

## **Clonbawn Milk Fresh Milk & Low Fat milk (Multiple Products)**

As a precautionary measure, our supplier Arrabawn is recalling 1 litre light milk and 2 litre and 3 litre milks due to the presence of Enterobacteriaceae bacteria. The list of products is in appendix 1. Please note we have multiple suppliers of these products so customers will continue to see Clonbawn milk for sale in our stores. The affected supplier can be identified by the below unique code which is on back of pack. All affected products with this code have been taken off sale. This issue is limited to this specific code, there will be similar products on sale with a different factory code which are safe for consumption.



**Customers are advised to return the product to the nearest store, where a full refund will be given.**

### **What has happened?**

Aldi's supplier, Arrabawn, have detected Enterobacteriaceae. As a result, they are recalling these products as a precautionary measure from all customers.

### **What precautions should they take if consumed by pregnant women, elderly and children?**

If any customers feel unwell, then they should seek medical assistance.

### **When did you discover it?**

Thursday 15<sup>th</sup> October 2020.

### **How serious is it?**

There have been no reported cases of any illnesses from customers that Aldi are aware of.

### **How/why was it allowed to happen in the first place?**

The supplier is conducting an internal investigation with the site where the product is manufactured.

### **What is Aldi doing about it?**

We are recalling all affected products we have sold and removing any from our stores.

### **Who is responsible/at fault?**

A supplier investigation is being undertaken to determine how this has happened.

### **Who has been personally affected/impacted as a result?**

There have been no customer complaints to date.

### **What should customers do?**

All customers are entitled to a full refund if they return their purchased product back to store.

### **Who knows about this? Who has been alerted?**

Aldi customers and the relevant enforcement agencies.

**Are the police/authorities/regulatory bodies involved?**

Food Safety Authority of Ireland and Department of Agriculture have been notified of the incident.

**Have you communicated with customers/employees/regulatory bodies/suppliers?**

Yes, fully.

**What advice have you had from the police/ authorities/ regulatory bodies?**

Food Safety Authority of Ireland will send an alert out regarding the incident to consumers and other regulatory bodies as is necessary.

**Are your products safe? How can you be sure?**

Aldi have robust systems in place for all own brand products. We work closely with suppliers to ensure that any products they supply us have been made in a safe manner.

Aldi will be investigating this matter thoroughly and liaising with the relevant government agencies as required.

**What impact has/will it have on employees/customers/the local community/brand/business?**

**Have you had to deal with a situation like this before? What was the result?**

Any recall has a potential negative impact on Aldi. However, we want to reassure customers that we have systems in place to manage these effectively and minimise any risk to our customers.

**What are you doing to guarantee this won't happen again?**

Aldi are undertaking an internal investigation with the supplier to ensure this does not happen again.

**What e-mail/phone number can people contact with questions or problems?**

FSAI advise line: 1890336677

Customer services IE email: [customer.service@aldi.ie](mailto:customer.service@aldi.ie)

Customer services IE phone: 1 800 991 828

**Appendix 1 Affected Products**

48641	Fresh Milk 3.5% Fat 3 Litre
43628	Fresh Milk 3.5% Fat 2 Litre
51413	Light Milk 1% 3 Litre
43361	Light Milk 1% 1 Litre
43626	Light Milk 1% 2 Litre