



December 21, 2016

Dear US Foods Customer,

As one of America's great food companies and a leading foodservice distributor, US Foods takes pride in the quality and safety of the products we offer to our customers. On rare occasions, there are food safety or quality issues that require your immediate attention. We want to communicate these urgent messages to you as quickly as possible to protect your customers and your brand, and to comply with regulatory requirements. Effective January 2, 2017, US Foods will deploy a new Instant Recall™ solution to help meet these communication requirements.

How does it work?

In case of a recall or withdrawal, the interactive telephone system will contact your location to provide specific information and instructions. The information typically included is: name of the product being withdrawn and corresponding item codes, reason for withdrawal, affected lot numbers, size of container, best by dates, etc. The message may also provide detailed instructions on how to dispose of the product, order replacement products or receive credit for affected products. E-mail, text messaging, fax and live operator phone calls may be utilized.

You may also visit myinstantrecall.com and log in with your location's phone number to review the notification details, confirm receipt and report affected product quantities.

When Instant Recall™ calls you, it is important that you listen to the entire message. The system may continue to call you until you hear the complete message and confirm that you understand the instructions.

Calls from Instant Recall™ will come from the following number:

1-800-919-5439

Who should take the call?

The system will ask to speak to a person responsible for handling product recalls at your location, such as the manager on duty or the dietary/kitchen manager. The system will ask for that person at the beginning of the call and wait until he or she comes to the phone and confirms that he or she is the right person to take the call by pressing “1” on the telephone keypad. The call then proceeds with the message and questions.

What do I do if I get the call on my voice mail?

The system is configured to leave a message with a toll-free number to call to retrieve the full details of the missed call. When you call the toll-free number, the system will try to recognize you based on the number from which you are calling, but may prompt you to enter your location’s main phone number if you are calling from a different number. Calling the toll-free number will mark your location as “notified”, which prevents any further automated phone calls regarding this issue.

How do I utilize the pause, rewind and replay functionality?

To ensure that you have the opportunity to capture all the necessary details communicated by the automated telephone call, you may utilize the pause and rewind functions. Similar to the buttons on a DVR or other recording devices, you can use your telephone keypad to control the playback of the message. You can press “4” to rewind, or “5” to pause or resume the message. In addition, you will be given the option to hear the information repeated at the end of the message.

You may **visit myinstantrecall.com** and log in with your location’s phone number to review the notification details, confirm receipt and report affected product quantities. Alternatively, call the toll-free hotline at **1-800-919-5439** to hear the details of the communication again and to report the affected product quantities.

Please post the attached notice, FAQ and this letter in the breakroom or other appropriate place at your business location to inform your staff of this important food recall and withdrawal notification system. Please keep these materials posted, and include them in your training programs, to keep your staff informed and ready to act in an event of a product recall affecting your location.

If you have any questions or feedback about this important service, please contact your US Foods representative.

Sincerely,



Steve Guberman
EVP National Sales



Jay Kvasnicka
EVP Locally Managed Sales & Field Operations