



Date: October 1, 2023

Re: Product Recall Policy

United Sugar Producers and Refiners (United) is committed to the safety of the food products that we supply to our customers. Our team is proud of the safe and wholesome products that result in continued customer satisfaction. However, we realize that United products are not immune to product recall. Therefore, United will maintain an effective product recall program to:

- Safeguard the health and well-being of our customers;
- Remove unsuitable products from the marketplace in a timely manner and at a minimum cost and inconvenience to our customers;
- Mitigate any potential regulatory and customer liability; and
- Preserve and protect the assets of United Sugar Producers and Refiners and our parent companies.

To ensure that we can meet an effective program it is audited against Global Food Safety Initiative (GFSI) standards by a Recognized Program Owner (CPO) called Safe Quality Food (SQF). SQF outlines the requirements for Product Withdrawal and Recall including product traceability. SQF certificates for production sites are available on our website.

Please call or write if you have any questions or concerns. United Sugar Producers and Refiners is committed to continued service to our valued customers.

Janet A. W. Harriman
Director of Quality and Safety
United Sugar Producers and Refiners

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