



**Australian Government**  
**Australian Pesticides and  
Veterinary Medicines Authority**



# RECALL GUIDELINES

for Agricultural and Veterinary Products

FEBRUARY 2009

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# CONTENTS

<b>1</b>	<b>INTRODUCTION AND DEFINITIONS</b>	<b>5</b>
<b>1.1</b>	<b>Introduction</b>	<b>5</b>
<b>1.2</b>	<b>Definitions</b>	<b>6</b>
	Agricultural chemical product	6
	Agvet Code	6
	APVMA	6
	APVMA recall coordinator	7
	Effective recall	7
	Listable chemical product	7
	MRA	7
	Notified person	7
	Product	7
	Recall	7
	Recall notice	8
	Registrant	8
	Sponsor	8
	Sponsor's recall coordinator	8
	Veterinary chemical product	8
<b>2</b>	<b>STAGES OF RECALL PROCEDURE</b>	<b>10</b>
<b>3</b>	<b>ISSUE OF RECALL NOTICE</b>	<b>12</b>
<b>3.1</b>	<b>Recall notices</b>	<b>12</b>
<b>3.2</b>	<b>Appeals</b>	<b>13</b>
<b>3.3</b>	<b>Other legal obligations</b>	<b>13</b>
<b>4</b>	<b>RECOGNISING A POTENTIAL RECALL</b>	<b>14</b>
<b>5</b>	<b>NOTIFICATION OF POTENTIAL RECALL</b>	<b>15</b>
<b>5.1</b>	<b>Notifying the APVMA</b>	<b>15</b>
<b>5.2</b>	<b>Notifying other relevant bodies</b>	<b>16</b>
	Minister(s) for Consumer Affairs	16
	Therapeutic Goods Administration	16
	Relevant Industry Association	16
	APVMA notifying relevant international bodies	16
<b>6</b>	<b>ASSESSMENT OF RECALL</b>	<b>18</b>
<b>6.1</b>	<b>Recall parameters</b>	<b>18</b>
	Urgency	18
	Scope	18
	Level	18
	Corrective actions – recalls	19
	Corrective actions – alerts	19

---

7	RECALL	20
7.1	Strategy	20
7.2	Notifying the stakeholders	20
7.3	Correspondence to suppliers	20
7.4	Paid advertisements	21
7.5	Product recall advertisement	22
7.6	Product alert advertisement	23
7.7	Website	23
7.8	Recall action relating to advertising/promotional material	24

---

8	RESPONSIBILITIES OF SPONSORS	25
8.1	Records	25
	Production recording systems	25
	Distribution recording systems	25
8.2	The sponsor / sponsor's recall coordinator	25
8.3	Sponsor recall procedure	26
8.4	Monitoring the recall	26
8.5	Corrective action	27
8.6	Finalising the recall	28
8.7	Documenting the recall	29

---

9	RESPONSIBILITIES OF THE APVMA RECALL COORDINATOR	30
---	--	----

---

10	RESPONSIBILITIES OF STATE AND TERRITORY CONTACT OFFICERS	32
----	--	----

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11	FOLLOW UP ACTION	33
----	------------------	----

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APPENDIXES		34
Appendix A	Notification to APVMA of potential or actual recall	35
Appendix B	List of contacts	37
Appendix C	Sample letter to be sent by sponsors to suppliers advising recall	41
Appendix D	Examples of consumer level print media advertisements	42
Appendix E	Newspapers	44
Appendix F	Example of an inventory of a recalled product	46

---

NOTES		48
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# 1 INTRODUCTION AND DEFINITIONS

## 1.1 Introduction

These guidelines have been developed by the APVMA to define the actions to be taken by the APVMA and Sponsors when agricultural and veterinary chemical products, for reasons relating to their legality, quality, safety or efficacy, are to be removed from supply or use, or subject to corrective action.

Recall action is required when the possession and/or supply of an agricultural chemical product or veterinary chemical product would contravene the Agvet Code (the Agricultural and Veterinary Chemicals Code scheduled to the *Agricultural and Veterinary Chemicals Code Act 1994*) or the Agvet Regulations (the *Agricultural and Veterinary Chemicals Code Regulations 1995*).

Recall action may comprise alerting users of products, or stopping the supply of a product, or taking steps to locate, retrieve and correct or destroy a non-compliant agricultural or veterinary chemical product within the distribution network. The objectives of taking recall action are to:

- identify the cause and institute corrective measures to minimise the hazard to humans, animals plants or the environment;
- minimise the potential for recurrence of the problem leading to recall action;
- effectively and efficiently locate and remove from the marketplace unsafe, ineffective or non-compliant product or product that may be prejudicial to trade, including:
  - unsafe product – where the continued supply may pose an undue hazard to humans, animals, plants or the environment;
  - ineffective product – where a product may fail to perform to the criteria determined for this product;
  - non-compliant product – where a product may contravene the Agvet Code, e.g. supplied contrary to conditions of registration, or be unregistered, or be mis-labelled or be mis-represented, etc;
  - product where continued supply may unduly prejudice trade or commerce between Australia and other countries;
- subject the affected product to the appropriate corrective action:
  - rectification or modification; or
  - disposal;
- minimise the cost and inconvenience to users and suppliers; and
- minimise the extent of involvement by Government authorities.

Most recalls are not mandated but are Sponsor initiated. However, recalls are underpinned by the Agvet Code. The level, scope and urgency of recall action is dependant on a number of factors, including the potential risk posed to humans, animals, the environment, Australia's export and commercial markets and the extent of the distribution network. A recall may be from manufacturer/importer level down to the end user such as the general public.

It is important to note that these guidelines are a guide only providing advice, information and instructions where appropriate. A Sponsor should not take these guidelines as a restriction or constraint of proposed actions and should be aware that they are responsible for determining the most appropriate action according to the information at hand. However, the Sponsor should also be aware that any written instruction provided by the APVMA in a Recall Notice issued under Part 6 of the Agvet Code is compulsory and must be followed in all circumstances.

Whilst the APVMA will liaise and assist with recall action wherever possible, this does not remove the responsibility from the Sponsor to take all appropriate steps and seek independent legal advice where appropriate.

Where voluntary recall is refused by the Sponsor, or is not carried out satisfactorily, the APVMA may order a compulsory recall. Failure to comply with such an order may result in substantial fines.

These guidelines may assist companies developing and updating internal standard operating procedures.

## 1.2 Definitions

### Agricultural chemical product

An agricultural chemical product is defined in Section 4 of the Agvet Codes together with Regulation 7 and Schedule 3 of the Agvet Regulations. In essence, an agricultural chemical product is a substance or mixture of substances that is represented, imported, manufactured, supplied or used as a means of directly or indirectly:

- destroying, stupefying, repelling, inhibiting the feeding of or preventing infestation by or attacks of any pest in relation to a plant, a place or a thing; or
- destroying a plant; or
- modifying the physiology of a plant or pest so as to alter its natural development, productivity, quality or reproductive capacity; or
- modifying an effect of another agricultural chemical product; or attracting a pest for the purpose of destroying it.

### Agvet Code

*The Agricultural and Veterinary Chemicals Code 1994.* The Agvet Code is contained in the Schedule to the Commonwealth *Agricultural and Veterinary Chemicals Code Act 1994*. Each Australian State and Territory has adopted the Agvet Code as law. The laws concerning recall of agricultural and veterinary chemical products are principally contained in the Agvet Codes and associated Regulations.

### APVMA

The Australia Pesticides and Veterinary Medicines Authority which is the statutory body responsible for the regulation of agricultural and veterinary chemical products in Australia up to and including retail supply.

## APVMA recall coordinator

The APVMA Recall Coordinator is the APVMA's representative responsible for liaising, advising and assisting (as appropriate) the Sponsor and the Sponsor's Recall Coordinator on recalls.

## Effective recall

Is one where the APVMA has determined that a person has taken all appropriate steps to locate and either retrieve or modify all stocks of the affected product.

## Listable chemical product

A listable chemical product is a chemical product that has been granted listed registration under the Agvet Codes.

## MRA

This refers to the Mutual Recognition Agreements in relation to conformity assessment, certificates and markings. These are treaty level agreements between the Commonwealth of Australia and other parties with the objective of removing technical barriers to trade.

## Notified person

The person to whom the APVMA has issued a Recall Notice under Part 6 of the Agvet Code. The APVMA would normally issue this notice to the person who has the primary responsibility for the marketing and distribution of the product; however, a Recall Notice may be issued to any person who has or has had possession or custody of non-compliant agricultural or veterinary chemical product. Part 6 applies to Compulsory Recalls only.

## Product

For the purposes of these guidelines, product includes an agricultural or veterinary chemical product or an active constituent of an agricultural or veterinary product.

## Recall

A recall refers to the action stated in a notice given to the Sponsor or by the action taken voluntarily by the Sponsor to prevent or reduce any harmful effects of a non-compliant agricultural or veterinary chemical product (or batch). This action may extend from stopping supply or publishing product alert notices to the location, retrieval and correction or destruction of a non-compliant agricultural or veterinary chemical product within the distribution network. Two distinct types of recall action are included in these guidelines:

### *Voluntary recall*

A voluntary recall is one initiated and managed by the Sponsor and/or the Sponsor's Recall Coordinator. The APVMA encourages Sponsors to act voluntarily whenever recall action is indicated. While the APVMA

encourages and will facilitate voluntary recalls, the APVMA should also be satisfied that the sum of actions taken will result in effective recall action. Where the APVMA is not satisfied that this will occur it may institute a Compulsory Recall by issuing a Recall Notice under Part 6 of the Agvet Code.

### *Compulsory recall*

A compulsory recall is one that the APVMA initiates through issue of a Recall Notice. A Recall Notice is issued to the Notified Person, providing specific instructions on what actions must be undertaken. Individuals and/or corporations who do not comply with a Recall Notice may be subject to prosecution that may carry a monetary penalty.

### Recall notice

A recall notice is a notice issued under Part 6 of the Agvet Code requiring persons who have, or have had, stocks of chemical products in their possession to stop supplying the products and to take action in relation to the products as directed by the APVMA.

### Registrant

The registrant is the person holding the registration of an agricultural or veterinary chemical product and is listed as the registrant on the APVMA register of chemical products.

### Sponsor

The Sponsor is a person, business or company having the primary responsibility for the possession or supply of a non-compliant product or advertising/promotional material subject to a recall. A Sponsor will generally be the registrant of the product (as defined above), however may also be a consultant or contractor or a manufacturer, importer, wholesaler, distributor, reseller or retailer of the agricultural or veterinary chemical product.

### Sponsor's recall coordinator

The Sponsor's Recall Coordinator is the person designated by the Sponsor as their representative for a particular recall.

### Veterinary chemical product

A veterinary chemical product is defined in Section 5 of the Agvet Codes together with Regulation 8. Vitamins, minerals and additives are included as veterinary chemical products if used for any of the purposes set out in Section 5 of the Agvet Codes. Certain exclusions are contained in the Regulations. In essence a veterinary chemical product is a substance or mixture of substances that is represented, as being suitable for, or is manufactured, supplied or used for, administration to an animal by any means or consumption as a means of directly or indirectly:

- preventing, diagnosing, curing, or alleviating a disease or condition in the animal or an infestation of the animal by a pest; or

- curing or alleviating an injury suffered by the animal; or
- modifying the physiology of the animal:
  - so as to alter its natural development, productivity, quality or reproductive capacity; or
  - so as to make it more manageable; or
- modifying the effect of another veterinary chemical product.

## 2 STAGES OF RECALL PROCEDURE

Table 1: Stages of recall procedure

RECALL STAGE	SEE SECTION
<b>Issue of recall notice</b>	<b>3</b>
Recall notices	
Appeals	
Other legal obligations	
<b>Recognising a potential recall</b>	<b>4</b>
<b>Notification of recall</b>	<b>5</b>
Notifying the APVMA	
Notifying other relevant bodies	
<b>Assessment of recall</b>	<b>6</b>
Recall parameters	
<b>Recall</b>	<b>7</b>
Strategy	
Notifying the stakeholders	
Correspondence to suppliers	
Paid advertisements	
Website	
Recall action relating to advertising/promotional material	
<b>Responsibilities of Sponsors</b>	<b>8</b>
Records	
The sponsor/sponsor's recall coordinator	
Sponsor recall procedure	
Monitoring the recall	
Corrective action	
Finalising the recall	
Documenting the recall	
<b>Responsibilities of the APVMA recall coordinator</b>	<b>9</b>
<b>Responsibilities of State/Territory contact officers</b>	<b>10</b>
<b>Follow-up action</b>	<b>11</b>

## 3 ISSUE OF RECALL NOTICE

### 3.1 Recall notices

A Recall Notice is issued whenever the APVMA requires a Sponsor to do certain things in relation to a product. The APVMA issues Recall Notices under the provisions of Part 6 of the Agvet Code.

The APVMA may issue a Recall Notice in cases where:

- a chemical product is not registered or has not been granted listed registration under the Agvet Code; or
- the APVMA is reconsidering registration of a product or the listed registration of a chemical product; or
- a registered chemical product is supplied in a container where there is no label attached to the container or the label attached to the container differs from the approved label; or
- a listable chemical product is supplied in a container where the label attached to the container differs from the label required by the relevant standard for this product; or
- it appears to the APVMA that the continued use of a product, even though it may be a registered or listable chemical product in accordance with the established standard or approved label for this product, may:
  - lead to hazardous or harmful effects on humans, animals, plants, or other things or the environment;
  - not be effective according to criteria determined by the APVMA for that product;
  - unduly prejudice trade or commerce between Australia and other places; or
- the constituents of a registered chemical product or a listable chemical product differ from those stated for the product in the Register of Agricultural and Veterinary Chemical Products; or
- the concentration, composition or purity of constituents of a registered chemical product or listable chemical product (or of certain batches) differ from those stated in the Register.

A Recall Notice may require a Notified Person to:

- immediately cease supply of a product or specified batches of a product;
- locate and retrieve product or specified batches of a product;
- destroy stocks of product or specified batches of a product;
- take appropriate action to prevent or reduce harmful effects that may have resulted from the use of a product;
- modify the product label in accordance with instructions provided; and
- provide written reports to the APVMA in a specified period.

## 3.2 Appeals

Under Section 166 of the Agvet Codes a person may, by writing, request the APVMA to reconsider the decision to issue a Recall Notice. Under Section 167 of the Agvet Codes, and subject to the *Administrative Appeals Tribunal Act 1975*, a decision of the APVMA to issue a Recall Notice may be reviewed by the Administrative Appeals Tribunal (AAT). Contacts for the AAT in each state are provided in the 'List of Contacts' at the end of these guidelines.

## 3.3 Other legal obligations

Sponsors also need to be alert to the possibility that they may have legal obligations under legislative regimes (for example *The Trade Practices Act 1974*) administered by other Government agencies. Persons who become involved in the recall of an agricultural or a veterinary chemical product may need to comply with legislation and standards concerning such areas as occupational health and safety, storage and transport of dangerous goods, and environment protection. Advice should therefore be sought from the relevant regulatory authority or from the Sponsor's own legal advisers.

The Australian Competition & Consumer Commission (ACCC) provides information on Sponsors' obligations with regard to recalls, and the ACCC website has links to the Product Recall Australia website <http://www.recalls.gov.au/>.

## 4 RECOGNISING A POTENTIAL RECALL

The potential recall status of a product (i.e. unsafe, ineffective or non-compliant) may be identified from one or a combination of information sources accessed directly by the Sponsor or provided by the APVMA. The potential information sources include but are not limited to:

- complaints received from Australian or international manufacturers, suppliers or users;
- reports from manufacturers on their quality assurance program or test results;
- advice from industry groups;
- reports in scientific literature;
- advice received by APVMA from international registration authorities;
- inspections of the premises of manufacturers or suppliers by the APVMA;
- results of tests conducted by the APVMA;
- reports of non-compliance received by the APVMA from the public or State/Territory Departments or Commonwealth Agencies; or
- outcomes from the APVMA programs such as the Chemical Review Program or the Adverse Experiences Reporting Program.

As much information as possible is essential to permit the assessment of the validity of the report of a problem with agricultural or veterinary chemical products, the potential danger to people, animals or crops and the action appropriate to the situation.

## 5 NOTIFICATION OF POTENTIAL RECALL

### 5.1 Notifying the APVMA

The Sponsor has a legal obligation under Section 161 of the Agvet Code to advise the APVMA if they become aware of:

- any information that contradicts data previously submitted to the APVMA to support an application for registration, or approval of an active constituent;
- any information that would have been submitted to the APVMA to support an application for registration, or approval of an active constituent, had the information been available at the time; and
- any information showing that the use of the product in accordance with the label instructions for its use, may:
  - pose an undue hazard to the safety of people exposed to it during its handling, or people using anything containing its residues;
  - be likely to have an unintended effect that is harmful to humans, animals, plants or the environment;
  - may unduly prejudice trade or commerce between Australia and other countries; or
  - may be ineffective according to the criteria determined by the APVMA for the product.

Notwithstanding the legal obligation, the APVMA encourages Sponsors to notify the APVMA Recall Coordinator as soon as they become aware of any information relating to the potential/actual recall status of a product. The APVMA has extensive experience with product recalls that can assist the Sponsor in determining whether a recall is necessary and in achieving an effective and efficient recall. Early notification and cooperation with the APVMA in developing and executing the product recall plan is also more likely to satisfy the APVMA that an effective recall can be performed without recourse to a compulsory recall.

A first report should be submitted to the APVMA as soon as the Sponsor becomes aware of a potential/actual recall status of a product. Ideally this should be done using the APVMA report form titled: *'Notification of a Potential or Actual Recall of an Agricultural or Veterinary Chemical Product'*. A copy of this form is provided at Appendix I of these guidelines or can be provided on request by the APVMA Recall Coordinator. Alternative approaches, such as an email or fax to the APVMA Recall Coordinator may also be employed for the first report. Irrespective of the approach used, the first report should, as a minimum, include the following information to the extent that it is available:

- the Sponsor and the Recall Coordinator;
- details of the affected product, potential quantities involved and extent of distribution including quantities and destination of any exports;
- description of the problem, including sources of information by which the problem was identified (e.g. complaints, scientific literature etc); and
- an outline of the actions proposed to be undertaken by the Sponsor in locating, retrieving, rectifying or destroying the product.

This information will give the APVMA an indication of the likely recall parameters and identify any issues that would need to be addressed by the recall plan.

Upon receipt of the first report, the APVMA Recall Coordinator will liaise with the Sponsor's Recall Coordinator as a first point of contact.

A second report should be submitted to the APVMA Recall Coordinator as soon as sufficient information becomes available to complete all the fields in the form '*Notification of a Potential or Actual Recall of an Agricultural or Veterinary Chemical Product*'. The report should include the completed form plus any additional information previously identified by the APVMA Recall Coordinator.

## 5.2 Notifying other relevant bodies

### Minister(s) for Consumer Affairs

Provisions of the *Trade Practices Act 1974* require a company that voluntarily recalls a product, for reasons relating to human safety, to:

- notify the responsible minister within a specified period of time of taking recall action;
- take specific actions in respect of exported product subject of the recall; and
- provide notification in a particular form.

In addition, State/Territory agencies responsible for Consumer Affairs may also impose requirements in relation to recalls. The APVMA Recall Coordinator will be able to provide further information.

### Therapeutic Goods Administration

Veterinary chemical products which are mislabelled so that it is not clear that they are not for human use, and products which are deliberately or inadvertently represented to be for use in humans, may be subject to the recall provisions of the *Therapeutic Goods Act 1989*, which is administered by the Therapeutic Goods Administration (TGA). The TGA Recall Coordinator should be informed of any proposed recall in relation to such products. A 'List of Contacts' is provided in the Appendices.

### Relevant Industry Association

Whenever a recall is likely to affect the interests of an industry, trade or professional group, the Sponsor of the recalled product should notify the relevant association.

### APVMA notifying relevant international bodies

The APVMA, on behalf of the Commonwealth of Australia, has specific reporting obligations in respect of veterinary chemical product recalls under the Mutual Recognition Agreements (MRAs). Those obligations

include the implementation of a *Rapid Response Alert* system for timely notification of veterinary product recalls relating to:

- product defects that pose a serious, potentially life threatening risk to animals, consumers, operators or the environment;
  - the APVMA must notify all MRA member countries irrespective of whether the affected product batch was exported to that country, at the same time as notification is effected in Australia; and
- product defects that could cause illness or mistreatment to animals or illness to consumers or operators;
  - must be notified only to those MRA member countries to which it is likely or known that the affected batch has been distributed, within 24 hours of notification being effected in Australia.

## 6 ASSESSMENT OF RECALL

Each recall is a unique exercise. In assessing a recall and determining an appropriate recall strategy there are a number of factors that need to be considered. These include the nature of the deficiency in the product, the incidence of complaints, consumer safety, distribution networks, recovery procedures, resources for corrective action and the availability of alternative products.

Even when all available information is available to the Sponsor and to the APVMA Recall Coordinator, an appropriate strategy may not be clear and further liaison will then be necessary in order to attain an agreed course of action

### 6.1 Recall parameters

#### Urgency

The urgency with which recall action needs to be effected is dependent on the nature of the risk posed by the product deficiency. In determining the risk, consideration should be given to who or what could be affected by the handling, storage, transport or use of the product. An estimation of the possible severity of harm and likelihood of harm occurring should be contemplated. To that end expert advice may be needed. For the purposes of these guidelines two levels of exigency are employed:

- Urgent: Which relates to those recalls assessed as presenting a high risk (i.e. product defects/non-compliances that are serious or life threatening to animals, consumers, operators or the environment).
- Non-urgent: Which relates to all those recalls assessed as not presenting a high risk.

#### Scope

The quantity, number of batches and geographical distribution of the affected product determine the scope of recall action.

#### Level

The level of a recall is determined by the level within the distribution network to which the recall should be effected. The levels of the distribution network include:

- manufacturer/importer;
- wholesaler;
- retailer; and
- user.

### Corrective actions - recalls

The purpose of a recall may be to remove the affected product temporarily or permanently from the Australian marketplace depending on the necessary corrective action. The possible corrective actions include:

- rectification or modification (which may range from reformulation of the product, to decanting into new containers, re-labelling or retesting);
- disposal; or
- export to country of origin.

### Corrective actions - alerts

A product alert may be an appropriate action as distinct from a recall that addresses product deficiencies. A product alert means advice regarding a product or specific situation with respect to a product that, while performing to meet all specifications and therapeutic indications, might present an unreasonable risk of harm if certain specified precautions in regard to its use are not observed.

## 7 RECALL

### 7.1 Strategy

Because each recall situation is different, a recall strategy specific to the situation is required. The recall strategy should be consistent with the company's recall procedure and should define the recall parameters and responsibilities for the particular recall.

In discussing the recall strategy, the APVMA Recall Coordinator will liaise with the Sponsor's Recall Coordinator to consider the factors that may affect the extent and duration of the recall action, and a completion date should be agreed. This will ensure an informed decision is made regarding the recall parameters (i.e. urgency, scope, level, outcomes) and therefore the recall strategy. While in the first instance the development of the recall strategy resides with the Sponsor, the APVMA should be satisfied that the recall parameters are appropriately defined and that the recall strategy will provide for an effective recall.

While the APVMA encourages and will facilitate voluntary recalls, the APVMA should also be satisfied that the recall strategy will provide for an effective recall. Where agreement cannot be reached with the Sponsor the APVMA may issue a Recall Notice under Part 6 of the Agvet Code thereby requiring a compulsory recall.

### 7.2 Notifying the stakeholders

The effectiveness of a recall is dependant on the extent to which the affected product is distributed. The Sponsor's Recall Coordinator will need to disseminate information on the recall to the relevant stakeholders as determined by the level of recall action. All such correspondence should be developed in cooperation with the APVMA Recall Coordinator.

### 7.3 Correspondence to suppliers

The correspondence to the suppliers should describe the issues and provide instructions on what is required from them. All correspondence should be on company letterhead; include the date and the name and title of the signatory (see example, Appendix III). The correspondence should include but not be limited to the following:

- Clearly and prominently describe the subject of the correspondence, identify the Sponsor's Recall Coordinator and advise return contact details. A 24-hour emergency contact number should also be included.
- Provide detailed information to categorically identify the affected product:
  - state the full distinguishing name of the affected product;
  - the affected batch/es numbers and pack size/s;
  - date/s of manufacture and expiry date/s(where applicable);
  - describe the packaging(where applicable); and

- supply a copy of the approved label for a registered chemical product or a copy of the label required for the relevant standard for this product if a listable chemical product.
- Advise (if known) how much affected product was originally supplied to their business.
- Describe the product recall:
  - identify the problem and reason for the recall; and
  - provide instructions for minimising and preventing hazards, and any first aid instructions or safety directions, if applicable.
- Detail all actions to be taken by the supplier, including an explanation of why these actions are required. For example and as appropriate:
  - handling, storage or transport requirements,
  - disposal procedures,
  - returning affected product,
  - quarantining product for re-labelling, or
  - replacing affected product including refund/exchange procedures for end users, etc.
- The supplier should be requested to advise exactly how much affected product they have on hand. To this end a copy of a proforma should be provided to the supplier for their completion and for passing on for completion by any other suppliers that they have on-supplied the affected product to (see example, Appendix VI).
- Request that the supplier return completed copies of all these documents by facsimile in a given timeframe – usually 48 hours.

Copies of sample correspondence to suppliers are provided at the end of these guidelines.

## 7.4 Paid advertisements

If the level of recall action is to the user level and the individual users cannot be readily identified, advertisements paid by the Sponsor should be published in the print media of each State/Territory in which distribution has possibly taken place.

The choice of media outlet(s) to be used for the recall notice/media release will depend on a number of factors. In deciding which outlet to employ, consideration needs to be given to the:

- areas in which the affected product may have been supplied. Advertisements will need to be published in each State or Territory in which the affected product has been supplied;
- areas in which the users of the affected product are likely to be located. Advertising will need to be promoted to all publications to ensure end users of the affected product are made aware of the recall i.e. rural newspapers or industry specific publications.

- nature of the affected product (e.g. whether the product is more likely to be supplied to specific community groups); and
- distribution of the publication.

Where no one media outlet is likely to reach the majority of the affected users, consideration should be given to the use of an appropriate combination of outlets.

Please note that media advertisements may take up to two days to organise publication, and that some rural newspapers are printed only once a week.

## 7.5 Product recall advertisement

The content and format of the Recall advertisement and the choice of publication should be determined in consultation with the APVMA Recall Coordinator. Where the Sponsor believes it is not necessary to promote a recall via the media, the Sponsor will be required to justify this determination with documented evidence. This evidence will need to show the Sponsor is able to contact each end user who has been supplied affected product or promotional material. The APVMA may follow up all details provided by contacting end users supplied product.

As the objective is to achieve the widest possible dissemination of the Recall advertisement, its publication should not be limited to the print media. Electronic media may also be employed. In that event, the media release should contain exactly the same information as the Recall advertisement for the print media.

Consider any appropriate industry related magazines and publications and ethnic and regional publications and newspapers. Advertisements should be placed in rural newspapers and publications where applicable.

If you wish to run simultaneous advertisements, it is recommended you contact an appropriate advertising agency.

A sample Recall advertisement is provided in Appendix IV. The APVMA Recall Coordinator will provide detailed guidance and assistance in the development of the Recall advertisement. Notwithstanding, this Recall advertisement should be:

- placed in the first five pages of the print publication;
- in the standard recall format block (the standard recall diagonally hatched border with a safety triangle in the upper left corner of the block);
- be at least two columns wide and 10cm long; and
- the words 'URGENT RECALL' for urgent recalls or 'RECALL' for non-urgent recalls, should appear prominently at the top of the notice, together with the full and distinguishing name of the affected product/s.

A Recall advertisement should provide the following details:

- the full product/s name as it appears on the product label;
- details of the reason for the recall;
- any human, animal or environmental health or safety issues relating to the affected product;
- all first aid, safety, storage, handling and disposal directions relating to the affected product;
- clear and specific instructions on dealing with the affected product; and
- a free call number to contact the Sponsor.

## 7.6 Product alert advertisement

When discussion between the Sponsor and the APVMA Recall Coordinator indicates that a product alert may be the appropriate action, a Product Alert advertisement should be published in the media. The content and format of the Product Alert and the choice of publication should be determined in consultation with the APVMA Recall Coordinator.

A sample Product Alert advertisement is provided in Appendix IV. The APVMA Recall Coordinator will provide detailed guidance and assistance in the development of the Product Alert advertisement. Notwithstanding, this Product Alert advertisement should be:

- placed in the first five pages of the print publication;
- be at least two columns wide and 10cm long; and
- the words 'PRODUCT ALERT' should appear prominently at the top of the notice, together with the full and distinguishing name of the affected product/s.

A Product Alert should provide the following details:

- the full product/s name as it appears on the product label;
- details of the reason for the alert;
- any human, animal or environmental health or safety issues relating to the affected product;
- clear and specific instructions on the use of the product; and
- a free call number to contact the Sponsor.

## 7.7 Website

Where a compulsory recall notice is issued by the APVMA, or where Recall notices are published in the print media through voluntary sponsor action, then product recall will also be published on the APVMA website and as required on the National Product recalls website operated by the ACCC.

In all other circumstances the APVMA may decide to inform the broader regulated industry that a compulsory or voluntary recall is underway. Such information may be disseminated via the APVMA website, email or other electronic means.

## 7.8 Recall action relating to advertising/promotional material

In some cases recall action may not relate to the product but to non-compliant product advertising and/or promotional materials. In such cases, the APVMA Recall Coordinator will contact the product Sponsor in writing, detailing which materials are non-compliant and why, and request that they be withdrawn from the marketplace within a prescribed period of time.

The steps that the Sponsor would be expected to take in respect of the non-compliant material include:

- immediate cessation of any further printing of the non-compliant material and destruction of any non-compliant material on hand;
- instructing all personnel, including sales and marketing representatives, of the retraction;
- determining which suppliers in the distribution network may have stocks of the non-compliant material. Follow the same procedures as outlined above for “Locating The Affected Product”;
- organising for all non-compliant material to be either retrieved or destroyed. If the non-compliant material is to be replaced, ensure sufficient stocks of the replacement promotional material are made available; and
- ensuring all suppliers in the distribution network are aware of their legislative obligations when promoting agricultural or veterinary chemical products, and the applicable penalties for contravening the Agvet Code.

## 8 RESPONSIBILITIES OF SPONSORS

Sponsors have responsibilities in relation to recall action in two general areas:

- in maintaining records and establishing procedures which will assist in facilitating recall action should such action become necessary; and
- in taking the prime responsibility for implementing recall action where it is necessary.

### 8.1 Records

#### Production recording systems

Production recording systems are an essential part of conducting an effective recall. Sponsors should implement recording systems that will enable batches of product/s to be quickly and easily identified.

Also, the system should enable the Sponsor to identify all sources of material and components used in the manufacture of the product.

#### Distribution recording systems

Distribution recording systems capable of identifying all recipients of identified affected product, including exported product, should be in place and include both business and after hours contact details. Where a Sponsor cannot readily identify the distribution of specific batches, the APVMA may require a recall of all product in the market place.

Since July 2004 it has been a condition of registration of agricultural chemical products that Registrants must make or have in their possession records relating to the products. These records include product name, APVMA product number, importation details if relevant, manufacturer, and batch numbers. Also, in relation to licensed manufacturers of veterinary chemical products, licence holders must make records relating to the products.

### 8.2 The sponsor / sponsor's recall coordinator

The Sponsor (or the person nominated by the Sponsor as the Sponsor's Recall Coordinator) for a registered or listable agricultural or veterinary chemical product is responsible for:

- developing and maintaining a recall procedure for the company;
- notifying the APVMA of the potential/actual recall of a product;
- developing a recall plan for the affected product(s);
- nominating the Sponsor's Recall Coordinator;
- appraising themselves of and complying with all relevant provisions of Commonwealth, State/Territory and Local Government legislation that may prevail in respect of a recall (including notifying the appropriate authorities);

- managing and monitoring the recall;
- providing requested data and status reports to the APVMA in the agreed format and timeframes;
- documenting the recall; and
- notifying the relevant association(s) where the recall is likely to affect the interests of an industry, trade or professional group.

### 8.3 Sponsor recall procedure

Each product, each Sponsor and each recall situation differs so it is not feasible to recommend a detailed, standard procedure. Each Sponsor should, however, develop its own recall procedure, to accommodate its own particular structure and business activities.

The recall procedure should detail:

- positions within the organisation and their responsibilities in relation to product recall. This should include personnel from various areas with relevant experience (e.g. Quality Control, Public Relations, Marketing etc.);
- how a recall plan is to be developed, its content, format and approval within the organization;
- the procedures for notifying a recall including the APVMA Recall Coordinator's details, and any other relevant agencies, industry bodies or government authorities for the range of products manufactured;
- contact details for any newspapers or publications appropriate to advertise or promote a recall. A list of newspapers and publications that may be appropriate to promote a recall is provided in Appendix V.

The recall procedure should be capable of being put into operation at any time, inside or outside normal working hours and should include emergency 'out of hours' contacts and telephone numbers.

The recall procedure should be consistent with the requirements of the Agvet Codes and the *Trade Practices Act 1974*. Manufacturers of veterinary chemical products should also have regard to the APVMA's *Agricultural and Veterinary Chemical Manufacturing Principles* and the relevant Codes of Good Manufacturing Practice.

The recall procedure should be shown to be practicable and operable within a reasonable time (e.g. by conducting 'dummy runs'). It should be revised as necessary to account for changes in procedures or responsible person(s).

All employees, consultants and agents involved in the day-to-day operations of the company or business should be aware of and familiar with the procedure.

### 8.4 Monitoring the recall

As the recall progresses, the Sponsor's Recall Coordinator should regularly assess the state of the recall and provide status reports to the APVMA Recall Coordinator at the requested frequency. It is essential that the APVMA be kept informed, as further recall action may be considered if status reports are not received, or

if the reports received are unsatisfactory. The specific issues that the status reports will need to address include, but are not limited to:

- the amount of product/material located and corrective action applied;
- any additional information on the source or cause of the problem leading to the recall; and
- actions proposed or taken to prevent a recurrence of the problem.

The form '*Inventory of Recalled Product*' may be used to assist the Sponsor in advising the amount of affected product. A sample of this form is provided at Appendix VI of these guidelines.

## 8.5 Corrective action

If the corrective action is for disposal of the product by the product holder, or retrieval and disposal at a central location by persons nominated by the Sponsor, the disposal instructions should be determined in consultation with the appropriate Commonwealth, State or Local Government or Environmental Authority. Responsibility for this lies with the Sponsor's Recall Coordinator. However, the APVMA Recall Coordinator may be able to assist in identifying the relevant authorities. A plan outlining disposal or re-formulation should be approved in writing by the relevant authority and made available to and confirmed by the APVMA Recall Coordinator before any action is taken in relation to the affected product.

If the intended corrective action is to retrieve all affected product to central location(s), the Sponsor's Recall Coordinator should:

- liaise with the appropriate Commonwealth, State or Local Government authorities responsible for transport or environmental issues regarding transport, storage and handling of the affected product;
- ensure that all personnel involved in the product retrieval are provided with written instructions on how to safely and effectively retrieve the affected product, and where relevant, are appropriately trained;
- arrange for safe and effective transfer of all stocks of the affected product to the nominated quarantine site;
- ensure that adequate arrangements are in place to control (i.e. label, receive, segregate and store) the retrieved product at the quarantine site;
- keep adequate records. It is recommended that a separate record be kept for each batch of returned product, including:
  - product name and identifying batch number/s;
  - pack size/s;
  - date received;
  - quantity received; and
  - supplier/distributor and/or customer returning the affected product.

If the intended corrective action is for rectification or modification of the affected product, the staff responsible for rectifying/modifying the product should be:

- advised in writing of the quantities of affected product that they should expect to find at relevant locations; and
- provided with all necessary training and written instructions on how to safely and effectively rectify or modify the affected product.

*\*\* Please note. Any step in the manufacture of a licensed veterinary chemical product, including packaging and labelling and the release of product for the purpose of supply, must be carried out in an APVMA licensed manufacturing premises.*

All personnel, including the suppliers in the distribution network, should be advised of the schedule for rectifying or modifying the affected product, and who will be responsible for checking and releasing the product for supply.

## 8.6 Finalising the recall

The Sponsor should notify the APVMA when it is of the opinion that the recall has, as far as practicable, achieved its purpose. Ultimately, the APVMA needs to be satisfied that the recall is complete and effective. The recall may be terminated when the entire affected product has been recalled and rectified, modified or disposed of or when, in the opinion of the APVMA, all reasonable efforts have been made to recall all the affected product. It is recommended that the Sponsor notify its agents and suppliers when the recall is finished. In doing so it should make it clear that any affected product located and/or returned after the termination date should be treated in the same way as the affected product located and returned during the recall.

The Sponsor's Recall Coordinator needs to assess the effectiveness of the recall and submit a final report to the APVMA Recall Coordinator.

The effectiveness of a recall may be determined having regard to the:

- total amount of product affected;
- amount of affected product located; and
- amount subject to corrective action.

These results may be expressed as a percentage, for example, 'of the 1800 litres of product affected, 96% of the product was located and re-labelled'.

Effectiveness should also be addressed in terms of the time taken to locate, retrieve and effect corrective action on the product. Also, in cases where not all the affected product was located, an assessment of the retail turnover and the likely use of the product should be made.

The final report submitted to the APVMA is required to contain the following information:

- a précis of the original problem including the cause;
- the total amount of product affected;
- the total amount of affected product located;
- the total amount of affected product subjected to corrective action and the nature of the corrective action;
- the effectiveness of the recall;
- actions taken to prevent the problem re-occurring; and
- any other actions taken to improve processes as a result of the recall.

## 8.7 Documenting the recall

The Sponsor's Recall Coordinator should keep comprehensive records of the recall. The APVMA may wish to audit the recall and will require access to all documentation. The APVMA under its monitoring powers of the Agvet Code may examine relevant records pertaining to the recall at any time.

It is advisable that the Sponsor's Recall Coordinator keep a complete and accurate record of events and actions taken, including copies of all correspondence and record of phone calls. In particular, records relating to the location and quantities of affected product/advertising or promotional materials, quantities retrieved from each location and the corrective action (i.e. disposal, rectification or modification) taken in respect of each should be available.

## 9 RESPONSIBILITIES OF THE APVMA RECALL COORDINATOR

In relation to recall of agricultural and veterinary chemical products, the responsibilities of the APVMA Recall Coordinator are:

- Assess the reliability of the information received.
- Determine the precise nature of the problem.
- Open a new recall file.
- Identify precisely the product and batches affected and the source of the product.
- Ascertain: distribution of product and batches affected; number of product units in circulation; level of distribution; spatial distribution.
- Carry out risk analysis: who, what could be affected; probability of harm; consequences; probable cost to Sponsor; public interest.
- Consider possible recall actions.
- Confirm legislative basis for recall action
- Decide: is recall action required?
- Prepare a statement of reasons for decision to recall or not recall.
- If recall action is required, consult with Sponsor on recall classification (product alert; voluntary recall; Deed Poll Undertaking; compulsory recall).
- Decide the specific remedial action to best manage the identified risk.
- Check the registration status of the product.
- If compulsory recall is indicated, prepare a recall notice and send to Sponsor.
- Consult with Sponsor to initiate other than compulsory recall action, i.e. product alert, or voluntary recall.
- Approve all correspondence sent by Sponsor to suppliers/users, prior to despatch.
- Approve all advertisements (if applicable) from the Sponsor prior to posting.
- Notify Consumer Affairs if the problem is likely to be harmful to humans.
- Notify international bodies (e.g. Mutual Recognition Agreement Partners), as appropriate.
- Notify relevant authorities in States and Territories.
- If compulsory recall, or if recall advertised in media, place notification on APVMA website.
- Ensure reports (preliminary, interim and final) from Sponsor are provided by the dates specified in the recall notice, or as agreed with Sponsor.
- Monitor progress and effectiveness of the recall and advise the APVMA delegate whether a voluntary recall should become a compulsory recall through the issue of a notice under Section 6.
- Ensure the Sponsor has supplied a full inventory of the recalled product.
- Verify that the recalled product is stored, identified and quarantined in an appropriate manner.

- Instruct APVMA Inspectors to check stocks of recalled and quarantined product, if applicable.
- Instruct APVMA Inspectors to monitor the supply of recalled products by retailers, if applicable.
- Analyse the reports provided by the Sponsor to determine the effectiveness of the recall; request clarification or more information if necessary.
- Determine whether the appropriate remedial action has been taken by the Sponsor to prevent a re-occurrence.
- Inform the Sponsor of the revocation of the recall notice or that recall action has been taken to the satisfaction of the APVMA.
- Advise the State and Territory authorities that recall action has been concluded.
- Remove reference to the recall from the APVMA website and Consumer Affairs, if applicable.
- Complete all APVMA records of the recall action and close file.
- Organise and conduct audits of recall (as appropriate).

## 10 RESPONSIBILITIES OF STATE AND TERRITORY CONTACT OFFICERS

The State and Territory Contact Officers have responsibilities in:

- Passing on reports of non-compliant agricultural or veterinary chemical products and potential recall action to the APVMA Recall Coordinator. Any problem that has been reported to a State/Territory Contact Officer should be notified to the APVMA Recall Coordinator without delay. Advice from Sponsors should be immediately referred to the APVMA Recall Coordinator.
- Assisting with the recall action as requested by the APVMA Recall Coordinator, within the terms of the Service Level Agreement between the APVMA and the State/Territory authority.

## 11 FOLLOW UP ACTION

Follow-up action consists of a check of the effectiveness of the recall and an investigation of the reason for the recall and remedial action taken to prevent a recurrence of the problem.

The APVMA Recall Coordinator will examine the reports received from the Sponsor and an assessment made of the effectiveness of recall action.

The APVMA may also undertake an audit of the recall. Other government bodies having responsibilities for the recall may also conduct audits of the recall.

On completion of a recall, the Sponsor may be requested to provide details of the remedial action proposed to prevent a recurrence of the problem that gave rise to recall action. Where the nature of the problem and appropriate remedial action are not apparent, the APVMA may investigate further. Actions resulting from such investigations may include an audit against the APVMA's *Agricultural and Veterinary Chemicals Manufacturing Principles*, if applicable, or a review of the product's registration status.

Where recall action is initiated following a report submitted by a party other than the Sponsor, the reporter is to be provided with a brief summary of the recall.



## APPENDIXES

## APPENDIX A - NOTIFICATION TO APVMA OF POTENTIAL OR ACTUAL RECALL



**Australian Government**  
**Australian Pesticides and  
 Veterinary Medicines Authority**



### Notification to APVMA of Potential or Actual Recall of an Agricultural or Veterinary Chemical Product

Complete all pages (KP40F33)

Date reported:	
Name of Reporter:	
Title/Position:	
Organisation:	
Address:	
Telephone No. (work):	
Mobile:	
Fax No:	
Email address:	
<b>Product Name:</b>	
Description of the Product:	
Active Constituent/s:	
NCRIS No:	
Poison Scheduling:	
Sterile? Yes/No	
Pack Sizes:	
Manufacturer/Importer (Name & address):	
Registrant (Name & address):	
Batch Numbers:	

Date/s Manufactured:	
Expiry Date/s:	
Date/s Released:	
Quantity Manufactured:	
Quantity Distributed:	
Distribution Network (Provide as much detail as possible and refer to the guidelines on locating affected stock.)	
Is the product distributed overseas? Yes/No	
If so, provide details:	
<b>Description of the problem:</b>	
Describe any complaints or adverse experiences reported (including dates):	
Describe any tests performed and provide the results:	
Are there any samples of product available for testing? Yes/No	
<b>Actions taken and proposed:</b>	
<b>Proposed recall parameters</b> (Urgent/Routine/Permanent/Temporary)	
<b>Proposed level of the recall</b> (Manufacturer/Wholesaler/Retailer/User)	
<b>Forward this form to:</b> Recalls Coordinator Regulatory Strategy & Compliance Program Australian Pesticides and Veterinary Medicines Authority PO Box 6182 KINGSTON ACT 2604 E-mail – <a href="mailto:recalls@apvma.gov.au">recalls@apvma.gov.au</a> or Fax – 02 6210 4813	<b>Other relevant information:</b>

## APPENDIX B - LIST OF CONTACTS

### APVMA

APVMA Recall Coordinator  
REGULATORY STRATEGY & COMPLIANCE  
PO Box 6182  
Kingston ACT 2604

**Telephone:** (02) 6210 4793 or (02) 6210 4800

**Facsimile:** (02) 6210 4813

**E-mail:** [recalls@apvma.gov.au](mailto:recalls@apvma.gov.au)

### State/Territory Contacts

#### New South Wales

##### For Veterinary Products:

Manager  
Biological & Chemical Risk Management  
NSW Department of Primary Industries  
Locked Bag 21  
Orange NSW 2800

**Telephone:** (02) 6391 3727

**Facsimile:** (02) 6391 3740

##### For Agricultural Products:

Manager  
Chemicals Technical Policy  
NSW Department of Environment & Conservation  
PO Box A290  
Sydney South NSW 1232

**Telephone:** (02) 9995 5793

**Facsimile:** (02) 9995 5936

#### Victoria

Manager  
Chemical Standards Branch  
Department of Primary Industries  
475 Mickleham Rd  
Attwood VIC 3049

**Telephone:** (03) 9217 4175

**Facsimile:** (03) 9217 4331

Compliance Coordinator  
Department of Primary Industries  
PO Box 103  
Geelong VIC 3220

**Telephone:** (03) 5226 4734

**Facsimile:** (03) 5222 2364

## South Australia

Compliance Officer  
Farm Chemicals Branch  
Primary Industries and Resources South Australia  
PO Box 1671  
Adelaide SA 5001

**Telephone:** (08) 8226 0532

**Facsimile:** (08) 8226 1844

## Queensland

State Coordinator  
Department of Primary Industries and Fisheries  
GPO Box 46  
Brisbane QLD 4000

**Telephone:** (07) 3227 7668

**Facsimile:** (07) 3211 3293

Regional Inspector Biosecurity  
Department of Primary Industries and Fisheries  
PO Box 102  
Toowoomba QLD 4350

**Telephone:** (07) 4688 1295

**Facsimile:** (07) 4688 1470

## Western Australia

Senior Chemicals Advisor  
Department of Agriculture & Food  
Locked Bag 4  
Bentley Delivery Centre WA 6983

**Telephone:** (08) 9368 3815

**Facsimile:** (08) 9474 2408

## Tasmania

Chemical Management Branch  
Department of Primary Industries and Water  
GPO Box 46  
Kings Meadows TAS 7250

**Telephone:** (03) 6336 5289

**Facsimile:** (03) 6336 5322

## Northern Territory

Chemicals Coordinator  
Chemical Services, Biosecurity & Product Integrity Division  
PO Box 3000  
Darwin NT 0801

**Telephone:** (08) 8999 2272

**Facsimile:** (08) 8999 2111

## Australian Capital Territory

Assistant Manager  
Air and Hazardous Materials  
Environment ACT  
PO Box 144  
Lyneham ACT 2602

**Telephone:** (02) 6207 5311

**Facsimile:** (02) 6207 6084

## Consumer Affairs

For inquiries about recall provisions under the Trade Practices Act, contact:

Product Safety Policy Section  
Compliance Strategies Branch  
Australian Competition and Consumer Commission (ACCC)  
PO Box 1199  
Dickson ACT 2602

**Telephone:** (02) 6243 1262

**Facsimile:** (02) 6243 1073

**Email:** [recalls@recalls.gov.au](mailto:recalls@recalls.gov.au)

## Therapeutic Goods Administration

Australian Recall Coordinator  
Therapeutic Goods Administration  
PO Box 100  
Woden Act 2606

**Telephone:** (02) 6232 8636  
**Facsimile:** (02) 6232 8687

Deputy Recall Coordinator  
Therapeutic Goods Administration

**Telephone:** (02) 6232 8637  
**Facsimile:** (02) 6232 8687

## Administrative Appeals Tribunal

Deputy Registrar  
Administrative Appeals Tribunal  
GPO Box 9955 in any capital city in Australia, except for Darwin (direct enquiries to Brisbane office).

### Brisbane (Principal Registry) and Darwin: Adelaide:

**Telephone:** (07) 3361 3000  
**Facsimile:** (07) 3361 3001

**Telephone:** (08) 8201 0600  
**Facsimile:** (08) 8201 0610

### Canberra:

**Telephone:** (02) 6243 4611  
**Facsimile:** (02) 6243 4600

### Perth:

**Telephone:** (08) 9327 7200  
**Facsimile:** (08) 9327 7299

### Sydney (Principal Registry):

**Telephone:** (02) 9391 2400  
**Facsimile:** (02) 9283 4881

### Hobart:

**Telephone:** (03) 6232 1712  
**Facsimile:** (03) 6232 1701

### Melbourne:

**Telephone:** (03) 9282 8444  
**Facsimile:** (03) 9282 8480

## APPENDIX C - SAMPLE LETTER TO BE SENT BY SPONSORS TO SUPPLIERS ADVISING RECALL

### Product Recall

The Manager  
Acme Rural Produce

### Subject: Recall of Acme 200 Selective Herbicide.

<Company Name>, following consultation with the Australian Pesticides & Veterinary Medicines Authority, is recalling Acme 200 Selective Herbicide supplied to your company between the dates 10 September 2008 and 10 December 2008.

The recall has been initiated due to a labelling error in the Directions for Use table.

The affected product can be identified as follows:

<i>Batch Number</i>	<i>Expiry Date</i>	<i>Quantity Supplied</i>	<i>Pack sizes</i>	<i>Total Supplied</i>	<i>Total Quarantined</i>	<i>On-supplied to:</i>
B0001	5/12/2011	10	2 Litres	20 Litres		
B0002	5/12/2011	25	10 Litres	250 Litres		
B0003	5/12/2011	2 x 5 boxes of product. Each box contains 5 individual containers.	2.5 Litres	125 Litres		
Totals				395 Litres	Litres	Litres

To assist <Company Name> with the recall please complete the 'Total Quarantined' column of the above table, advising the amount of affected product you currently have on hand. All affected product should be immediately quarantined. As this is a labelling error, there are no immediate First Aid or Safety issues with handling the affected product.

If any affected product has been on-supplied, please complete the 'On-supplied to:' column of the above table.

***This form should be returned by facsimile to 1800 ### ## within 48 hours of receipt.***

A sales representative from <Company name> will contact you by Friday 20 February 2009. Our representative will visit all premises identified as possessing affected product for re-labelling by Friday 8 May 2009. Please keep this letter in a prominent position for one month in case stock is in transit.

<Company Name> sincerely regrets any inconvenience this product recall may cause your company. All queries should be directed to our recalls number on 1800 ### ##.

## APPENDIX D - EXAMPLES OF CONSUMER LEVEL PRINT MEDIA ADVERTISEMENTS

### Sample Recall Advertisement



**URGENT RECALL**

**ACME 200 SC INSECTICIDE (12345)**

**Batch Numbers:** B0001, B0002, B0003

**Product Sponsor:** Acme Chemical Company Pty Ltd

**Reason for Recall:** It has been determined that Acme 200 SC Insecticide may contain a toxic impurity.

The Australian Pesticides and Veterinary Medicines Authority (APVMA) has determined that the product may be an undue hazard to the safety of people exposed to it during its handling and may be likely to have an unintended effect that is harmful to plants.

**Remedial Action:** Product with the above batch numbers should be returned to your point of sale.

**Safety Directions:** The product is poisonous if swallowed. Avoid contact with eyes and skin.

**Consumer Information:** For further information, contact Edward Smith, Administration Manager, Acme Chemical Company Pty Ltd, on **1800 ### ###**.

## Sample product alert notice

### **ACME 200 SC INSECTICIDE (12345)**

**Batch Numbers: B0001, B0002, B0003.**

## **ALERT NOTICE**

Acme Chemical Company Pty Ltd would like to inform customers who have purchased Acme 200 SC Insecticide bearing the above Batch Numbers for the purpose of treating red legged mite on lentils should cease use of this product for that purpose.

Recent scientific advice has indicated that lentils harvested in accordance with the Withholding Period of 7 days shown on the label of the above Batch Numbers may exceed the Maximum Residue Limits (MRL) for this product.

All other information on the label is correct.

Batches of Acme 200 SC Insecticide with the correct label instructions are now available and all remaining stocks of Acme 200 SC Insecticide bearing the above Batch Numbers are being replaced.

For further information, contact Edward Smith, Administration Manager, Acme Chemical Company Pty Ltd, on **1800 ### ###**.

## APPENDIX E - NEWSPAPERS

### Major Australian newspapers

STATE/TERRITORY	NEWSPAPER	PHONE	FAX
<b>National</b>	The Australian	02 9288 3000	02 9288 2250
<b>Canberra (ACT)</b>	The Canberra Times	02 6280 2122	02 6280 4884
<b>Sydney (NSW)</b>	The Sydney Morning Herald	02 9282 2833	02 9282 2986
	The Daily Telegraph	02 9288 3606	02 9288 3729
	The Sun-Herald	02 9282 2833	02 9282 3332
	The Sunday Telegraph	02 9288 3000	02 9288 3729
<b>Melbourne (Victoria)</b>	The Age	03 9601 2014	03 9670 1329
	Herald Sun	03 9292 2739	03 9292 2141
	Sunday Herald Sun	02 9288 1347	03 9292 2100
<b>Perth (WA)</b>	The West Australian	08 9482 3578	08 9482 9091
	The Sunday Times	08 9326 8383	08 9325 3360
<b>Brisbane (Qld)</b>	The Courier Mail	1300 304 020	07 3666 6687
	The Sunday Mail	13 22 02	07 3666 6689
<b>Adelaide (SA)</b>	The Advertiser	08 8206 2000	08 8206 3622
<b>Hobart (Tas)</b>	The Mercury	03 6230 0665	03 6230 0766
<b>Launceston (Tas)</b>	Launceston Examiner	03 63367272	
<b>Darwin (NT)</b>	Northern Territory News	08 8944 9801	08 8981 8392

## Rural newspapers

STATE/TERRITORY	NEWSPAPER	PHONE	FAX
<b>NSW</b>	The Land	02 4570 4444	02 4570 4630
<b>Victoria</b>	The Weekly Times	1800 809 033	03 9292 2320
	Stock and Land	03 9344 9999	03 9338 1044
<b>Queensland</b>	Queensland Country Life	07 3826 8200	1800 632 673
<b>South Australia</b>	Stock Journal	08 8372 5222	08 8372 5288
<b>Western Australia</b>	Farm Weekly	1800 804 538	08 9472 4237
<b>NSW</b>	The Land	02 4570 4444	02 4570 4630

## APPENDIX F - EXAMPLE OF AN INVENTORY OF A RECALLED PRODUCT

Name of Product:	
Description of Product:	
Name/address of manufacturer/importer:	
Number of product containers received since (date). Include packsizes.	
Number of product containers on hand (write NIL if none). Include packsizes:	
Number of product containers returned. Include packsizes.	
Number of persons supplied by your company who are or may be suppliers of the product:	

<b>Name of On-Supplier</b>	<b>Address</b>	<b>Contact Numbers</b>	<b>No. of containers supplied</b>	<b>Dates supplied</b>	<b>Batch numbers and quantities supplied</b>

Date of dispatch of containers for return:	
Name of person/s organisation making the inventory:	
Address:	
Telephone (Work & Mobile):	
Fax No:	
Signature:	
Date:	

Name of person accepting the returned product:	
Signature:	
Date:	

## NOTES