




MS-MAN-2.6.3.1 Rev14
Revision Date: 11/22/2025
Approved By: Ethan Ott

Product Recall Plan

MS-MAN-2.6.3.1 Rev 14

Old Chatham Creamery LLC	800-570-8397
210 Gerald Moses Drive	www.OldChathamCreamery.com
Approved by: Ethan Ott	Title: Quality Manager
Signature 	Date: 11/22/25

Old Chatham Creamery
210 Gerald Moses Drive
Groton, NY 13073

Plant #36-1404



PRODUCT RECALL TEAM

Recall Team Leader, Team Support Leader – **Allyson Brennan – 518-852-3890**

Responsible for notifying Product Recall Team of Product Recall, conducting mock Product Recalls, support to other Product Recall Team, Document retention and corrective action reporting.

Recall Team Member, Quality Manager – **Ethan Ott – 585-739-3277**

Responsible for conducting mock Product Recalls and handling corrective actions if any discrepancies are discovered during mock recall. This is to be handled through training and or review of GMP's, SOP's and SSOP's.

Recall Team Member, Quality Support – **Nicole Creighton – 315-283-5378**

Responsible for assisting with corrective actions and helping access critical documentation in the trace process.

Recall Team Member, Production Manager – **Jeremiah Timmins – 315-559-3968**

Responsible for handling corrective actions if any discrepancies are discovered during mock recall. This is to be handled through training and/or review of GMP's, SOP's and SSOP'.

Recall Team Member, Operations Manager – **Josh Spicer – 607-245-6343**

Responsible for communicating recall information with key customers and ownership.
Responsible for ensuring that root cause of recalls is properly investigated by the quality team and corrections made.



GOAL:

The objective of the establishment's written recall procedure is to ensure that an identified food is removed from the market as efficiently, rapidly, and completely as possible.

PROCEDURE:

1 - Key Product Trace Documents

- All ingredients and materials received in the plant come from approved suppliers and are assigned traceable lot numbers. Ingredient lot numbers are recorded on the batch sheets of the products they are used in.
- All finished products are assigned lot codes to permit a trace back and recall.
- All the production records are kept in an easily accessible location in the event of a recall.

2 - Reasons for recall

- Microbiological hazards (high coliform level, high total bacterial count, presence of pathogens, yeast, and mold contamination)
- Chemical hazards (Undeclared allergens, traces of cleaning solutions)
- Physical hazards (Foreign matter contamination)
- Mislabeling, miscoding, or misdating of product
- Product fails to meet customer specifications (recall may be necessary for sensory qualities if it is on a large enough scale)

3 - Product Recall Procedure

Once the Product Recall Team Leader decides a recall may be necessary for a product,

1. Identify the **product** and **production dates** that need to be recalled.
2. Generate a **customer report** on QuickBooks to determine **who** the product was shipped to.
3. **Notify** ownership and wait for approval to initiate a recall
4. **Notify** the customers that have the affected product(s) and **how much** of the product(s) they have.
5. **SQFI** will be notified within 24 hours at foodsafetycrisis@sqfi.com. Notification will happen, regardless of the seriousness of the recall.
6. **If the recall is of a serious nature**, (having the potential to cause illness, death, or injury), the Sales & Marketing Manager will **notify the media and the local FDA** district office of the recall.

At the plant,

1. Affected finished and raw products that remain in the plant will be clearly **marked with red recall tags** and **placed in a secure area** determined by Recall Team Leader (see attached tags).
2. All recalled products will be **delivered back** to Old Chatham Shepherding Creamery LLC, marked with recall tags, and placed in designated area.

Old Chatham Creamery
210 Gerald Moses Drive
Groton, NY 13073

Plant #36-1404



3. Once product is recovered, the recall team will determine whether the product should be **destroyed** or used for reprocessing, recycling, or donation. This will depend on the seriousness of the recall issue.

4 – System Verification

The plant must be sure that it is able to track the following information:

- Amount and type of ingredient or material received (receiving records)
- Amount of product produced (product batch sheet)
- All suppliers and/or direct customers that the product was shipped to (See QuickBooks sales by customer/code report)
- Total quantity remaining in company possession (see inventory)
- Amount of product donated (donation form)
- Amount of product discarded (aging sheets, wrapping sheets)

After the recall has been closed, the recall team members will calculate the percentage of product that was traced. They will then determine gaps in the system and take corrective actions accordingly.

In addition, a mock recall will be conducted annually. All of the above procedures will be applied and the mock recall form will be completed. Gaps will be identified and corrected.

Register of potential issues

Causes	Measures	Recording
Milk	Track all the products made with this lot of milk	Product batch sheets Raw milk receiving
Cream	Track all the batches made with this cream	Cream receiving documents Camembert batch sheets
Cultures	Track all the products containing this lot of culture	Product batch sheets
Rennet	Track all the products containing this lot of rennet	Product batch sheets
Brine	Track all the products brined in this specific batch	Product batch sheets Product aging sheets Brine Log
Salt	Track all the products containing this lot of salt	Product batch sheets Product aging sheets



Added ingredients (Fruits, jams, flavorings, spices, bacon, maple, etc.)	Track products containing the impacted lot of ingredients	Receiving records Product batch sheets
Pasteurization fault (air space, temperature, time.)	Track all the products made with this pasteurized milk	Temperature charts Batch sheets
CIP problem	Track all the equipment washed during this period and track back all the products realized with this equipment	CIP/COP log Batch sheets
Container contamination	Track all the products packaged into this container	Product batch sheet Supplier lot numbers
Foreign matter introduced into the product	Track all the products realized with this batch	Product batch sheet
Environment contamination	Track all the products made the same day and analyze some products made the day after and the day before	Product batch sheet
Chemical products residue	Track all the batches realized this day	Product batch sheet

Related Documents

- MS-REC-2.6.3.2 Recall Form
- Receiving Records
- Batch Sheets
- Aging Sheets
- Wrap Sheets
- CIP/COP Logs
- Pasteurization Temperature Charts
- Brine Log