



## **RECALL POLICY AND PROCEDURES**

Spector & Co. follows the Recall Policies and Procedures Program according to Section 15 of the Consumer Product Safety Act – CPSA - (15 USC 2064) entitled Notification and Repair, Replacement or Refund (16 CFR 1115) and section 14 of the CCPSA.

### **Reporting Requirements**

Spector & Co' commits to reporting a recall when the product:

- Fails to meet a consumer product safety standard or banning regulation
- Contains a defect which could create a substantial hazard to a consumer
- Creates an unreasonable risk or serious injury or death
- Fails to comply with a voluntary standard which the commission has relied on, under the CPSA and Health Canada.

Spector & Co. commits to:

- Carry out internal investigation in case of potential hazard – Max 10 working days
- Report CPSC within the first 24 hours and Health Canada within the first 48 hours of obtaining information

### **Information Provided**

Spector and Co. commits to providing the following information:

- Description of the product
- Name and address of the supplier
- The possible product defect or unreasonable risk or serious injury or death
- The nature and extent of the injury or possible injury associated with the product
- Name, address and telephone number of the person informing the Commission
- A timetable for providing information not immediately available

## **Criteria for substantial Product Hazard**

- Pattern of defect
- Number of defective products distributed in commerce
- Severity of risk
- Likelihood of injury

## **Product Recall**

In case of a product recall Spector & Co. commits to:

- Identify the defect that caused the hazard
- Identify what caused the product defect
- Locate the unsafe products and find out how many there are
- Find out if the product failed to comply with government safety regulations
- Inform the government or appropriate regulatory body
- Discontinue production and shipment
- Notify suppliers to stop selling the product
- Issue a press release announcing a recall
- Post the recall on the company website
- Establish a toll free telephone service to handle expected calls
- Estimate the cost of the production recall
- Provide reports of the progress of the recall to the Commission
- Upgrade quality control procedures to avoid similar situations in the future

## **Recall Coordinator**

Social Compliance and Sustainability Manager

## **Records Maintenance**

- Records of complaints, warranty recalls on tech products, insurance claims and lawsuits
- Production Records
- Distribution Records
- Quality Control Records
- Test reports