



## **CORPORATE POLICY**

### **PRODUCT RECALL PROCEDURE**



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Engineers Mate Ltd have a clear and comprehensive Product Recall Procedure in place to ensure customer safety, regulatory compliance, and full traceability of all items we supply. This process allows us to act quickly and effectively in the event of a manufacturer or supplier notifying us of a non-conforming product.

## 1. Product and Component Receipt

- Every item received into stock is identified by batch number, product code, and date.
- This ensures full traceability from supplier to customer.

## 2. Product and Component Issue

- All products are tracked using batch numbers, product codes, and dates.
- The customer details are recorded for each issued item, allowing us to contact them immediately if a recall is required.

## 3. Notification of Non-Conforming Product

When a manufacturer or supplier advises of a potential issue:

- Quarantine all relevant stock immediately.
- Follow the manufacturer's or supplier's guidelines on managing quarantined stock.
- Contact all affected customers without delay to advise them of the recall.
- Provide clear instructions for corrective action required by the customer.
- Ensure that all customers complete the recommended action.
- Arrange replacements or refunds as appropriate.
- Make sure all affected products are processed in line with manufacturer/supplier instructions.
- Implement any corrective actions recommended by the manufacturer/supplier.
- Notify relevant Market Surveillance Authorities as required.
- Inform the appropriate Approved or Notified Bodies where applicable.

On behalf of Engineers Mate Ltd



Andy Bowyer  
Director

