

SM – 05 PRODUCT RECALLS AND CRISIS MANAGEMENT	
1.	Reasons for withdrawing products from the market
	<p>Withdrawal of a product from the market is claimed by the manufacturer or distributor for two reasons:</p> <ol style="list-style-type: none"> 1. The product poses a direct risk to the health of the patient, 2. The product poses a potential risk to the health of the consumer / patient, 3. The product is likely to be consumed by sensitive population groups, 4. A quality problem has been identified which has an impact on the safety of the product, 5. The product is incorrectly labeled and the consumer may be misled (incorrect or misleading).
2.	PROCEDURE IN CASE OF VEHICLE FAILURE / ACCIDENT.
2.1.	<p>✓ In case of failure:</p> <ul style="list-style-type: none"> · The driver notifies the fact regarding the vehicle failure to the dispatcher in his company, who contacts an employee of ERFOLG, s.r.o., · The manager subsequently informs the customer and the CM of ERFOLG, s.r.o. about vehicle failure, · Securing a spare car - the supplier's dispatcher within 2 hours in the event of unsecured cooling in the vehicle. Transfer of goods to a replacement

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	<p>vehicle (driver) and transport to the destination. Client information: ERFOLG s.r.o.</p> <ul style="list-style-type: none"> · Securing a spare car - the supplier's dispatcher within 3 hours in the case of secured cooling in the vehicle. Transfer of goods to a spare vehicle (driver), or arrange for car repair and transport to the destination. Client information: ERFOLG s.r.o. <p>The transfer of goods is governed by precisely defined rules to minimize damage to the cargo and is managed by the manager of ERFOLG, s.r.o., who transmits information simultaneously to the manager of the defective vehicle, as well as to the manager who provides transport by replacement vehicle.</p>
2.2.	<p>✓ If a defect is detected on the vehicle wheel</p> <ul style="list-style-type: none"> · Park the vehicle on the curb and switch on the hazard warning lights; · When leaving the cab, pay attention to the reflective vest; · Secure the vehicle against unintentional rolling, ie. Engage speed, apply the parking brake and wedge the wheels (on the side that does not lift); · Save the warning triangle - in the village, at least 50 m from the vehicle, outside the village at least 100m from the vehicle; · Prepare everything needed for replacement: spare wheel, jack and wrench; · Fold down the wheel guard;

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	<ul style="list-style-type: none"> · Loosen the screws on the damaged wheel; · Fit the jack in the place specified by the manufacturer; · Raise the vehicle to a sufficient height above the ground; · Remove screws; · Replace the wheel, clean the damaged one and place it in the space reserved for the spare wheel; put new ones on the "charge"; · Screw in the bolts, but not completely ... proceed in a "crosswise" manner, always alternately opposite the bolts in order to maintain the balance of the wheel; · Lower the vehicle onto the road with a jack, pull out the jack, clean it and store it in the designated place; · Tighten the bolts as far as possible with a cross wrench, as well as in a "cross way" for the symmetry and balance of the wheel; · Check the wheel pressure, then release the air, or allow; · Fit the wheel guard; · After a few kilometers, stop and test the tightening of the bolts, or tighten them again.
2.3.	<p>✓ In case of damaged transported goods</p> <ul style="list-style-type: none"> · The manager informs the employee of ERFOLG, s.r.o., · Informing the customer and CM about this fact,

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	<ul style="list-style-type: none">· Depending on the extent of the possible danger, the decision on further handling of the goods together with the customer,· According to the customer's instructions - possible safe removal of glass from the load compartment by the driver. Sweepers used for this purpose will be disposed of. The spatula will be thoroughly washed,· Inspection of work clothes (including shoes) and possible replacement (driver "contaminated" employee),· In case of disposal of the goods, it is necessary to ensure, if necessary:· Company for disposal - in the case of drugs with an ADR license· A company authorized to dispose of animal by-products· Investigation of the situation and completion of the incident record (corrective action) (ZO + CM).
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