

Document ID	Revision	Published Date	Document Title
GOSOP-002	01	7/26/2024	RECALL/WITHDRAWAL PROCESS FOR GO BRANDS SUPPLIERS

1. PURPOSE

To outline the key steps that GO Brands Suppliers need to follow to Recall or Withdraw GO Brands Products at Grocery Outlet.

2. DEFINITIONS

Product Recall:

Initiated when consumption or use of the product may be life threatening or represent a health hazard to the consumer. There are 3 classifications of Recalls:

- **Class I Recall:** A situation in which there is a reasonable probability that the use of or exposure to a violative product will cause serious adverse health consequences or death.
- **Class II Recall:** A situation in which use of or exposure to a violative product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote.
- **Class III Recall:** A situation in which use of or exposure to a violative product is not likely to cause adverse health consequences.

Product Withdrawal:

- The voluntary removal or correction of a product or ingredient that does not meet product specifications but does not pose a hazard to the customer.

3. RESPONSIBILITY

The following people can initiate a Recall/Withdrawal with this defined process:

- GO Brands Leadership Team (including GO Brands Technical Services Team)
- GO Brands Suppliers
- Legal
- Safety
- Grocery Outlet Leadership

4. RECALL PROCESS

A. Notification:

1. Supplier must be prepared to provide the following within 4 hours of determination that a Withdrawal or Recall is necessary:
 - i. Supplier Name and Manufacturing Address (including Address, City, State, & Zip Code)
 - ii. Reason (Withdrawal or Recall) and Classification (if applicable, for Recalls only)
 - iii. ICSR (individual Case Safety Report) Number (if applicable)
 - iv. Primary Contacts (including Name, Title, Phone, and Email)
 - v. UPC Code(s)
 - vi. Product Name (including the brand)
 - vii. Packaging Size
 - viii. Lot Number(s)
 - ix. Expiration Date(s), Use By, Best Before
 - x. PO Number(s)
 - xi. Lot Trace Report (including identifying all products by UPC and Lot Code delivered to each

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Grocery Outlet receiving location or Warehouse, total number of cases affected, total number of cases still in possession by the Supplier)

- xii. Confirm Product Disposition Instructions (i.e. Hold for Pickup, Destroy, or Dispose Under Supervision) including any Hazardous Waste information.

B. Public Notice

- For Class 1 Recalls:
 - a. Supplier and Grocery Outlet Recall Team will prepare a public notice for issuance to the FDA/USDA and the media.
 - b. Supplier will report a Class I Recall to the FDA's Reportable Food Registry (RFR) and obtain an Individual Case Survey Report (ICSR) number. For further guidance, refer to <http://www.fda.gov/reportablefoodregistry>

C. Corrective Action

1. Supplier must provide a Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) within 7 days of the Recall or Withdrawal Initiation.
2. Any supplier that fails to comply with the GO Brands Recall/Withdrawal Process may be placed on probation or subject to termination as a GO Brands Supplier.

D. Fees

- Supplier will be subject to all disposal and hazardous waste fees

5. RECALL TEAM CONTACTS

Contact Escalation	Name	Title	Email	Phone Number
Primary	Langdon Ngo	Director, Tech Services	lngo@cfgo.com	408-666-3279
Secondary	Kat Chin	Senior Director, GO Brands	kchin@cfgo.com	510-303-3597
Tertiary	Don Davidson	VP, GO Brands	ddavidson@cfgo.com	925-259-7141

Revision History				
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01	Created	L. Ngo	GO Brands Team	7/26/2024