

RIVIX



PRODUCT RECALL PLAN

ISSUED: JANUARY 2026 | **REVIEW CYCLE:** ANNUAL | **DOCUMENT OWNER:** OPERATIONS

Purpose

This Product Recall Policy establishes the procedures RIVIX follows to identify, assess, and manage a potential product safety issue in a controlled and timely manner.

The purpose of this policy is to:

- Protect end users, clients, and distribution partners
- Maintain compliance with applicable Canadian product safety legislation, including the Canada Consumer Product Safety Act where applicable
- Ensure clear communication, traceability, and corrective action in the event of a product safety concern

RIVIX is committed to acting quickly and responsibly to mitigate risk and prevent recurrence.

Scope

This policy applies to all apparel, uniforms, workwear, and textile products supplied through RIVIX programs and imported into or distributed within Canada.

It applies to all production batches, SKUs, and shipments managed under RIVIX oversight.

Roles and Responsibilities

Product Safety Lead

RIVIX Operations Management is responsible for oversight of recall activities.

Responsibilities include:

- Immediate review and escalation of reported safety concerns
- Coordination of recall or corrective action strategy
- Communication with affected clients
- Liaison with manufacturing partners, logistics providers, and brokers
- Oversight of documentation and corrective action implementation

Supporting functions may include supplier partners, third party inspectors, freight providers, and customs brokers as required.

Identification of a Potential Safety Issue

A potential product safety issue may be identified through:

- Client notification
- Supplier notification
- Internal quality review or audit
- Regulatory inquiry or notification
- Third party inspection findings

Upon identification, the issue is immediately escalated to the Product Safety Lead for assessment.

No further distribution of the affected product will occur until the issue has been reviewed.

Risk Assessment and Decision Process

RIVIX will conduct a structured assessment to determine:

- The nature and severity of the safety concern
- The specific SKUs, production lots, or batches affected
- Shipment dates and delivery records
- Geographic distribution of the affected goods
- Potential risk to end users

Based on this assessment, RIVIX will determine whether:

- A formal recall is required
- A product withdrawal is sufficient
- A corrective action or remediation plan is appropriate

All decisions will prioritize user safety and regulatory compliance.

Traceability and Recordkeeping

RIVIX maintains shipment and SKU level documentation to support traceability, including:

- Commercial invoices
- Packing lists
- Production references and batch identifiers
- Shipment records
- Client delivery records

These records allow affected products to be identified and isolated efficiently.

Client and Regulatory Communication

If a recall or corrective action is required:

- Affected clients will be notified promptly
- Written instructions will be provided outlining required actions
- RIVIX will coordinate directly with clients on product recovery, replacement, or remediation

Where required by law, RIVIX will support regulatory reporting through appropriate Canadian authorities.

All communications will be documented.

Corrective Action

Corrective actions may include:

- Immediate suspension of affected production
- Product withdrawal from distribution
- Replacement or remediation of affected goods
- Supplier corrective action requests
- Specification or quality control updates
- Additional inspection protocols

A root cause review will be conducted with manufacturing partners to prevent recurrence.

Documentation and Continuous Improvement

All recall related activities will be formally documented, including:

- Date of issue identification
- Assessment findings
- Communication records
- Actions taken
- Preventative measures implemented

This policy is reviewed periodically and updated as required to reflect regulatory or operational changes.

Recall History

As of the date of publication, RIVIX has not conducted or been subject to any product recalls related to product safety hazards.

Last reviewed: January 2026
