OFFICE PRODUCTS Alliance

HAND SANITIZER RECALL 7/2020

Regarding the recent hand sanitizer recall:

None of the product obtained or sold by OPA is in the recall.

We have vetted ALL of the lot numbers we have received and they are clear. We are 100% certain our products are safe and effective.

If you would like to double check your lot numbers you will find it right below the cap. It is the 4 digits after the capital letter L xxxx, the link below will take you to the FDA recalled lot number list.

https://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts/4e-brands-north-america-issues-nationwide-voluntary-recall-hand-sanitizer-due-potential-presence

We thank you all for your continued business!

July 14, 2020

CEO MESSAGE

4e Brands North America recently announced a voluntary product recall for selected manufacturing lots of its Blumen brand of hand sanitizer products in the United States.

This communication specifies the manufacturing lots included in the recall and how 4e Brands will handle claims for returns, and replacements resulting from the recall. However, we first want to apologize for this development. For more than 15 years, 4e Brands has prided itself on the quality and safety of the personal care products manufactured, including hand sanitizers. We are committed to providing consumers with safe products that serve their health, **and deeply regret these developments**. We appreciate in advance **your cooperation and assistance in our efforts to ensure all recalled product is off the market**. We have been leaders in our industry and our plan is to conduct this recall as an industry leader would.

Our commitment has included continuously improving our processes and protocols to ensure only the highest quality products are produced. Unfortunately, the COVID-19 global pandemic affected the worldwide market for a key Blumen product ingredient – ethanol. We have implemented new and rigorous controls for receiving ethanol from suppliers.

Importantly, the scope of this recall is limited, affecting **certain** manufacturing **lots**, within confined dates and **only for select SKUs**. Those lots were affected by temporary changes in supply. The majority of our hand sanitizer products are unaffected by the recall. However, if you have a concern about any product that remains in your control, please do not hesitate to contact us and we would be happy to provide substitute product.

Steps we have taken to address your needs, and those of your clients, throughout this recall action include:

- The creation of a web page that will serve as the online destination for all pertinent information about the recall.
- The securing of call center resources to handle inquiries from consumers.

You have received the formal **VOLUNTARY RECALL** notice. This notice was sent and approved by FDA and follows the FDA's standard format. We have been working with FDA since we discovered this issue to define the scope of the issue and to provide an accurate message to address impacted product as quickly as possible. In an effort to ensure the recall progresses as efficiently and effectively as possible, we also engaged experts in recall management, Stericycle Expert Solutions, to help implement the recall in the United States.

As we execute our plans, we want to take this moment to thank you for your support and loyalty.

Kind Regards

Jorge González Olvera
Chief Executive Officer