activity.

## 5 Customer Service

### 5.1 Set up and check a consumer free-call phone no. if appropriate.

### 5.2 Respond to contacts according to the agreed action.

### 5.3 Maintain a record of all consumer responses.

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- 5.4 Summarize and report on the Consumer response to the Compliance Officer at regular intervals over the life of the recall.

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