

# LCBO

QA ALERT PORTAL

LCBO Quality Services, Grocery Operations & IT Systems

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## LCBO QA Alerts | Product Recalls

- **WHY?** Barb Chapple, Manager Quality Services
- **WHAT?** Leanne Rhee, Manager Grocery Operations
- **HOW?** Eddie Chan, Senior Systems Analyst IT
- **QUESTIONS?**

LCBO is integrating product recall requirements into grocery and wine boutique operators internal systems for an efficient and streamlined process.

The need to evolve is driven by the market growth, where LCBO now has in excess of 1000 business units to communicate with to ensure product quality and safety in Ontario.

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## Grocers Welcome to Beverage Alcohol Sales



## Responsible for product quality and safety

1. Meet Ontario and Federal regulatory requirements
2. Meet LCBO and CALJ standards



### Primary Role of QA

*“To ensure all beverage alcohol products offered for sale are compliant with regulatory requirements for composition, packaging and labelling.”*









Safe for Consumption

## Legislation



CFIA-ACIA

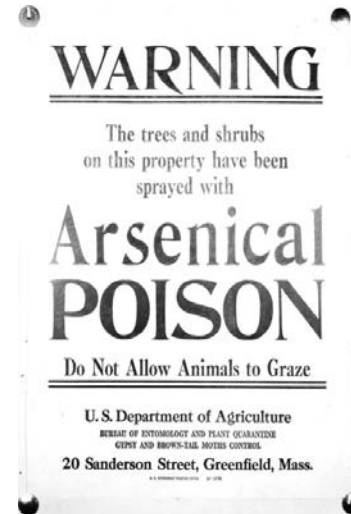


Health  
Canada

Santé  
Canada

- ✓ Food & Drugs Act & Reg's
- ✓ Consumer Packaging & Labelling Act & Reg's
- ✓ Ontario LLA & LCA
- ✓ Ontario Wine Content & Labelling Act & Reg's

compliant



## What can go wrong?

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### Potential Quality issues related to

- Improper storage conditions
- Temperature extremes or fluctuations
- Exposure to UV light
- Damage to selling-unit packaging, seals, handles
- Breach of tamper-evident closures



# What can go wrong?

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# What can go wrong?

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# What can go wrong?

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# What can go wrong?

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- Damage to selling-unit packaging, seals, leakage
- Torn or missing labels
- Breach of tamper-evident closures
- U.P.C. bar code scanning issues



- Chemical
- Microbiological
- Sensory faults
- Physical changes
- Packaging deformations
- Light Struck



# Optimal Storage Conditions

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- Away from sources of warmth or extreme cold
- Avoid fluctuations between hot and cold
- Out of direct sunlight
- Stock Rotation - FIFO

# Storage Temperature

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### Beer

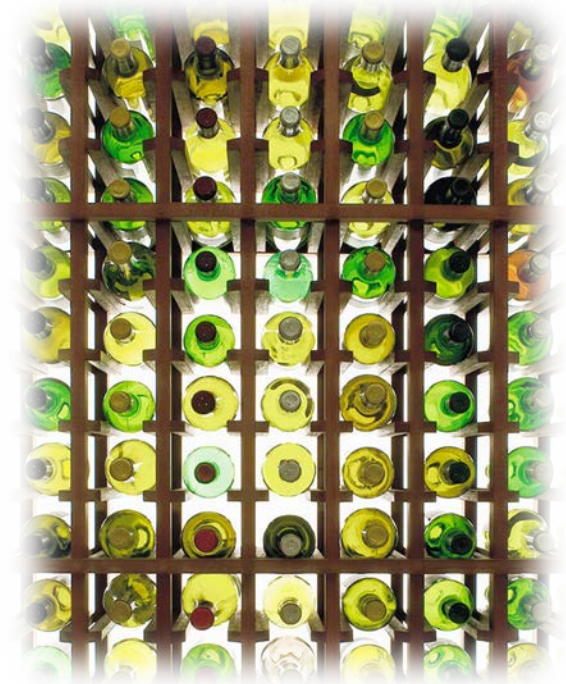
- May be unpasteurized – if so keep chilled
- Refer to date codes – vary by supplier
- Range from 3 months
- Keep bottled beer away from sunlight and heat

### Cider

- Same as Beer

### Wine

- More stable and longer shelf life than beer, but can deteriorate



- Product is withdrawn from sale, all channels
- Repatriated to LCBO from Grocery & Wine Boutique stores for destruction
- Retail stock destroyed
- Warehouse stock returned or destroyed
- Investigation is launched with CFIA

## Impact to the business?

1. Risk of liability
2. Out of market for days to weeks or longer
3. Impact to Brand LCBO, Grocer, Manufacturer



The new process uses a web application, QA Alert, for grocery and wine boutique operators to respond to product quality alerts issued by LCBO.

Grocery and Wine Boutique head offices are responsible for reporting on behalf of their corporately owned stores and distribution centres.

Owners of franchisee locations are responsible for reporting for their own stores unless corporate franchisor has expressly assumed responsibility for franchisee locations.

# Recall Evolution- What is new?

Current State	Future State
Product Recall communication from Grocery Operations	Product Recall communication from QA Alert to appropriate contact
Manual process; lack of integration with grocery internal product recall systems	Automated process; integration with grocery internal product recall systems
Responsibility to respond with individual store operators	Responsibility to respond with head offices and/or franchisee locations
Respond and report affected inventory within 3 hours	Acknowledge QA Alert within 3 hours; Report affected inventory within 15 days
Follow up with individual store operators	Follow up with head offices and/or franchisee locations
Return/Refund Authorization form completed and sent to Grocery Operations prior to product pick up	Product Recall form completed and included with returned product
Lengthy wait for product pick up	Timely pick up of affected product
Lengthy wait for credit for product returned	Timely credit for product returned

# How will I receive product recall communication?

You will receive an LCBO QA Alert email outlining the affected product and specific instructions.

LCBO Product Recall CRITICAL - CLASS 1 Alert: QA1121 - Message (HTML)

FILE MESSAGE McAfee E-mail Scan

Ignore Delete Reply Reply Forward Meeting Move to: ? To Manager Rules + Mark Categorize Translate Find Related + Zoom

Delete Respond Quick Steps Move OneNote Actions Unread Tags Editing Zoom

Wed 5/17/2017 11:28 AM

PILOT.Product.Recall@lcbo.com [Do Not Reply] <PILOT.Product.Recall@lcbo.com>

LCBO Product Recall CRITICAL - CLASS 1 Alert: QA1121

To: QAAlertGroceryQA; QAAlertAdminQA

If there are problems with how this message is displayed, click here to view it in a web browser.

Alert #: 1121  
Alert Date: 5/17/2017 11:28 AM  
Alert Type: CRITICAL - CLASS 1  
Affected Product:

Product Name	Product ID	Image	Lot#, Vintage or Date Code	Immediate Action	Reason
MUMOND CREAM APERA Size: 750ml	LCBO Item #: 20248 JPC: 04810202976	<a href="http://www.lcbo.com/verifier/04810202976/04810202976">http://www.lcbo.com/verifier/04810202976/04810202976</a>	123456	Immediately remove from sale	Quality Issue

Remove stores, please distribute to all of your store numbers

This is the standard message for all channels

this font has been modified to catch your attention

**Step 1: ACKNOWLEDGE ALERT**

If your store (s) has affected inventory:

- Communicate the product recall to all stores and staff
- Remove all products identified in the above recall notice from the customer/warehouse area
- Secure & isolate affected product, the recall, seal and store the product in a secure location where staff and customers cannot access it
- Report completion of these steps on the LCBO QA Recall Portal: <http://www.lcbo.com/qa-recall-portal> within 3 hours of product recall alert receipt.
- Display the Public Notice (French and English) in a prominent location, visible to customers (e.g., the 3x door or near the cash).

OR

If your store(s) does not have any affected product, you must report zero inventory on hand on the LCBO QA Recall Portal: <http://www.lcbo.com/qa-recall-portal> within 3 hours of product recall alert receipt and display the Public Notice (French and English) in a prominent location, visible to customers (e.g., the 3x door or near the cash).

**Step 2: REPORT AFFECTED INVENTORY**

If your store (s) has affected inventory:

- Go to the LCBO QA Recall Portal at <http://www.lcbo.com/qa-recall-portal> and enter the number of units of affected product(s) to be returned to the LCBO by location. This must be completed within two (2) weeks of product recall alert receipt.
- Handle any for in-stock and on-order quantities to be checked, marked and marked upon receipt.
- Complete a Product Recall Form at <http://www.lcbo.com/qa-recall-portal> for each location with affected inventory.
- Print two copies of the Product Recall Form.
- Include one copy of the Product Recall Form inside the box
- Place one copy of the Product Recall Form for your records
- Seal the LCBO assigned store number (e.g., L... ) clearly on the outside of the box
- Remove stock alert a review of the pending product to the LCBO designated center and the location of the product to be turned over to avoid delay in recall

LCBO designated center will pick up the affected inventory at each store location. You do NOT need to contact the vendor. LCBO has arranged for pickup. All of the recalled product must be returned to LCBO - the manufacturer should not pick up, purchase or swap out affected inventory.

Please contact Grocery Operations at [groceryops@lcbo.com](mailto:groceryops@lcbo.com) (416-565-5842) if you have questions regarding procedures.

Unable to log in to: SharePoint.

## **Step 1: Acknowledgement of QA Alert**

- Within three (3) hours of receipt
- One of two responses is required:
  1. Do not carry product, OR
  2. Carry product; received the product alerts described in the listed recall, and initiated product recall actions to secure the listed product(s) and prevent sales to the public.

## **Step 2: Report Affected Inventory to make a claim to the LCBO for reimbursement**

- Within three (3) days of receipt
- With up to twelve (12) days after to revise quantities, if required
- For each authorized location report affected inventory in units; for locations with no affected inventory, enter 0.

## **Required for a credit by the LCBO**

1. Report affected inventory in QA portal
2. Completion of Product Recall form
3. Affected product securely packed in a box with the completed product recall form inside and the LCBO assigned store number (5\_\_ \_) clearly marked on the outside of the box
4. Return to LCBO's designated courier upon arrival at store

## **Most common errors:**

- No/incomplete paperwork
- No LCBO store # on box (5 \_ \_ \_)
- No identification
- Affected product not securely packed
  - Loose, in plastic bags, in milk crates, in open boxes

## **Most common errors:**

- Product not part of recall returned
- Affected product returned to wrong carrier/courier
- Staff not aware of pending pick up/location of product to be picked up
  - Multiple pick ups required

## What is the impact to store operators?

Errors can negatively impact your credit from the LCBO and affect the timeliness of reimbursement.

## QA Alert Portal User Guide for Grocery & Wine Boutique Operators


LCBO

QA Alert Portal  
User Guide  
for  
Grocery & Wine Boutique  
Operators

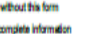
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Grocery Operations website

[www.lcbowholesaleoperations.com](http://www.lcbowholesaleoperations.com)



## Product Recall Form



**Instructions:**

- Complete this form for **recalled product ONLY**. All fields must be typed.
- Print two (2) copies of this form. Include one (1) copy inside the box to be returned to LCBO. Keep one (1) copy for your records.
- Write the **Store Operator Number** (your LCBO assigned store number i.e., 5-...) clearly on the outside of the box.
- Ensure store staff is aware of the pending pickup by the LCBO's designated carrier and the location of the product to be turned over to avoid a delay in credit.

**NOTE: Credit may not be processed if:**

- Recalled product is not returned to LCBO
- Recalled product is returned to LCBO without this form
- Forms submitted incorrectly or with incomplete information
- Other product(s), not part of the recall, are returned to LCBO

Store Operator Number (i.e., LCBO assigned store number 5-...)		_____ Signature		_____ Date	
Store Operator Name		Contact Name		Email	
Phone Number		Phone Number		Phone Number	
Address				City	
				Postal Code	
LCBO Item No.	Product Description			Quantity (Units)	Alert Number (QA-...)
LCBO Designated Carrier to pick up recalled product:		TForce Integrated Solutions    Contact No. 416-719-7925/ 1-800-285-6085 Ext. 7925			
<b>LCBO USE ONLY</b>					
Quantity received (units)				Reference No:	
Prepared By	Signature	Date	Approved By:	Signature	Date
Remark(s)					

**Waste Form**

LCB 3415 04/17

# LCBO

# Grocery Operations

# Policies & Procedures Manual for Authorized Store Operators

Version 1.4 May 2017

## Live Demo of the new QA Alert portal

Goals	Duration	Comments
Pilot Testing	May 29 – June 8	Sobeys Farm Boy Lamantia's
Pilot Test Signoff	June 9	
Resources Available	June 12	<a href="http://www.lcbowholesaleoperations.com">www.lcbowholesaleoperations.com</a>
User IDs distributed	June 14	
Launch – QA Alert portal	June 14	

What questions  
do you have?

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