



Frequently Asked Questions

Updated: October 22, 2024

Q: What products are being recalled?

A: TreeHouse Foods is voluntarily expanding its previously announced recall to include products manufactured on all lines at Brantford, including frozen toaster waffle, Belgian waffle and pancake products, due to the potential to be contaminated with *Listeria monocytogenes*. This issue was discovered through routine testing at our manufacturing facility in Brantford, Ontario, Canada. There have been no confirmed reports of illnesses or injuries linked to the recalled products to date. A full list of products can be found [here](#).

Q. Why did TreeHouse Foods expand the recall originally announced on October 18, 2024?

TreeHouse Foods is expanding its voluntary recall of certain frozen waffle products due to additional testing indicating the potential for *Listeria monocytogenes* contamination on products manufactured on the additional manufacturing lines. This testing was underway even as we announced the initial recall, though we didn't yet have results.

Q. Why didn't you announce everything all at once?

A: We take consumer food safety seriously, and even as testing continued, we could not withhold important consumer safety information and therefore initiated the recall based on the information we had confirmed at the time.

Q: Are any other products being recalled?

A: The products listed in our press release issued on October 22, 2024, are part of the recall. The release can be found [here](#).

Q: If I have a recalled product, how do I get a refund?

A: If you have a recalled product in your possession, dispose of it or return the recalled product to the place of purchase for credit. Consumers with questions may contact TreeHouse Foods at 800-596-2903, Monday – Friday, 8:00 a.m. – 4:30 p.m. (CST). Photos of the affected products can be found [here](#). No other varieties or batch codes are included in this recall.

Q: What facility made the products included in the recall?

A: Our facility in Brantford, Ontario, Canada, manufactured the products included in the voluntary recall initially announced on October 18, 2024, and expanded on October 22, 2024.

Q: Is the affected facility operational or offline? When will the Brantford, Ontario, facility resume production?

A: We are undergoing all the necessary protocols, including deep cleaning, sanitation, hygienic restoration procedures, and verification of those activities to confirm their effectiveness before we restart production at and shipments from Brantford. We intend to restart production once we can confirm the safety of our production facility.

Q: Will the recall expand to other products or categories?

A: The voluntary recall announced on October 18, 2024, and expanded on October 22, 2024, is limited to the listed products and lot codes originating from one manufacturing site and does not affect other products and categories made in our remaining sites.

Q: Is TreeHouse Foods working with regulatory authorities?

A: We are working with the Canadian Food Inspection Agency (CFIA) and the U.S. Food and Drug Administration (FDA).

Q: How are you ensuring that this recall does not create resource constraints or cascading issues at other sites?

A: The scope of the recall is limited to only our Brantford, Ontario, Canada, manufacturing site. As part of our food safety and quality protocols, any findings and continuous improvement opportunities from our investigation, root cause analysis and corrective actions will be applied across all of our manufacturing facilities as applicable. Additionally, we have proactively engaged third party experts and deployed corporate food safety and quality team members to assist our Brantford, Ontario, Canada, operation, and we are not drawing resources away from other plant locations.

Q: What steps is TreeHouse Foods taking to ensure Q4 service levels are met?

A: Each of our manufacturing sites remains focused on meeting or exceeding service levels and delivering customer orders.