



Product Recall Guidelines for Agencies and Sites

Second Harvest of Silicon Valley receives recall notices from USDA, FDA and FSIS.

The table below is provided as a guide to supplement Second Harvest of Silicon Valley’s product recall policy.

Recall Category	The Risk Is	Action to be taken
I	<p>Certain.</p> <p>Recall is confirmed to have been received by and distributed by Second Harvest of Silicon Valley</p>	<ul style="list-style-type: none"> • All agencies and sites contacted via e-mail within 4 hours of notice • If agencies or sites received product from Second Harvest, they will be contacted via phone call by their program manager and given instructions to dispose of recalled items • Agencies and sites will be instructed to provide food recall or advisory information promptly and efficiently to their clients • Links of recalls will be added to the Partner Resources page on our website
II	<p>High.</p> <p>Recall Product may have been received by Second Harvest of Silicon Valley.</p> <ol style="list-style-type: none"> 1. A high volume of product was mass distributed to agencies or sites 2. Partner agencies may have received product via grocery rescue 	<ul style="list-style-type: none"> • All agencies and sites contacted via e-mail within 4 hours of notice • If agencies and sites received product from Second Harvest, they will be contacted via phone call by their program manager and given instructions to dispose of recalled items • Agencies and sites will find out how much product is on hand and dispose of product according to the manufacturer’s instructions • Agencies and sites will either destroy product or send back to Second Harvest of Silicon Valley • Agencies and sites will be instructed to provide food recall or advisory information promptly and efficiently to all clients • Links of recalls will be added to the Partner Resources page on our website
III	<p>Marginal.</p> <ul style="list-style-type: none"> • There is a slight chance the recall product was received by Second Harvest of Silicon Valley. 	<ul style="list-style-type: none"> • All agencies and sites will be contacted via email within 4 hours of notice • Links of recalls will be added to the Partner Resources page on our website
IV	<p>Very Low.</p> <ul style="list-style-type: none"> • Remote chance that recall products were received by Second Harvest of Silicon Valley. • Product confirmed as not having been in inventory. 	<ul style="list-style-type: none"> • All agencies and sites will be contacted via email within 4 hours of notice • Links of recalls will be added to the Partner Resources page on our website