

# Are You Ready for a Recall?

Product recalls are always a constant presence in retail grocery. Whether its Romaine Lettuce, Sprouts, or Onions. Product contamination can, and does, occur across a wide variety of commodities. As a result, we need to be ready and prepared to act when notified of a product recall. Here is a quick and easy guide to ensure that you are ready to protect public health in your establishment.

1. Have a written recall plan.
  - a. Write out your process steps for responding to a recall.
  - b. Include employee contact information as well as policies on employee responsibility and mandatory timelines.
  - c. Have talking points and information templates pre-planned for questions by customers or in the customer return process.
  
2. Make sure that your vendors know who to contact when/if they have a recall.
  - a. If contact is through, e-mail, a good practice is to set up a designated e-mail account for recalls (for example: [recalls@thebestmarket.com](mailto:recalls@thebestmarket.com)). That way recall notifications won't go unanswered if the responsible employee leaves or is reassigned.
  
3. Have a way to communicate recall information to your customers.
  - a. You can post the recall information at your customer service area, on your website or at the specific shelf location for the item. Informing your customers is not a "nice to have" it is a regulatory requirement.
  
4. Designate specific areas in the facility to store recalled product **separate** from other products.
  - a. Be sure to label the recalled product so that other employees know that it is recalled and not to touch the product.
  
5. Have multiple people in the facility that are trained to pull product for recalls.
  - a. They should be trained to recognize lot codes, "Best Buy" or Use By" date or production date codes.
  - b. They should be trained on keeping a good accounting of the quantity of product that is recalled and how to report the information either back to the vendor or to a supervisor.
  - c. They should be trained on how to return or destroy product in accordance to manufacturers guidance.