



Willich, 15.05.2019

URGENT SAFETY INFORMATION

Subject: care&serve | premium | wooden tongue depressor | natural

WIROS reference: FSN-19-01

FAO: Wholesale – purchasing department

Item number concerned: 95800300 – lot 1217
100321 – lot 1495

Dear Sir or Madam,

We are writing to you to inform you of urgent safety information regarding the product care&serve | premium | wooden tongue depressor | natural, as there has been an occurrence of a tongue depressor being broken during use.

The aim of this urgent safety information is to make our customers aware that wooden tongue depressors are a natural product whose quality, despite extensive visual and random quality controls, can vary owing to temperature and humidity fluctuations. We would therefore like to ask you to check the product before use for any possible defects.

As a further precaution, we are going to print the following additional safety note in 5 languages on the primary packaging of our wooden tongue depressors for future receipt of goods: Natural material – Please visually inspect before use! The first goods to contain the new safety note are expected to be available from around the end of July 2019/beginning of August.

Furthermore, we have increased our quality controls for future receipt of goods.

Please ensure that all staff and relevant individuals in your company are informed of this urgent safety information. In addition, please forward a copy of this information to your customers so that all relevant individuals there are also informed and the effectiveness of the above-mentioned corrective measures is ensured, or inform the contact person given below.

Please keep hold of this information for at least as long as the measure is in force and fill out and return the attached confirmation form by email or fax as soon as possible and before 28 June 2019.



If you have questions about this safety information, please do not hesitate to contact our Safety Officer, Mr. Michael Hummels.

Email michael.hummels@wiros.de

Telephone +49 2154 89 141 78 | Mobile +49 172 2523970 | Fax +49 2154 89 141 99

We would like to apologise for the inconvenience caused to you by this occurrence and thank you for your cooperation.

With kind regards,

.....

WIROS Wilfried Rosbach GmbH

Annex: Confirmation of receipt