



www.red24assist.com

## About Us

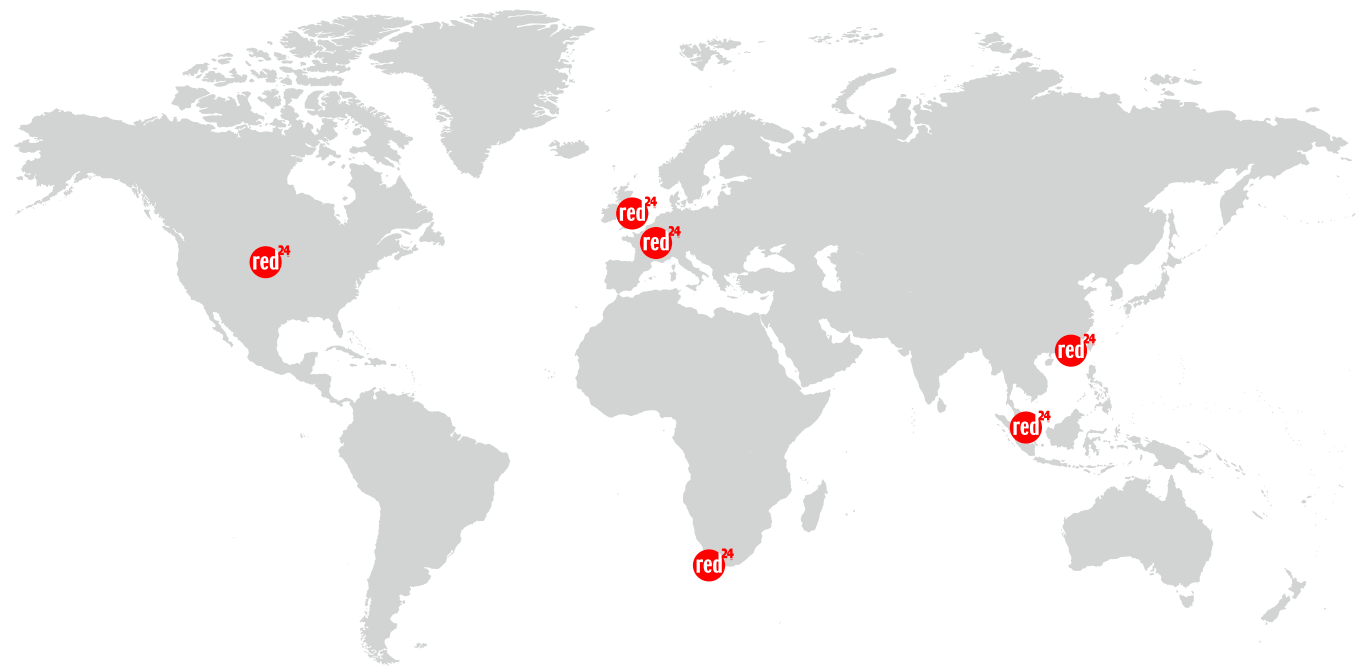
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Since the inception of the company in 2000, red24 has steadily expanded its scope of crisis management services to include special risks (hostile environments and situations), as well as travel, product, cyber and environmental risks.

red24 is supported by a range of highly skilled consultants in the automotive sector to ensure our clients manage risks effectively. The solutions we provide are specifically targeted for tier 2-4 manufacturers that supply and support OEM's.

## red24 Locations

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**"In 2015, automakers recalled 51.3 million vehicles in the United States last year, the second-highest ever, in 868 separate campaigns - National Highway Travel Safety Administration"**

## Consultant network

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Using a range of consultants, red24 has access to the services of over 500 engineers worldwide, who have worked with a number of respected automotive manufacturers and can support a range of services. We also have access to advanced testing facilities in the United States, France, Germany, India, China, Korea, Japan, Taiwan and Thailand.

## Expertise

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- Support at management level within OEMs in sales, after sales, finished vehicle logistics, fleet management, remarketing services and after-market parts.
- Technical expertise on manufacturing processes.
- Failure analysis experts with world-class leading technology and facilities for metals, ceramics, CFRP, polymers, semiconductors, surface analysis, physical-mechanical testing, 3D-imaging, electrical analysis and chemical analysis.
- Experts in oil and fuel technology.
- Warranty experts who have run OEM programs to minimize losses and ensure that international retailer networks perform.

## Pre-incident services

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**Gap Analysis Audit:** We arrange for a “health check” of all major systems to identify specific areas where red24 can provide further support.

To include:

- **Quality Management System (QMS):** A red24 consultant will assess the main elements of a quality management system. If the organization is already certified by an accredited certification body, the assessment of this element will validate previous assessments.
- **Design process:** A red24 consultant will conduct an assessment that evaluates the ways in which the company designs products and whether the client uses industry recognized tools to continuously improve this process.
- **Manufacturing process:** The correct and effective implementation of manufacturing risk assessment and management tools in the production process prevents the manufacturing of defective products that might lead to a recall. A red24 consultant will evaluate the manufacturing process to determine if appropriate risk assessment and management tools are in place.
- **Manufacturing monitoring:** During the audit, the auditor will observe how the control of the manufacturing process takes place and how the resulting information is used.
- **Batch processing and traceability:** A red24 consultant will determine if there is clear identification of what was produced, by whom, using what materials, and when, for complete transparency in traceability capabilities.
- **Material and stock management:** red24 will assess material and stock control measures and procedures in order to minimize the risk to manufactured products because of, incorrect, obsolete, shelf-life dependent or incorrectly stored products or materials.
- **Isolation and recall procedures:** Businesses must have procedures in place to isolate the contaminated parts and have recall procedures in place to recover the affected parts. red24 will evaluate if proper isolation and recall procedures are implemented.



## Pre-incident services (Continued)

**Crisis management review:** Knowledge of and compliance to legal, regulatory and common law requirements is essential in avoiding a crisis. A red24 consultant will conduct an analysis of a company's preparedness to identify, examine and investigate potential or actual violations and the decision process to take mitigating or corrective action.

**Recall plan review:** NHTSA provides industry requirements and guidance for product recalls. A red24 consultant will conduct an analysis of an OEM's recall preparedness and review a company's recall plan to determine if it meets NHTSA requirements and provides guidance to successfully manage a recall.

**Recall plan development:** A red24 consultant will develop a recall plan for the client that follows the industry requirements and guidelines provided by NHTSA along with a process to successfully manage a recall.

**Supplier risk assessment:** Managing risks is a critical aspect of supplier management. A supplier risk assessment is essential to ensure consistent product quality and safety. red24 will assess the process to determine supplier partnership viability, supplier evaluation, selection and monitoring, to determine ways in which suppliers can help control and minimize risk.

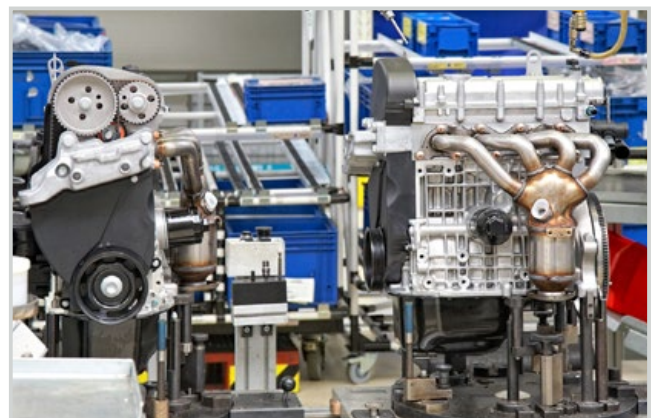


**Contracts:** A red24 consultant will evaluate contracting procedures for both purchases and sales of products. A risk tolerance assessment will be conducted to determine whether any risk can be mitigated, spread or avoided. Other improvements to the contracting process will be evaluated.

**Warnings and instructions:** Both symbols and text are important for automotive warnings and instructions. A red24 consultant will evaluate a company's process for developing and disseminating safety information on packaging, product labels and in instructions to determine their adequacy and comprehensibility. An evaluation of the company's website for this information will also be included.

**Seminars and workshops:** A well-trained workforce is essential in mitigating risks and taking appropriate actions when incidents arise. Workshops are an efficient and effective way to train a group of people. red24 will conduct classroom style workshops and seminars that include interactive exercises as learning tools.

**Regulatory compliance:** red24 can offer consultancy and guidance on National Highway Traffic Safety Administration (NHTSA) and Transport Canada regulations.





- **Failure and damage analysis:** We will assist with investigations to ensure our client can establish what, why, how, when and where the failure took place.
- **Logistic support:** red24 can provide logistical support in the removal and isolation of contaminated products.
- **Communications support:** red24 provides public relations and communication logistics support to ensure an effective communications plan is in place and that facilities are in place to deliver and monitor all activity.
- **Fulfillment and call center support:** A surge in fulfillment request and calls to the call center during a crisis can wreak havoc on company systems and ability to support the increased volume. red24 can provide expert fulfillment and call center support to handle any size crisis.
- **Warranty analysis:** red24 will conduct a warranty analysis of the OEM, examining what their system was reporting and why an issue was not detected.
- **Representation of supplier:** Facilitation and representation of supplier in meetings with the OEM can be provided by red24 consultants.
- **Design and approval of replacement parts:** red24 will investigate the root-cause design issues. Material and component testing services are offered; these cover
  - Electrical
  - Durability & Environmental
  - Chemical
  - Weathering & Aging
  - Corrosion
  - Climate
  - Emissions
- **Lab support:** Should laboratory support be needed to test a product, red24 can provide assistance to ensure that proper chain of custody and laboratory testing is completed.
- **Approval and homologation:** red24 ensures that approval and homologation will be done according to national & international legislation.
- **Product recall effectiveness checks:** A red24 consultant will evaluate the effectiveness of the company's compliance with NHTSA requirements and common law requirements – and ensures that the company's actions are adequately documented.
- **Expert witness:** red24 can provide legal expertise to assist in the defense of litigation on safety and prevention issues such as post-sale duty to warn.





London  
Tel: +44 203 291 2424



Cape Town  
Tel: +27 21 700 3800



Singapore  
Tel: +65 6536 4845



New York  
Tel: +1 866 316 0317



Munich  
Tel: +49 89 20 303 575



Hong Kong  
Tel: +852 2855 6958



[www.red24.com/assist](http://www.red24.com/assist)  
[assist@red24.com](mailto:assist@red24.com)

