



Liberty
International
Underwriters.



Liberty
Specialty Markets



Product Risks
Consumer Goods Services

www.red24assist.com

About us

Since our inception in 2000, red24 has steadily expanded its scope of crisis management services to include special risks (kidnap, ransom and extortion), as well as travel, product, cyber and environmental risks.

red24 provide access to a range of highly skilled consultants whose experience and expertise is available to help clients manage risks to their business effectively.

Consultants

red24 is supported by a range of highly skilled consultants in the consumer goods sector to ensure our clients manage risk effectively. red24's solutions cater for clients involved in the entire supply chain network for sectors including toys, consumer electronics, household, personal care, cosmetics and clothing.

Consultant Network

Using a range of consultants, red24 provides clients access to technical, crisis communications, logistics, regulatory and testing support on a global basis.



Pre-Incident Services

Recall Plan Review

A recall plan review to analyse requirements for recall preparedness and plans, and determine if plans meet with industry standards.

Crisis Management Review

A crisis management review includes an analysis of the company's knowledge of legal requirements and their preparedness to analyse potential violations and make decisions on what to do about it. Includes regulatory requirements and common law requirements.

Recall / Crisis Management Workshop

Review of client's Recall / Crisis Management Plan and provide feedback based on industry best practices.

Recall / Crisis Management Simulation

Available as a basic or advanced provision. The basic provision will involve running through a scenario with the crisis team, with engagement and support from red24's facilitators throughout. The advanced option is more complex and will involve more in-depth scenarios, potentially involving multiple company sites.

Business Continuity Planning

We will assist in the assessment of key business functions and help form strategic, tactical and operational business continuity plans. In a crisis it is crucial that critical business functions remain available. To achieve this, all personnel need to be engaged in an effective, well-maintained BCP model.

Supplier and Factory Assessment

A technical specialist will support audits for internal or supplier sites to ensure that standards are being maintained and to support an ongoing review and development programme. Audits will be based around a pre-agreed internal or accredited standard (i.e. ISO).

Supplier Management Workshop

Evaluation to help clients ensure they have robust protocols in place for managing the quality of their products and to ensure best industry practices are enforced.

Technical Consultancy

Access the knowledge base of red24's global team on a 24/7 basis. If you have a concern about a specific issue relating to your products or wish to get a second opinion on a particular localised issue, we're very happy to help.

Quality Control

We will assess the procedures and testing protocols in place for managing quality. This will involve the assessment of corrective actions being taken and whether a process of continual development and improvement is in place.



Seminars and Training

A well-trained workforce is essential in mitigating risks and taking appropriate actions when incidents arise. red24 seminars and training are an efficient and effective way to train a group of people. The topics covered include:

- ISO 22301 - Business Continuity: Provides a comprehensive set of controls based on business continuity management best practice, covering the whole BCM lifecycle.
- ISO 9001: 2015 - Quality Management Systems: Helps with the understanding and prioritisation of threats to your organisation. In turn this will reduce the threat of disruption, protect your assets if something does go wrong, and aid your recovery from an incident.
- FSSC 22000 - Packaging Training (this will include PAS 223).
- BRC IoP Training - Institute of Packaging Training to meet the BRC standard.

Design Process

We will conduct an assessment that evaluates the ways in which a product is designed and use industry-recognised tools to aid the continuous improvement of this process.

Manufacturing Process

By correctly and effectively implementing manufacturing risk assessment and management tools in the production process, businesses can prevent the manufacturing of defective products that might lead to a recall.

Material and Stock Management

Material and stock control measures and procedures to help minimise the risk of manufacturing products because of incorrect, obsolete, shelf life-dependent, or incorrectly stored products or materials.

Isolation and Recall Procedures

The business must have procedures in place to isolate the affected parts or items, and put recall procedures in place for their recovery.

Warnings and Instructions

Warnings and instructions are reviewed to evaluate how our client develops and disseminates safety information in packaging, on product labels and instructions. Includes an evaluation of the company website.

Contracts

We evaluate contracting procedures for both purchases and sales of products to determine risk and find out if any risk spreading or avoidance can be improved through the contracting process.

Consumer Complaint Management Workshop

Focuses on the elements of handling consumer complaints through phone, email, internet and social media in order to mitigate risks and liability. Can be custom designed to meet the client's requirements.

Consumer Complaint SOP Assessment

Can be stand-alone or as part of a Crisis or Recall Simulation. Tests the capabilities of the call centre through actual calls and an assessment of the processes and procedures.

Social Responsibility and Sustainable Business Workshop

Focuses on how a business monitors and ensures its active compliance with the spirit of the law, ethical standards and national or international norms.

Social Responsibility and Sustainable Business Assessment (Ethical Audit)

An assessment of a business or supplier to ensure that ethical business practices are being followed and no human rights or ethical violations are breached.

Crisis support / Post-crisis

Crisis Support

In the event that a recall situation or other crisis emerges, a prompt and decisive response is vital. red24 provides support from experts who can assist with the investigation and handling of the situation.

Product Recall and Traceability

In a crisis event, we will advise on appropriate actions to be taken and assist in identifying the root cause of any problems. Our specialists will also recommend a plan of action to be taken to ensure business operations and continuity are considered.

Product Testing

red24 has access to worldwide independent testing facilities and laboratories to assist in determining the aetiology of the issue, determine the risks and look to support next steps.

Regulatory Support

red24 legal specialists are familiar with global statutory frameworks and practical operating procedures, and are well placed to provide the most appropriate support and advice to minimise the impact to your business.

Crisis Communications

red24's crisis communication specialists have extensive industry experience, having represented a number of leading global brands. When a story breaks, red24 can provide invaluable assistance and guidance in preparing appropriate communications across various media channels and social media, to address the concerns of the media, shareholders, customers, employees and the public.

Communications Logistics

Access to over 17 contact centres, in over 25 languages, to support the management and delivery of communications in a crisis situation.

Technical Product Expertise

Our team includes a number of technical experts and engineers who are able to support product issues. They will support the crisis concern, advise on possible root causes, and recommend an appropriate plan of action to manage the risk.

Malicious Investigations and Support

red24's malicious product tamper (MPT) specialists have over 20 years of case experience. In the event of a crisis, they will provide advice to ensure that a company considers all available options and makes the best decision based on the evidence available.

Post Recall / Crisis Incident Assessment

To document the recall event and assess the strengths and opportunities that exist to help the client improve the overall Recall / Crisis Programme.

Reverse Logistics

Should your business be unable to recover or repair products via your own supply chain network, red24 has access to global resources that can assist with the logistical considerations required to recover products from retailers or consumers, in order for action to be taken to remedy the issue.



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