



## **ALL NATURAL FOODS**

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### **PRODUCT WITHDRAWAL POLICY**

All Natural Foods is dedicated to manufacturing the highest quality products possible. We are committed to ensure that only the best leaves our facilities. In the event that a product of questionable quality does get shipped out, the withdrawal program will be put into action.

Product withdrawal is indicated when a product we manufacture could represent a hazard to the consumer. Our withdrawal plan will effectively remove that product from circulation.

All products manufactured at All Natural Foods have production dates, best before dates, and lot codes attached to them. All products that are shipped out have the production codes noted on the packing slips. If a problem with any product occurs, we will contact all our customers who received the products immediately and have the product returned.

The main objectives of this withdrawal plan are:

1. Stop the distribution and sale of products in question.
2. Immediately notify Management and distribution chain.
3. Notify distribution chain that affected products has to be isolated from other products.
4. Efficiently remove the affected product from the distribution chain facilities.
5. Dispose of the affected product.
6. Conduct an in-depth analysis and report the effectiveness and outcome of the withdrawal.
7. Implement a corrective action plan to prevent another withdrawal.

Once we have been notified of the complaint, it is essential to start documentation and product tracking. The record keeping of the complaint must be of highest priority and well organized. Everyone in the company must follow these steps in the withdrawal procedure:

#### **1. Investigation of the Complaint**

- Acquire all information from the customer regarding nature of the complaint.
- Assemble the withdrawal management team for conducting the investigation.
- Determine the nature and potential causes of the of the product in question.
- Determine if any other products may be affected.

- Complete the Problem Report with all gathered information.
- Determine, from the criteria below, whether:
  - Food safety issues due to physical, chemical, biological or immunological. Proceed immediately to Product Recall process.
  - A quality related issue with the product in question. Proceed immediately to Product Withdrawal process.
  - An isolated incident with no issues mentioned above. No corrective actions.

## 2. Tracking of Product

- Shipped product

Use Shipping Log to identify affected products, product code and production date. Determine the quantity of affected products produced. Determine day of packaging, the last day of shipment, customers who purchased this product during this period. Inventory control for remaining quantities of affected product.

- Work-In-Progress Product - use Production Records

Identify the affected and any other potentially affected product, codes and production dates. Determine the quantity of the affected product produced. Locate and isolate the affected product.

- Ingredients – use – Receiving log

Identify the affected and any other potentially affected ingredient and lot numbers, production code, best before date, receiving date. Determine the quantity of the affected ingredients received. Determine the period of use of the ingredient using Production Records. Determine all finished products produced by the affected ingredient. Determine the remaining quantity of affected products in inventory.

- Packaging Material – use Receiving Log

Determine the quantity and the receiving date of the affected packaging material received. Based on the type and size of the packaging material, determine the entire finished product associated with the affected packaging material. Determine, using Production Records, the period of use for the affected packaging material. Having in mind affected period and product, determine the quantity of the affected product associated with the affected packaging material in this period. Determine, using Shipping Log, all the customers who purchased the affected product during this period. Determine the remaining quantity of the affected products in our inventory. Locate and dispose of any remaining quantities of affected packaging material in our inventory.

## 3. Product Withdrawal

When it is determined to withdraw the product follow these steps:

- Document all information collected.
- Detain and isolate all products to be withdrawn.
- Notify all affected customers. Request that all products in question be sent to our company.

- Monitor the recovery of all affected products.
- Conduct crosscheck on the total quantity of withdrawn product against the total quantity produced.
- Collect results and discuss the corrective action with the Management Team.

List of Forms Required for Withdrawal:

- 1) Notification of Withdrawal
- 2) Withdrawal Log
- 3) Problem report
- 4) Receiving Log
- 5) Shipping Log
- 6) Production Records

Managing Director

Čedomir Šarić

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