

US Foods Recall Process Overview



Dear Valued Customer,

At US Foods, our priority is providing safe and quality products. Occasionally, products that we sell and distribute may pose a health risk if consumed or may not be of the intended quality. If this type of situation occurs, US Foods will react quickly to ensure that any product not meeting our safety and quality standards is removed from distribution. To better serve you, we'd appreciate your attention to the following:

Overview

This is a summary of the US Foods Product Recall and Recovery Procedures that are used in the event we have been advised to remove a product from further sale and distribution. All recalls, recoveries, and market withdrawals are facilitated through the US Foods Corporate Recall Team (CRT) and issued using the Instant Recall System operated by BellTower Technologies. All product involved in a recovery is identified, located, and dispositioned in a timely manner. Our recall system is tested annually using a mock recall unless the facility has completed an actual recall that included customer contact within the last 12 months.

Process Flow

- US Foods receives notice from Vendor/Supplier regarding product to be recovered.
- The CRT gathers all required data regarding the recalled product, including its classification, from the Vendor/Supplier.
- Once all information is received, sales information is pulled and uploaded into the Instant Recall System.
- All customers impacted by the recall will be contacted by phone, text, and email if they have provided current contact information.
 - For Recall events affecting CHEF'STORE customers, a detailed Recall Notice including disposition and return instructions will be posted at the affected CHEF'STORE location(s) and online at <https://www.chefstore.com/product-recalls>.
- To help ensure that we reach all impacted customers, the automated phone calls will take place in five waves. Each wave will have two calls that are approximately 15 minutes apart, and each wave is generally 2.5 hours apart depending on the time of the day of the Recall.
- The automated phone calls will continue as scheduled until the customer **acknowledges** the recall notification as prompted.
- The customer can acknowledge and report inventory by following the prompts during the automated call (the customer must listen to the message in its entirety), by using the event incident number at <https://myinstantrecall.com>, or by calling the RECALL HOTLINE at 1-800-919-5439.
- If there is no response, a certified letter will be sent to the address on file.
- Product credits for affected inventory reported to the My Instant Recall System will be issued by the servicing Distribution Center (DC).
- Contact your servicing DC or Account Manager with questions regarding a specific recall event.
NOTE: The BellTower website and phone number are only for acknowledgement and inventory reporting. BellTower will not be able to answer questions or provide details about recall or withdrawal events.

Customer Contact Information

- **Always keep your contact information up to date** with your Account Manager so that in the event of a recall, US Foods can contact you promptly. Please reach out to your Account Manager or Sales Representative to update your contact information.

Please direct all questions about this process to your **US Foods servicing DC** or **Account Manager**. We appreciate your business and your time very much.