

Product Recall Plan for Basketdrop Ltd.

The purpose of this document is to help Basketdrop Ltd. plan for the effective recall of unsafe products from our supply chain.

Product recalls and withdrawals

The two types of product recall, and product withdrawal are described below. A flow chart for deciding whether a product recall or withdrawal is needed is in [Attachment 1](#).



Recall objectives:

- Protect the health and safety of our customers and consumers.
- Stop any further distribution and sale of the recalled product as soon as possible.
- Inform the relevant authorities of the problem.
- For consumer level recalls, inform the public of the problem.
- Retrieve and dispose of the recalled product.
- Report to the relevant authorities on recall outcomes and corrective actions.

What this recall plan covers:

- Quick reference **contact information** — your business, suppliers and customers, and government.
- Business preparedness including **product traceability, staff training, review of the recall plan and paying for a product recall.**
- **Step-by-step guide** for the product recall process.

Quick reference contact information

1. Your business information	Basketdrop Ltd.
Business name	Basketdrop Ltd.
Address	Leeds Beckett Business Centre, 148 Rose Bowl, Portland Crescent, Leeds, LS1 3HB
Postal address	Same as above
Main phone number	07564302734
After hours phone number	07564302734
Email address	basketdrop.co.uk@gmail.com
Website address	https://www.basketdrop.co.uk/
Name of business' product recall coordinator	Slydon Lungu
Phone number of coordinator	07564302734
Email address of coordinator	c@slungubasketdrop.co.uk
After hours number for coordinator	07564302734

2. Your suppliers and customers contact information

To effectively recall products, you must also have a complete list of all businesses that:

- supply food, ingredients and packaging materials to you (your suppliers)
- you supply products to (your customers).

The contact information for these businesses should include:

- the business name
- address
- contact person
- contact phone (including for after hours*) and email (if applicable).

If needed, the table in Attachment 2 can be adapted for this information.

Note: *You may need to contact businesses **after hours**, so it is useful to obtain after hours contact details.

Business preparedness

Task	Purpose	Task items	Person/s responsible
Product traceability	To enable the business to: • trace products and their ingredients along the chain from suppliers through to customers (i.e. tracing both forward and backwards) • identify the location of affected product in the chain at any time • quickly compile a list of all customers or businesses that have received affected product(s), to provide to Basketdrop.	☐ Create/maintain supplier lists and other information (e.g. contact details, delivery receipts, etc.) ☐ Create/maintain customer lists including after hours contact information ☐ Create/maintain a list of current products in the marketplace (e.g. photos of labels, packaging details, available sizes) ☐ Ensure receipt and distribution documents are up to date and easily accessible (for goods received and sent: e.g. shipping information, batch codes, quantities, ingredients, packaging) ☐ Test the traceability system every 12 months or as required (e.g. by mock recalls) ☐ Ensure traceability system works with any follow-up actions carried out and signed off by the product recall coordinator/team	Bongani Muchemwa Slydon Lungu Bali Ngwenya
Staff training	To ensure staff have the skills and knowledge to carry out a product recall	☐ Create/review training for relevance ☐ Train staff in the product recall system ☐ Keep an up-to-date training register (with dates, employee names and training provided)	Bongani Muchemwa Slydon Lungu Bali Ngwenya
Reviewing the recall plan	To ensure the recall plan is up to date and is an effective system for recalling products that the business supplies	Review the recall plan after each recall (or every 12 months) considering: ☐ Outcomes of mock (or practice) recalls ☐ Outcomes of actual recalls and findings of post-recall reviews ☐ Changes to the business – including changes in products manufactured, staff or staff responsibilities, distribution networks, customers or suppliers ☐ Feedback from recall training ☐ Feedback from customers or changes in customer requirements	Slydon Lungu Bongani Muchemwa Bali Ngwenya
Paying for a recall	To ensure that the information to make payment for a recall is readily available	☐ Record insurance policy information: company, policy number, etc. ☐ Establish approval process to fast track payments as required ☐ Ensure business is able to secure additional financing at short notice (if required)	Slydon Lungu Bongani Muchemwa Bali Ngwenya

The product recall process

The stages of the product recall process are:

1. Identifying, notifying and assessing a product safety issue
2. Deciding to recall or withdraw products
3. Identifying distribution of affected product(s)
4. Notifying government, business-stakeholders and consumers of a recall
5. Retrieving and disposing of products
6. Monitoring the recall's effectiveness
7. Closing the recall
8. Post-recall reporting

By assigning roles and responsibilities using the table below, this part of the plan will enable our business to follow through the recall stages .

Task / Item	Checklist for a recall	Person responsible
Stage 1 - Identifying, notifying and assessing a product safety issue		
<u>Identifying/notifying</u> 1. First person/position within the business will be notified immediately of a potential product safety issue. 2. <u>Or</u> if that person is uncontactable: Backup person/position within the business will be notified.	☐ First person notified of potential product safety issue ☐ Backup notified (if needed)	List the recall coordinator and team member: 1. Slydon Lungu 2. Bongani Muchemwa 3. Bali Ngwenya
<u>Assessing an identified product safety issue</u> The potential product safety issue will be assessed by taking the following steps: (i) Identifying the hazard associated with the product as: • microbiological (e.g. pathogenic bacteria such as Salmonella) • physical (e.g. glass, plastic) • chemical (e.g. cleaning products)	☐ Hazard identified as MICROBIAL/ PHYSICAL/ CHEMICAL/ ALLERGEN RELATED/ OTHER (specify)	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Task / Item	Checklist for a recall	Person responsible
allergen related (e.g. nuts, dairy, egg).		
(ii) Determining if the hazard poses a product safety risk : - Have there been reports of illness or injury related to the identified hazard? - What are the results of any testing and/or investigation conducted?	☐ Hazard determined AS/AS NOT posing a product safety risk	Bongani Muchemwa Slydon Lungu Bali Ngwenya
(iii) Determining what action is needed to manage the product safety risk , considering the: - location of affected product in the supply chain (e.g. under the business's control, sold to distributors or with the suppliers and/or retailers) - quantity of affected product involved and distributed - shelf life of the affected product - population at risk (children, pregnant women, the elderly and the immunocompromised).	☐ The action needed to manage the product safety risk is (specify) :	Bongani Muchemwa Slydon Lungu Bali Ngwenya
(iv) Seeking expert advice from the home state enforcement agency , if needed.	☐ Advice sought from home state (if needed)	Bongani Muchemwa Slydon Lungu Bali Ngwenya
(v) Assessing and recommending whether to stop production and/or place product on hold .	☐ Recommendation is to STOP PRODUCTION/ PLACE PRODUCT ON HOLD/ OTHER (specify)	Bongani Muchemwa Slydon Lungu Bali Ngwenya
Stage 2 - Deciding to recall or withdraw product		
(i) One of the following actions will be recommended: no recall or withdrawal - other appropriate action to be taken product withdrawal - as a precaution (pending further investigation of the potential product safety risk) or because of a product suitability issue	☐ Recommendation is to WITHDRAW/ RECALL/ OTHER ACTION (add details if needed)	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Task / Item	Checklist for a recall	Person responsible
product recall – because the product poses a public health and safety risk. <i>*The decision flowchart in Attachment 1 may help with a recommendation.</i>		
(ii) Approval of recommendation to withdraw, recall or take other action based on the recommendation. <i><u>Note:</u> No action is to be taken without this person's approval.</i>	☐ Recommendation approved	Bongani Muchemwa Slydon Lungu Bali Ngwenya
(iii) If a decision is made to do a product withdrawal then the client and/or relevant agencies must be notified if there will be public notification of a withdrawal.	☐ NHS Supply Chain notified of withdrawal ☐ Food Standards Agency notified of withdrawal	Bongani Muchemwa Slydon Lungu Bali Ngwenya
(iv) If a decision is made to do a product recall then this will be either a: trade level recall where product has <u>not</u> been available for direct purchase by consumers (e.g. products sold to caterers) consumer level recall where product has been available for retail sale direct to consumers (e.g. product sold in supermarkets).	☐ A TRADE LEVEL/CONSUMER LEVEL recall is needed	Bongani Muchemwa Slydon Lungu Bali Ngwenya
(v) The scope of the recall that will be needed will be considered, including whether the same issue could occur in: - different package sizes of the same product line - different batch numbers or date markings of the same product - a different product processed on the same line or in the same plant - same or similar products packaged under a generic label. <i><u>Note:</u> If the product safety issue is present in other foods, batches, sizes or brands, <u>all</u> of these products will need to be recalled.</i>	☐ The recall will need to cover the following products (insert details):	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Task / Item	Checklist for a recall	Person responsible
ONCE A DECISION HAS BEEN MADE TO DO A PRODUCT RECALL, STAGES 3 – 8 WILL BE FOLLOWED THROUGH		
Stage 3 - Identifying distribution of affected product(s)		
A complete distribution list of all businesses that have received the affected product will be compiled (with as much detail as possible), including : • each business's name, address, contact person, phone numbers • the physical location of the affected product • the quantity of affected product in each location, if known • the types of premises where the product has been sold (e.g. supermarkets or specialty grocers such as Asian grocers).	☐ Distribution list created	Bongani Muchemwa Slydon Lungu Bali Ngwenya
Stage 4 - Notifying government, business and consumers of a recall		
The business will notify government, business stakeholders and consumers of the recall. <u>Notifying government</u> (i) NHS Supply Chain will be contacted by phone as soon as a recall is needed, or may be needed. (ii) The Client Recall Coordinator will be contacted by phone and advised of <i>preliminary information</i> about the product being recalled: the reason for its recall, where it was manufactured and where it has been sold.	☐ NHS Supply Chain notified of recall ☐ Food Standards Agency notified of recall	Bongani Muchemwa Slydon Lungu Bali Ngwenya
<u>Information requirements</u> NHS Supply Chain will be given the following information to action the recall: • the company's contact details • the product manufacturer's details	☐ NHS Supply Chain recall report template	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Task / Item	Checklist for a recall	Person responsible
- product details including the: name (as it appears on the product packaging), date marking, package size and description, and any other identifying markings available - nature of the problem, the results of any testing - quantity of the manufactured batch and the date and amount released - quantity of the recalled product that can be accounted for - distribution in the United Kingdom and overseas (if applicable)— see Stage 3 above. - any import/export information (if applicable) including overseas distribution and/or importer details* - for a consumer level recall, a photo that clearly show the product labels and sizes.	☐ Distribution list submitted to NHS Supply Chain (see Stage 3) ☐ Product photo(s) submitted to Food Standards Agency	
<u>Notifying distributors, wholesalers, retailers and exporters</u> (i) All customers (including distributors, wholesalers, food service, retailers and exporters, as applicable) will be notified by phone and email. (ii) The business will keep records of notifications, to demonstrate that all businesses that have been supplied with the affected product have been notified of the recall.	☐ Customers notified ☐ Notification records kept	Bongani Muchemwa Slydon Lungu Bali Ngwenya
<u>Notifying consumers</u> (in a consumer level recall) (i) The business will commit to a communication plan to inform consumers about the recall, in consultation with NHS Supply Chain and the Food Standards agency, considering: - the urgency of the product safety issue (e.g. associated with illness) - how widely the product has been distributed (locally or nationally)	☐ Communication plan decided on	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Task / Item	Checklist for a recall	Person responsible
- the customer base of the product (e.g. specific cultural or age group) (ii) The public will be notified via one or more of the following: - point-of-sale notification (in-store recall notices) - a paid press advertisement - a media release (recommended if the product poses a high safety risk) - radio announcements - direct notification to consumers via email or SMS (e.g. via customer loyalty programs) - website notification - social media (e.g. Facebook, Twitter, blogs).	☐ Public communication will be via: P.O.S. NOTICE/ PRESS AD/ MEDIA RELEASE/ RADIO/ SMS/ WEB / SOCIAL MEDIA ☐ Recall notice/press ad submitted to NHS Supply Chain for approval before publishing	
Stage 5 – Product retrieval and disposal		
The recalled product will be disposed of, unless the nature of the product safety hazard allows for it to be reprocessed or relabelled. The business may choose to retrieve and dispose of the product, or ask customers to dispose of it on-site. <u>Method of retrieval</u> (i) Customers (retailers, distributors, wholesalers, exporters/other as applicable) will be advised what to do with recalled product, including to: - separate recalled product from other product and identify it as subject to recall <u>AND</u> - count and return the product for disposal <u>OR</u> - count and dispose of the product themselves.	☐ Recalled product is to be RETURNED/ DISPOSED OF BY CUSTOMER ☐ Customers advised of what to do with the recalled product ☐ Retrieved product separated and identified	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Task / Item	Checklist for a recall	Person responsible
(ii) Retrieved product being held for disposal will be separated from other products and clearly identified as being subject to recall. (iii) All recalled product will be accounted for, by recording what stock is retrieved and what stock (if any) is disposed of by customers. *A Recall returns checklist template is provided in Attachment 4.	☐ Recalled product accounted for	
<u>Method of disposal</u> The business will choose how to dispose of the recalled product in consultation with the client (if required), from the following options: - destroy or treat the product in another way (e.g. denature) so that it cannot be used for human consumption, and place it the rubbish - further process the product to ensure that it is safe and suitable for human consumption (e.g. by re-labelling or re-processing) - use for purposes other than human consumption (e.g. animal feed, if appropriate) - return to the supplier. <i>Note: If the recalled product is unfit for human consumption, it must not be provided for consumption in any form to any person.</i>	The recalled product is to be disposed of by DESTROYING / FURTHER PROCESSING / BEING USED FOR OTHER PURPOSES/ RETURNED TO SUPPLIER	Bongani Muchemwa Slydon Lungu Bali Ngwenya
<u>Consumer/customer reimbursement</u> Under the Consumer Rights Act 2015, consumers can seek a refund, replacement or repair for defective goods. Manufacturers are also liable to compensate for loss or damage suffered as a result of supplying defective goods.	- Legal obligations met under the Consumer Rights Act 2015 - Customers are to be compensated via RETURNING PRODUCT FOR REFUND/ REPLACEMENT/ OTHER (specify, as appropriate)	Bongani Muchemwa Slydon Lungu Bali Ngwenya
Stage 6 – Monitoring the recall’s effectiveness		
The recall will be monitored at each stage of the process.	☐ Each stage of recall monitored	Bongani Muchemwa Slydon Lungu

Task / Item	Checklist for a recall	Person responsible
If further actions are deemed necessary to protect public health and safety, recommendations will be made to management during the recall process. For example, in a consumer level recall, if there have been few returns and little public response to a recall that poses a high public health and safety risk, the recall communication may need to be repeated using different methods to ensure consumers are effectively reached.	☐ Recommendations made to management that further action is NEEDED/ NOT NEEDED (include action to be taken, if needed)	Bali Ngwenya
Stage 7 – Closing the recall		
<u>Recall termination</u> The decision to terminate the recall will be made once it has been deemed successful, based on: the risk to the public is judged to be minimal the business has taken all reasonable steps to ensure the effective recall of product including: - identifying all affected batches in the supply chain - notifying affected customers - disposing of all affected batches in supply chain by destroying, reprocessing/ relabelling, etc. (as applicable) - communicating the recall to the public (for a consumer level recall) - taking corrective action (as needed) - accounting for all recalled product. Staff and business customers should be informed of the recall's termination.	☐ Decision made to terminate product recall ☐ Staff and business's customers informed of recall termination	Bongani Muchemwa Slydon Lungu Bali Ngwenya
<u>Reviewing the recall's effectiveness</u> A meeting will be held once the recall is terminated to: review the effectiveness of the recall	☐ Meeting to review the recall's effectiveness and agree on corrective actions	Client(s) Supplier(s)

Task / Item	Checklist for a recall	Person responsible
• decide what corrective actions are needed to prevent a similar issue happening again • assign accountable staff and timelines for the corrective actions (if needed) • agree on a future date to review the corrective actions.	☐ Corrective actions documented, including accountable staff, timelines and next review date	Bongani Muchemwa Slydon Lungu Bali Ngwenya
Stage 8 – Post-recall reporting		
After a product recall, the business will submit interim and final post-recall reports to NHS Supply Chain within the timeframes requested by the client <u>Interim report</u> The interim post-recall report will be submitted to NHS Supply Chain within two weeks of the recall being initiated. NHS Supply Chain will advise the business’s recall coordinator if, based on the interim report, the Food Standards Agency is not satisfied with the recall action and that the risk to public health and safety has not been mitigated. <i>Note: If needed, the business and standards agency will work together to determine what further action may be required, and to ensure this action is completed.</i>	☐ Interim post-recall report submitted to NHS Supply Chain	Bongani Muchemwa Slydon Lungu Bali Ngwenya
<u>Final report</u> The final post-recall report will be submitted to NHS Supply Chain within one month of the recall being initiated. <i>Note: If the food standards agency advises that the final post- recall report is unsatisfactory and requires further action then the recall coordinator/team is responsible for ensuring the outstanding actions are completed in consultation with the food standards agency.</i>	☐ Final post-recall report submitted to NHS Supply Chain	Bongani Muchemwa Slydon Lungu Bali Ngwenya

Recall plan approved by: Slydon Lungu

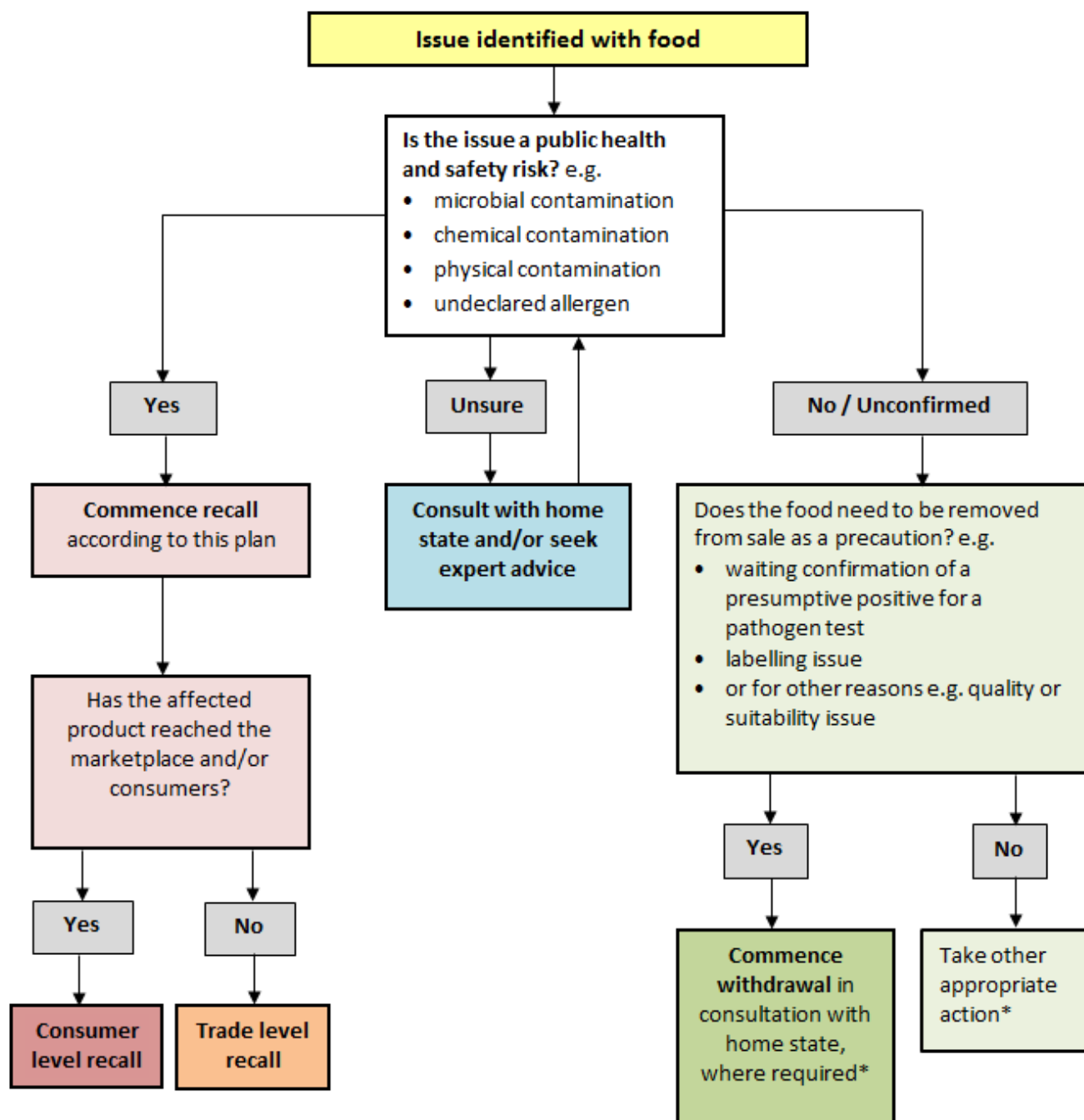
Date of last review:

08/10/2026

Attachments

1. Deciding whether to recall or withdraw
2. Recall distribution list
3. Product recall notification to distributors, wholesalers and other customers
4. Recall returns checklist

Attachment 1 – Deciding whether to recall or withdraw



*If a product is withdrawn from sale and then the business receives confirmation of the presence of a pathogen in their product/s, this decision tree should be re-started from the beginning i.e. 'Is the issue a public health and safety risk?' > Yes > Commence recall according to this plan.

*** "home state" in our case refers to the Food Standards Agency***

Attachment 2 – Recall distribution list

Distribution list for recall of **[insert product name]** on **[insert date]**

Product name:	
Total quantity manufactured/imported (in units or kg)	
Total quantity distributed (in units or kg)	
Total quantity remaining in warehouse (in units or kg)	

Product has been distributed to:

Business name	Address	State / Territory	Country (if applicable)	Contact person	Contact numbers	Units (if known)

Attachment 3 – Product recall notification to distributors and wholesalers and other customers

The recall coordinator/team will notify all our distributors/customers by phone and email, using the template below.

Distributor's name
Distributor's address

PRODUCT RECALL

Customers are advised that *[name of the business recalling the product]* is conducting a product recall due to *[the reason for the recall]*.

The product involved is *[name of the product, package size, date marking, batch code and all other information that will identify the product]*.

We are recalling all supplies of the product with the above identification.

[For consumer level recalls, insert the following sentence]

Consumers have been advised of the recall and asked to return the purchased product. They will receive a refund of the purchase price.

If you have distributed any of the recalled stock to other distributors or retailers please immediately inform those distributors or retailers of the recall.

If you have re-packaged or re-processed the recalled product under another brand name, you, or the business you supply the repackaged or re-processed product to, may need to conduct a separate trade or consumer product recall. If this is the case, please immediately contact Basketdrop Ltd. on 07564302734 and your local council or the UK Food Standards Agency.

Please hold the recalled product in an isolated and secure area until we provide further advice.

We apologise for the inconvenience.

[The name of the sponsor, address and contact numbers]

[Date]

Attachment 4 - Recall returns check list

The recall coordinator/team will use the following checklist to account for recalled stock.

Business name	Contact name	Contact numbers	Units supplied	Units returned or accounted for (for destruction or return)