

Food Recall Guidelines

Objective:

The Food Recall Guidelines set the criteria for food producers and traders when carrying out the procedures of recall of affected food products in a way to enhance efficiency in the recall of food products and to minimise the loss inflicted on the food producers and traders and the public concerned.

Scope:

As stipulated in Article 5 and 9 of Law No. 5/2013 “Food Safety Law”, when a food safety risk has existed or may exist, the food producers and traders are obliged to inform the Municipal Affairs Bureau about the risk and recall the food product concerned in a timely manner. In addition, the Municipal Affairs Bureau can order the food producers and traders to recall the food product concerned according to the extent and range of risks.

These guidelines do not affect competent authorities to collect evidence and carry out follow-up actions in conformity with their specific food-related regulations.

Definition:

1. Food recall: is defined as an action to remove food, which has posed or may pose a food safety risk to consumers, from food producers and traders (such as wholesalers, retailers) as well as consumers.
2. Food Production and Trade: is defined as behaviour that involves food production, processing, preparation, packaging, transportation, import, export, transit, storage, sale or supply for public’s consumption, possession or display of food for sale, or any food trading activities.

Content:

Initiation of Recall:

Recall of food is carried out by the food producers and traders voluntarily or as ordered by the Municipal Affairs Bureau. A food recall may be initiated when the food producers and traders are notified of and receive information about the respective problematic food directly or indirectly.

Responsibility of Government:

- The Department of Food Safety of the Municipal Affairs Bureau is responsible to monitor the implementation and progress of the recall carried out by the food producers and traders and assess the adequacy of the action taken;
- After a recall is completed, the Department will ensure that all the affected products are recalled in order to facilitate appropriate follow-up actions.

Responsibility of Food Producers and Traders:

- To be responsible for implementing the actual recall and to recall the food products which have posed or may pose food safety hazard efficiently from the market and in the shortest time practicable;
- To notify the Department of Food Safety about the recall and work closely with the Department on the monitoring of the recall;
- During the recall process, the food producers and traders should keep the Department of Food Safety informed of the progress of the recall at regular intervals;
- Support and follow the procedures in these guidelines.

Notification to Department of Food Safety:

The food producers and traders should immediately notify the Department of Food Safety once they have decided to carry out the food recall procedures. The food producers and traders concerned should complete the “Food Recall Notification Form” (Appendix 1) and send it to the Department by fax (fax number: 8296 1143). If necessary, the food producers and traders may propose the recall strategy to be taken and consult the Department in advance to ensure a complete and successful recall.

Recall of Food:

Recall of food should be based on purchase and sales records or relevant invoices. Upon commencement of a recall, the food producers and traders should notify all food traders and consumers concerned of the recall arrangement and provide hotline service to deal with enquiries. The food producers and traders should store the recalled food in a separate area away from other foods and keep accurate records of the quantity and the batch of the recalled food, to ensure follow-up actions can be carried out smoothly.

Submission of Recall Report:

The food producers and traders concerned should keep the Department of Food Safety informed of the progress of the recall at regular intervals and submit the “Food Recall Report” (Appendix 2) to the Department of Food Safety within 3 days from the date of completion of the recall. The report should include information about the processes and result of the recall and contain the following information:

- The reasons for the recall;
- The action taken by the food producers and traders;
- The extent of distribution of the relevant batch and the quantity distributed in Macao and overseas;
- The result of the recall (quantity of stock recalled, not yet recalled and sold);
- The quantity of recalled stock which has been handled and the method of

- handling (with attachment of relevant records);
- The action proposed to be implemented in the future to prevent a recurrence of similar incident.

The report helps the Department of Food Safety to assess the effectiveness of the recall. Moreover, the food producers and traders should keep a complete record of the entire food recall for checking.

Updated in January 2022



Appendix 1

Food Recall Notification Form (Template)

To: Department of Food Safety of the Municipal Affairs Bureau, Macao	
Fax number: 8296 1143	
Date of Receipt of Information about Suspected Food by Food Producers and Traders: ____ Day ____	
Month ____ Year	
Date of Notification to Department of Food Safety: ____ Day ____ Month ____ Year	
I. General Information about Recalling Food Producers and Traders	
Name	
Address	
Telephone	
Fax	
Contact Person	
Enquiry Hotline	
Type of Business (Importer / Wholesaler / Retailer)	
Others	
II. Information about Recall of Food	
(1) Description of Food	
Product Name	
Brand Name	
Product/Pack Size	
Expiry Date/Manufacturing Date	
Batch/Code Number	



食品安全廳
Departamento de Segurança Alimentar

Place of Origin and Name, Address and Telephone Number of Manufacturer :	
(2) Reason for Recall	
(3) Action Proposed	
(4) Extent of Distribution of the Relevant Batch and Quantity Distributed in Macao and Overseas	
III. Other information	

Company Stamp : _____

Signature : _____

Date : _____



Appendix 2

Food Recall Report (Template)

To: Department of Food Safety of the Municipal Affairs Bureau, Macao		Fax number: 8296 1143
Date of Receipt of Information about Suspected Food by Food Producers and Traders: _____ Day _____ Month _____ Year		
Date of Notification to Department of Food Safety: _____ Day _____ Month _____ Year		
I. General Information about Recalling Food Producers and Traders :		
Name		
Address		
Telephone		
Fax		
Contact Person		
Enquiry Hotline		
Type of Business (Importer / Wholesaler / Retailer)		
Others		
II. Information about Recall of Food		
(1) Description of Food		
Product Name		
Brand Name		
Product/Pack Size		
Expiry Date/Manufacturing Date		
Batch/Code Number		
Place of Origin and Name, Address and Telephone Number of Manufacturer :		
(2) Reason for Recall		
(3) Action Taken		
(4) Extent of Distribution of the Relevant Batch and Quantity Distributed in Macao and Overseas		



(5) Result of Recall (Quantity of Stock Recalled, Not Yet Recalled and Sold)
(6) The Quantity of Recalled Stock Which Has Been Handled and Method of Handling (with Attachment of Relevant Records)
(7) Action Proposed to be Implemented in the Future
III. Other information

Company Stamp : _____

Signature : _____

Date : _____