



## BRCGS Product Safety Incidents Notification Form

Product safety incidents defined as an event that has occurred that may result in the production or supply of unsafe, illegal, or non-conforming products are required to be reported to protect the integrity and reputation of BRCGS, partner brands and specifiers, certification bodies, auditors, and sites and ensure appropriate action is taken by the site, including root cause analysis and preventive action.

As part of the contractual relationship with certificated sites, the site shall immediately notify the certification body of:

- legal proceedings with respect to product safety or legality, or that which significantly affects the operation of the site
- enforcement by authorities related to product safety or legality (e.g. an enforcement notice)
- product recalls, food safety-related product withdrawals, any significant public food safety incidents, or any significant regulatory food safety non-conformities
- significant damage to the site (e.g. natural disaster such as flood or damage by fire)
- change of ownership (when the title is transferred from one individual or entity to another and results in a change of control of the organisation).
- any significant change to the operation or scope
- significant staff changes or prolonged shutdowns (e.g. considerable staff losses or the loss of key product safety roles).

This contractual requirement is also reflected in the Standards (e.g. BRCGS Food Safety Issue 9 clause 3.11.4 requires **notification to the certification body within 3 days** and general protocol requirements 6.1 Communication with certification bodies).

Sites certificated to the BRCGS Gluten-Free Certification Program must notify BRCGS at [compliance@brcgs.com](mailto:compliance@brcgs.com), where applicable the AOECS member and the Certification Body within 1 working day of the recall date.

The site shall then provide sufficient information to enable the certification body to assess any effects of the incident on the ongoing validity of the current certificate within **21 calendar days**. As a minimum, this shall include corrective action, root cause analysis and a preventive action plan.

The certification body in turn shall take appropriate steps to assess the situation and any implications for the certification, and shall take appropriate action. This may include requesting further details of the corrective action, root cause analysis and preventive action plan implemented by the site, undertake a site visit to verify the control of processes and confirm continued certification, suspension or withdrawal of the BRCGS certificate.

In the event of an incident, the effectiveness of corrective and preventive actions taken by the site will also be reviewed at the next scheduled BRCGS audit to confirm their implementation and continued effectiveness.

Changes to the certification status of a site shall be recorded in the BRCGS Directory.



# BRCGS Product Safety Incidents Notification Form

## SECTION A – To be completed by the BRCGS certificated site

<b>Company / Site Name</b> As listed in the BRCGS Directory	
<b>BRCGS Site Code</b>	
<b>BRCGS Standard</b>	
<b>Reason for Notification</b>  <b>Product recall:</b> Any measure aimed at achieving the return of an unsafe or illegal product from a customer and consumer.  <b>Food safety-related withdrawal:</b> Any measure aimed at achieving the return of an unsafe or illegal product from a customer.  <b>Regulatory notice:</b> non-conformity raised by the regulator's official.	
<b>Incident Category</b>  Where the risk is identified as an undeclared allergen, whether the recall is due to incorrect labelling, incorrect packaging or contamination of the product by an allergen these should all be listed under 'allergen'.	
<b>Outline of Incident</b>  Briefly explain the reason for the incident.	
<b>Products Recalled</b>  Product name and description, relevant to all incidents, not only recalls.  Please use simple descriptions e.g. 'ready meal', 'chocolate', not the brand names and always provide a product description when the product name is not provided in English.	
<b>Date of Recall</b>  Date when the incident was started at the site	Select a date
<b>Correction (action taken by the site)</b>  Outline the steps taken immediately by the site covering their scope of responsibility.	
<b>Site or Supplier</b>  Specify the identified source of the incident	
<b>Root Cause Analysis (within 21 days of incident)</b>  Identify the underlying cause of the recall/incident except for some traded goods or Storage and Distribution sites where the following actions would be required:  For Storage and Distribution sites, where supplier approval is not a part of the scope of the certification, and the cause of the incident does not involve any action by the site, the root cause analysis may not be within the scope of the site operation.  Or  In some instances, supplier actions would be required. Where Traded Goods or Storage & Distribution site failure results in an incident, a full investigation is required. Storage and Distribution sites shall undertake review of the incident and identify corrective action required.	
<b>Preventive Action Taken (within 21 days of incident)</b>  Actions taken by the site that are effective in preventing a reoccurrence at the site.	



## BRCGS Product Safety Incidents Notification Form

### Details of who completed this form

<b>Contact Name</b>	
<b>Contact Position</b>	
<b>Contact Phone Number</b>	
<b>Contact E-mail Address</b>	
<b>Date</b>	
<b>Signed</b>	

### SECTION B – To be completed by the Certification Body Local Office

<b>Date of Local Office Submission to ICC UK (24 Hours)</b> Date completed form submitted to <a href="mailto:brcgsrecalls@bureauveritas.com">brcgsrecalls@bureauveritas.com</a>	Select a date
<b>Local Office Contact &amp; Location</b> BV contact and office managing the communication with the site	
<b>Additional Information</b> Late site /local office notifications and action taken. Should further details be pending (e.g. RCA, Microbiological test results) when these become available, an update should be provided.	

### SECTION C – To be completed by ICC UK

<b>BRCGS Submission ID</b>	
<b>BRCGS Submission By</b>	
<b>BRCGS Initial Submission Date</b> (within <b>2 working days</b> of site notification)	Select a date
<b>Certification Status</b> CB to confirm if the site certification was affected. Use "Certificated" for the sites whose certification status was not affected.	
<b>Date of Certification Status Change</b> If applicable	Select a date
<b>Final Submission Date</b> Date when all information related to the incident (including RCA and PAP) has been completed and submitted to BRCGS for approval – the information should be provided within <b>23 calendar days</b> from the date of recall.	Select a date
<b>Additional Information</b> Justification for changed in certification status.	
<b>Recall Status</b>	