



RECALL PROGRAM

DiCarlo is notified of all product recalls, voluntary market withdrawals and safety alerts directly from the FDA, USDA and our Vendors. DiCarlo's Recall Team immediately take action to determine if DiCarlo products are affected. If DiCarlo products have been recalled, affected product is segregated and affected customers are contacted.

DiCarlo has a detailed recall policy in place to ensure prompt action in case of a recall notification. The plan provides a current procedure for implementation, including:

- Notifying FDA of any recalls
- A procedure for identifying, collecting, warehousing and controlling products (including repacks and packaging materials) and a method for determining the effectiveness of any recall.

The DiCarlo Recovery minimum performance standards is recovery of 100+/-2 % of suspected product within four hours from time of recall notification to customer notification and product removal from warehouse supply system.

The DiCarlo Inside Sales Team will call, email and/or mail letters to affected customers, including corporate offices, to communicate recall information and product handling instructions. All communication is documented and verified to ensure every attempt is made to limit exposure of affected product to the public.

The DiCarlo Recall Policy and Procedures are validated annually and tested.

DiCarlo products affected by a recall are posted on our website under the *Current Recalls* link.