

## **Product Recall Q&A - Update November 9<sup>th</sup>**

### **Have any tampered products been found in the marketplace?**

No – we have broadly publicized this recall and there have been no reports of tampered product in the market.

### **Has anyone gotten sick from eating these products?**

There is no evidence of any illness associated with the recall.

### **What are syringes used for in the plant?**

They are used for routine analytical testing.

### **What was in the syringe casings?**

All three of them contained a saline solution. One of the three also contained residual amounts of Heparin Lock Flush Solution

### **What is Heparin Lock Flush Solution?**

Heparin Lock Flush solution is commonly used in a variety of medical applications, including flushing IV lines. We have no evidence that any of this solution was contained in the syringe other than residual amounts, and none of the products prepared on either November 2<sup>nd</sup> or 3<sup>rd</sup> were delivered to stores or ever left our possession. These products will be destroyed.

### **What is saline?**

Saline is a solution of salt (sodium chloride) and water. It is similar to tears, the body's natural liquid.

### **Should consumers be concerned?**

No. There is no risk to human health from ingesting Heparin. No related products produced on either November 2<sup>nd</sup> or 3<sup>rd</sup> ever left the Company's possession.

### **Is the plant where the incident occurred unionized ?**

Employees at the Kitchener facility are represented by the Schneider Employee Association and the Company has a positive relationship with both employees and the association. We have not identified any potential motive for these actions and our employees are cooperating fully with the investigation.