



## 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 Policy & 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.

### 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.
- 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 also acknowledge using the event incident number at <https://myinstantrecall.com> or by calling the RECALL HOTLINE at 1-800-919-5439.
- For all customer contact recoveries, customers are asked to respond back to the notification within 12 hours.
- If there is no response, a certified letter will be sent to the address on file.
- Always keep your contact information up to date with your Distribution Center so that in the event of a recall, US Foods can contact you promptly. Please reach out to your Sales Representative to update your contact information.

### Mock Recalls

- 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.
- Upon request, US Foods provides customers with a customized mock recall experience.
- The process is tailored to the customer's needs and starts with a one on one planning session.
- Customers are able to receive and acknowledge notifications as well as report inventory for credit.
- A mock recall can be completed during normal working hours and/or after hours.
- At the conclusion, a one on one post-mortem of the mock recall occurs to identify process improvement opportunities.

Please direct all questions about this process to the US Foods Corporate Recall Team at [recallteam@usfoods.com](mailto:recallteam@usfoods.com). We appreciate your business and your time very much.