

Product Recall Program

New York Apple Sales Inc.

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Any recall is a serious matter and should be expedited and carried out as quickly as possible. If for any reason it becomes necessary to recall apples the following procedure will be used:

- If the recall is initiated by the customer or FDA, New York Apple Sales Inc. will immediately contact the packing house Owner or Manager. If a recall is initiated by the packhouse or grower, Kaari Stannard, John Cushing, Matt Wells and Chelsea Van Acker Gowan should be contacted immediately via email. If a response isn't received within a ½ hour, call Matt, Chelsea, John and Kaari in this order until someone is reached.
- The packing house Owner or Manager will determine what packed lot or lots of fruit are involved with recall. If there is any possibility that a given lot is involved in the problem it should be included in the recall, it is far better to error on the side of customer safety. A Product Recall form needs to be filled out at the packhouse and emailed to the New York Apples Sales Inc. team listed above.
- It will be New York Apple Sales' responsibility to identify customers who may have received the fruit in question and to notify the customer of the recall. It is also New York Apple Sales' responsibly to supervise the recall from the customer.
- Identify recall type on the Recall Form (as outlined by the U.S. Food and Drug Administration): A Class I recall is a situation in which there is a reasonable probability that the use of or exposure to product will cause serious adverse health consequences or death. A Class II recall is a situation in which use of or exposure to the product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote. A Class III recall is a situation in which use of or exposure to the product is not likely to cause adverse health consequences. A Class I recall must be reported to the FDA.
- The packhouse is responsible to identify, tag and isolate any recalled product in the storage and packhouse to ensure that it is not shipped by mistake. The grower is

responsible to identify, tag and isolate any recalled product at the farm to ensure that it is not shipped by mistake. As soon as possible this fruit should be disposed of in an appropriate manner. This must be fully documented.

- Once the recall is complete, New York Apple Sales must notify the pack house of the amount of packed and shipped fruit obtained from the recall and how it was disposed of. Any differences between the amount of fruit in the initial recall and the amount actually recalled must be documented and explained.
- For Primus GFS and Global GAP certifications, the certification body must be notified of the recall.