

Effective from:	1 January 2026
Document No.	01-05s-2026
Page:	1/4

SM – 05 WITHDRAWAL FROM THE MARKET	
1.	Reasons for withdrawing products from the market
	A manufacturer or distributor may withdraw a product from the market for two reasons: 1. The product poses a direct threat to the patient's health, 2. The product poses a potential threat to the health of the consumer/patient, 3. The product is likely to be consumed by vulnerable population groups, 4. A quality issue has been identified that affects the safety of the product, 5. The product is incorrectly labelled and the consumer may be misled (incorrect or misleading labelling).
2.	PROCEDURE IN THE EVENT OF A VEHICLE FAILURE OR ACCIDENT.
2.1.	<u>In the event of a breakdown:</u> • The driver shall report the vehicle breakdown to the dispatcher at their company, who will then contact a member of staff at ERFOLG, s.r.o., • The dispatcher will then inform the customer and the CM at ERFOLG, s.r.o. of the vehicle breakdown, • Provision of a replacement vehicle – the supplier's dispatcher within 2 hours in the event of a failure of the vehicle's refrigeration system. Transfer of goods to

Effective from:	1 January 2026
Document No.	01-05s-2026
Page:	2/4

	a replacement vehicle (driver) and transport to the destination. Informing the client: ERFOLG s.r.o. dispatcher • Provision of a replacement vehicle – the supplier’s dispatcher within 3 hours in the event of a malfunction in the vehicle’s refrigeration system. Transfer of goods to a replacement vehicle (driver), or arranging for the vehicle to be repaired and transport to the destination. Informing the client: ERFOLG s.r.o. dispatcher The transfer of goods is governed by precisely defined rules designed to minimise damage to the cargo and is managed by the dispatcher at ERFOLG s.r.o., who simultaneously passes on information to both the dispatcher responsible for the broken-down vehicle and the dispatcher arranging transport by a replacement vehicle.
2.2.	<u>If a puncture is detected on a vehicle’s tyre</u> • Pull the vehicle over to the hard shoulder and switch on the hazard warning lights; • When leaving the cab, ensure you are wearing a high-visibility vest; • Secure the vehicle against unauthorised movement, i.e. engage a gear, apply the handbrake and place a chock under the wheels (on the side that is not lifting); • Place the warning triangle – in built-up areas, at least 50 metres from the vehicle; outside built-up areas, at least 100 metres from the vehicle; • Prepare everything needed for the change: a spare wheel, a jack and a wheel wrench;

Effective from:	1 January 2026
Document No.	01-05s-2026
Page:	3/4

	• Remove the wheel cover; • Loosen the bolts on the damaged wheel; • Place the jack in the position specified by the manufacturer; • Raise the vehicle to a sufficient height above the road surface; • Remove the bolts; • Replace the wheel; clean the damaged one and place it in the space reserved for the spare wheel; fit the new one onto the 'hub'; • Tighten the bolts, but not fully... proceed in a 'cross-pattern', always tightening opposite bolts alternately to maintain the wheel's balance; • Lower the vehicle onto the road using the jack, remove the jack, clean and store it in its designated place; • Tighten the bolts fully using a cross-head spanner, again in a 'cross-pattern' to ensure the wheel is symmetrical and balanced; • Check the tyre pressure, then deflate or top up as required; • Fit the wheel cover; • After a few kilometres, stop and check that the bolts are tight, and retighten them if necessary.
2.3.	<u>In the event of damage to the goods being transported</u> • The dispatcher shall inform an employee of ERFOLG, s.r.o., • The customer and CM must be informed of this fact,

Effective from:	1 January 2026
Document No.	01-05s-2026
Page:	4/4

	• Depending on the extent of the potential risk, a decision on how to proceed handling of the goods in consultation with the customer, • In accordance with the customer's instructions – the driver shall, where necessary, safely remove any glass from the load area. Any brooms used for this purpose shall be disposed of. The shovel shall be thoroughly washed, • Inspection of work clothing (including footwear) and replacement where necessary (driver or 'contaminated' employee), • In the event of goods disposal, the following must be arranged where necessary: • <i>A disposal company – in the case of medicinal products with an ADR licence</i> • <i>A company authorised to handle animal by-products</i> • Investigation of the situation and completion of an incident report (corrective measures) (ZO + CM).
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