

MARKET WITHDRAWAL

Reasons for withdrawing products from the market

The withdrawal of a product from the market is initiated by the manufacturer or distributor for two reasons:

1. The product poses a direct threat to the health of the patient.
2. The product poses a potential threat to the health of the consumer/patient.
3. The product is likely to be consumed by sensitive population groups.
4. A quality problem has been identified that impacts the safety of the product.
5. The product is incorrectly labeled and the consumer may be misled (incorrect or misleading labeling).

Procedure in case of vehicle breakdown / accident

In case of breakdown:

- The driver informs the dispatcher in their company about the vehicle breakdown, who then contacts an employee of VENTUS trans s.r.o.
- The dispatcher subsequently informs the customer and CM of VENTUS trans s.r.o. about the vehicle breakdown.
- Securing a replacement vehicle – the supplier's dispatcher within 2 hours in case of unsecured refrigeration in the vehicle. Transfer of goods to the replacement vehicle (driver) and transport to the destination. Informing the client: dispatcher VENTUS trans s.r.o.
- Securing a replacement vehicle – the supplier's dispatcher within 3 hours in case of secured refrigeration in the vehicle. Transfer of goods to the replacement vehicle (driver), or securing vehicle repair and transport to the destination. Informing the client: dispatcher VENTUS trans s.r.o.

The transfer of goods is governed by precisely defined rules, which aim to minimize damage to the cargo and is managed by the dispatcher of VENTUS trans s.r.o., who simultaneously provides information to the dispatcher with the broken-down vehicle, as well as to the dispatcher who secures transport with the replacement vehicle.

In case of a flat tire on the vehicle:

- Pull the vehicle over to the side of the road and turn on the hazard lights.
- Wear a reflective vest when exiting the cab.

- Secure the vehicle against accidental movement, i.e., engage gear, apply the handbrake, and chock the wheels (on the side that is not being lifted).
- Place the warning triangle – in a village/town at least 50 m from the vehicle, outside a village/town at least 100 m from the vehicle.
- Prepare everything needed for the replacement: spare wheel, jack, and wrench.
- Remove the wheel cover.
- Loosen the bolts on the damaged wheel.
- Position the jack at the location specified by the manufacturer.
- Lift the vehicle to a sufficient height above the road surface.
- Unscrew the bolts.
- Replace the wheel, clean the damaged one, and place it in the designated space for the spare wheel; mount the new one on the "hub."
- Screw in the bolts, but not all the way... proceed in a "crosswise manner," always alternating opposite bolts to maintain wheel balance.
- Lower the vehicle onto the road surface with the jack, remove the jack, clean it, and store it in the designated place.
- Tighten the bolts fully using a cross wrench, also in a "crosswise manner" for symmetry and wheel balance.
- Check the tire pressure, then release air or add air as needed.
- Reinstall the wheel cover.
- After a few kilometers, stop and check the tightness of the bolts, and tighten them again if necessary.

In case of damaged transported goods:

- The dispatcher informs an employee of VENTUS trans s.r.o.
- Informing the customer and CM about this fact.
- Depending on the extent of the potential danger, a decision is made about further handling of the goods together with the customer.
- According to instructions from the customer – possible safe removal of glass from the cargo area by the driver. Brooms that will be used for this purpose will be disposed of. The scoop will be thoroughly washed.
- Inspection of work clothing (including shoes) and possible replacement (driver, "contaminated" employee).

- In the event of goods being discarded, it may be necessary to provide:
 - A company for disposal - in the case of pharmaceuticals with an ADR license.
 - A company authorized to handle animal by-products.
- Investigation of the situation and completion of an incident report (corrective action) (ZO + CM).

In Třinec on May 12, 2025

Dominika Rovňaníková
Executive Director of VENTUS trans s.r.o.