

| Document ID | Revision | Published Date | Document Title |
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| GOSOP-002 | 01 | 7/26/2024 | RECALL/WITHDRAWAL PROCESS FOR GO BRANDS SUPPLIERS |

1. PURPOSE

To outline the key steps that GO Brands Suppliers need to follow to Recall or Withdraw GO Brands Products at Grocery Outlet.

2. DEFINITIONS

Product Recall:

Initiated when consumption or use of the product may be life threatening or represent a health hazard to the consumer. There are 3 classifications of Recalls:

- **Class I Recall:** A situation in which there is a reasonable probability that the use of or exposure to a violative product will cause serious adverse health consequences or death.
- **Class II Recall:** A situation in which use of or exposure to a violative product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote.
- **Class III Recall:** A situation in which use of or exposure to a violative product is not likely to cause adverse health consequences.

Product Withdrawal:

- The voluntary removal or correction of a product or ingredient that does not meet product specifications but does not pose a hazard to the customer.

3. RESPONSIBILITY

The following people can initiate a Recall/Withdrawal with this defined process:

- GO Brands Leadership Team (including GO Brands Technical Services Team)
- GO Brands Suppliers
- Legal
- Safety
- Grocery Outlet Leadership

4. RECALL PROCESS

A. Notification:

1. Supplier must be prepared to provide the following within 4 hours of determination that a Withdrawal or Recall is necessary:
 - i. Supplier Name and Manufacturing Address (including Address, City, State, & Zip Code)
 - ii. Reason (Withdrawal or Recall) and Classification (if applicable, for Recalls only)
 - iii. ICSR (individual Case Safety Report) Number (if applicable)
 - iv. Primary Contacts (including Name, Title, Phone, and Email)
 - v. UPC Code(s)
 - vi. Product Name (including the brand)
 - vii. Packaging Size
 - viii. Lot Number(s)
 - ix. Expiration Date(s), Use By, Best Before
 - x. PO Number(s)
 - xi. Lot Trace Report (including identifying all products by UPC and Lot Code delivered to each

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Grocery Outlet receiving location or Warehouse, total number of cases affected, total number of cases still in possession by the Supplier)

- xii. Confirm Product Disposition Instructions (i.e. Hold for Pickup, Destroy, or Dispose Under Supervision) including any Hazardous Waste information.

B. Public Notice

- For Class 1 Recalls:
 - a. Supplier and Grocery Outlet Recall Team will prepare a public notice for issuance to the FDA/USDA and the media.
 - b. Supplier will report a Class I Recall to the FDA’s Reportable Food Registry (RFR) and obtain an Individual Case Survey Report (ICSR) number. For further guidance, refer to <http://www.fda.gov/reportablefoodregistry>

C. Corrective Action

1. Supplier must provide a Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) within 7 days of the Recall or Withdrawal Initiation.
2. Any supplier that fails to comply with the GO Brands Recall/Withdrawal Process may be placed on probation or subject to termination as a GO Brands Supplier.

D. Fees

- Supplier will be subject to all disposal and hazardous waste fees

5. RECALL TEAM CONTACTS

| Contact Escalation | Name | Title | Email | Phone Number |
|--------------------|--------------|----------------------------|--|--------------|
| Primary | Langdon Ngo | Director, Tech Services | Ingo@cfgo.com | 408-666-3279 |
| Secondary | Kat Chin | Senior Director, GO Brands | kchin@cfgo.com | 510-303-3597 |
| Tertiary | Don Davidson | VP, GO Brands | ddavidson@cfgo.com | 925-259-7141 |

| Revision History | | | | |
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