

	Document Name:	GFS CANADA VENDOR PRODUCT RECALL, WITHDRAWAL, HOLD and INSPECTION POLICY and PROCEDURES		
	Doc. Number:	CSOP0202	Revision No: 11	Page 1 of 4
	Created Date: Revised Date: Effective Date:	11/16/2011 10/9/2025 10/9/2025	Author: NA Food Safety Quality Assurance Team & Canada Health & Safety Coordinators	

PURPOSE: To communicate Gordon Food Service requirements to vendors and multi-unit customers regarding the initiation and management of product recalls, withdrawals/holds and inventory inspections for products distributed by Gordon Food Service.

SCOPE: This document applies to all vendors, co-packers and raw material vendors of products distributed by Gordon Food Service in Canada.

REFERENCE: Canadian Food Inspection Agency (CFIA) Food Recall and Emergency Response. (www.inspection.gc.ca)

DEFINITIONS:

It is important that vendor communications include proper terminology in order to initiate the appropriate response:

Recall: a potential Food Safety/Regulatory issue issue that requires 1) quarantine of affected inventory at GFS and 2) GFS customer notification. (Examples include Listeria, Salmonella, E. coli, undeclared allergens)

Withdrawal or Hold: a quality issue (not food safety) that you wish to have us stop shipment from our distribution centers. (Examples include color, texture, sizing, product performance)

Inspection: a potential quality issue (not food safety) that you MAY wish to have us stop shipment from our distribution centers depending on the potential impact on filling customer orders.

RESPONSIBILITIES:

Vendors (including co-packers and raw material vendors) must have comprehensive and tested traceability capability and recall and withdrawal plans to ensure their ability to respond appropriately to protect GFS customers, the consuming public and our shared business interests. It is essential that vendors are prepared for timely implementation of any product recall or withdrawal.

Should the need arise, vendors (and/or authorized multi-unit head office customer representative) are expected to promptly provide affected Gordon Food Service divisions with appropriate complete written information and instructions as detailed on the GFS Notification Form, required for us to initiate a timely and well-executed recall. vendors shall perform periodic mock recall exercises with their systems and procedures to ensure their recall system and actions comply with all regulatory expectations and confirm the effectiveness and readiness for a real exercise.

****vendors must notify Gordon Food Service of a recall BEFORE contacting the Head Office of affected multi-unit restaurant concepts to allow Gordon Food Service to execute as expected.**

Items Drop Shipped from vendor: Gordon Food Service's expectations for items that are drop shipped from a GFS vendor to a GFS customer is that the vendor is able to identify those customers affected by the recall. The vendor is to provide GFS with a list of all GFS customers that received the recalled product.

GFS Recall Coordinators: Upon receipt of the information specified below, the acting divisional Recall Coordinator will initiate all Gordon Food Service aspects of the recall, withdrawal, hold or inspection request.

PROCESS STEPS:

I. SUPPLIER CONTACTS GFS:

These are the only GFS contacts that should be used to request recall, withdrawal, hold or inspection activities. vendors (and/or authorized multi-unit customer head office representatives) are responsible to notify GFS by using the email addresses below, specific to each GFS division. The message will automatically be forwarded to individuals at that division who will coordinate the subsequent requested activities (recall, withdrawal, hold or inspection) for their specific division. A notification must be sent to EACH affected GFS division in order to initiate activity in that division. These addresses eliminate the need for vendors to maintain current emergency contacts lists for GFS.

	Document Name:	GFS CANADA VENDOR PRODUCT RECALL, WITHDRAWAL, HOLD and INSPECTION POLICY and PROCEDURES		
	Doc. Number:	CSOP0202	Revision No: 11	Page 2 of 4
	Created Date: Revised Date: Effective Date:	11/16/2011 10/9/2025 10/9/2025	Author: NA Food Safety Quality Assurance Team & Canada Health & Safety Coordinators	

GFS DC	Province	Notification Email
Delta	British Columbia	deltarecalls@gfs.com
Calgary	Alberta	calgaryrecalls@gfs.com
Edmonton	Alberta	edmontonrecalls@gfs.com
Winnipeg	Manitoba	winnipegrecalls@gfs.com
Ajax	Ontario	ajaxrecalls@gfs.com
Milton	Ontario	miltonrecalls@gfs.com
Montreal	Quebec	montrealrecalls@gfs.com
Quebec City	Quebec	quebeccityrecalls@gfs.com
Amherst	Nova Scotia	amherstrecalls@gfs.com

II. SUPPLIER PROVIDES REQUIRED INFORMATION:

In order to initiate any activity, vendors (and/or authorized multi-unit customer head office representative) are responsible to provide the complete information specified on the GFS Notification Form¹ to the GFS Notification email address for each affected division regarding the affected product(s).

When the complete information is received, GFS will immediately initiate our process to identify and quarantine all potentially affected inventory. **If the information is incomplete, GFS will not be able to execute the recall.**

Important: Vendor traceability information related to GFS as a consignee is considered confidential and is not to be shared with anyone besides GFS or as requested by a regulatory agency.

¹A different form can be used by the vendor **as long as the minimum required information is provided:** GTIN, GFS item code, product description, reason for product notification, affected lot numbers and GFS Purchase order numbers.

III. GFS INITIATES RESPONSE ACTIVITY

According to the type of activity requested and information provided. Steps include, as appropriate:

- A) Inspection of on-hand inventory in our DC(s)
- B) Quarantine of affected inventory in our DC(s)
- C) For Recalls, customer lists are generated by GFS according to the item and P.O. information provided. GFS does not provide customer lists to vendors.
- D) Customer Notifications
 - 1) *Recalls:* Notification of potentially affected customers with recall details including disposition instructions.
 - o RETURNS: It is important to note that Gordon Food Service will NOT accept instructions to have customers return recalled product back into GFS Distribution Centers. (This requirement is in place to ensure that recalled product is not inadvertently released and redistributed.) Customer-level disposition instructions for recalls are disposal/destruction at the customer's location in a manner to prevent unintentional consumption.
 - 2) *Withdrawals:* Product that is on-hand in our DC and quarantined will be available for return to the vendor. There is no regulatory requirement, nor is it standard practice, for GFS to notify customers for withdrawals. Our recommended disposition is disposal/destruction at the customer's location.

	Document Name:	GFS CANADA VENDOR PRODUCT RECALL, WITHDRAWAL, HOLD and INSPECTION POLICY and PROCEDURES		
	Doc. Number:	CSOP0202	Revision No: 11	Page 3 of 4
	Created Date: Revised Date: Effective Date:	11/16/2011 10/9/2025 10/9/2025	Author: NA Food Safety Quality Assurance Team & Canada Health & Safety Coordinators	

IV: SUPPLIER PROVIDES WRITTEN PRODUCT REPLACEMENT PLAN:

In order to reduce the risk of product shortages or outages for GFS customers, Gordon Food Service expects the vendor to provide their plan for product replacement with unaffected product to GFS.

V: SUPPLIER PROCESS CONTINUOUS IMPROVEMENT:

As directed by GFS Food Safety Quality Assurance, the vendor may be required to initiate a thorough investigation, root cause analysis and corrective action plan to prevent other future and like products from similar occurrences.

VI: GFS INITIATES COST RECOVERY

Per the language in our *PO Supplier Terms and Conditions*, the vendor will be responsible to reimburse GFS for all GFS costs associated with recalls or withdrawals per the standard fees below. There are additional costs not included in the table listed below for which we will also be seeking reimbursement including, but not limited to, credits and affected inventory on hand.

	Document Name:	GFS CANADA VENDOR PRODUCT RECALL, WITHDRAWAL, HOLD and INSPECTION POLICY and PROCEDURES		
	Doc. Number:	CSOP0202	Revision No: 11	Page 4 of 4
	Created Date: Revised Date: Effective Date:	11/16/2011 10/9/2025 10/9/2025	Author: NA Food Safety Quality Assurance Team & Canada Health & Safety Coordinators	

Gordon Food Service's Recall Billback Breakdown		
Billback title	Description	USD Cost
Project Administration Fee, invoiced as 'Distribution Center Administration Fee'	Review and analysis of recall details, confirm receipt of affected product at distribution center or GFS Stores, report affected status, put products on hold as needed, identify and report product transfers, research and generate list of affected customers, respond to effectiveness checks, perform recordkeeping, cost recovery reporting, etc. Business Units include all GFS Distribution Centers, GFS Store BU, GFS Store customer BU, Drop Ship BU etc.	\$750/Business Unit (may affect multiple BUs, depending on scope of recall)
Customer Notification Setup Fee	Drafting of communications content for voice, web, email, text messaging, and postal mail distribution, coordination and tabulation of submitted affected customer lists, scheduling and initiation of customer communications, analysis of affected product details and end-customer disposition instructions from the supplier. There are two possible campaigns: one for products delivered from distribution centers to customers, and second for products delivered to GFS Stores.	\$500/Campaign (may require multiple campaigns, depending on scope of recall)
Customer Notification Fee	Outbound phone call, text and email attempts (until successful notification confirmed) per affected customer location (across multiple shifts), detailed, unified audit trail and call recordings of all recall communications via all channels (exceeding regulatory requirements), & customer contact data remediation (as needed).	5,000th + customers - \$11.00/customer 500th -4,999th customers - \$12.50/customer 1st - 499th customers - \$15.00/customer
DC Product Handling Fee	Distribution center cost of managing product(s) including removal of product from pick bay, quarantine, return, etc.	\$5/case
DC Case Destruction Fee	Distribution center cost of destroying affected product(s) such as cost of dumpster, employee labor, etc.	\$2.50/case
Customer Product Destruction Fee	GFS customer cost of identification and destruction of recalled cases on hand at time of recall.	\$5/case
Special Handling Fee	Cost of special supplier requests for GFS employees. Examples of special requests include opening cases, inspecting product(s) for specific lot codes, inspecting products for specific defects, relabeling, etc.	\$60.00/hour

Description of Revision	Revisor
Corrected total page number to 4 from 5.	Jeremy Anderson