



MSC/ASC CoC Product Recall & Incident Notification Form

The aim of this notification is to allow the certification body to assess whether the incident is indicative of a failure of the site's systems. The Certification Body must take the necessary steps to fully understand the implications of the situation and take appropriate actions. This may include requests for additional information, a further visit to the site, further full or partial re-audits, suspension, or withdrawal of the MSC/ASC CoC certificate.

The CAB must keep the complainant or appellant informed of progress in evaluating the complaint or appeal until it is closed (ref. 7.6 MSC GCR v2.4.1).

The source of the information can either be the certified company (certificate holder) or the stakeholder/interested parties.

- **The certificate holder shall communicate incidents like:**
 - Recall of the product
 - Issues and incidents that the certification body and other interested parties must be informed about (like non-certified product sold as certified, changes to scope, unidentifiable product, breakdown of Chain of Custody, fine issued by the authorities and similar)
- **Other interested parties can contact the certification body (CB) for reporting:**
 - A matter that CB shall be concern about in relation to a specific site/certificate holder/supplier
 - Other information or input

Bureau veritas use the received information for its preparation in relation to the next coming audit or use it for internal technical evaluation and decision making.

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

- Any impending prosecution or enforcement with respect to the product safety, legality, ... and environmental impact. Incidents with direct/ indirect consequence of the producers' social responsibilities, etc.
- All product recalls
- All scope extension
- Unidentifiable product
- Sold products as certified (or under-assessment) which are shown not to be certified
- Incorrect use or changes to use of trademarks and licence agreement
- If the integrity of the certified supply chain has been broken intentionally and/or systematically.
- Adverse media or regulatory authority interest
- Demonstratable breakdown in the Chain of Custody (Ex. Significant discrepancies in records supplies at different points in time by client, significant omissions in the client's traceability records for certified products).
- Adverse public statements by a regulatory authority, NGO or major retailer

Bureau Veritas Certification Demark A/S will notify the accreditation body and scheme owner (MSC organisation) in all cases found relevant.

PLEASE FILL IN AND SENT THIS FORM TO: recalls@bureauveritas.com

SECTION I. To be completed by affected MSC/ASC CoC certificated site



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Name, phone and e-mail of responsible person at site notifying BVCDK of recall / issue/ incident			
Date of notification			
Site Code (Not mandatory to be filled in by site)			
Company/Site Name As it appears on the certificate			
Country Where the site is based			
Certificate information	Certificate no.	Accreditation:	Validity:
Reason for notification Select one			
Outline of Notification Briefly explain the reason for the notification. Include if required by authority. Authority informed and when. Did the issue or incident generate significant media coverage?			
Has product reached consumer			
Product(s) effected Detail product name, type of product, batch codes effected if known otherwise update within 3 weeks			
Date of Recall, Issue or Incident What date the incident or recall start			
Extend and Correction (action taken by Site) Evaluated extend and action(s) taken by the site to rectify the incident/product			
Site or Supplier Issue Select one			
Product handling (returns, destruction) And % of product not accounted for			
Root Cause Analysis (conducted by Site) – If root cause cannot be confirmed immediately it must be reviewed and provided to Certification Body within 3 weeks of the date of recall.			



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Corrective Action Plan (conducted by Site) If corrective action plan cannot be confirmed immediately it must be reviewed and provided to Certification Body within 3 weeks of the date of recall.	
SECTION II - TO BE FILLED IN BY BUREAU VERITAS CERTIFICATION - DENMARK When filled in, send to MSCdkMail@bureauveritas.com within 24 hours from company notification	
BV Local office contact managing communication with client	
Zig/Siebel number	
Initial response (must be provided within 10 days)	<i>Proposed course of action</i>
Any other information	
SECTION III – To be filled in by ICC UK (UKAS cases) / ICC Denmark (DANAK cases)	
Jotform created by (Name)	
Date of initial notification to MSC To be made to MSC within 24 hours of the site notifying BVCDK. BVC DK to be notified by the site within 3 working days	
Certification Status Select one or fill in other actions (eg. Follow up visit is needed)	
Date of Certification Status Change (If applicable) Date of suspension or withdrawal	
Certification decision maker (date and signature)	
Any other information	

Notes: