

SUMMARY OF THE ROLE OF THE SOUTH AFRICAN BUREAU OF STANDARDS

SOURCE OF INFORMATION REQUIRING ACTION (RECALL, ALERT OR DETENTION)	PROBLEM IDENTIFIED IN PRODUCT THAT IS STILL ON THE MANUFACTURERS PREMISES	PROBLEM IDENTIFIED BY INDUSTRY (FACTORIES, MARKETING GROUPS, CHAIN GROUPS, SHOPS) IN PRODUCT ALREADY IN THE TRADE	CONSUMER COMPLAINTS OR CONCERNS SUBMITTED TO SABS	NOTIFICATION BY THE DEPARTMENT OF HEALTH OR A HEALTH OFFICIAL NOTE: DEPT. OF HEALTH TO COORDINATE MEASURES WHEN IDENTIFIED BY THEM	NOTIFICATION FROM OVERSEAS AUTHORITIES (RSA- EXPORTED PRODUCTS OR PRODUCTS IMPORTED FROM A PARTICULAR COUNTRY)
CLASSIFICATION OR PRELIMINARY CLASSIFICATION OF FOOD HAZARD OR NON- CONFORMANCE					
<p>CAREFUL ANALYSES OF THE FACTS INDICATE THAT THERE IS A PROBABILITY THAT A HEALTH HAZARD IS INVOLVED WHICH CAN LEAD TO HEALTH PROBLEMS AND OR DEATH, OR THAT THERE WILL BE ADVERSE HEALTH CONSEQUENCES FROM EATING THE FOOD (CLASS I RECALL)</p>	<p>WHEN PROBLEM IS IDENTIFIED, STAFF HAVE TO COLLECT AS MUCH DETAIL AND AS MANY SAMPLES AS POSSIBLE. INVESTIGATE THE POSSIBILITY THAT SOME PRODUCT LEFT THE FACTORY PREMISES CONTACT THE MANAGER WITH ALL DETAIL AND IMMEDIATELY FOLLOW-UP IN WRITING: (a) <u>PRODUCT CONTAINED:</u> MANAGER TO ACQUIRE DETENTION ORDER, ENSURE SAFE PRODUCT QUARANTINE UNTIL A DECISION WAS MADE OF HOW TO EXPOSE OF AFFECTED PRODUCT OR SCREEN OUT AFFECTED PRODUCT OR WHATEVER ACTION DEEMED NECESSARY TO PREVENT HAZARD FROM LANDING IN THE TRADE. INFORM AUTHORITIES IN EXPORTING COUNTRY WHERE APPLICABLE. (b) <u>SOME PRODUCT IN TRADE</u> (OR SOME DOUBT EXISTS) MANAGER FOLLOW PROCEDURE A (ANNEX F2) TO ENABLE A FULL RECALL AND DETENTION OF REMAINING PRODUCT. INFORM OVERSEAS AUTHORITIES AS RELEVANT (IN CASE OF IMPORT OR EXPORT)</p>	<p>IMMEDIATELY INFORM MANAGER. MANAGER TO INFORM DIRECTOR (a) WHERE INDUSTRY ALREADY INSTITUTED RECALL ACTIONS INCLUDING MEDIA RELEASES, MANAGER TO FOLLOW PROCEDURE B (ANNEX F2) (b) WHERE INDUSTRY HAS NOT INSTITUTED RECALL ACTIONS, MANAGER THROUGH DIRECTOR TO IMPLEMENT PROCEDURE A.</p>	<p>MANAGER FOLLOW PROCEDURE A (INFORM DIRECTOR)</p>	<p>INFORMATION TO BE CHANNELISED TO MANAGER. WORK IN CLOSE CO-OPERATION WITH HEALTH OFFICIALS. START INVESTIGATIONS INTO THE CAUSE OF THE PROBLEM AND MEASURES THAT HAVE TO BE IMPLEMENTED TO CONTAIN THE PROBLEM AND PREVENT RECURRENCE</p>	<p>INFORMATION TO BE IMMEDIATELY CONVEYED TO MANAGER AND DIRECTOR. INVESTIGATE POSSIBILITY THAT AFFECTED PRODUCT IS IN THE RSA TRADE, AS RELEVANT. INFORM THE DIRECTOR FOOD CONTROL. IF PROBLEM IS IN TRADE, FOLLOW PROCEDURE A</p>

<p>CLASS II RECALLS AND SITUATIONS WHERE ANALYSES OF THE FACTS INDICATE THERE IS A REMOTE PROBABILITY OF ADVERSE HEALTH CONSEQUENCES FROM EATING THE FOOD. ALSO RELATES TO ISSUES WHERE THE HAZARD IS IN LONG TERM DOSE RESPONSE OF CERTAIN TOXIC ELEMENTS (E.G. HEAVY METALS OR PESTICIDES), OR IDENTIFIED USE OF FOOD ADDITIVES IN CONTRAVENTION OF THE FOODSTUFFS ACT OR LABELLING NOT INFORMING ALLERGIC PERSONS ON PRESENCE OF CERTAIN ADDITIVES OR CHEMICALS</p> <p>NOTE: EITHER PROCEDURE A OR B CAN BE USED IN CASE OF THE DECISION TO RECALL. THE INFORMATION IS TO BE SHARED WITH THE DIRECTOR FOOD CONTROL IN CASE OF INFRINGEMENTS AGAINST THE FOODSTUFFS ACT, TO DECIDE ON THE PROCEDURE THAT WILL BE IMPLEMENTED</p>	<p>BRING TO ATTENTION OF AREA SENIOR. INVESTIGATE POSSIBILITY THAT SOME PRODUCT LEFT THE PREMISES AND IS TRADED.</p> <p>(a) <u>PRODUCT CONTAINED</u>: CONFIRM PRODUCT STATUS AS NON-COMPLYING. ENSURE PRODUCT IS DESTROYED (UNDER HEALTH'S JURISDICTION AND WITH SUCH CERTIFICATION) OR THAT PRODUCT IS ALL RE-EXPORTED TO COUNTRY OF ORIGIN (NOTIFY PORT HEALTH AUTHORITIES IN CASE OF AN IMPORT AND ALSO AUTHORITIES IN COUNTRY OF ORIGIN)</p> <p>(b) <u>PRODUCT IN TRADE</u>: CONFIRM PRODUCT STATUS AS NON-COMPLYING AND REFER TO MANAGER. MANAGER TO DECIDE TO EITHER USE PROCEDURE A OR B TO DETAIN AND RECALL (NOTE: B COULD HAVE THE SAME EFFECT AS A, BUT WOULD BE SLOWER AND WILL NOT NECESSARILY INFORM THE CONSUMER)</p>	<p>IMMEDIATELY INFORM MANAGER</p> <p>(1) WHERE INDUSTRY ALREADY INSTITUTED RECALL ACTIONS, MANAGER TO FOLLOW PROCEDURE B IN OBSERVING AND MONITORING EFFICIENCY OF RECALL ACTION (MANAGER MAY DECIDE TO WAIVE THE DETENTION ORDER FOR A WHILE IF INDUSTRY RECALL RUNS EFFICIENTLY BUT THERE IS TO BE CORRESPONDENCE WITH INDUSTRY RECALL MANAGERS INFORMING THEM THAT A FULL BLOWN RECALL OF PRODUCT WOULD BE ORDERED IF INDUSTRY MEASURES ARE NOT FOUND TO BE EFFECTIVE.</p> <p>(2) WHERE INDUSTRY HAS NOT INSTITUTED RECALL ACTIONS, MANAGER THROUGH DIRECTOR IMPLEMENT PROCEDURE B, OR, WHERE DIRECTOR FOOD CONTROL IS OF OPINION THAT PUBLIC BE OFFICIALLY INFORMED, PROCEDURE A</p>	<p>MEASURES WILL BE THE SAME AS FOR INDUSTRY IDENTIFIED RECALLS.</p>	<p>INFORMATION TO BE CHANNELISED TO THE MANGER. WORK IN CLOSE CO-OPERATION WITH HEALTH OFFICIALS. START INVESTIGATIONS INTO THE CAUSE OF THE PROBLEM AND MEASURES THAT HAVE TO BE IMPLEMENTED TO CONTAIN THE PROBLEM AND PREVENT RECURRENCE</p>	<p>CONVEY INFORMATION TO MANAGER AND DIRECTOR. INVESTIGATE POSSIBILITY THAT AFFECTED PRODUCT IS IN THE RSA TRADE, AS RELEVANT. COOPERATE WITH DIRECTOR FOOD CONTROL AND IF PRODUCT IN LOCAL TRADE, FOLLOW PROCEDURE A OR B (PROCEDURE A IF MEDIA INPUT NECESSARY TO WARN CONSUMERS).</p>
<p>QUALITY, METROLOGY OR FRAUDULENT LABELLING INFRINGEMENTS NOT AFFECTING THE HEALTH OF THE CONSUMER (CLASS III RECALLS)</p>	<p>BRING TO ATTENTION OF AREA SENIOR AND WHERE NECESSARY (SEE BELOW) THE MANAGER. INFORM RESPONSIBLE PERSON IN WRITING TO DETAIN PRODUCT FOR INVESTIGATION AND CORRECTIVE ACTION. FOLLOW UP CORRECTIVE ACTION PROCEDURES AND RELEASE PRODUCT FOR SALE ONLY AFTER NON-COMPLIANCE WAS RECTIFIED. SHOULD SOME OF THE PRODUCT BE OUT IN THE TRADE OR THERE IS LACK OF CO-</p>	<p>AREA SENIOR TO OVERVIEW INDUSTRY PROCEDURES TO RETRIEVE PRODUCT AND CORRECT THE PROBLEM. WHERE THERE IS A LACK OF INDUSTRY COOPERATION OR THE PROBLEM CANNOT BE HANDLED BY INDUSTRY, INFORM MANAGER IN WRITING WITH ALL REQUIRED DETAIL. MANAGER REQUEST A DETENTION AND RECALL AS PER PROCEDURE C.</p>	<p>AREA SENIOR TO INVESTIGATE PROBLEM AND DOCUMENT ALL FACTS FOR THE ATTENTION OF THE MANAGER. MANAGER TO REQUEST DETENTION AND RECALL AS PER PROCEDURE C</p>	<p>HANDLE AS FOR CONSUMER-IDENTIFIED PROBLEMS</p>	<p>RELEVANT INDUSTRY SECTORS NOTIFIED. MANAGER INSTITUTE PROCEDURE C. RECALLS AND DETENTIONS FOR PRODUCT RETURNED FROM THE TRADE. IF INDUSTRY CAN RESOLVE PROBLEM, CANCEL DETENTIONS. IF THE PROBLEM CANNOT BE RESOLVED, DECIDE HOW THE PRODUCT IS TO BE MARKETED, OR DESTROYED OR RETURNED TO</p>

	OPERATION FROM ESTABLISHMENT, INFORM MANAGER IN WRITING. MANAGER TO DIRECT ESTABLISHMENT VIA AN OFFICIAL NOTICE OR DETENTION ORDER TO RECALL PRODUCT (SEE PROCEDURE C , UNDER ANNEX F2)	HANDLE MATTER AS DEPICTED IN PROCEDURE C .			COUNTRY OF ORIGIN. IF IT IS TO BE RETURNED TO COUNTRY OF ORIGIN, INFORM AUTHORITIES OF INFRINGEMENT AND CONTROL REMOVAL OR DESTRUCTION OF PRODUCT.
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SABS PROCEDURES AND ACTIONS PERTAINING TO FOOD RECALLS, CONSUMER ALERTS AND PRODUCT DETENTIONS DEPICTED IN FLOW DIAGRAMS

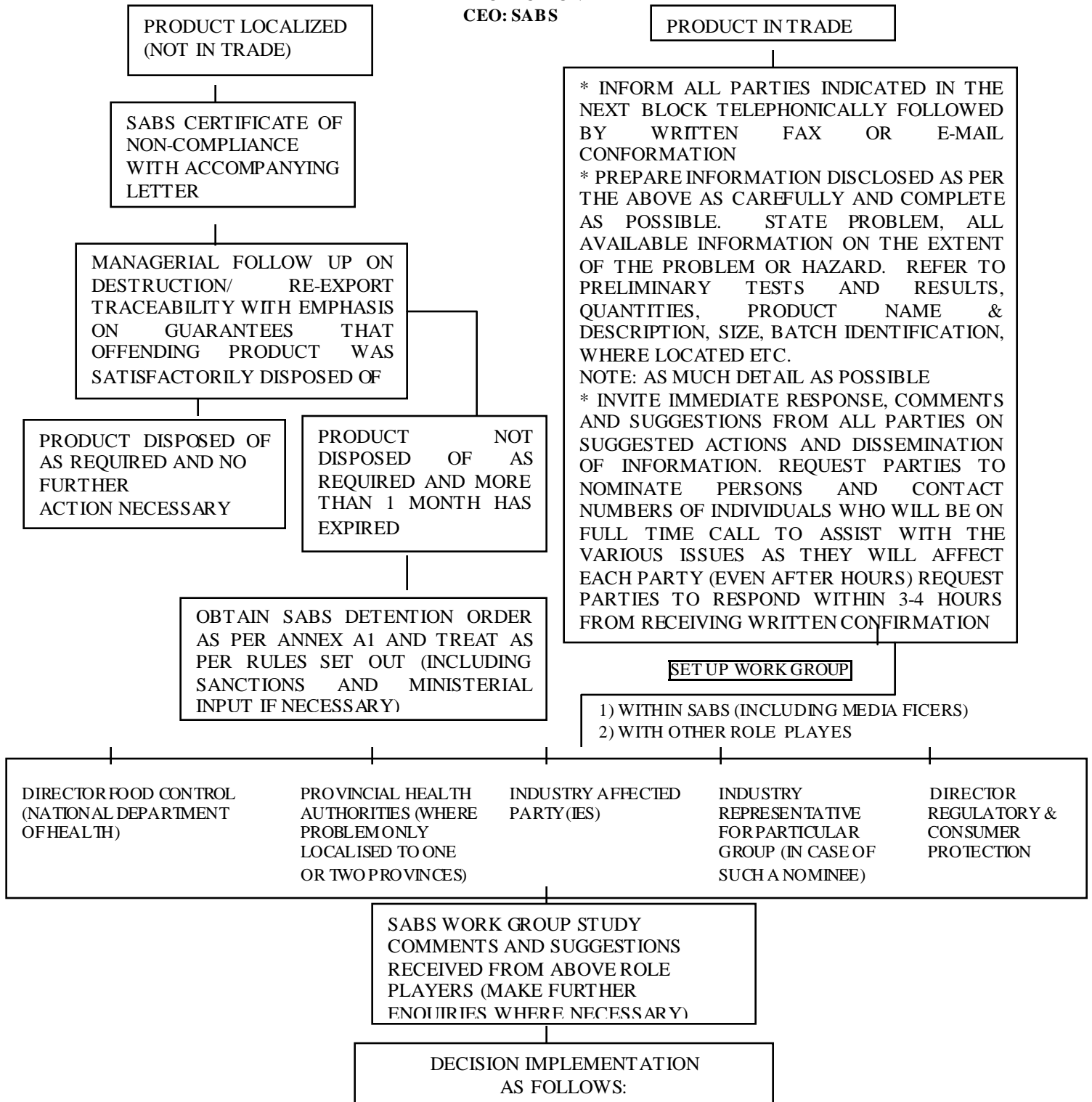
PROCEDURE A:

RESPONSIBLE OFFICER(S):

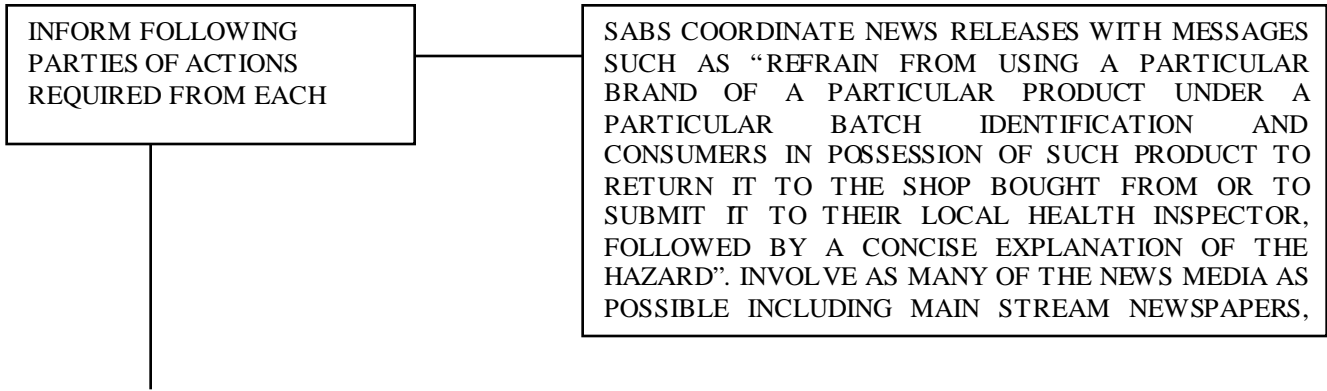
MANAGER : FOOD AND ASSOCIATED INDUSTRIES (OR HIS DESIGNATED ASSISTANT)

DIRECTOR : REGULATORY AFFAIRS AND CONSUMER PROTECTION

CEO: SABS

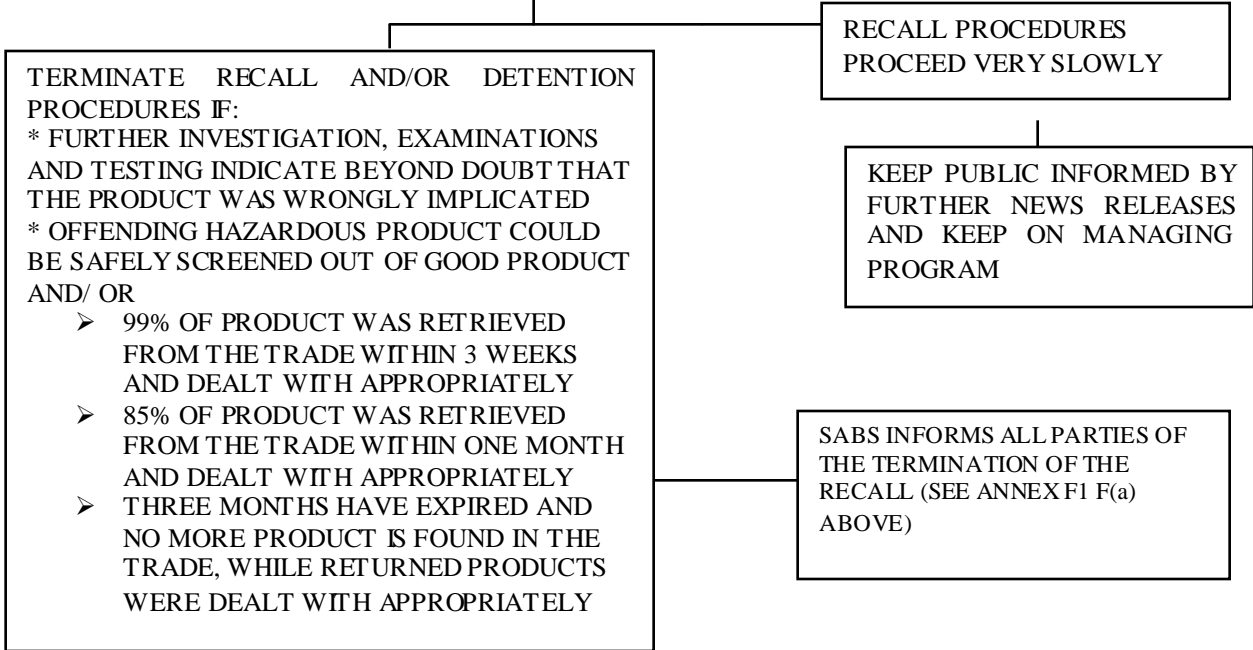


PROCEDURE A-CONTINUES



OFFICE OF DIRECTOR FOOD CONTROL NATIONAL HEALTH (E.G. MUNICIPAL HEALTH INSPECTORS TO COMMUNICATE WITH SHOP AND CONSUMERS IN THEIR AREAS OF JURISDICTION)	INDUSTRY AFFECTED PARTY (E.G. TO SUPPLY PRODUCT TRACING INFORMATION AND NETWORKS AND NOTIFY BUYERS, DEPOTS AND CHAIN GROUPS AND TO IMPLEMENT MEASURES TO RETURN PRODUCT TO IDENTIFIED STORES AND TO EMBARGO PRODUCT)	MAIN STREAM TRADERS OF THE PRODUCT INCLUDING CHAIN GROUPS THROUGH THEIR HEAD OFFICES (E.G. TO REMOVE FROM SHELVES, KEEP IN DETENTION AND RETURN TO MANUFACTURER)	COMPETENT AUTHORITIES IN COUNTRY - OF WHICH PRODUCT ORIGINATED OR - TO WHICH IT WAS EXPORTED
ALL PARTIES TO DISCLOSE TO SABS QUANTITIES OF AFFECTED PRODUCT RECEIVED INTO EACH DETENTION AREA. (E.G. EVERY 48 HOURS)			

SABS MONITORS EFFICIENCY OF RECALL ACTION BY MONITORING QUANTITIES OF AFFECTED PRODUCT RETURNED FROM THE TRADE AND COMPARING IT WITH QUANTITIES DISPATCHED BY THE MANUFACTURER. IN THE MEANTIME INVESTIGATIONS, EXAMINATIONS AND TESTS ARE DONE TO CONFIRM OR REJECT ORIGINAL PRESUMPTIONS MADE WHICH LEAD TO THE RECALL ACTION. WHERE THE REASONS FOR THE RECALL ARE CONFIRMED, IMMEDIATE INVESTIGATIONS INTO THE CAUSE OF THE HAZARD AND ACTION(S) NECESSARY TO PREVENT RECURRENCE, ARE TO BE INSTITUTED



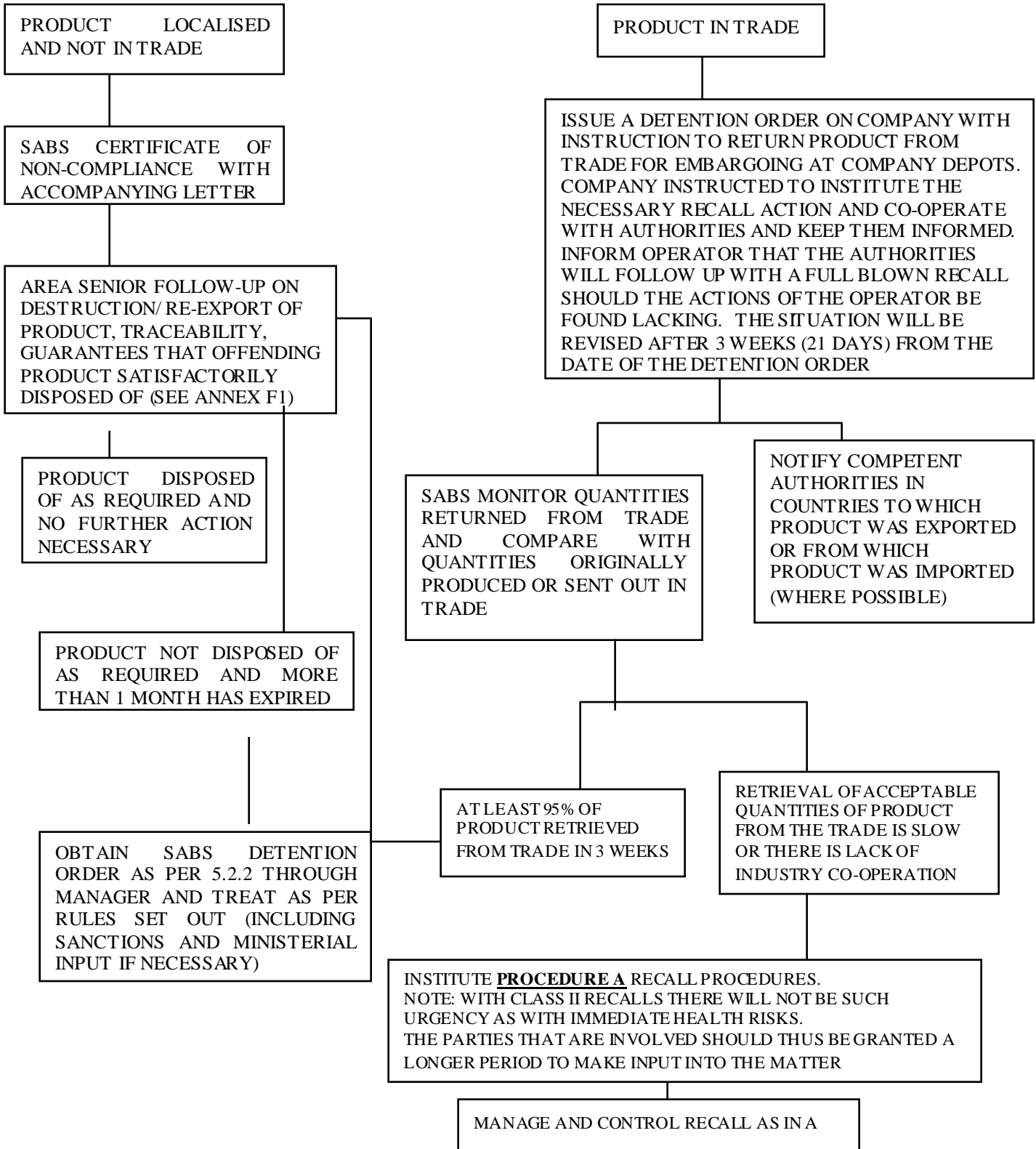
PROCEDURE B:

RESPONSIBLE OFFICERS:

AREA SENIORS (AS RELEVANT)

MANAGER: FOOD & ASSOCIATED INDUSTRIES (OR HIS DESIGNATED ASSISTANT)

DIRECTOR: REGULATORY AFFAIRS AND CONSUMER PROTECTION



PROCEDURE C:

RESPONSIBLE OFFICERS:

**AREA SENIORS (FAI)
MANAGER (FAI)**

