



Tel +27 21 883 8280  
Fax +27 21 887 7233  
E-mail [sapex@sapex.co.za](mailto:sapex@sapex.co.za)  
Website [www.sapex.co.za](http://www.sapex.co.za)

**“Your fruit is our business....”**

### **SAPEX PRODUCT WITHDRAWAL PROCEDURE.**

The objective of the product withdrawal procedure is to remove and destroy fruit where any food safety aspect has been compromised.

When it is discovered that the food safety of fruit have been compromised, 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 on the farm or in the packhouse by consulting the intake documents.
2. If the fruit are still on the farm or in the packhouse, inform the packhouse manager who must take immediate remedial action and complete the Complaints Record (8.5.1). Proof that all the identified fruit have been properly destroyed must be kept.
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 immediately: 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 immediately determine the whereabouts of the fruit and take steps to remove it from the logistical chain. Proof that all the identified fruit have been properly destroyed must be kept. The marketer should fill in a QC form and file it with all relevant information.
5. If the marketer wishes to withdraw a product that has already reached the client, 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. Proof that all the identified fruit have been properly destroyed must be faxed through by the client.
6. 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 withdrawal 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 withdrawal must be kept for reference. (Mock withdrawal and mock recall procedures can be done simultaneously.)