

Recall procedure Leo Catering

Step-by-step procedure for product recalls or food safety alerts

Step 1 Receipt of the notification

A recall notification may originate from a supplier, manufacturer, the Dutch Food and Consumer Product Safety Authority (NVWA), or from an internal quality control. As soon as the notification is received by Leo, it is immediately forwarded to the designated recall coordinator within Leo Catering. This is the (lead representative of the) Purchasing & Data Support department, hereinafter referred to as the recall coordinator. Upon receipt, the recall coordinator records the date, time, product name, batch/lot code and reason for the recall in the Recall Reg. Form. The Operations Manager and the Concept & Formula Manager then assess whether immediate action within the operation is required.

Step 2 Central assessment

The recall coordinator, together with the Operations Manager, assesses the seriousness of the situation and determines which actions are required. This assessment considers the potential risk to guests, the products involved, and the locations that received the product. It is also determined whether the product must be blocked immediately, whether notification to the NVWA is required, and what communication is necessary for locations, clients and/or guests.

Step 3 Traceability check

Using delivery and inventory records, the recall coordinator determines which locations have received the affected product and identifies the relevant batch or lot codes. The Operations Manager, together with the Team Coaches, informs the affected locations. Team members at those locations, in cooperation with the Team Coaches, verify whether the product is still in stock or has already been processed or served.

All affected locations are recorded by the recall coordinator in the recall overview (Recall Registration Form), providing a central overview of the scope of the recall.

Step 4 Instructions to locations

Affected locations immediately receive a stop-use notification from the recall coordinator. From that moment onward, the product must no longer be used or served. Team members at the affected locations remove the product from storage, production and display, and place it in a separate area clearly marked "DO NOT USE". Use the Recall Label for this purpose. The available stock is then counted and reported back to the recall coordinator. This feedback must be provided within four hours.

Step 5 Communication to clients and guests

If the product may already have been consumed, clients and guests are informed immediately by means of a communication notice displayed at the entrance to the restaurant. Communication may also take place via the client's intranet or other communication channels made available by the client. Depending on the situation, food safety warnings may be displayed on site or additional instructions may be issued.

All external communication on behalf of Leo is coordinated centrally by the recall coordinator via email to ensure clear and consistent communication.

Step 6 Handling with the supplier

Head Office collects all responses from the locations and reports the total quantities involved back to the supplier. In consultation with the supplier, it is determined whether the products should be returned or destroyed. Any additional instructions received from the supplier are also processed centrally and communicated to the relevant locations.

Step 7 Notification to the NVWA

If required, a notification is submitted to the NVWA in consultation with the supplier. All relevant information is documented, including the notification date, the reference number and any follow-up agreements or instructions.

Step 8 Completion and evaluation

Once the recall has been completed, all documentation is stored centrally. This includes the original recall notification, location reports, inventory records, communications and any NVWA documentation. The recall file is closed once all affected products have been accounted for and the recall has been fully completed.

To ensure that this procedure remains effective, Leo Catering conducts a mock recall annually. This exercise verifies whether locations respond in a timely manner and whether the recall process is functioning properly or requires revision.