



Product Recall — Consumable Goods



TOKIOMARINE
HCC



The recall reflexes to manage your crisis quickly & effectively

Product recalls impact thousands of companies every year — putting both people and brands at risk.

If managed poorly, a recall can have devastating consequences on a company's reputation and bottom line. Sedgwick is a single-source global partner with the experience, expertise and infrastructure to guide you through the entire recall process — from consultation and preparation to execution and closeout.

Experience & capabilities



300+
recalls managed annually
(FDA, CPSC, USDA & NHTSA)



300+
contact center &
warehouse space



Industries
food, beverage, nutraceuticals,
consumer goods, pharmaceutical,
medical device, automotive



Flexible remedies
replacement &
reimbursement



18K+
global field representatives



20M+
touch points in a single campaign



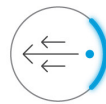
Effective checks
phone & on-site



25+
languages spoken in contact center



20+ years
of recall management experience



Mock recall
simulations



22
countries served



Cost-effective disposal
witness destruction



Product recall life cycle



Sedgwick offers

Brand protection

Recall risk & cost mitigation

Regulatory compliance & reporting

Expert guidance & consultation

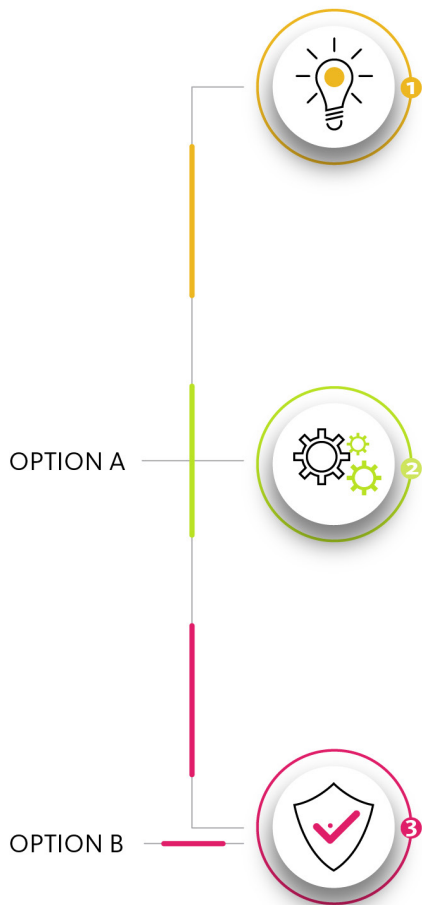
Experience & proven process

Global systems & infrastructure



Is your business recall ready?

Like death and taxes, recalls are inevitable. Sedgwick can help your organization prepare. Expert consultants help develop recall plans or review current plans to ensure they are as robust as possible. Our team also conducts on-site mock recalls using customized, realistic scenarios to test each step of the plan.



Decision process

- Customized simulation scenarios
- Test decision-making process
- Assess internal communications

Strategy development

- Assess recall action team's:
 - Awareness of roles
 - Adherence to SOPs
 - Capacity & performance
- Receive expert guidance:
 - Industry best practices
 - Agency expectations

Execution

- Practice physical execution:
 - Market communications
 - Response management
 - Product return
 - Results reporting
- Evaluate process effectiveness

The Tokio Marine HCC Package of Protection:

Can you afford to be without it?

The consequences of accidental or malicious contaminations can be devastating to a firm's bottom line and reputation. Having the proper insurance provisions and specialized crisis expertise can be absolutely vital for a firm's survival and its brand. Without this, the damage might be irreparable.

Going far beyond traditional general liability or product extortion policies, Tokio Marine HCC's product contamination policy offers a broad spectrum of coverage relating to expense reimbursement, preservation of profits and brand rehabilitation.

Complementing that policy are the pre- and post-crisis recall management and consulting services of Sedgwick – available on a 24/7 basis to help policyholders when they need it most. Policyholders can utilize up to 10% of their premium to engage Sedgwick for pre-incident planning and loss prevention procedures:

Max Cotton

Specialty Underwriting
Manager – Product Head

Tokio Marine HCC –
Specialty Group

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Services

- Product safety-formulation, process, control & packaging –HACCP, GMPs, etc.
- Recall program
- Mock recalls
- Food defense program
- Food allergen & product labeling program
- Handling regulatory inspections
- Food safety policy
- Food handler health policy
- Product traceability program
- Crisis management plan
- Supplier approval program
- Good manufacturing practices training

Recall solutions

- Call center/customer notification
- Store-level recall execution/retrieval of product
- Consumer compliant retrieval of product
- Compliant destruction of product



Our team



Chris Harvey | SVP Client Services

Throughout his career, Chris Harvey has managed more than 1,200 recalls, including hundreds of high-profile recalls and withdrawals for the nation's largest pharmaceutical and CPG companies. With his wide range of experience, Chris offers Sedgwick clients proven and efficient solutions to challenges arising from every aspect of the recall process; from initial planning and preparation to the full scale execution of a product recall. Additionally, Chris works with numerous law firms and PR firms across all industries to help their clients mitigate recall-related risk. Chris assists in the scoping, plan development, and recall execution for a diverse set of industries, including pharmaceutical, medical device, food and beverage, and consumer products.

Chris is recognized as an expert in the recall industry and routinely speaks on best practices for recall planning and execution at trade shows, conventions and conferences. Chris received a bachelor's degree in law and society at Purdue University.



Ryan Gooley | Recall Advisor

Ryan Gooley is a product recall advisor for Sedgwick, where he has played a vital role in the execution of over 1,000 recalls, withdrawals, and market corrections for some of the highest profile food and beverage, consumer product, and pharmaceutical companies globally. Throughout his 17 years in the recall management industry, Ryan has led clients through every step of the recall process and other crisis-related projects. With many global clients, Ryan's work has contributed to the successful resolution of hundreds of international product recall efforts over the course of his career.

Prior to joining Sedgwick, Ryan held multiple management and operation positions. He received a Master of Business Administration at North Central College in Naperville, Illinois where he also received a bachelor's degree in business administration, with minors in international studies and professional conflict resolution.



Gale Prince | Expert Consultant

Gale brings more than 40 years of food industry experience to Sedgwick's clients, offering expert guidance and solutions on issues including crisis management, food safety, traceability, quality assurance, regulatory compliance, and food litigation defense. Having managed several thousand recall events in his career, he has been called "The dean of product recalls."

Gale began his career in 1967 at the Jewel Companies, working on retail supply chain issues, as well as on food safety, recalls and regulatory matters. He later served as director of regulatory affairs at The Kroger Co., where he managed recalls and worked on the most challenging regulatory matters for one of the world's leading food retailers.

Gale speaks frequently around the U.S. on the subjects of food safety regulation, global food quality, and safety issues and recall management. Working with retailers, manufacturers, trade associations and government bodies around the world, Gale helps find solutions to some of the food industry's most critical problems.

Our team



Amanda Combs | Recall Advisor

Amanda Combs is a product recall advisor for Sedgwick, where she has helped clients manage more than 500 national and international product recalls. Amanda assists in the scoping, plan development, and recall execution for a diverse set of industries, including pharmaceutical, medical device, food, auto, and consumer product.

In her 15 years with the company, Amanda has worked on all aspects of product recalls and returns, from implementing recall prevention strategies to executing global recalls. Amanda's proven and efficient recall solution strategies have helped some of the biggest companies in the U.S. prevent, prepare for and resolve product recalls. Amanda has worked on numerous high-profile recalls and assisted manufacturers and retailers in order to streamline their process to make it as efficient and cost-effective as possible.



Jeremy Schutz | Recall Advisor

Jeremy Schutz serves as senior corporate sales manager at Sedgwick, where he helps companies in the consumer product, food and beverage, medical device, and pharmaceutical industries protect their brands before, during and after a recall.

Jeremy brings more than 20 years of experience helping businesses solve some of their most pressing challenges. His current focus includes working with companies to develop their recall standard operating procedures, perform a gap analysis of their current SOPs, and conduct mock recalls to mitigate the risk of future product recalls.

Jeremy received a bachelor's degree from Indiana University.



Matt Walker | Recall Advisor

Matt Walker is a product Recall Advisor for Sedgwick, where he has helped clients manage over 500 national and international product recalls. Matt assists in the scoping, plan development, and recall execution for a diverse set of industries including pharmaceutical, medical device, food and beverage, and consumer products.

In his 12 years with the company, Matt has worked on all aspects of product recalls from implementing recall prevention procedures to executing global recalls. Matt's proven and efficient recall solution strategies have helped some of the biggest companies in the U.S. prevent, prepare for and resolve product recalls. Matt has worked on numerous high-profile recalls and assisted manufacturers and retailers with streamlining their processes for efficiency and cost-effectiveness.