

# RIVIX



## PRODUCT RECALL PLAN

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

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### **Purpose**

RIVIX maintains a formal Product Safety Program to ensure that all apparel, uniform, and textile products supplied under RIVIX programs meet applicable safety standards, regulatory requirements, and client specifications.

The program is designed to:

- Prevent product safety failures
- Ensure traceability and documentation accuracy
- Define accountability across the supply chain
- Support compliance with Canadian import and product safety requirements

Product safety is integrated into sourcing, production, inspection, and shipment activities.

### **Scope**

This program applies to:

- All apparel, uniform, PPE, and textile products supplied under RIVIX programs
- All suppliers, factories, and subcontracted production partners
- All products imported into Canada under RIVIX management
- All client programs where RIVIX oversees sourcing or production

### **Governance and Responsibility**

#### **Program Oversight**

The Product Safety Program is owned by RIVIX Operations Management.

Operations Management is responsible for:

- Oversight of product safety controls
- Assignment of safety responsibilities
- Review of documentation prior to shipment
- Escalation and corrective action decisions

Execution is supported by designated internal team members and qualified external partners where required.

Accountability for product safety is defined prior to production launch.

## **Supplier Qualification and Controls**

RIVIX maintains product safety through structured supplier management.

Controls include:

- Supplier onboarding and vetting prior to approval
- Review of manufacturing capability and production controls
- Confirmation of material composition and construction details
- Clear definition of product specifications at SKU level
- Alignment between commercial invoices, packing lists, and customs documentation

Suppliers are required to provide accurate, complete, and verifiable information for each production program.

No supplier may produce under a RIVIX program without documented approval.

## **Product Specification and Documentation Control**

For each product or program, RIVIX maintains documented records including:

- Approved product specifications
- SKU level material data
- Intended use classification
- Labeling and marking requirements where applicable
- Shipment documentation supporting traceability

Documentation is reviewed prior to shipment release.

Products are not authorized for shipment without verified supporting documentation.

## **Regulatory and Safety Compliance**

RIVIX integrates product safety considerations into:

- Pre shipment review procedures
- Import documentation verification
- Supplier performance monitoring
- Client specific compliance requirements

Where applicable, products are aligned with recognized standards including:

- Canadian safety requirements
- CSA requirements where specified
- Client mandated specifications
- Applicable federal and provincial import regulations

Regulatory obligations are reviewed during program setup and prior to shipment.

## **Risk Identification and Mitigation**

Potential product safety risks are identified through:

- Specification review
- Supplier data validation
- Production oversight
- Pre shipment inspection

Where a risk is identified, shipment may be delayed pending corrective action.

Preventive controls are implemented where possible to reduce recurrence.

### **Incident Management and Escalation**

If a potential product safety issue is identified:

- The issue is immediately escalated to Operations Management
- A documented assessment is conducted
- Root cause analysis is performed where required
- Corrective and preventive actions are implemented
- Clients are notified where appropriate

This process operates in alignment with the RIVIX Product Recall Policy.

### **Training and Communication**

Product safety expectations are communicated through:

- Internal operational procedures
- Supplier onboarding documentation
- Program launch briefings
- Ongoing coordination with manufacturing partners

Responsibilities for product safety are clearly assigned prior to production start.

### **Continuous Improvement**

RIVIX reviews product safety performance periodically and updates processes based on:

- Operational learnings
- Supplier performance trends
- Client feedback
- Regulatory updates
- Audit findings

Where improvements are identified, procedures are revised accordingly.

### **Record Retention**

Product safety documentation is retained in accordance with:

- Client contractual requirements
- Applicable Canadian regulatory requirements
- Internal record retention standards

Records are maintained to support audit readiness and traceability.

**Last reviewed:** January 2026