



January 25, 2024

Dear Valued Trade Partner:

Northeast Grocery, supporting the operating companies of Price Chopper/Market32 and Tops Friendly Markets (Tops), proudly works with all of our suppliers to offer our consumers safe and wholesome foods that consistently meet high quality standards. This shared commitment requires us to take seriously any food safety and quality concerns that could potentially jeopardize the safety, integrity, wholesomeness, or quality of food products. The many highly publicized recalls only underscore the need to continually ensure that if something does go wrong, there are steps in place to remove compromised food products from our stores and warehouse in a timely, efficient, and effective manner to protect our customers.

Like many other retailers, we rely on our trade partners to implement and maintain the best food safety systems, with robust recall processes and procedures that address product food safety and/or quality concerns. Most importantly, these procedures are transparent with sound communication strategies in place that engage all external stakeholders immediately upon learning of an issue.

With that said, in the event of any product food safety and/or quality concern pathogenic, allergenic, foreign object, or any other type of contamination or adulteration, including any quality issues impacting customer experience or brand, Price Chopper/Market32 and Tops expects prompt timely notification to the appropriate merchandising manager upon discovery of the issue with as much information as available at that time of first contact. We recognize that while not all information may be available immediately at the point of first contact, we do expect that all pertinent details will be provided as soon as information is made available including information on whom our customers can contact with questions or concerns. Attached for your reference is the information that is necessary for implementing our recall/withdrawal at retail. It is our expectation that all information that is applicable, be provided and updated to the appropriate merchandising category business manager as soon as it is made available.

Thank you in advance for your cooperation and continued commitment to maintaining standards of highest quality. If you should have any questions, please feel free to reach out to your primary contact or category business manager.

Sincerely

A handwritten signature in blue ink, appearing to read "Jeffrey Culhane", with a stylized flourish at the end.

Jeffrey Culhane
Senior Vice President of Merchandising

Product Recall Information

1. Product Name:
2. Manufacturer Name, establishment number and physical location:
3. Recall announced by: Manufacturer ____ Retailer ____ USDA/FDA/Other ____
4. Manufacturer/supplier contact number for customer inquiries:
5. Provide the following dates the recalled product:
 - a. Was first available for sale:
 - b. Will next be available for sale:

(Business Intelligence to pull customer information based on these dates)
6. Reason for Recall/Nature of the problem:
7. DCs Stores affected by recall.
8. Attach a copy of the product label (if available)
9. Vendor/Supplier product disposition instructions:

Product #1	Product #2
Name:	Name:
Size:	Size:
Flavor:	Flavor:
Unit UPC #:	Unit UPC #:
Exp. Date:	Exp. Date:
Product Code:	Product Code:
Store Item Code:	Store Item Code:

FDA – Class of Recall

Class 1 ____ Imminent adverse health threat

Class 2 ____ potential to cause adverse health consequences

Class 3 ____ Does not meet quality expectations does not pose health risk to customers