

FOOD SAFETY & QUALITY ASSURANCE RECALL/WITHDRAWAL PROCESS AND CONTACT TREE FOR NATIONAL BRANDS	APPROVAL V.P. of Food Safety & Quality Assurance Jerry Noland	DATE ISSUED March 17, 2017	
	ISSUED BY Food Safety Director James Schwartz	SUPERSEDES Jan 6, 2017	
AUTHORIZED FOR USE AT/BY ALL NATIONAL BRAND VENDORS	DOCUMENT NO. 4000_4007	PAGE 1	OF 4


I. RECALL/WITHDRAWAL CONTACT TREE FOR NATIONAL BRANDS – ADDENDUM 1

STEP ONE:

Vendor notifies recall entities based on ship to warehouse location and DUNS number

Albertsons Companies
Method via phone
Call Center
1-623-869-5101

Alerts issued using Recall Infolink Application



Division Stores and DCs (all applicable banners): Denver, Eastern, Intermountain, Houston, NorCal, Southern, Portland, Seattle, SoCal, Southwest

SuperValu will notify ABS for SoCal and Southwest ABS DC/Store alerts

SuperValu
Method via email
recalls@supervalu.com
Josh Christenson
1-952-250-6071 cell
Stacy Shulz
1-952-828-4833 cell

Alerts issued using SuperValu notification process

- Shaws DC's & Stores
- Jewel DC's & Stores
- Acme DC's & Stores
- Ponca DC
- Sundries DC

Haggen Stores
Method via email
Erica.James@safeway.com,
David.Silva@safeway.com,
sandys@haggen.com
Sandy Shaw
1-360-739-6161 cell

Alerts issued using Recall Infolink Application



Haggen Stores

United
Method via email to
Copy Audrey Acosta and Cheryn Hargrave on all recalls
aacosta@unitedtexas.com 1-806-472-5895
chargrave@unitedtexas.com 1-806-791-7436

Center Store:
Kayla Weber kweber@unitedtexas.com 1-806-472-5924
Haylee French hfrench@unitedtexas.com 1-806-472-5921

Market/Seafood:
Laura Krier lkrier@unitedtexas.com 1-806-472-5934

Bakery/Deli (Food Service):
Marla Mills mmills@unitedtexas.com 1-806-472-5953

Produce:
Codie Hair chair@unitedtexas.com 1-806-472-5865
Darron Little dlittle@unitedtexas.com 1-806-472-5839

Alerts issued using United notification process

United DC's & Stores

03/17/2017

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II. PURPOSE

To outline the key steps vendors need to follow to recall or withdrawal a national brand item within Albertsons Companies, Inc.

III. RESPONSIBILITY

The following positions and organizations have responsibilities within the Recall/Withdrawal Process:

1. Key four Recall Entities

- Albertsons Companies Product Defect Hotline
- Supervalu Recall System
- Haggen Stores
- United Recall System

2. Albertsons Companies Management

- Food Safety and Quality Assurance Team Members (FSQA)
- Procurement Management
- Division Sales Management
- National Brand Vendor Management
- Distribution Management
- Store Management

3. The following may be consulted as needed:

- VP and Directors of FSQA
- Legal Counsel
- Public Affairs

IV. DEFINITIONS

1. **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

2. **Product Withdrawal:** the voluntary removal or correction of a product or ingredient that does not violate regulatory standards, but may not meet quality standards.

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V. PROCEDURE/REQUIREMENTS

A. Determination of Action

1. If a Vendor determines product does not meet the specification or is the result of regulatory enforcement, the product may be subject to a withdrawal or recall throughout the distribution system (warehouse and retail stores). Vendor shall contact the four recall entities as required depending on where product was distributed. See Recall/Withdrawal Contact Tree.
2. If Albertsons Companies FSQA identifies an issue with a product for any of the following reasons:
 - Regulatory alert
 - Customer complaints
 - Product safety concerns
 - An event triggering an investigation

FSQA may initiate a withdrawal or recall to remove any suspect product from the market. Vendors may be contacted by FSQA or by the Sourcing team to alert vendor of the action taken. Vendors are strongly encouraged to take action on their own prior to public alert notifications being issued by regulatory agencies.

3. Albertsons Companies, Inc. reserve the right to Recall or Withdraw ALL lots as deemed necessary.

B. Notification

1. Based on Purchase Order records, including DUNS #, Vendor communicates to the following Recall entity via the specific contact method outlined in the Recall/Withdrawal Contact Tree. Each Recall entity is aligned with specific distribution centers and banner stores. Each has a different recall/withdrawal notification system and execution process.

- Albertsons Companies Product Defect Hotline – via phone (623) 869-5101
- Supervalu – via email (recalls@supervalu.com)
- Haggen - Sandy Shaw sandys@haggen.com (360) 739-6161
- United All recalls – Audrey Acosta aacosta@unitedtexas.com and Cheryn Hargrave Chargrave@unitedtexas.com
 - Center Store – Kayla Weber kweber@unitedtexas.com
Haylee French hfrench@unitedtexas.com
Aryn Dickerson adickerson@unitedtexas.com
 - Market/Seafood – lkrier@unitedtexas.com
 - Bakery/Deli - mmills@unitedtexas.com
 - Produce – chair@unitedtexas.com, dlittle@unitedtexas.com

2. The Vendor must be prepared to provide the following:

- Manufacturer name, including address, city, state, zip code
- Primary contacts, including name, title, phone, e-mail
- Product name including the brand
- UPC Codes / CIC Codes
- Lot Numbers
- PO #(s)
- DUNS #(s)
- Expiration date(s), Use By, Best Before
- Packaging size
- Reason and classification (if applicable)
- ICSR Number (if applicable)

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- Identification of all products by UPC and Lot Code to each Albertsons Companies receiving location
3. Each Recall entity will disseminate the recall or withdrawal notification for each Albertsons Companies division. The appropriate personnel for each Recall entity will contact the Vendor to assist in the determination of product disposition.
- C. Public Notice
1. For a Class 1 Recall:
 - The Vendor will prepare a public notice for issuance to FDA/USDA and the media.
 - The Vendor will report a Class 1 Recall to the FDA utilizing the FDA's Reportable Food Registry (RFR) and obtain an Individual Case Survey Report (ICSR) number. For further guidance go to <http://www.fda.gov/reportablefoodregistry>.
 - The Vendor shall communicate the ICSR number to the specific Recall entity.
- D. Corrective Action
1. The Vendor must identify a Corrective Action Plan and may be requested to provide those in writing to the Procurement and FSQA team.
 2. Any Vendor that fails to comply with the Albertsons Companies, Inc. recall/withdrawal process may be placed on probation or subject to termination as a vendor.
- E. Policy Updates
1. *The recall process is subject to change. The Vendor shall review current policy posted on the <http://suppliers.safeway.com> site prior to initiating a recall or withdrawal.*