



# Allergen Related Recalls & Learnings

Rob Kooijmans  
CEO, Food Strategy Institute

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## Poll

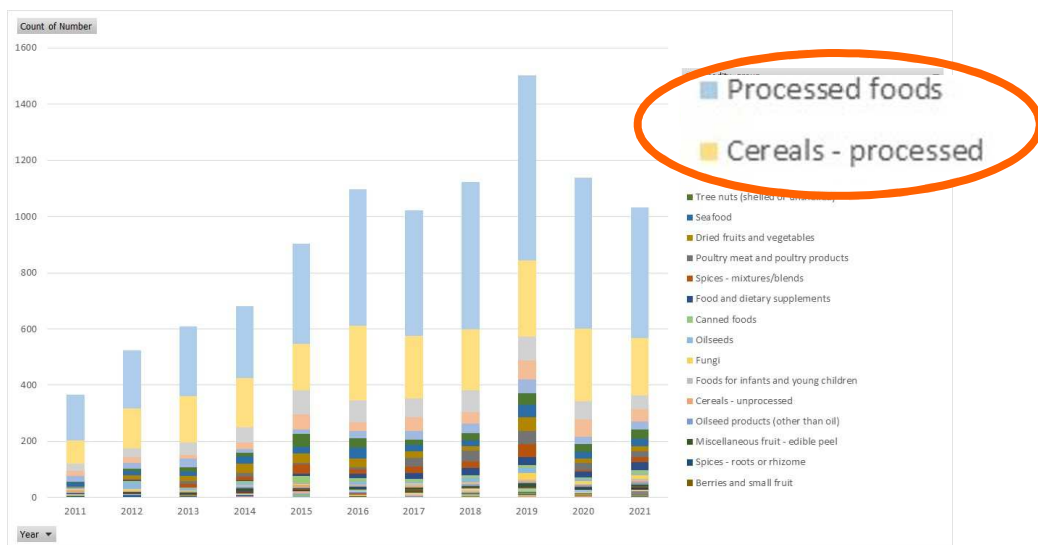
### Did you ever have an allergen related recall?

- Yes – in the last 12 months
- Yes – in the last 5 years
- Yes – more than 5 years ago
- No – never
- Not relevant – we operate allergen free



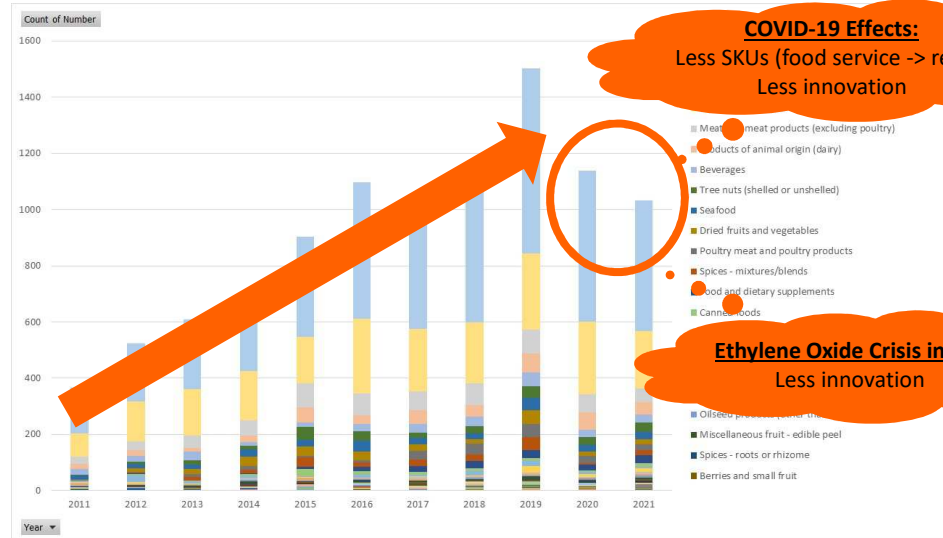
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## Historical Overview Notifications



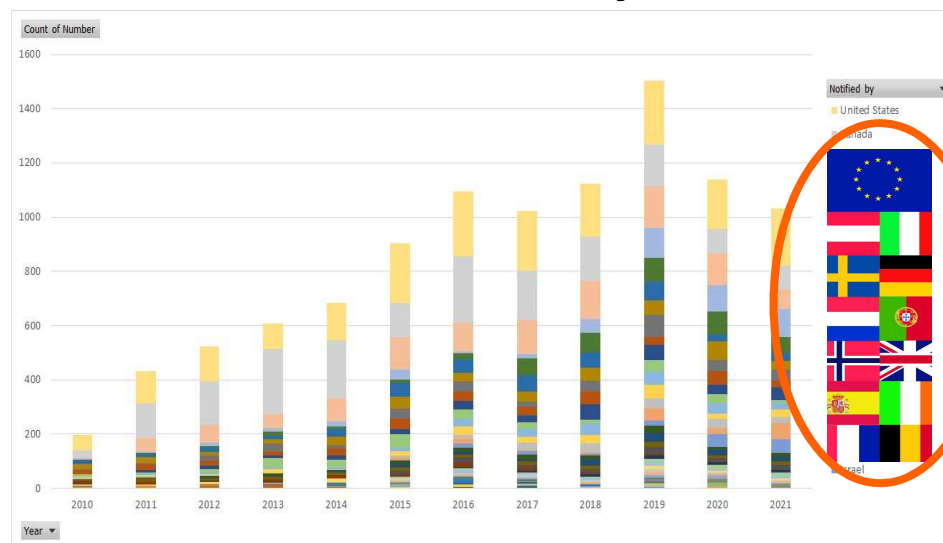
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# Historical Overview Notifications



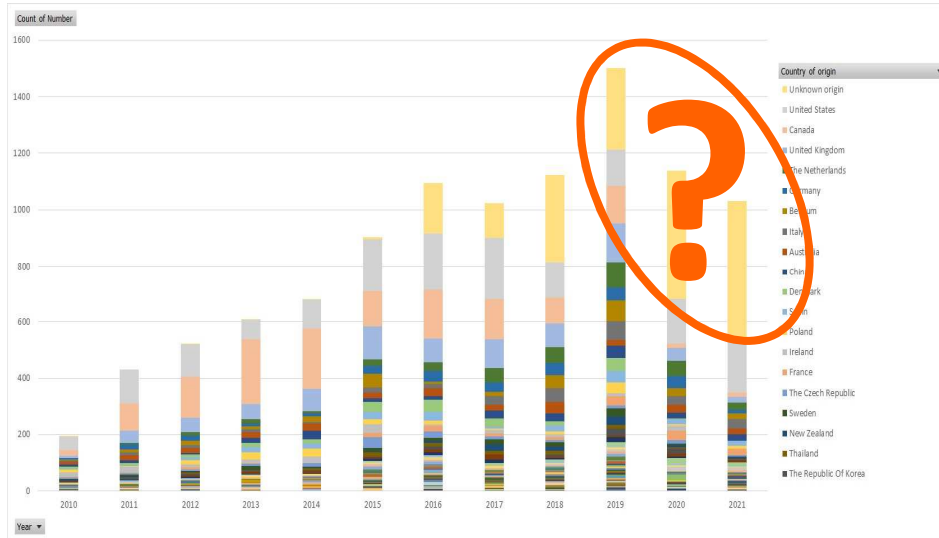
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# Historical Overview Country Of Notification



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## Historical Overview Country Of Origin



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## Poll

**What do you think is the average cost of a recall?**

- 50% of the total revenue
- 20% of the total revenue
- 10% of the total revenue
- 1% of the total revenue
- 0.1% of the total revenue



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# Impact Of Recalls

- Financial
  - 0.1% to 10% of total revenue of the company
  - 1% to 100% of net profit

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# Impact Of Recalls



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## Impact Of Recalls

- Financial
  - 0.1% to 10% of total revenue of the company
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- Brand damage (especially retail brands / free from brands)
  - Drop in sales volume which takes 10 years to recover

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## Impact Of Recalls



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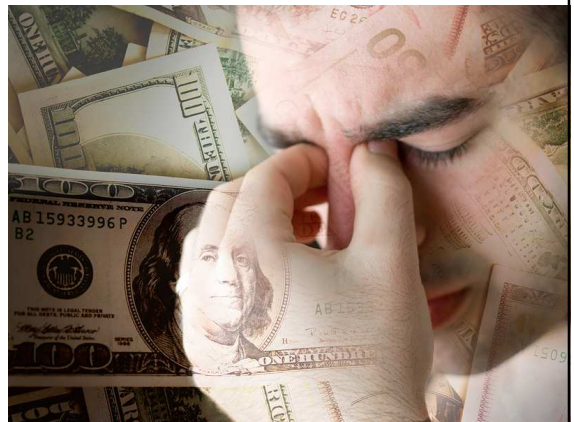
## Impact Of Recalls

- Financial
  - 0.1% to 10% of total revenue of the company
  - 1% to 100% of net profit
- Brand damage (especially retail brands / free from brands)
  - Drop in sales volume which takes 10 years to recover
- Resources
  - Time of staff
  - Rescheduling production (efficiency)
  - Additional handling & transport

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## Impact Of Recalls

- Co-packing operations (often overlooked as risk)
  - Loss of volume of involved customer
  - Loss of volume of other customers
- Additional audits
  - Authorities
  - Customers
- Personal
  - Depression & burnout



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## Poll

**Which of the five basics not being in order causes most allergen based recalls ?**



- Collect raw material information
- Apply correct recipe
- Design correct label
- Prevent exchange of products and labels
- Prevent cross contact

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## Examples Of Allergen Related Issues



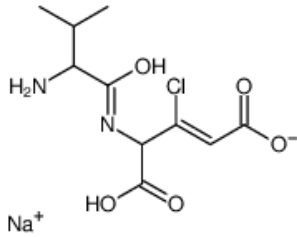
Raw materials

- Understanding the supplier processes and their supply chain in detail

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## Examples Of Allergen Related Issues



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## Examples Of Allergen Related Issues



### Raw materials

- Understanding the supplier processes and their supply chain in detail



### Storage and transport

- Understanding risks of cross-contamination

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## Examples Of Allergen Related Issues



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# Examples Of Allergen Related Issues



## Raw materials

- Understanding the supplier processes and their supply chain in detail



## Storage and transport

- Understanding risks of cross-contamination



## Recipe management

- Understanding the meaning and content of raw materials
- Master data accuracy
- Manually creating lists of allergens

# Examples Of Allergen Related Issues

Recipe name: Bread example 1 with Nutrient report		Stage 1		Stage 2		Stage 3		Stage 4		Final stage	
MCU	Description	Amount	Market Pkg.	Performance	Subtype	Knock mix					
Unit	Unit	Qty	Unit	Qty	Qty	Qty	Qty	Qty	Qty	Qty	Qty
10000	Wheat flour, whole grain	1.000	1.000	1.000							
10000	Wheat flour, white gran.	1.000	1.000								
10000	Yeast, dry	0.005	0.005								
10000	Vanillin, natural	0.001	0.001								
10000	Milk, sweet, evaporated	0.001	0.001								
10000	Salt, table	0.001	0.001								
BPF Total @ Required BPF		175.54%	1.716.00	25.00%	250.00	25.00%	250.00	25.00%	250.00	25.00%	250.00
Max. required		100.00%	1.000.00	100.00%	1.000.00	100.00%	1.000.00	100.00%	1.000.00	100.00%	1.000.00
				Sum	100.00%	1.000.00	100.00%	1.000.00	100.00%	1.000.00	1.000.00
Generic info		Final product		Cumulative process change							
Unit	Unit	Qty	Qty	Qty	Qty	Qty	Qty	Qty	Qty	Qty	Qty
10000	Wheat flour, whole grain	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000
10000	Wheat flour, white gran.	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000
10000	Yeast, dry	0.005	0.005	0.005	0.005	0.005	0.005	0.005	0.005	0.005	0.005
10000	Vanillin, natural	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001
10000	Milk, sweet, evaporated	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001
10000	Salt, table	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001	0.001



## Examples Of Allergen Related Issues



### Label management

- Provision of label data from recipe management system
- Errors made during printing



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## Examples Of Allergen Related Issues



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## Examples Of Allergen Related Issues



### Label management



- Provision of label data from recipe management system
- Errors made during printing
- Errors made during handling and storage of labels
- Absence of automated end of line checks on labels

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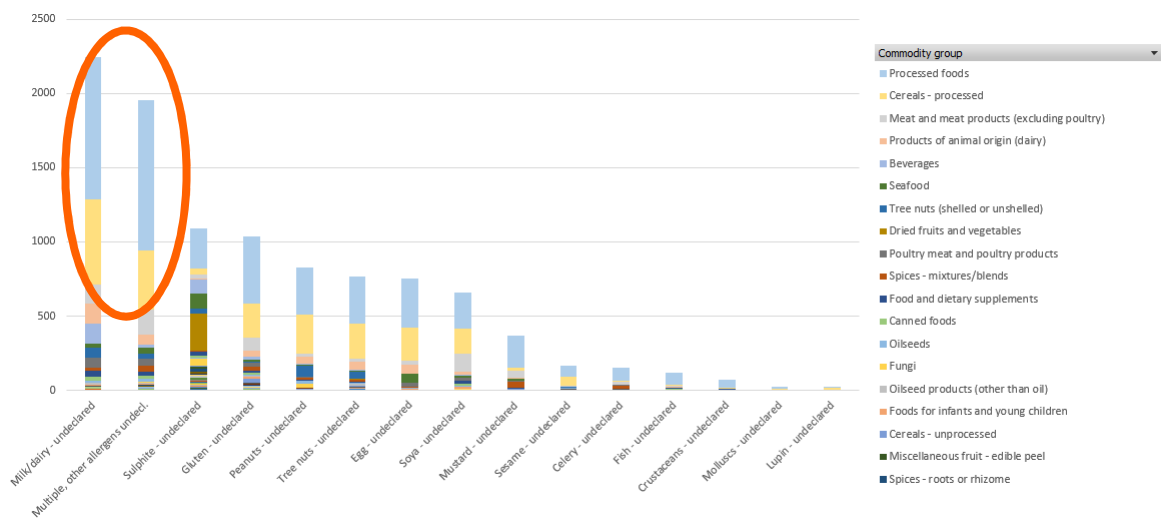


### Operations

- Manual dosing of minor ingredients
- Product sequencing
- Cleaning execution & cleaning validation

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## Which Allergens Are Most Involved In Recalls?



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## A Final Misperception...



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## ... The Devil Is In The Detail



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