Safety
Care should be exercised when unloading customer returned material to the plant side. The material may have shifted or may not be properly secured to the pallet. Always wear the proper PPE.

Objective
To make certain that Giles Chemical can isolate and retrieve any non-conforming product mistakenly released.

Definition:
For Recall purposes, non conforming material is defined as product shipped to customer or customers which do not meet specification and or can create harm to humans.

Scope

Repack facility

Procedure for recall:

1. A recall condition exists when the customer determines that the product does not perform according to specifications. Once we substantiate based on testing that the product deviates from specifications or could be harmful a recall is initiated.

2. Samples will be supplied to us by the customer. Once samples are received and if the customers complaint is substantiated, the recall is initiated.

3. The FDA will be contacted as to the product involved, and all pertinent information involved in the recall, ONLY if the material is FDA regulated and the non conformance could lead to be harmful to humans.

4. If all the criteria are met and a recall is initiated, the following steps are taken:

- Determine the scope of the recall. By LOT# of bulk material or date code of a particular product.
- If it is a bulk material recall, QA will initiate a LOT# recall. All customers who have received product made with salt from that particular lot will be notified to remove product from shelves and warehouses and they will be told what steps to follow. Example: Destroy or return to Giles.

- A customer complaint about a specific product or packaging (example: Brand X) The date code applied to the packaging will be used and the recall would be isolated to that date code. In this example, Brand X stores would be notified of the date code on the product and they would be told what to do with the product containing that date code.

5. Any bulk material or packaged material with the lot number or date code involved in the recall still at our facility will be quarantined and placed in a quality hold area and roped off with QUALITY HOLD placards to prevent shipping until disposition or resolution of the recall is completed.

6. A formal investigation to establish the cause of the product non conformance and safeguards to prevent future issues will be thoroughly conducted and published for a recall.

TRAINING DOCUMENTATION

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Revision Number	Revision Date	Revision Author	Revision Description
00	09/10/2009	CW	New Document