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“Your fruit is our business....”

SAPEX PRODUCT RECALL PROCEDURE.

The objective of the product recall procedure is to inform a client of, or to recall, fruit packed with a problem that is not food safety related, i.e. berry size or sugar content. If there is a suspicion that any food safety aspect has been compromised, follow the SAPEX PRODUCT WITHDRAWAL PROCEDURE.

When it is discovered that a substandard product has been packed, the following procedure must be followed:

1. Fill in the Complaints Record (8.5.1) and take immediate steps to determine if the fruit are still in the packhouse by consulting the intake documents.
2. If the fruit are still in the packhouse, inform the packhouse manager who must take immediate remedial action and complete the Complaints Record (8.5.1).
3. If the fruit have already left the packhouse get the relevant pallet numbers and contact the marketing person responsible for the specific target market: UK – Kobus Louw (083 643 4140) or Samuel Pieterse (082 441 2809); Europe and Middle-East – Bertus Swart (082 880 3367) or Samuel Pieterse (082 441 2809); Russia and Far-East – Samuel Pieterse (082 441 2809) or Kobus Louw (083 643 4140); South Africa – Heinrich de Wet (074 588 8010). Follow up with an e-mail with all the relevant information. Complete the Recall Record (8.5.2).
4. The responsible marketer must make the decision whether the problem is of sufficient importance to recall the product.
5. If the recall is not going ahead, the marketer should fill in a QC form with all the relevant information as well as the reason for not recalling the product.
6. If the marketer wishes to recall the product and it is still in South Africa, Logistics should take immediate steps to remove the product from the logistical chain and take the necessary steps as stipulated by the marketer. The marketer must complete a QC form with all relevant information.
7. If the marketer wishes to recall a product that has already left South Africa, the client should be contacted immediately and advised on the necessary steps to be taken. Follow up with an e-mail with all the relevant information. A QC form must be completed with all relevant information. This should include e-mails from the client where the steps he has taken are stipulated.
8. All press statements or media enquiries must be handled by the SAPEX CEO, Samuel Pieterse (082 441 2809).

To test the above procedure as well as product traceability, a mock recall must be conducted at least once every season from each of the main production areas (Mpumalanga, Berg River, Orange River, Hex River). All documentation regarding the mock recall must be kept for reference. (Mock withdrawal and mock recall procedures can be done simultaneously.)

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