

Recall Handbook for Vendors

***DOLLAR
TREE***



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Introduction



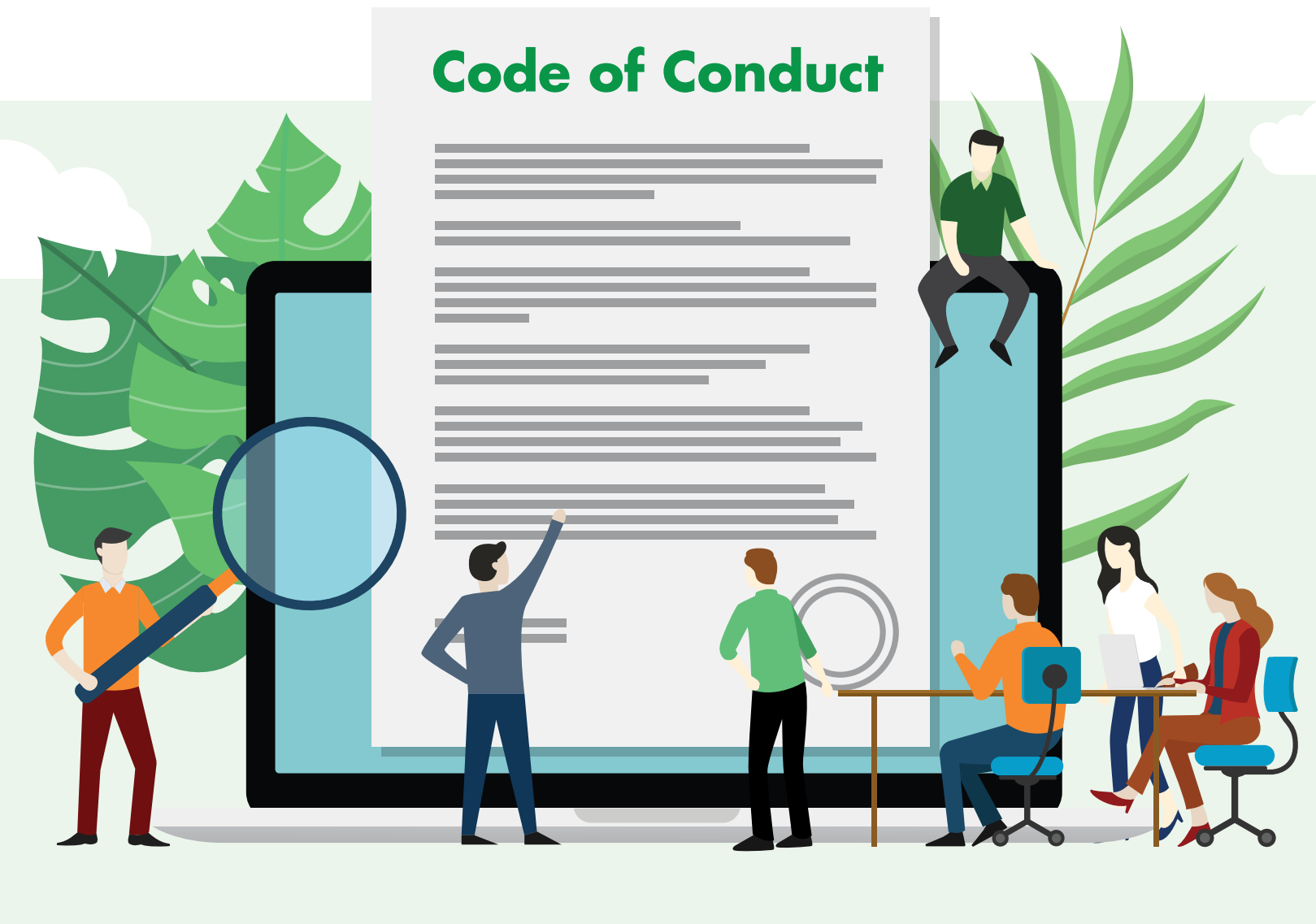
INTRODUCTION

Dollar Tree customers and communities count on us for safe, high-quality, and affordable products. To earn and maintain customer trust, the products we sell (including but not limited to food, drugs, cosmetics, and children's products) must comply with applicable legal and regulatory requirements for product quality and safety—including the timely and appropriate execution of recalls and product removals.

Products deemed non-compliant may be subject to recall or removal from the Dollar Tree distribution network at the store and/or distribution center level. Dollar Tree, in collaboration with our vendor partners, must promptly act to appropriately address concerns related to product safety and product quality, which includes but is not limited to recall execution.

We share a responsibility for following product safety laws, including but not limited to, the U.S. Consumer Product Safety Act (CPSA), the Federal Hazardous Substances Act (FHSA), and the U.S. Food, Drug, and Cosmetic Act (FDCA), Canada Consumer Product Safety Act (CCPSA), and Canada Food and Drugs Act (FD&A), and require prompt collaboration in any matters of product safety and product quality.

If you become aware of a safety or quality issue with a product that you have sold to Dollar Tree or that resides in our supply chain, you must immediately report the issue to Dollar Tree's Corporate Ethics and Compliance Team via recalls@dollartree.com.



Product Recalls, Withdrawals, and Removals



PRODUCT RECALLS, WITHDRAWALS, AND REMOVALS

In the event of a recall or market withdrawal, product removal may be necessary to remove impacted products from Dollar Tree stores and distribution centers. Product removals are typically initiated by a vendor or regulatory agency and are executed at the retail level by Dollar Tree, as directed. Dollar Tree also reserves the right to remove or destroy product from distribution when significant product issues are identified (e.g., customer complaint trends, defect trends, etc.).

Vendors must investigate any complaint and/or complaint trends reported to the vendor/manufacturer from a regulator, directly from a customer, from Dollar Tree, or via other means that may indicate a potential health hazard or safety concern. The investigation should determine whether the product is appropriate to remain on the market or if a recall and/or other actions are needed. If a complaint or complaint trend is associated with returned product that is in Dollar Tree's possession and the vendor would like the sample to support the investigation and/or enable root cause analysis/evaluation, it is the vendor's responsibility to provide a pre-paid postage label for product shipment.

If a product distributed to Dollar Tree is deemed non-compliant or if there are any concerns about the safety or quality of the product, the vendor must immediately notify Dollar Tree's Corporate Ethics and Compliance Team at recalls@dollartree.com to effectuate the product's market removal to promptly mitigate potential customer harm. Vendors should have the following information prepared when contacting Dollar Tree about a recall, market withdrawal, or product removal:

1. Reason for product removal.
2. Product identifying information i.e., SKU/UPC number, description, lot numbers, and expiration dates (when applicable).
3. List of Dollar Tree Distribution Centers that received the impacted product and associated P.O. information.
4. Disposition instructions for the product.
5. Clear, high-quality images of the front and back of the impacted product on a

white background, including pertinent product identification information (such as production dates, expiration dates, lot codes, drug/nutritional/supplement fact panels, warning labels, etc.).

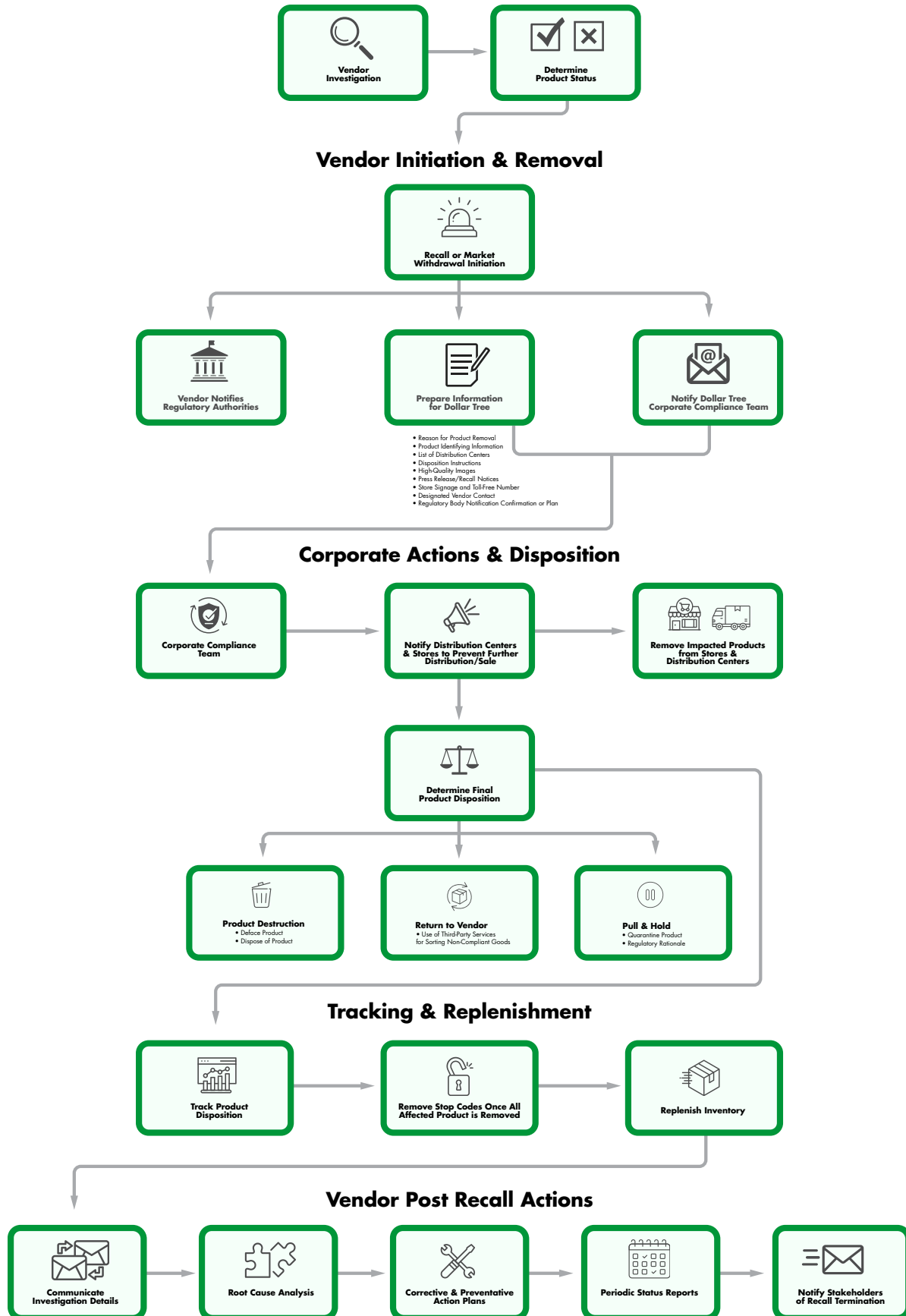
6. A copy of any press releases/recall notices that will be issued by the vendor, manufacturer, or regulatory agency regarding the recall.
7. Recommended store signage, along with an appropriate toll-free number for customer inquiries (as recommended or required by the applicable regulatory body).
8. A designated vendor contact for any recall-related follow up questions from Dollar Tree.
9. Confirmation of, or action plan for, timely notification to the appropriate regulatory body.

Vendors are expected to notify the appropriate regulatory authorities of all recalls, including but not limited to, market action associated with the following authorities:

[U.S. Food and Drug Administration \(FDA\)](#)
[U.S. Consumer Product Safety Commission \(CPSC\)](#)
[U.S. Department of Agriculture \(USDA\)](#)
[Health Canada](#)



VENDOR INVESTIGATION FLOW CHART



All recalls and removals are managed by the Dollar Tree Corporate Ethics and Compliance Team. Upon notification, the Dollar Tree Corporate Ethics and Compliance Team will notify the impacted distribution centers and stores to prevent further distribution and sale of impacted product(s). It is important to note that Dollar Tree may need to broaden the scope of product removal beyond a specified affected lot to ensure all impacted product is promptly and fully removed from distribution.

It is strongly preferred that final product disposition at the store level is determined at initial notification; however, we realize there are instances in which the disposition plan is not yet finalized. In these instances, a product “pull and hold” can be issued to remove product from retail distribution and quarantined until further instructions are given. At the time of recall notification, vendors must provide strong regulatory rationale to support a recommendation to “pull and hold” the impacted product. Disposition instructions may include, but are not limited to, product destruction or returning product to the vendor.

At the store level, the use of third-party services is required for return of products to the vendor, sorting of non-compliant goods, or for complex destruction methods. Dollar Tree does not have reverse distribution logistics at the store level. As a standard practice, we do not perform lot code or UPC sorting at the store level or distribution center level.

Potentially dangerous or hazardous products, such as those shown below, contain chemicals or materials that can cause harm to people or the environment. By law, this type of waste cannot be thrown into the trash or dumpster or poured down the drain. Waste of this kind must be processed through our onsite Chemical and Electronics Recycling Program (CERP) or as hazardous waste.

Flammables



Electronics



Household



Health & Beauty



For a destruction disposition at the store level that does not require a specialized destruction process, Dollar Tree can dispose of and/or deface the impacted product in a way that will best prevent/limit public access. This may include methods such as:

- Damaging the product/packaging by emptying, breaking, cutting, or striking out the barcode using a permanent marker. (Note: Dollar Tree cannot retain destroyed/defaced product or packaging for vendor collection.)
- Placing product in a black trash bag, closing and securing the trash bag, and placing in dumpster.

Cost of disposition is the responsibility of the vendor. Costs associated with disposition may include, but are not limited to, labor at the stores and/or distribution centers, cost of goods, destruction fees, return to vendor fees, use of third-party services for sorting and/or pickup/destruction, and lost sales. On a risk basis, the Company may require third-party effectiveness checks at the store level for consumer protection purposes. In these cases, the vendor is responsible for all associated third-party service fees.

Dollar Tree will track product disposition for both stores and distribution centers. Once all affected product has been removed from inventory based on internal metrics, distribution and store level stop codes may be removed. Dollar Tree will collaborate with the vendor to replenish new inventory to distribution centers and stores that were affected, as applicable and when appropriate.



Post Recall





POST RECALL

Following execution of the recall, it is the vendor's responsibility to communicate associated investigation details, including a root cause analysis, outcomes, and corrective and preventive action plans (CAPA), to prevent issue recurrence. The vendor is also expected to keep Dollar Tree informed as additional information becomes available from regulatory authorities, including but not limited to, recall classifications, recall scope changes, and timelines for closure.

Periodic status reports may be required with the regulatory authority until termination of the recall. The preparation and submission of these reports are the responsibility of the vendor.

The vendor should also notify all relevant stakeholders, including Dollar Tree, when the recall is officially terminated.

