

ANNEX 1 Product recall procedure

Definition and affected product types

The recall of products distributed to beneficiaries refers to any action taken by Educo to recall or correct delivered products. The recall procedure includes notifying users of the product's defects or deficiencies.

Recall may affect:

- Materials or products for school use.
- Food.
- Medicine.
- Medical devices.
- Other materials provided by Educo: construction material, utensils and tools, etc.

Scope

This annex outlines the procedure that shall be applied in case of incidence affecting any type of product supplied by Educo and its foreign offices. This procedure shall also be applied by associated organizations or local partner organizations that collaborate with Educo in the implementation of projects.

Initiating a product recall

A product recall may be initiated for any of the following reasons:

- 1) A complaint has been filed by a user regarding the product's characteristics. In this case, action should be taken to determine:
 - a) If the complaint has been filed because the product does not meet the user's expectations. In this case, the steps to be taken are outlined in the Complaints and Feedback Procedure.
 - b) If there is a defect or problem with the distributed product. In this case, the organization shall follow the procedure described in this annex.
- 2) Educo discovers that the distributed product does not meet appropriate standards for use.
- 3) It is known that the distributed products may be hazardous to health, that they do not meet required safety standards or that they do not comply with local legislation.

When one of the above circumstances exists, the following steps shall be taken.

Recall procedure and remedial follow up

The following steps shall be taken in case of a product recall:

- 1) File an incidence report.
- 2) Evaluate the problem to determine any associated risks.
- 3) Inform relevant authorities when there are potential health risks for people.

- 4) Determine the scope and degree to which the distributed products and batches may be affected.
- 5) Localize the affected products.
- 6) Define the actions to be taken, set the timeframe for taking them and assign responsibilities to the team members.

The product recall activities will, when necessary, include:

- Recalling the distributed products.
 - Taking corrective actions to replace or repair affected apparatuses and materials.
 - Notifying affected users of recalls with instructions on: ceasing to use the product, how to return the product or how to dispose of any remaining product units in stock.
 - Providing instructions for replacing distributed products and anticipated timeframes for availability.
 - Advising users on any other problem or aspect of the product.
- 7) If a product has been recalled, assess the acquisition and distribution of a different product in its place.
 - 8) File a final report that analyzes the causes of the recall and any relevant conclusions.
 - 9) Take necessary corrective measures to avoid another incidence.