



## Frequently Asked Questions

**Q: What products are being recalled?**

A: TreeHouse Foods is voluntarily recalling certain lot codes of the frozen waffle 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. A full list of products can be found [here](#).

**Q: Are any other products being recalled?**

A: At this time, only the products listed in our press release are part of the recall. The release can be found [here](#).

**Q: Do you anticipate expanding the recall?**

A: We have been diligent with our investigation to identify the scope of the recall. At this time, our investigation has not identified any other production lots or manufacturing lines that are in scope of this recall.

**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 Brantford, Ontario, facility located in Canada, manufactured the products included in the voluntary recall announced on Oct. 18.

**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 effectiveness before we restart production and shipments from that line again. The root cause has been identified and is in the process of being addressed, and we intend to restart production shortly.

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

A: The voluntary recall announced on October 18 is limited to the listed products and lot codes originating from one manufacturing site and does not currently 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 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, manufacturing site. Any findings and continuous improvement opportunities from our investigation, root cause analysis and corrective actions are applied globally 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, 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.