SOP Title	SOP No.	Version No.	Effective date
Executing a Recall	QA.SOP-008	00	YYYY/MM/DD

EXECUTING A RECALL

Written by:	[Name]	**Signature/Date**	[YYYY/MM/DD]
Approved by:	[Name]	**Signature/Date**	[YYYY/MM/DD]

1. Purpose

1.1. This procedure describes the steps required to execute a recall of cannabis products that were sold, distributed, or exported, in accordance with Part 2 – s.46 and 12 – s.247 of the Cannabis Regulations.

2. Scope

2.1. This procedure applies only to actual recalls of cannabis products.

3. Responsibilities

3.1. **Recall Team :** Perform assigned recall tasks such as notifying customers of the recall, completing the communications plan, and making necessary recall corrections.

3.2. **Quality Manager (QAP) :** Oversee the entire recall process, investigate the problem that caused the recall, monitor the effectiveness of the recall, and complete any required reports for Health Canada.

3.3. **Responsible Person (RP) :** Coordinate refunds/credits for returned products, monitor final corrections to the recall, and notify Health Canada of the end of the recall.

4. Acronyms and Definitions

4.1. **CAPA :** Corrective and preventive action plan.

4.2. **Recall Risk Level :** The numerical designation assigned to a recall that corresponds to the relative degree of risk posed by the cannabis product being recalled. There are three (3) types of Recall Levels (I, II, III), depending on the degree of risk to human health and safety :

4.2.1. **Level 1 Recall (Serious, Imminent Danger):** There is a reasonable probability that the use of, or exposure to, the affected cannabis will result in serious adverse health consequences or even death.

4.2.2. **Level 2 Recall (Serious, Not Imminent Danger):** The use of, or exposure to, the affected cannabis may cause serious or temporary health consequences, but these are unlikely to occur.

4.2.3. **Level 3 Recall (Non-Serious):** The use of, or exposure to, the affected cannabis is not likely to cause any adverse health consequences.

SOP TO BE CONTINUED...