



Product Recall Policy

Objective:

The objective of this policy is to ensure prompt and efficient handling of product recalls in order to protect the safety and well-being of our customers and maintain the reputation of our company. This policy applies to all products distributed and sold by our company.

1. Product Recall Team:

A designated product recall team will be established to oversee and manage all aspects of product recalls. The team will consist of representatives from key management departments, such as, Sales, Product development, customer service, and senior management. The team will be responsible for coordinating the recall process and ensuring all necessary steps are taken.

2. Identification of Potential Recall:

Any information or evidence indicating a potential safety issue or non-compliance with regulatory standards related to a product should be immediately reported to the product recall team. This can include reports from customers, suppliers, testing laboratories, or any other relevant sources.

3. Assessment and Investigation:

Upon receiving a report indicating a potential issue, the product recall team will promptly initiate an assessment and investigation process. This will involve gathering information, conducting internal and external investigations, and consulting with experts, as necessary, to determine the severity of the issue and the appropriate course of action.

4. Decision-Making:

Based on the findings of the assessment and investigation, the product recall team will determine the level of risk in relation to the product and whether a product recall is necessary, or some other form of corrective action should be taken. Factors to consider in this decision-making process include the potential risk to customers, legal and regulatory requirements, and the potential impact on the company's reputation. The decision making process, the decision taken and the reasons for taking that decision will all be fully documented, and all relevant parties will be informed.

5. Recall Plan and Execution:

If a product recall is deemed necessary, the product recall team will develop a comprehensive recall plan. This plan will include the following:

- Identification of affected products: Clearly define the scope of the recall, including batch numbers, dates of in-bound, and any other relevant identification details.
- Identification of the customers, regulatory authorities (e.g Trading Standards Authority & Office of Product Safety & Standards), suppliers and other affected parties that may need to be contacted.



- Communication strategy: Develop clear and concise messages to be communicated to customers, regulatory authorities, suppliers, and any other affected parties. Identify any other information that needs to be made available (e.g. Q&A information, contact details for queries). Determine the most appropriate channels to disseminate the information, such as press releases, website notices, social media, and direct communication.
- Product retrieval and disposal: Establish procedures for the collection and disposal of the affected products. This may include coordinating with retailers, distributors, or other stakeholders to ensure the products are properly removed from the market.
- Reporting and record-keeping: Maintain detailed records throughout the recall process, including all communication, steps taken, and outcomes. This information should be made available for regulatory authorities upon request.

6. Monitoring and Follow-up:

The product recall team will closely monitor the progress of the recall, ensuring that all necessary actions are being taken in a timely manner. Regular updates will be provided to senior management and other relevant stakeholders. Once the recall is complete, a review will be conducted to identify any areas for improvement in the recall process and make appropriate adjustments for future incidents.

7. Regulatory Compliance:

Our company will comply with all legal and regulatory requirements related to product recalls. We will cooperate fully with relevant authorities and provide them with the necessary information and documentation upon request.