	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

RECALL REPORT

_____ Actual _____ Mock


Plant Location: _____
Date of Recall: _____
Recall Start Time: _____
Recall Completion Time: _____
Total Time to Complete Recovery: _____

Raw/Package Material

A. Name of material recalled: _____ B. Lot Number: _____ C. Date Received: _____ D. Amount Received: _____ E. Amount Used: _____ F. Amount of Material Remaining: _____ Percentage of material accounted for: _____ <div align="right">D-E-F divided by D multiply by 100</div>
--

Finished Product

A. Total Cases Produced: _____ B. Amount of Product Accounted For In Other Ways: _____ <small>(on HOLD, Destroyed, donated, etc.)</small> C. Amount of Product Shipped: _____ D. 3 rd Party Lab Testing Results (if applicable) _____ Positive _____ Negative Percentage of Product Accounted For: _____ B+C divided by A multiply by 100
--

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

Scope of the Program:

To effectively recover any products or material out of specification which could effect our customers or the general population.

Goals:

To assure that only products in specification and which meet the high standards expected by our customers are shipped to and received by our customers on a day to day basis, and to effectively recover any products that do not meet those standards.


Mock recalls conducted to the first level of distribution must meet the Superior standards listed in the Mock Recall worksheet.

If any mock recall to the first point of distribution fails to meet the Superior standards, immediate corrective action must be taken. The mock recall must be repeated within six weeks of the previous mock recall. The process shall be repeated until the plant achieves a Superior rating.

Effective Checks:

Training will be done on an annual basis. Mock recoveries will be held once per year, and will be documented. To determine the recall's effectiveness, the Recovery Coordinator will

- Time the mock recall process from beginning to end, (max. time = 3 hours)
- Must be able to complete a stock recovery (raw material/packaging lot(s) to all finished product or finished product back to all raw materials/packaging used) within three (3) hours. Within that three (3) hour window, must be able to locate 100%-101.5% of finished product in under three (3) hours. Raw material percent recovery should consider plant standards for waste but may be in the range of 98.5%-101.5%
- Receive, analyze and document a full account of all stock recovered, (recover >= 98%)
- Balance the stock recovered vs. stock produced during the recall time frame.
- Follow up with regulatory agencies

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

- Determine the cause of the situation and oversee the follow up corrections
- In the event that the recall is not effective, the recall team shall meet to determine possible reasons why the recall did not meet the goals. Corrective action shall be implemented as necessary. Another exercise must be completed within a six week period from the date of the ineffective exercise.
- Determine that the recall has sufficiently been effective and order the recall terminated.

Recovery Coordinator:

Primary: - Eli Kratzert Operation Manager 216-287-9699

Secondary- Open Production Supervisor 330-801-3105

The Recovery Coordinator will be accountable to:

Corporate Contacts:

- Robert Zab-President/ CFO 440-823-6561
- Nick Crutchman/VP Sales 330-957-8240
- Customer’s Media Mapline 330-376-9411

Coordinator Recovery Team Members (Primary) accountable to the Recovery Coordinator (Alternates are assigned as needed by the Recovery Coordinator and/or Secondary Recovery Coordinator)


Corporate Quality

Recall responsibility – Oversee production halt & stock counts

- Joe Morelli Production Supervisor 330-224-1312
- Frank Adams Warehouse Manager 440-567-8688

Recall responsibility - Clean and sanitize system before start-up


- John Dobrunick Sanitation Supervisor 440-503-2038

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

Recall responsibility – Determine process fault & correct

- Loni Banaszak QA Manager 734-890-4310
- Jim Lewis Maintenance Manager 330-240-6044

- Additionally as a function of the Quality Assurance Manager will notify SQFI at foodsafetycrisis@sqfi.com and the Certification body NSF at recalls@nsf.org within 24 hours upon identification of a food safety event that requires public notification. SQFI and the certification body and the FDA shall be notified in writing within 24 hours upon identification of a food safety event that requires public notification (SQFI at foodsafetycrisis@sqfi.com; NSF at recalls@nsf.org; and the FDA at [FDA.gov](http://www.fda.gov)).
- If a recall affects a co-packed item, the customer must be notified following their procedure. See customer contact information in the emergency contact section.
- The Recall Coordinator and the Corporate Director of Quality will be responsible parties to utilize the FDA reportable registry at <http://www.fda.gov/Food/ComplianceEnforcement/RFR/default.htm>


	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

STOCK RECOVERY PROGRAM

- 1) When receiving a call on a product concern that may have the potential to start a product recovery.
 - A) Using the customer contact and deviation form (Attachment 1) gather all of the necessary details.
 - B) Advise the caller that an investigation will start immediately, and that they will be receiving a follow-up call from the Recovery Coordinator.
 - C) **Stop production and shipping of product** should there be a reason to feel the problem is on-going in the plant.
 - D) Contact Recovery Coordinator
Contact Quality Assurance
Contact Primary Recovery Team Members. Secondary team members will be called in based on the severity of the issue. The Recovery Coordinator will assign responsibilities to the team members, depending on the severity.
 - E) Tag and count all suspected products
 - F) Be prepared to report to the Coordinator and Team Members. Document all actions you take even minor events.

- 2) Coordinator and team members must decide the extent of the recovery, using the Stock Recovery Guidelines listed below:

Product Recall – A product recall is a voluntary action by the firm that marketed the product or an action requested by a regulatory agency. An actual product recall is removing from the market and distribution channels those products which are adulterated or mis-branded to the extent such products are subject to

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

seizure under current policy and guidelines of the USDA or the FDA. Product recall is an efficient and effective means of removing sizable quantities of product from the marketplace. The alternative to product recall is seizure or other legal action by regulatory agencies.

- a. Reported or confirmed illness
- b. Product tampering
- c. Adverse regulatory findings


If Product Recall Occurs:

- a. Determine if the recall is a class I, II, or III.

Class I – This is an emergency situation involving the removal from marketing and distribution channels those products that, because of a deficiency, pose an immediate or long-term serious threat to health or life. An example of such a product is a food product containing botulinum toxin. In a Class I recall, top priority must be given to the complete and immediate removal of the recalled products from all levels in the distribution chain all the way down to the consumer level.

Class II – This is a priority situation in which a product deficiency may cause temporary or medically reversible adverse health consequences and where the probability of serious adverse health consequences is remote. An example of such a product is a food product containing Salmonella enteritis. In a Class II Recall, products must be removed from all levels in the distribution chain.

Class III: This is a routine situation in which adverse health consequences of a product deficiency are highly improbable or non-existent. Products are recalled because of adulteration or misbranding not involving a health hazard. Examples of a Class III Recalls are situations involving improperly labeled products with filth contamination. In a Class III Recall, products

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			


must be removed from the wholesale levels of the distribution chain. FDA and USDA generally require that the product be recalled to wholesale level.

Market Withdrawal- A situation where no violation is involved or the violation is minor and product is not subject to seizure under current FDA or USDA policy and guidelines.

- a. Packaging problems (Leakers, Mold)
- b. Off flavor detected by customers
- c. Operationally unacceptable


Stock Recovery – This is a situation where none of the product has left the direct control of the manufacturer or primary distributor. This type of action would be a product recall or market withdrawal if the product were in distribution channels.

- a. Outdated product
 - b. Out of specification product
- 3) The Coordinator should review with Corporate officials the following
- A) Extent of the recovery
 - B) Amount of product affected
 - C) Number of customers affected
 - D) How the customer and their corporate officials will be notified
 - E) Plan a media statement if necessary. The Plant Manager is the only employee who will prepare a media statement, unless otherwise instructed by the COO.
 - F) The Recovery coordinator is the only employee who will contact the appropriate Regulatory Agency, unless otherwise instructed by the COO.
 - G) Review Plan of Action for recovering affected products
- 4) Recovery team should do the following:

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

- A) Set up transportation of replacement products and pick up of rejected products.
- B) Set up communication command post
- C) Contact all affected customers
- D) Determine the amount of affected products produced and determine how much of the product is in-house, in transit, or at the customer location.
- E) Set up to inventory, transport and isolate rejected and/or returned products, any work in progress and/or packaging as needed to AVF's offsite warehouse in Akron, Ohio for storage until AVF and or Regulatory Officials conduct their investigation(s). Upon final disposition, product in question will be signed off, photographed and disposed in the compactor/or trash dumpster.
- F) Isolate and clean, repair, and in general, remedy the reason for product rejection and subsequent recovery.
- G) Hold follow-up meeting and determine prevention measures taken to avoid product concerns that result in recovery being necessary.
- H) Determine the cost of recovery, and report this to the Chief Operating Officer.
- I) Document and file all records

Our goal is to avoid a recovery, however, should a recover be necessary, to make certain it is complete and according to the procedure outlined in this program.

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

STOCK RECALL FLASH CARD


This **FLASH CARD** is to be used as a quick reference and guide to all Supervisors and Department Managers to identify a problem and begin the recall process.

- 1) Should a problem arise **GET ALL THE DETAILS**. Use the “Customer Contact and Deviation form”.
- 2) **STOP PRODUCTION** and **SHIPPING** of product immediately should you suspect the problem is on going.
- 3) **CONTACT RECALL COORDINATOR or BACKUP COORDINATOR immediately.**

Eli Kratzert	216-287-9699	Recall Coordinator
Loni Banaszak	734-890-4310	Backup Coordinator
- 4) **DETERMINE** where possible the **CODE DATES** involved – and **BE PREPARED** to give this information to **Recall Coordinator**. Take a photograph of the **Product Label** and **Coding System**.
- 5) **BACK TRACK THESE CODES** to day of production and **BE PREPARED** to give coordinator the **AMOUNT OF PRODUCT** involved.
- 6) **RECALL COORDINATOR IS RESPONSIBLE TO CONTACT MANAGEMENT and SECONDARY TEAM**
- 7) **STAY CALM AND REMEMBER OUR GOAL IS TO PROTECT OUR CUSTOMER AND OUR BUSINESS**
- 8) **BE FULLY PREPARED** to meet with the recall team when they arrive

THIS FLASH CARD IS ONLY A GUIDE AND IS NOT ALL INCLUSIVE OF THE TOTAL RECALL PROCEDURE

NOTE: ALL SUPERVISORS AND DEPARTMENT MANAGERS ARE REQUIRED TO USE THIS FLASH CARD

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

DO'S AND DON'TS OF A STOCK RECOVERY

Things to watch for and to avoid should a stock recovery be necessary


1. Do not panic our customer or the general population
2. Make sure to document all facts, phone calls and concerns
3. Do not speak to the media
4. Make sure product identification is accurate, and that the recovery is complete
5. Take a photograph of the Product Label and its Coding System
6. Make sure when operations are started that proper back-up corrective actions have been taken to eliminate the problem
7. Follow-up on any outside problems created by one or more of our vendors
8. Above all – protect our customers and our company
9. Communicate with the team constantly – make sure everyone is fully informed

Communicate!

Document!

Communicate!

Document!

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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REGULATORY NOTICE OF RECALLED PRODUCT

DATE _____

TIME _____

<u>Agency</u>	<u>Address</u>	<u>Phone #</u>
Ohio State Dept. of Health	246 N High St Col, Oh 43215	614-466-2531
FDA	10903 New Hampshire Ave Silver Spring, MD 20993	1-888-463-6332 1-888-INFO-FDA

OUR COMPLETE NAME AND ADDRESS:

Ascot Valley Foods	330-376-9411
205 Ascot Pkwy	Eli Kratzert
Cuyahoga Falls, Ohio 44223	Director of Operations

REASON FOR RECALL _____

NAME OF PRODUCT _____

CODES/LOT NUMBERS/DATE OF PRODUCTION OF PRODUCT _____

AMOUNT OF PRODUCT INVOLVED:

IN-HOUSE _____

DISTRIBUTED AT THE TIME OF RECALL _____

TYPE OF RECALL (Class I,II,III) _____

Areas of distribution of the recalled product _____


PERSON CONTACTING REGULATORY AGENCY _____

(Recovery Coordinator only, unless otherwise instructed by the COO) Signature

PERSON CONTACTING REGULATORY AGENCY _____

Printed Name

COMMENTS: _____

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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Company will make every effort to effectively recover and replace any products that do not meet those standards

CUSTOMER CONTACT AND DEVIATION FORM (ATTACHMENT I)

ASCOT VALLEY FOODS, CUYAHOGA FALLS, OHIO

PLANT:

Date: _____

Time of Notification: _____

Person whom initiated the call: _____

Customer Name: _____

Phone # of Person Calling: _____

Was Plant Mgr Notified: _____

Time Notified: _____

Person Taking the Call: _____

Resolved day/time: _____

If a product complaint, which product was affected? _____

What is the Day Code on the product and the plant Identification Code? _____

Are there any other products involved with similar coding? If yes, state product _____

What is the complaint? Product quality, foreign object, contamination, etc. Be specific and concise: _____

Has the problem or situation been identified immediately within the plant? _____


Where did the problem occur within the plant? Has it been corrected and what corrective action took place? _____

If the problem has not been isolated, what is being done to prevent further damage? _____

Has the Customer Service Representative been notified of the present situation: _____

Is the Representative able to retrieve the product in question? _____

Quality System Manager

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

Quality Assurance

If an ingredient problem, complete the following:

Type of ingredient/material: _____


Lot number: _____

Is this ingredient in the warehouse at the present time? _____

How much was delivered, how much was used, and how much is presently left?

Do we have the Quality Assurance records (receiving reports, lot numbers, contact ingredient supplier to verify if more than one shipment of identified lot number was shipped and document) for this ingredient and/or material? If no, please explain.

Were there any deviation reports submitted for suspected ingredient or material? If yes, please explain.

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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Production Supervisor and Designees:

Collect all production, wrapping, HACCP paperwork, deviation records, production paperwork and warehouse documents to determine the amount of product produced. Attach the following records to this sheet.

Determine amount of finished product (include but, not limited to samples, donations, QA holds, and/or destroyed):

Determine the amount of product in current production:


Determine the amount of raw product:

Determine if the plant has sufficient stock to replace product. If not, calculate amount of raw materials and time needed to replace product.

Determine if product from outside supplier is necessary and how much is needed.

If the line is shut down, how long will the line be down and what extent of repairs is necessary.

Report all findings immediately to Plant Manager.
If Plant Manager is unavailable, Production Supervisor is to notify CFO

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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DISTRIBUTION

Initiate list of customers that have questionable product through delivery tickets and loading diagrams and how much product was delivered. Attach completed list.

Is there any stock on the floor with questionable product code? How much?

Is there any product that went to other plants, Distribution Centers, take home, samples? Where and how much? _____

Is there any product that went to any outside supplier warehouse or freezer? Where and how much? _____

Do you have a list of drivers and employees ready to load and transport product to effected areas? Attach complete list of names.

Have they been briefed on statements to the stores, warehouses and freezers? _____

Is there a designed area to place quarantined and returning product? _____


Where? _____

Who is authorized to count all quarantined and returning product? _____

Will the bulk customer(s) need assistance in picking up and replacing product to the retail customers? _____

If so what actions are being taken to assist them? _____

Distribution Contact _____ **Phone#** _____

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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Frank Adams Shipping Manager:

Have you reviewed the complaint? _____

Have you collected all customer orders and adjustment sheets? _____

Have all necessary personnel been called in to assist in calling affected customers? _____

Have you created new delivery tickets to deliver replacement product? _____

Has the office staff performing the phone calls been briefed on statement to stores in relationship to quality issues? _____

What is that statement? _____

Does the office staff concur with statement to stores? _____

Have all products been accounted for? _____

What is the total amount of product returned? _____

Which stores used any of the questionable products? _____

How many products were used in each store? _____

How was the recall product destroyed? _____


Who supervised the destruction? _____

Have all files, records, documents, etc. been secured for review and filing in the recall file? _____

What was the actual time to recover? _____

Report all findings to CFO. Develop a recall follow-up list to include estimated date of corrective action to avoid recurrence. Attach completed list.

Plant Mgr/Recovery Coordinator

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

Engineer Manager:

Has the plant been secured from outside vendors or visitors?

Is the plant safe to operate and produce quality product? _____


Has all production equipment effected with complaint been repaired? _____

What equipment was defective? _____

Is this an isolated incident or reoccurring trouble area? _____

Report all findings immediately to the Plant Manager.

Engineering Manager or Designee

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

Sanitation Manager

Has the plant been secured from outside vendors or visitors?

Is the plant safe to operate and produce quality product?


Has all production equipment effected with complaint been cleaned?

What equipment was cleaned?

Is this an isolated incident or reoccurring trouble area?

Report all findings immediately to the Plant Manager.

Sanitation Manager or Designee: _____

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

Regulatory Notice of Recalled Product

Date: _____

Time: _____

Regulatory Agency Contacted: _____

<u>Agency</u>	<u>Address</u>	<u>Phone#</u>
FDA	10903 New Hampshire Avenue Silver Springs, MD 20993	1-888-463-6332

Reason for Recall?

Name of Product: _____

Codes/Lot Numbers/Date of production of product:

Amount of Product involved:

In-house: _____

Distributed at the time of Recall: _____

Type of Recall (Class I, II, or III) _____

If needed, see recall definitions on page 2 of stock recovery program.

Areas of distribution of the Recalled product:


Person contacting regulatory agency: _____

(Recovery Coordinator only, unless otherwise instructed by CFO) Signature

Person contacting regulatory agency: _____

Signature

Comments:

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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Date: _____

Confirmation Letter to Customers

To Whom It May Concern:


Ascot Valley Foods LLC. Is providing this written information to confirm that our product _____ has been voluntarily placed a Class _____ Recall.

Specific instructions for this product and for receiving the appropriate credit listed below.

It is our goal to assure that only products in specification and which meet the high standards expected by our customers are shipped to and received by our customers on a day to day basis. Ascot Valley Foods LLC will make every effort to effectively recover and replace any products that do not meet those standards.

If you should have any of the specified product in stock, or if you have any question or concerns, please contact Eli Kratzert at 330-376-9411 extension 317, or Fax the attached form to 330-376-3472

Eli Kratzert
Operations Manager
Ascot Valley Foods LLC.
Cuyahoga Falls, Ohio

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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Returned Product Confirmation

Please fax this form to 330-376-3472

Date: _____

Customer Name: _____


Address: _____

Phone # _____

Product: _____

Quantity: _____

Comments:

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
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Termination and Summary of Recall

The Class _____ Recall on Product _____ Has been satisfactorily resolved.

Start day/time _____ End day/time _____

All product to all customers been recovered and replaced, with proper credit given to the customer as applicable.


Follow-up to all regulatory offices has been completed.

The corrective measures are as followed:

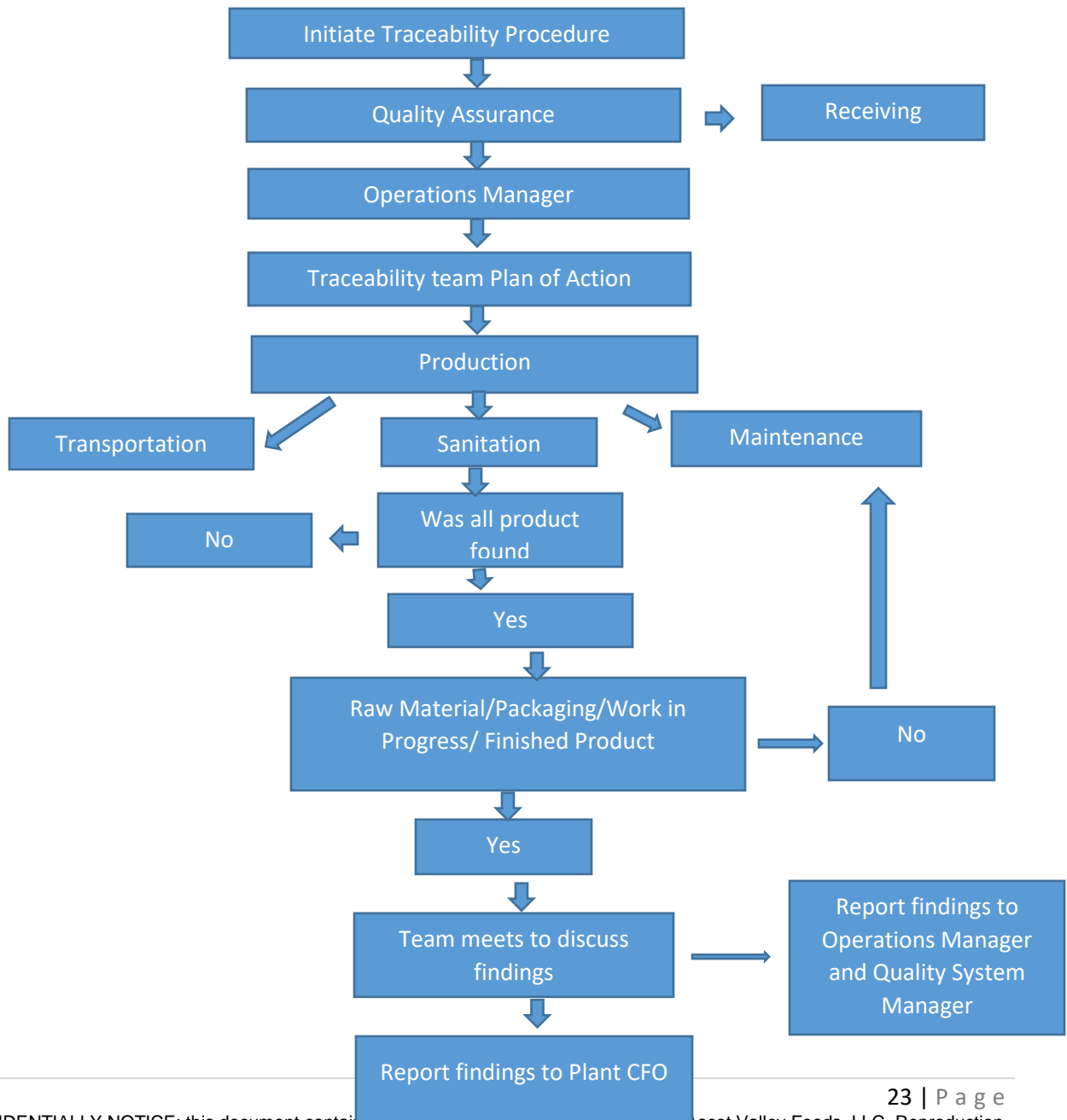
I determine this recall to be effective in resolving the situation.


_____/_____
Recovery Coordinator Signature Date

Recovery Coordinator Printed Name

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

TRACEABILITY FLOW DIAGRAM




	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

EMERGENCY CONTACT NUMBERS


For all emergencies, Dial 911

Fire Chief	Akron	330-375-2552
	Cuyahoga Falls	330-971-8400
Police	Akron	330-375-2552
	Cuyahoga Falls	330-928-2181
County Sheriff's Office	Akron	330-643-2181
	Cuyahoga Falls	
State Police	Akron	330-225-0800
	Cuyahoga Falls	
FBI (Cleveland) 24 hours	Akron	330-535-6156
	Cuyahoga Falls	
Company Doctor	Akron	
Suma Western Reserve	Cuyahoga Falls	330-971-7000
American Red Cross	Akron	330-453-0146
	Cuyahoga Falls	
Poison Control	Akron	1-800-222-1222
	Cuyahoga Falls	
Arson Control	Akron	614-457-5080
	Cuyahoga Falls	
First Energy	Akron office	
Customer service		1-800-633-4766
To report a power outage		1-888-544-4877
Dominion East Ohio		
Customer service		1-800-362-7357
Pipeline Emergency		1-800-535-3000
Air Products (Nitrogen)		1-800-224-2724
Northeast Ohio EPA	Aurora	330-963-1200
SQFI	Arlington, Va	202-220-0635
USDA	Omaha, NE	402-344-5000
FDA	Silver Spring, Md	1-888-463-6332
ODA	Columbus, Ohio	614-466-2531
GFCO	Auburn, WA	253-218-2956

	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			




Customer Contacts:

- American Bean – Mike Spitz – mike@americanbean.com
- Aurify Brands – Customer Service – 212-505-5861
- Dominex – Charles Fairbanks – Cfairbanks@dominexeggplant.com – 904-540-3480
- Lidl – 571-398-5140 – productsafety@lidl.us
- Mediterranean Brands – Richard Hicks - 847-730-3919 ext. 3205 – rhicks@mbifoods.com
- Topco – Cara Gardner Bates 626-848-5179 – cara@creativefinefoods.com
- Whole Foods - 1-512-477-4455 – Customer Service
- Aldi – (Creative Finer Foods) - Cara Gardner Bates - 626-848-5179
- Ahold – recallcoordinator@retailbusinessservices.com – 704-787-6093
- Feel Good Foods – Harrison Billig – harrison@feelgf.com
- World Finer Foods
- Everything Legendary – Vince Parker – 202-378-0899
- Walmart – carecall40@walmart.com
- Kroger - recalls@kroger.com
- Beatnic – Geoff Kornberg – geoffk@eatbeatnic.com – 646-526-8015
- Nestle – Brittany Pace – Brittany.Pace@US.Nestle.com – 614-653-5117
- Fresh Nature (Bakkavor)
- Pret – Robert Feuker robert.feuker@pret.com – Ashton Gooding Ashton.gooding@pret.com – Sai Deepikka Elumalai saideepikaa.elumalai@pret.com – Mark Thomas – Mark.Thomas@pret.com


 <small>Innovative foods... Always in good taste</small>	STOCK RECOVERY PROGRAM	Document ID 3.21.1.6	Revision 010
	Editor Loni Banaszak	Approval Date 5/16/2022	Supersedes 5/11/2022
Approved by Bob Zab-President/CFO			

- Farmers Fridge – Melissa Watkins – mwatkins@farmersfridge.com
989-307-3999 – Annie Church – achurch@farmersfridge.com
- Revolution Foods – Christina Bancala – cbancala@revolutionfoods.com – Sarah Turrell – sturrell@revolution.com

I. REVISION HISTORY:

REVISION NUMBER	REASON	DATE	BY WHOM
001	New	5/9/2016	MLB-QA
02	Annual Review	12/27/17	MLB/QA
03	Annual Review	8/1/18	MLB
04	Annual Review	7/11/19	MLB
05	Annual Review / Updated Policy/Contacts	8/13/2020	JS
06	Update Contacts to reflect New Quality Manager	7/1/2021	LB
07	Update Customer List	5/3/2022	
08	Updated Customer list	5/4/2022	
09	Updated Customer list	5/11/2022	

II. REVIEW AND APPROVAL:

 <hr/> Signature	Quality Assurance Manager <hr/> Title	5/3/2021 <hr/> Date
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