



***Food Protection/Safety***

**TO: Vendor /Broker Community**

**SUBJECT: Product Recall Contacts**

In the event of \*Class 1 or \*Class 2 recall, please notify any of the BI-LO representatives listed below. If after hours or weekends do not leave a voice mail, call one of the following BI-LO representatives at home:

**Mark Van Ostenbridge** (864) 283-3520 Office  
Food Protection Director (864) 616-9945 Cell  
Nights/Weekends/Holidays (864) 244-6839 Home

**Yvonne Jefferson** (864) 283-3411 Office  
Asset Protection (678) 392-8871 Cell

**Terry Stanley** (864) 286-2763 Office  
Asset Protection Director (704-618-7339) Cell

Be prepared to provide the following information:

1. Product name, manufacturer, and distributor, est.#
2. DSD and/or distribution center item.
3. Pack size.
4. Lot numbers.
5. Code dates (how many shipped, where and when), confirmation of receipt (purchase order numbers received).
6. Nature of problem.
7. Division(s) and/or stores impacted.
8. Distribution facility(s) involved.
9. UPC including case code and/or single code/Product/Item Code.

This program does not relieve the vendor of the responsibility for contacting the BI-LO Category Manager with same product recall information given to persons listed above.

Please distribute to your appropriate company associates.

Thank you for your anticipated cooperation.

\*Class I – This is a health hazard situation where there is a reasonable probability that the use of the product will cause serious, adverse health consequences or death.

\*Class 2- This is a health hazard situation where there is a remote probability of adverse health consequences from the use of the product.