
PRODUCT RECALL POLICY AND PROCEDURES

Purpose

The purpose of this Product Recall Policy and Procedures document is to establish a systematic approach for identifying, managing, and resolving product recalls in the retail environment. This policy aims to ensure the safety of consumers, compliance with Australian legislation and regulations, and the protection of Trendie's brand integrity. It outlines the steps to be taken in the event of a product recall, ensuring swift and effective action to mitigate risks and maintain public trust.

Scope

This policy applies to all products sold by Trendie, including those sourced locally and internationally. It covers the identification of potentially unsafe or non-compliant products, the execution of recall procedures, and communication with relevant stakeholders, including regulatory authorities, customers, and suppliers. This policy is applicable to all employees involved in product sourcing, distribution, sales, and customer service.

Legislation and Regulations

Trendie is committed to complying with all relevant Australian legislation and regulations regarding product safety and recalls, including but not limited to:

- **Australian Consumer Law (ACL) under the Competition and Consumer Act 2010:** Governs consumer rights and product safety standards.
- **Australian Competition and Consumer Commission (ACCC) Guidelines:** Provides guidance on conducting product recalls.
- **Therapeutic Goods Act 1989:** Applies to recalls of therapeutic goods, including medicines and medical devices.
- **Food Standards Australia New Zealand (FSANZ):** Regulates food safety recalls.



Product Recall Principles

- **Consumer Safety:**

The primary concern in any product recall is the safety and well-being of consumers. Trendie is committed to taking all necessary actions to prevent harm and protect consumers from unsafe or non-compliant products.

- **Compliance:**

All product recalls will be conducted in compliance with Australian Consumer Law, ACCC guidelines, and other relevant legislation. This includes reporting requirements, corrective actions, and communication protocols.

- **Transparency and Communication:**

Trendie is committed to maintaining open and transparent communication with customers, suppliers, regulatory authorities, and other stakeholders during a product recall. Accurate and timely information will be provided to ensure public safety and maintain consumer trust.

- **Responsiveness:**

In the event of a potential product issue, Trendie will act promptly to assess the risk, determine the appropriate course of action, and implement the recall procedure if necessary.

- **Continuous Improvement:**

Post-recall evaluations will be conducted to identify areas for improvement in the recall process and to enhance future responses.

Responsibilities

- **Employees:**

Employees are responsible for reporting any potential product safety issues to their manager or the Product Safety Team immediately. They must follow the established recall procedures and cooperate fully during the recall process.



- **Product Safety Team:**

The Product Safety Team is responsible for assessing potential product safety risks, making recall decisions, and coordinating the recall process. This team will ensure compliance with all regulatory requirements and facilitate effective communication with stakeholders.

- **Managers:**

Managers are responsible for ensuring that their teams are trained on the Product Recall Policy and Procedures. They must support the implementation of recall procedures and ensure that all actions are documented and reported accurately.

- **Quality Assurance Department:**

The Quality Assurance Department is responsible for monitoring product quality and compliance with safety standards. They will conduct investigations into product safety issues and support the recall process.

Product Recall Procedures

- **Identification and Assessment:**

- **Identification:** Any product safety issue must be reported immediately to the Product Safety Team. This can include customer complaints, supplier notifications, or internal quality control findings.
- **Risk Assessment:** The Product Safety Team will conduct a risk assessment to determine the severity and potential impact of the issue. This includes assessing the risk to consumer health and safety, compliance with relevant standards, and the potential legal implications.
- **Decision to Recall:** Based on the risk assessment, the Product Safety Team will decide whether a product recall is necessary. This decision will be made in consultation with relevant regulatory authorities if required.



- **Recall Planning and Notification:**
 - **Recall Strategy:** A recall strategy will be developed, detailing the scope of the recall, the method of notification, and the actions required to remove the product from circulation.
 - **Regulatory Notification:** The Product Safety Team will notify the ACCC or other relevant regulatory bodies as required by law. This includes providing details of the product, the nature of the defect, and the proposed corrective action.
 - **Customer and Supplier Communication:** Trendie will issue a public notification to inform customers of the recall. This may include notices in stores, on the company website, and through social media. Suppliers and distributors will also be notified and instructed on how to handle the recalled product.
- **Product Removal and Recovery:**
 - **Product Removal:** All affected products will be immediately removed from sale and distribution channels. Stores will be instructed to quarantine the product and prevent further sales.
 - **Product Return:** Customers who have purchased the recalled product will be advised on how to return it for a refund or replacement. Trendie will cover the cost of product return to minimise inconvenience to customers.
 - **Inventory Tracking:** The Product Safety Team will maintain accurate records of all recalled products, including the quantity recovered, destroyed, or rectified.
- **Corrective Actions and Documentation:**
 - **Corrective Actions:** If feasible, corrective actions such as product repairs, replacements, or modifications will be implemented to address the safety issue.
 - **Documentation:** All actions taken during the recall process will be documented, including risk assessments, communication with stakeholders, and the outcomes of the recall. This documentation is essential for regulatory compliance and internal review.



- **Post-Recall Review:**

- **Evaluation:** Following the completion of the recall, a post-recall review will be conducted to evaluate the effectiveness of the recall process. This includes assessing the response time, communication effectiveness, and any areas for improvement.
- **Reporting:** A final report will be prepared, summarising the recall process, outcomes, and lessons learned. This report will be submitted to senior management and, if required, to regulatory authorities.

Review and Updates

The Product Recall Policy and Procedures will be reviewed annually to ensure ongoing compliance with Australian legislation and best practices. Employees will be notified of any updates, and training will be provided to ensure all staff are familiar with the latest procedures.

Implementation and Training

All employees involved in product sourcing, distribution, and sales will receive training on the Product Recall Policy and Procedures. Regular refresher training will be conducted to ensure ongoing awareness and preparedness. This policy will be made accessible to all staff through the company intranet and the employee handbook.

By adhering to this Product Recall Policy and Procedures, Trendie demonstrates its commitment to consumer safety, regulatory compliance, and the maintenance of high-quality standards in retail operations.