

# Behaviour in the event of a Product Recalls / Withdrawals at BRCGS/ IFS / FSSC 22000/ ISO 22000 Certified Sites

## Introduction

Many food standards require immediate notification of the certification body in the event of a product recall or withdrawal. Contractually, this is already defined in the DQS CFS certification regulations, in DIN EN ISO / IEC 17065 and in the IFS-, BRCGS- and FSSC 22000- food safety standards.

"The company shall inform its certification body about any change that may affect its ability to conform with the certification requirements (e.g. recall, alert on products etc.). This information shall be made within 3 working days." (IFS Food Standard), and

"In the event that any circumstances change within the site that may affect the validity of continuing certification, the site must immediately notify the certification body. Circumstances may include: product recalls since the last BRC Global Standards audit, any significant public food safety incidents, or any significant regulatory food safety non-conformities." (BRC Global Standards)

## Obligation in case of a product recall.

1. Please contact DQS CFS GmbH immediately and be as specific as possible about the product recall or withdrawal. *All information will be treated confidentially.*

Contact:

Under <https://s.dqs-cfs.com/gbjgoofu> you have access to a contact form, which sends the information to our e-mail address [pmfood@dqs.de](mailto:pmfood@dqs.de). Alternatively, you can contact [pmfood@dqs.de](mailto:pmfood@dqs.de) directly.

In addition to the reporting obligations to DQS CFS, other reporting obligations to third parties are not affected by this notification.

## What happens after the certification body receives your report?

DQS CFS GmbH will evaluate the recall and its cause to determine whether certification may continue or whether additional measures are required. You will be requested to send us the evidence of your taken measures, in order to be able to evaluate the situation. If the requested evidence is not sent to us within the given time (21 days), an additional audit on-site will be arranged on short notice to evaluate and clarify the status about certification. DQS CFS GmbH takes the decision whether certification may be maintained or if the certificate will be suspended or withdrawn.

DQS CFS is obliged to notify standard owners (GFSI) about product recalls or withdrawal. The information shall include details about root cause analysis and corrective actions.

As specified in the DQS CFS GmbH price list, a fee for the processing of product recalls notifications as described above applies and will be invoiced to you.

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## Report Product Recall / Withdrawal

### Production Site Details

DQS Customer number:

Name:

BRC Site Code / IFS COID:

Name contact person:

Contact details:

1. Please describe the situation. Which product(s) is (are) affected? Please state the facts!
2. When was the incident discovered? Has the product been recalled? If so, when?
3. What volumes are affected?
4. Which customers / customer groups are affected?
5. What measures have been taken?