



January 6, 2022

Letter of Continuing Guarantee - Overview

All products sold and distributed by AmerCareRoyal ("ACR"), and its operating companies (AmerCare, Royal Paper, 511 Foodservice, McNairn Packaging) comply with US regulatory requirements, including FDA requirements for food contact articles and packaging. None of our items sold include any of the big eight allergens (milk, fish, soy, tree nuts, peanuts, eggs, shellfish, wheat).

All products sold by ACR originate from approved sources and receive appropriate inspection where applicable for the type of product being supplied. Certification for incoming raw materials by letters of guarantee, results of analysis, or other satisfactory means may also be required.

Although we do not sell, process or handle food products, all ACR operating companies operate under a voluntary HACCP program. Our procedures are designed to control potential biological, physical, and chemical hazards from the procurement to the distribution of properly labeled products to our customers. ACR conducts "mock recalls" on an annual basis. Each ACR facility undergoes an annual 3rd-party "Good Distribution Practices" (GDP) audit. While this audit is not GFSI-recognized and does not confer a Certificate, it does provide evidence of a food-grade quality management system.

ACR requires all suppliers/manufacturers with whom we conduct business to be properly registered with the FDA in compliance with the Public Health Security and Bioterrorism Preparedness and Response Act of 2002, and the 2011 Food Safety Modernization Act, unless otherwise exempt by regulation. (For the products that ACR sells, FDA registration is chiefly related to medical grade examination gloves.)

Suppliers receive an initial facility audit by ACR Sourcing and/or Quality Assurance to evaluate their quality system programs. This evaluation includes a review of manufacturing capabilities, specifications, packaging and labeling specifications, manufacturing procedures, in-process controls and final inspection, records and reporting procedures.

ACR product suppliers are expected to receive a satisfactory rating by an internationally recognized independent 3rd party audit organization on an annual basis, depending on the nature of the product being supplied. Examples of these certifications include GFSI, ISO, HACCP, GMP, and GDP.

All customer complaints are thoroughly investigated and tracked using the ACR's Customer Relationship Management ("CRM") system. ACR has a Corrective and Preventive Action (CAPA) program, to determine root causes of issues, to eliminate the cause of nonconformities and prevent their recurrence.

AmerCareRoyal, LLC

Mela Sims

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Quality Assurance Manager