

## NOTICE TO CUSTOMERS (SWITZERLAND)

**Subject:** URGENT – Product withdrawal and recall DISARONNO– Batch nr. 25434-  
Possible presence of foreign bodies

Dear Customer,

As part of our standardised and continuous strict checks that characterise every stage of production, an anomaly was detected on one of the bottling lines, affecting a limited number of production batches and **a very small number** of bottles, with the possible presence of glass micro-fragments in some units belonging to the batches indicated. The anomaly has been identified at the Saronno production site and led to the immediate shutdown of production on the only line where it was found.

The company took immediate action to ensure continuity of production in compliance with food safety standards and is notifying the competent authorities.

We hereby inform you that, for food safety reasons, we are implementing the withdrawal and recall of the following product batches:

- Product/Name: DISARONNO ORIGINALE – Format: 700ml – EAN: 8001110016303
- Batch(es): 25434

The risk concerns the potential presence of glass micro-fragments inside the bottle.

Based on the checks carried out, the probability of their presence is low (0.17% of the total volume of the batches concerned), but cannot be ruled out, and the fragments may not always be visible.

In order to ensure maximum consumer protection and to comply with the principles of prevention and transparency referred to in applicable law, as well as national guidelines on the food alert system, the company has decided to initiate a voluntary recall procedure as a precautionary measure, limited to the batches potentially affected. This decision was also taken in consideration of the nature of the possible foreign body which, if present and ingested, could pose a potential risk, albeit remote, to consumer safety.

Illva Saronno confirms its ongoing commitment to ensuring product quality, transparency towards consumers and compliance with food safety standards.

This communication implements the withdrawal and recall of the **affected batches** from the distribution network and requires **the immediate execution of the following actions**:

- Block sales **of the affected batches** with immediate effect
- Isolate and physically identify all stocks (warehouse and point of sale).
- Count the stock per batch and notify us of the quantities and locations.
- Also indicate the list of customers that have received the batches in question.
- We will collect any affected stock and replace it. Please arrange the return with our customer service; do not destroy or dispose of the affected product yourself.
- Please share this communication with any onward customer to whom you may have shipped the affected batches.

If the product may have reached consumers through your direct sales or via one of your customers, please also:

- Remove the affected products from shelves/display cases and from online channels where present or inform your customers to do so.
- Display (or inform your customers to display) the notice to the public (Annex 1) in the applicable manner.
- Request confirmation of execution from your customers.

Please reply to this email with the requested information in order to confirm compliance.

**Contact details for urgent matters: [contatti@illva.com](mailto:contatti@illva.com)**

We apologise for any inconvenience and remain at your disposal for any operational support.

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ILLVA Saronno S.p.A.

Marco Giovanni Ferrari

## ATTACHMENT 1

### Food recall notice

Ilva Saronno S.p.A. is recalling certain batches of the following product for food safety reasons:

- Product/Name: DISARONNO Originale – Format: 700ml – Country of origin: Italy
- Batch: 25434 - EAN: 8001110016303

**Reason for recall:** possible presence of foreign bodies (micro-fragments of glass) in some units, due to an anomaly on a bottling line.

**What to do:** do not consume the product from the indicated batch and return it to the point of sale for a refund or replacement.

Contact details: [contatti@illva.com](mailto:contatti@illva.com)

We apologise for any inconvenience. Consumer safety is our priority.



Batch Number