

Recall & Withdrawal Procedure

Document No: OM/PR/QA/01/00

Date of Issue: 19-05-25

Revision No: 00

Classification: CONFIDENTIAL

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- **Reviewed By:** Food Safety Team Leader
- **Approved By:** Director (Kanu Priya Visweash)

1. Purpose & Scope

Purpose: To establish and maintain documented procedures that enable the complete, accurate, and timely recall of finished product lots identified as unsafe after delivery.

Scope: Applies to all recall and withdrawal actions for any food products manufactured, packed, or distributed at the company's Charlotte facility.

2. Responsibilities

Facility Manager: Responsible for initiating, authorizing, and executing the product recall system and coordinating sequence actions.

Quality Manager: Responsible for communicating with customers, handling customer complaints, and notifying relevant legal or regulatory authorities.

Management Representative: Responsible for notifying the facility's certification body within three days of a recall event.

3. Operating Procedures

3.1 Handling of Customer Complaints

The Facility Manager handles customer complaints regarding quality, food product safety, packaging defects, sensory discrepancies, or manufacturing issues.

1. Customer service logs the incident on a **Customer Complaint Form** upon receipt via email, telephone, or letter.
2. The team reviews the nature of the issue and implements immediate remedial measures with the client.
3. Corrective and preventive actions are recorded on a **CPAR Form** and sent directly to the customer after the Facility Manager's final approval.

3.2 Executing a Recall / Withdrawal

Triggered by Customer Complaint: The logged complaint is forwarded to the QA Manager and Facility Manager. The floor staff traces the lot code using production logs. If the risk is validated, a Corrective Preventive Action Report is built. The Facility Manager issues immediate approval to withdraw the batch. Marketing contacts distributors and clients via phone, email, or digital media channels.

Triggered by Reference Sample Analysis: If a retained facility reference sample fails routine quality testing and is flagged as unsafe, the QA Manager generates a non-conformity report. Current on-site stock is checked, and dispatched inventory is recalled immediately by contacting customers directly.

On-Site Stock Quarantine: Any affected batch inventory remaining at the warehouse must be isolated immediately, transferred to a designated **Quarantined Area**, and flagged for destruction or alternate use under secure management supervision.

Mock Recall Testing: To validate this system, a mock recall is initiated once a year by the Production Manager and the Recall Committee. The test must achieve complete product tracing and reconciliation within **4 working hours**.

4. Recall Classification Levels

Class I (High Risk): Strong likelihood that exposure to the product will cause serious adverse health consequences or death (e.g., *Listeria monocytogenes*, *Clostridium botulinum* toxin, *E. coli* O157:H7, *Salmonella* sp.).

Class II (Medium Risk): Exposure may cause temporary or medically reversible health consequences, or serious risk is remote (e.g., Norovirus, unapproved food additives).

Class III (Low Risk): Exposure is unlikely to cause adverse health consequences (e.g., mold contamination, minor labeling issues, non-harmful aesthetic defects).

5. Communications & Stock Control

Distribution Chain Notifications: All alerts sent to logistics channels must be clearly labeled **"Urgent: Product Recall"** or **"Urgent: Product Withdrawal"** in bold, large lettering. Instructions must explicitly command traders to remove items from distribution and report if items were sold to the public.

Regulatory Authority Communications: The Facility Manager will notify relevant regulatory authorities at the earliest opportunity with the company details, product descriptions, batch numbers, risk assessment findings, and communications timelines.

Control of Affected Stock: Recovered items must be returned to a centralized recovery site and segregated. Products unfit for consumption will be safely destroyed or denatured under management supervision.

6. Document Distribution Register

Procedure Code	Issue #	Copy #	Designated Copy Holder
OM/PR/QA/01/00	01	01	Director
OM/PR/QA/01/00	01	02	Food Safety Team Leader

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