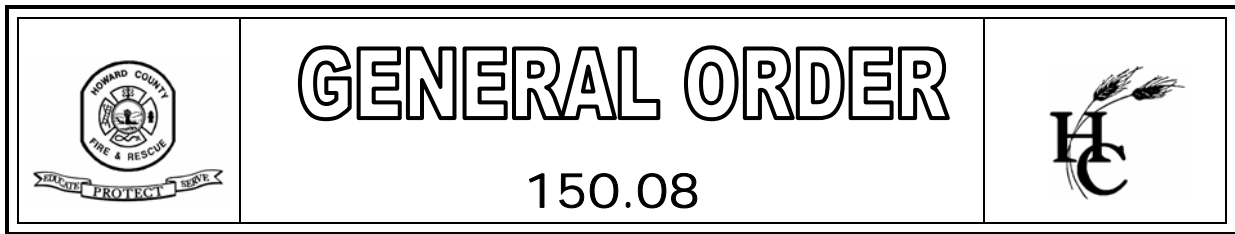


# DEPARTMENT OF FIRE AND RESCUE SERVICES



Originating From	Issue Date	Revision Date	Attachments
<b>Administration</b>	<b>4/7/2000</b>	<b>N/A</b>	<b>A-E</b>

**SUBJECT: Product Recalls**

**APPLICABILITY: All Personnel**

**POLICY:**

The safety of our members is paramount. Once the Howard County Department of Fire and Rescue Services (DFRS) is aware of a product recall, immediate action shall be undertaken to assess the information, prioritize the recall among other outstanding recalls, and assign a person responsible for overseeing the recall. The recall shall remain active until all outstanding, identified problems have been corrected.

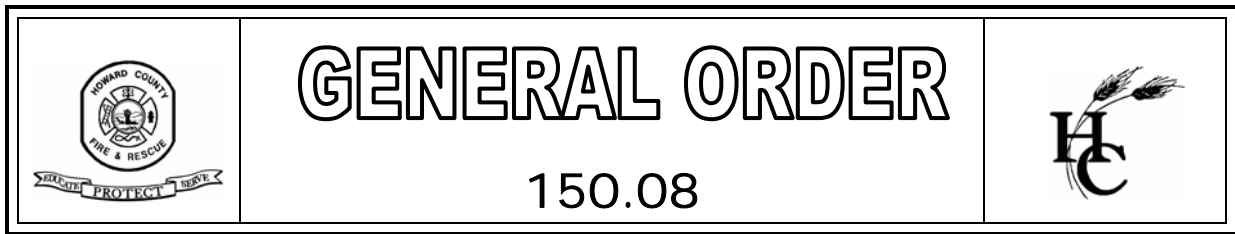
1 GENERAL

- 1.1 All members shall be responsible and accountable to report any suspected recall notification to the Health and Safety Officer for further investigation.
- 1.2 DFRS will fully investigate the validity of each recall notification reported to it. In the event that a recall notification proves accurate, DFRS shall ensure that any processes of DFRS affected by the recall are corrected in a timely fashion.
- 1.3 DFRS shall follow manufacturer's directives for resolution of the issue, pursuant to the recall notification.

2 DEFINITIONS

- 2.1 The **Health and Safety Officer (HSO)** is the person who manages and administers the occupational health and safety program for DFRS. He/she shall be responsible for the initial assessment of a recall notification, the prioritization of the recall, the assignment of a recall manager for each recall, and the tracking of progress on all outstanding product recalls.
- 2.2 A **member** is any DFRS employee, county volunteer or participating corporate volunteer.
- 2.3 A **recall** is a request by the manufacturer, which can be either mandatory or voluntary, for the return of a product that may be defective or contaminated.
- 2.4 A **Recall Manager** shall be the person responsible for the resolution of a known

# DEPARTMENT OF FIRE AND RESCUE SERVICES

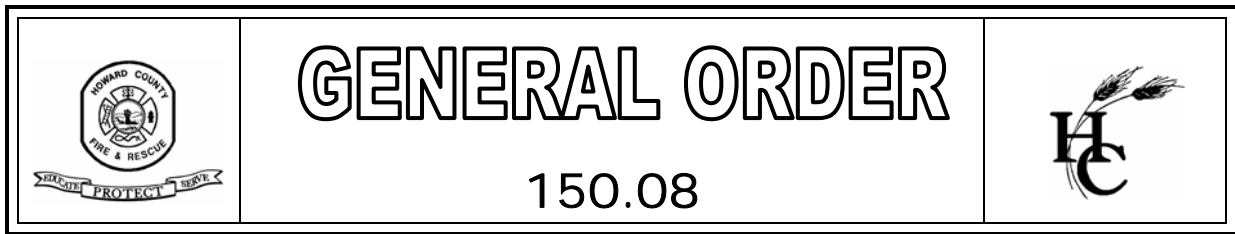


product recall. He/she shall develop a written plan, to include a time line, for the resolution of the product recall. He/she shall ensure that the HSO remains informed as significant events occur during the resolution of the recall. He/she shall prepare a written, monthly report for the HSO regarding progress for correction of the recall notification.

### 3 GUIDELINES FOR INVESTIGATING REPORTED RECALLS

- 3.1 Upon receipt of a recall notification, members shall notify the HSO in writing (i.e., e-mail or interoffice memo) by forwarding the recall topic along with any source information and all supporting documentation.
  - 3.1.1 The HSO shall confirm receipt of the recall notification, either written or verbal, with those members who initially forwarded the notification.
- 3.2 The HSO shall make an initial assessment regarding the validity of the notification.
- 3.3 If the HSO deems the recall issue valid, he/she shall assign a priority to the recall.
  - 3.3.1 In determining priority, he/she shall at a minimum:
    - 3.3.1.1 Contact the appropriate individuals (including, but not limited to, the Howard County Safety Coordinator, the Howard County Office of Law and the Howard County Office of Risk Management) in order to notify them of the recall and to seek guidance on recall resolution tactics;
    - 3.3.1.2 consider the likelihood of harm and the seriousness of the harm that could occur to DFRS members and/or the public; and,
    - 3.3.1.3 consult the Hazard Priorities chart (Attachment A) to aid in assigning the appropriate hazard classification.
  - 3.3.2 The priority of the recall may change based upon actions accomplished as well as other constraints.
- 3.4 The HSO shall notify the appropriate Bureau Deputy Chief and the Fire and Rescue Chief of the recall. The HSO, in cooperation with the Bureau Deputy Chief, shall assign a Recall Manager to oversee the resolution of the recall issue.
- 3.5 The Recall Manager shall be responsible for the direct supervision of those people assigned to work on the recall.
- 3.6 The Recall Manager shall verbally keep the HSO informed of all developments as they occur during the entire process of settling the recall; however, each development shall also be documented for the master file.

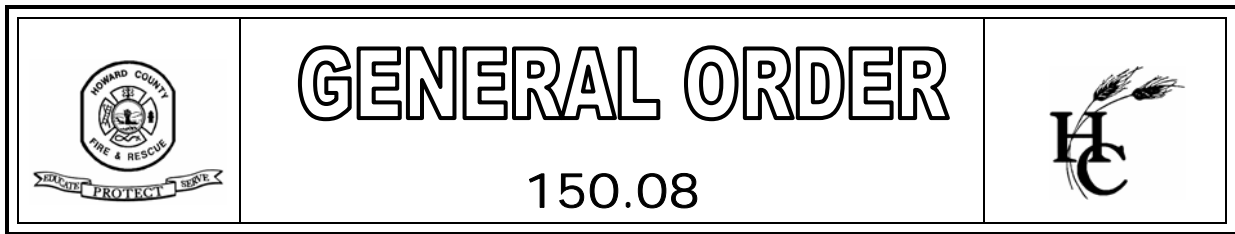
# DEPARTMENT OF FIRE AND RESCUE SERVICES



#### 4 GUIDELINES FOR DOCUMENTATION OF VALID RECALLS



- 4.1 The HSO shall enter all recall notifications which are deemed valid into the Recall Log (Attachment B).
  - 4.1.1 A recall shall remain active in this log until the recall issue is completely resolved and the risk associated with it mitigated.
- 4.2 The HSO shall develop and distribute to all members a written informational message (e-mail or interdepartmental memo) which outlines the recall notification, to include the known risks and hazards, the probable resolutions, and the name of the individual overseeing the recall.
  - 4.2.1 It is the responsibility of each supervisor (volunteer chief, station captain, administrative supervisor, etc.) to ensure that all subordinates are aware of the recall in a timely manner.
    - 4.2.1.1 The supervisor is to obtain the date, name and signature of each individual affirming that he/she has been made aware of the recall issue, the possible dangers, and procedures to be followed for resolution of the situation. This proof of notification is to be forwarded to the Recall Manager for placement in the master file.
- 4.3 The Recall Manager and the HSO shall develop a written Recall Investigation Plan (Attachment C).
  - 4.3.1 The plan shall include:
    - 4.3.1.1 assignment of responsibility and deadlines for specific tasks;
    - 4.3.1.2 methods of validating that recall products have been removed from service, if applicable;
    - 4.3.1.3 consideration of whether recalled product/part should be preserved until the recall is completed;
    - 4.3.1.4 cost to DFRS of implementing this recall plan; and,
    - 4.3.1.5 amount and likelihood of costs to be recovered from the vendor.
  - 4.3.2 The plan shall be approved by the Bureau's Deputy Chief and the Fire and Rescue Chief.
  - 4.3.3 Written modifications shall be made to the plan as necessary.
  - 4.3.4 The Recall Investigation Plan shall be considered active until the issue is completely resolved and the risk associated with it mitigated.

# DEPARTMENT OF FIRE AND RESCUE SERVICES



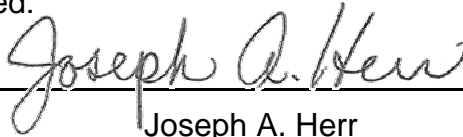
- 4.4 Each Recall Manager shall complete a Monthly Recall Status (Attachment D) outlining the current month's progress on the recall.
  - 4.4.1 The Monthly Recall Status is due to the appropriate Bureau Deputy Chief and the HSO on the last day of the month.
- 4.5 The HSO shall complete a Monthly Recall and Safety Issue Report (Attachment E) outlining the previous month's progress on all recalls and the status of outstanding safety issues.
  - 4.5.1 The Monthly Recall and Safety Issue Report is due to the Fire and Rescue Chief on the 5<sup>th</sup> day of the month.
- 4.6 Upon resolution of the recall, the HSO shall prepare a final written statement regarding the closure of the recall issue. The statement may include information pertaining to the initial notification, the specific problem which caused the recall, the plan developed for resolving the problem, and any other pertinent information.
- 4.7 Each Recall Manager shall maintain a master file of all documents pertaining to the recall.
  - 4.7.1 The file shall be centrally located, but with immediate access limited to the Recall Manager and the HSO.
  - 4.7.2 All file documentation shall be retained for three years from the date of compliance (i.e., the information must be kept for three years from the date the recall is completed, **NOT** three years from the date the recall is issued).
  - 4.7.3 File documentation shall include, but is not limited to,
    - 4.7.3.1 Manufacturer's recall notification;
    - 4.7.3.2 Recall Investigation Plan (Attachment C);
    - 4.7.3.3 All Monthly Recall Status forms (Attachment D);
    - 4.7.3.4 Documentation outlining any lessons learned or failures experienced pertaining to the recall issue;
    - 4.7.3.5 All e-mail communication related to the recall which was originated by or received by the Recall Manager.
      - 4.7.3.5.1 Where possible, the file shall include e-mail receipt documentation for communications originated by the Recall Manager. This will demonstrate receipt of the message by the addressee(s).
    - 4.7.3.6 Documentation by the Recall Manager listing date/time/person to whom information was disseminated (i.e., date/time information relayed to HSO,

# DEPARTMENT OF FIRE AND RESCUE SERVICES

 <p>HOWARD COUNTY FIRE &amp; RESCUE SERVING PROTECT SERVE</p>	<h2>GENERAL ORDER</h2> <h3>150.08</h3>	
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- date/time information distributed to members, etc.);
- 4.7.3.7 Documentation from each supervisor listing the names and signatures of those individuals informed of the recall issue; and,
  - 4.7.3.8 Any other documentation applicable to the recall issue.

Approved:



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Joseph A. Herr  
Fire Chief

## Hazard Priorities

		FREQUENCY		
		High	Moderate	Low
R I S K	High	High/High	High/Moderate	High/Low
	Moderate	Moderate/High	Moderate/Moderate	Moderate/Low
	Low	Low/High	Low/Moderate	Low/Low

# Recall Log

Date Rec'd	Target Resolution Date	Actual Resolution Date	Priority	Recall Manager
Issue				
Comments				

Date Rec'd	Target Resolution Date	Actual Resolution Date	Priority	Recall Manager
Issue				
Comments				

Date Rec'd	Target Resolution Date	Actual Resolution Date	Priority	Recall Manager
Issue				
Comments				

# Recall Investigation Plan

Date of Plan: \_\_\_\_\_ Target Resolution Date: \_\_\_\_\_ Priority: \_\_\_\_\_

Recall Manager: \_\_\_\_\_

Comprehensive Description of Recall Issue: \_\_\_\_\_

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Origin of Recall Notice (person/organization/source): \_\_\_\_\_

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Date DFRS First Received Notification of Recall Issue: \_\_\_\_\_

Detailed Description of Guidelines for Recall Mitigation: \_\_\_\_\_

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Time Line for Recall Mitigation:

Date for Task	Responsible	Task
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Recall Investigation Plan

Cost to HCFR of Implementing this Recall Plan:

(factors to be considered include, but are not limited to: cost of expected manhour expenditures, cost of downtime of recalled product/part, replacement costs for recalled product/part, value of replacement product/part when returned to vendor, etc.)

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Amount and Likelihood of Costs to be Recovered from the Vendor:

(factors to be considered include, but are not limited to: availability of replacement product/part, amount of replacement product/part cost to be covered by vendor, etc.)

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Submitted by:

Approved by:

\_\_\_\_\_  
Recall Manager

\_\_\_\_\_  
Bureau Deputy Chief

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\_\_\_\_\_  
Health & Safety Officer

\_\_\_\_\_  
Fire Chief

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Monthly Recall Status

**DUE:** Last day of each month until recall issue is mitigated  
**FORWARD** to Bureau Chief    **CC** to Health & Safety Officer

Status as of (date): \_\_\_\_\_ Target Resolution Date: \_\_\_\_\_ Priority: \_\_\_\_\_

Concise Description of Recall Issue: \_\_\_\_\_

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Recall Manager: \_\_\_\_\_

Activities Completed During Current Month: \_\_\_\_\_

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Activities Outstanding: \_\_\_\_\_

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Submitted By:

\_\_\_\_\_  
Signature of Recall Manager

\_\_\_\_\_  
Date

# Monthly Recall and Safety Issue Report

**Forward** to Fire and Rescue Chief by 5<sup>th</sup> day of following month

Status of all outstanding recalls for the month of: \_\_\_\_\_

1. Recall Issue: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recall Manager: \_\_\_\_\_

Target Resolution Date: \_\_\_\_\_ Priority: \_\_\_\_\_

Status: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Recall Issue: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recall Manager: \_\_\_\_\_

Target Resolution Date: \_\_\_\_\_ Priority: \_\_\_\_\_

Status: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Safety Issues:

- 1.
- 2.

Miscellaneous:

- 1.
- 2.

Submitted by:

\_\_\_\_\_  
Health and Safety Officer

\_\_\_\_\_  
Date