

1.0 Purpose

This procedure is formulated in accordance with the provisions of the Food Safety Law of the People's Republic of China, its enforcement regulations, Regulation of Food Recall Management and other laws and regulations, with a view to strengthening the management of food production and marketing, reducing and avoiding the hazards of unsafe food, and safeguarding the health and life of the public.

2.0 Scope of application

- 2.1 It is applicable to the products and others manufactured by the company and relevant factories;
- 2.2 It is applicable to the suppliers of raw material or ingredients, including distributors and manufacturers;
- 2.3 It is applicable to related distributors of foods, including supermarket;
- 2.4 It is applicable to the relevant parties of the company's outsourcing products.

3.0 Responsibilities

3.1 Decision-making team and responsibilities

Group leader, general manager, is responsible for the final decision of recall/withdrawal.
The team members are responsible for assisting the general manager in decision-making.

3.2 Implementation team and responsibilities

Lead quality control manager, lead recall/recall and report to the decision team.
Deputy leader, production manager, responsible for the overall recall/withdrawal plan;

3.3 Quality control department

Responsible for issuing instructions; Product inspection and evaluation; Review and publicize the recall/withdrawal results as appropriate; Organize recall/recall exercise;

3.4 Production department

Cooperate with the cause analysis and effectively implement the improvement measures;

3.5 Warehousing department

Responsible for the dispose of recall/withdrawal products according to the conclusions of the group;

3.6 Sales department

Responsible for formulating the reasons for recall/withdrawal, and issuing the documents required for product recall/withdrawal;

3.7 Departments of execution:

Collect and respond to customer complaints, provide product flow direction, and carry out product recalls/withdrawal;

Responsible for coordinating product transportation;

Responsible for shipping products to designated locations;

Responsible for the inventory of products;

Responsible for communicating with customers about recovery/replacement methods;

Responsible for accounting the cost and loss caused by product recall/withdrawal;

Responsible for coordinating the warehouse to check the product batch flow and inventory.

4.0 Relevant documents

- 4.1 Product identification and traceability management procedures
- 4.2 Regulations of food recall management

5.0 Procedure

5.1 Unsafe food

5.1.1 "Food Safety Law" article 28, production and operation of the following food is banned:

- (1) Use non-food raw materials to produce food or use chemical substances other than food additives that may endanger human body health food, or recycle food as raw material to produce food;
- (2) Foods whose contents of pathogenic microorganisms, pesticide residues, veterinary drug residues, heavy metals, pollutants and other substances that endanger human health exceed the food safety standards;
- (3) Nutritional ingredients do not conform to the primary and secondary foods safety standards of infants and other specific groups;
- (4) Foods that are putrefied, spoiled, mildewed, infested with worms, unclean, mixed with foreign substances, adulterated with adulterants, or have abnormal sensory properties;
- (5) Poultry, livestock, animal, aquatic animal meat and their products that have died of disease, poisoning or unknown reason;
- (6) Meat products which are not subject to the quarantine of animal health supervision agencies or which are unqualified in quarantine, or meat products which are not inspected or found unqualified during inspection;
- (7) Foods contaminated by packaging materials, containers, means of transport, etc.;
- (8) Expired foods;
- (9) Unlabeled pre-packaged food;
- (10) Foods prohibited from production or marketing by the state for special reasons such as disease prevention;
- (11) Other foods that do not meet the food safety standards or requirements.

5.1.2 Other food products that need to be recalled/withdrawn:

- (1) When more complaints are received for one batch of product or serious product quality problem is complained, and the serious quality problem has been confirmed by quality department through inspection and evaluation;
- (2) If a food producer knows that the food he produces and sells is unsafe through self-inspection, public complaint and report, notification by the business operator and administration supervision department, it shall voluntarily recall/withdraw the food.
- (3) In other cases, the company deems it necessary to recall/withdraw the products.
- (4) When we learn that the package supplier of our product is recalling / withdrawing, and their products have been used by us in relevant food.
- (5) When our customers are recalling/withdrawing unsafe food due to the use of our products.
- (6) Label labeling products shall be evaluated according to the actual labeled defects and

the degree of influence.

(7) Definition of severe health: causing permanent injury. General health: causes physical discomfort, can recover after treatment.

5.1.3 According to the severity and urgency of food safety risks, food recall is divided into three levels:

(1) First-level recall: if serious health damage or even death has been caused after consumption, the food producer shall, within 24 hours after the food safety risk is known, initiate the recall/withdrawal and report the recall/withdrawal plan to the local food and drug regulatory authorities at or above the county level

(2) Second-level recall: if general health damage has been or may be caused after consumption, the food producer shall, within 48 hours after the food safety risk is known, initiate the recall/withdrawal and report the recall/withdrawal plan to the local food and drug regulatory authority at or above the county level.

(3) Third-level recall: food producers shall, within 72 hours after they become aware of the food safety risks, initiate a recall/withdrawal of food products with false labels, and report the recall/withdrawal plan to the local food and drug regulatory authorities at or above the county level. Food producers shall make corrections to foods with defective labels and marks that will not cause health damage after consumption and may voluntarily recall/withdraw such food.

5.2 Recall/withdrawal decision

5.2.1 (1) If any suspected food safety problem is found, any person can report to the director of the department directly and inform the quality assurance department to verify it. (2) The dealer shall store the goods as required and shall inform the manufacture of any unsafe incidents. (3) The supplier shall inform their customer of any unsafe incidents.

5.2.2 When the quality control evaluates conforms to unsafe food, application for recall/withdrawal shall be submitted within 24 hours, and the decision shall be evaluated and made by the decision-making team. When the recall/withdrawal is confirmed, the recall/withdrawal order shall be issued immediately and executed by all departments.

5.2.3 The executive department shall be responsible for formulating relevant explanations and issuing the technical description documents required for product recall/withdrawal. In case of media intervention, the authorized person of the company shall be responsible for docking on behalf of the company.

5.3 Recall/recall notice

5.3.1 If unsafe food is sold in the province, autonomous region or municipality directly under the central government, the announcement of food recall/withdrawal shall be published on the website of the food and drug administration department at the provincial level and on the major provincial media. The notice of recall/withdrawal issued on the website of the provincial food and drug administration department shall be linked to the website of the state food and drug administration.

5.3.2 If unsafe food is sold in two or more provinces, autonomous regions and municipalities directly under the central sales, food recall/withdrawal notice shall be published on the state food and drug administration bureau website and posted on the central major media.

5.4 Recall/withdrawal procedure

5.4.1 When product recall/withdrawal is carried out, the executive team issues the recall/withdrawal plan and supervises the implementation of all departments.

5.4.2 Upon receipt of the recall/withdrawal notice, the factory quality assurance shall immediately hold the batch of products that have not been out of stock from the system; the warehouse keeper shall hold the undelivered products, stop the delivery and affix the holding mark.

5.4.3 The executive departments shall complete the checking and statistics on the exact flow direction, quantity and other information of products to be recalled/withdrawn within 1 hour;

5.4.4 Notify the warehouse management personnel to hold the products in logistics warehouse, and affix the detention marks.

5.4.5 Relevant departments shall promptly inform all major regions and business offices of the product flow information, detach and count the inventory products of dealers and stores, store them separately and prohibit sales. At the same time, they shall take back the products that have entered the market terminal, check the delivery quantity and the recovered quantity, and give the relevant information back in the first time

5.4.6 The products flowing into the market terminal shall be notified to the market dealers and customers within 2 hours after receipt of the notification by the sales personnel in each area. The products shall be removed from the shelves (or bought back by the terminal), the quantity shall be counted, and the products shall be stored in a centralized manner, marked and waited for treatment;

5.4.7 If unsafe food is found to be caused by raw materials, supervise and urge the suppliers to make rectification, the food and drug administration of the upstream suppliers shall be informed according to the situation.

5.4.8 The logistics department shall be responsible for timely providing the quantity of products in transit and transporting the recalled/withdrawn products to the designated place as required.

5.4.9 Provide details of products stored in the warehouse and manage the recall/withdrawal of products;

5.4.10 Report the recall/withdrawal situation to relevant departments in the form of the recall/withdrawal report every day, and settle the case within one week and give feedback to the quality control and related factories. Each department carries on the case summary; the quality control completes the whole recall/withdrawal report.

5.4.11 the quality control shall inspect the recall/withdrawal of the product and publicize the inspection results.

5.4.12 Recall/withdrawal notice of e-commerce products shall be specifically released by e-commerce personnel through the website. Other recall/recall procedures are the same as above.

5.4.13 If the dealer causes the recall/withdrawal due to its own reasons, its announcement shall be subject to supervision and review.

5.4.14 If the supplier has any recall/withdrawal behavior, it shall inform the decision-making team as soon as possible, and the executive team shall make

corresponding decisions according to the situation.

5.4.15 For food products that have been recalled/withdrawn due to non-compliance with the food safety standards, such as labels, labels, etc. the food producer may continue to sell if the remedial measures are taken and the food safety is guaranteed, and the consumer shall show the remedial action during sale.

5.4.16 If there is a significant risk of the recalled/withdrawn unsafe food products, we shall report the situation in writing to the local food and drug regulatory authorities at or above the county level within 5 working days after the cessation of production and marketing, recall/withdrawal and disposal of unsafe food products.

5.5 Disposal of recalled/withdrawn products

5.5.1 The finished goods warehouse shall coordinate with the customer for the return or replacement of goods.

5.5.2 If the customer is given a replacement due to product quality problems, the product compensation receipt signed by the receiving party shall be provided.

5.5.3 The quality control department shall evaluate and analyze the recalled/withdrawn products, formulate corrective and preventive measures, and give the respective treatment methods and steps of the unsold products and products that have been sold to customers, and inform them in different situations.

5.5.4 The financial department shall be responsible for financial support, accounting for the costs and losses of recall/withdrawal.

5.5.5 The quality control department shall follow up the causes of the product recall/withdrawal problems, and work out the responsible person. HR department shall implement the assessment according to relevant assessment system

5.5.6 Recall/recall and traceability drill:

The company shall organize a recall/withdrawal exercise at least once a year, and the food safety team leader shall organize the team members to evaluate the effectiveness of the withdrawal exercise and the actual withdrawal process.

6.0 Related records

Nonconforming product report

Recall/withdrawal record

Recall/withdrawal report